

# **BUSSQ**

# Super

# Handbook

1 July 2020

**BE YOU**  
**WITH BUSSQ.**

**BUSSQ**  
*building super*



## Shine a light on what's possible.

Skylight was built by BUSSQ because we care about workers and their families in building and construction. We saw a need to provide you with better financial solutions – to make your hard work, work even harder for you.

We call it Skylight because when it comes to your finances sometimes you need to light the way forward, while other times the sky's the limit.

Skylight can help you with everything from counselling to budgeting tools and can work with you to provide affordable solutions to create a financial plan to assist you to achieve your needs, wherever you are in life.

**Let Skylight shine a light on what's possible at [skylight.com.au](https://skylight.com.au)  
or call us on 1800 SKYLIGHT • 1800 759 544**

**SKYLIGHT**  
FINANCIAL SOLUTIONS

### Important information

The information in this *Handbook* describes the main features, benefits and conditions of BUSSQ's superannuation products. It forms part of the Product Disclosure Statements (PDS's) for BUSSQ MySuper, Premium Choice and Income accounts and the terms and conditions for the Child Income account and will help you to:

- Decide whether these products will meet your needs, and
- Compare the BUSSQ products with others you maybe considering.

BUSSQ products are only available within Australia. Applications from outside of Australia will not be considered.

### Getting advice

The advice in this Handbook is of a general nature and it has been prepared without taking into account your individual financial needs, circumstances and objectives. It should be read in conjunction with the relevant PDS and latest annual report. You can download a copy of each from [bussq.com.au](http://bussq.com.au).

You are encouraged to assess your own financial situation before making an investment decision based on the information contained in this Handbook. You may wish to seek the advice of a Financial Planner to help you with your decision making.

### Explanation of super terms used

Throughout this Handbook we have tried to use simple English to explain your super benefits. However, there were occasions where some terms could not be simplified. If you would like an explanation of a term that has been used in this document, please go to the General Definitions section of this Handbook or call us on **1800 692 877**.

## Contact Us

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<b>PHONE</b>	1800 692 877
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This document has been prepared and issued by BUSS(Queensland) Pty Ltd (ABN 15 065 061 281, AFSL 237860) as trustee for BUSSQ Fund (ABN 85 571 332 201).

For more information about BUSSQ's awards and ratings refer to [bussq.com.au](http://bussq.com.au). Past performance is not a reliable indicator of future returns.

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# WHY CHOOSE BUSSQ?



## National industry super fund

BUSSQ is an industry super fund created for workers in the building, construction and civil industries. Our members always come first. Profits are returned to members, unlike many other super funds that pay a proportion of their profits to shareholders and commissions to agents. BUSSQ services members and employers in all states and territories.



## Strong investment returns

BUSSQ is one of Australia's top performing super funds and has consistently outperformed other super funds over the short and long term. BUSSQ has been awarded *SuperRatings* 10 Year Platinum Performance Rating 2010 - 2020 for our MySuper, Premium Choice and Income account products.<sup>^</sup>



## Investment choice

BUSSQ's Premium Choice product offers 10 different investment options. Each option has a distinctly different investment objective and strategy. There are three pre-mixed options and seven single asset class options. Members can tailor their investment approach to suit their individual needs by 'mixing and matching' the options. For members who value simplicity, BUSSQ MySuper offers a single, diversified investment option.



## Competitive fees

BUSSQ keeps its fees competitive to ensure more money goes into your account. There are NO establishment or contribution fees and the direct administration fee is only \$2.25 per week.



## Industry leading arrears process

BUSSQ is committed to making sure you receive the super you're entitled to. BUSSQ's highly skilled Arrears team works closely with unions, employers and major contractors to help you get the super you're entitled to and worked so hard for.



## Financial advice at no extra cost\*

Skylight Financial Solutions provides BUSSQ members with straight forward financial advice about their super, including choosing insurance, investments and contributions, at no extra cost.

Skylight also offers complex superannuation advice, including advice on your whole financial situation, covering insurances, wealth creation, estate planning, aged care and SMSFs, on a fee for service basis. Skylight is a fully owned subsidiary of BUSSQ.



## Insurance flexibility

BUSSQ's insurance products are competitively priced and are designed to provide members with a simple, low cost alternative when it comes to purchasing insurance protection. Cover is provided by OnePath and includes:

- Death only (including Terminal Illness)
- Death and Total & Permanent Disablement (TPD), and
- Income Protection.

Cover is specifically tailored for workers in the building, construction and civil industries and we often cover roles that are considered too high risk by other insurers. The insurance premiums depend on whether members are manual or non-manual workers.



## Focused on helping you

BUSSQ takes the time to provide personalised service to our members, when and how they need it, to assist them to get their super on track. We offer a range of expert assistance, either on site, at home or in our office. Our team goes the extra mile to travel to work sites and workplaces to help members and employers.

<sup>^</sup> Past performance is not a reliable indicator of future returns. For more information about BUSSQ's awards and ratings refer to [bussq.com.au](http://bussq.com.au).

\*Advice can be provided in person or over the phone. All complex financial advice is delivered by Skylight's Financial Planners. Members who receive complex advice and non-members who receive advice will be billed on a per hour basis. Refer to the Financial Services Guide for more information.

# GETTING STARTED

## Joining BUSSQ

You can become a member of BUSSQ if you:

- Are aged under 67.
- Are aged between 67 and 74 years and you have worked at least 40 hours in a period of not more than 30 consecutive days in the current financial year
- Have money from another super fund or Pension account that you would like to roll into BUSSQ.

You can also be employed by an employer, self-employed or not employed, as long as you are eligible to contribute or have other super to roll over. At any time you can use our supersearch tool, available at [bussq.com.au](https://bussq.com.au), to find and combine your super.

### It's easy to join

All you have to do is read the information contained in the Product Disclosure Statement (PDS), this handbook and the *Insurance Handbook*. Then to open your account either:

- Click on '**Join Now**' at [bussq.com.au](https://bussq.com.au), or
- Complete and sign the application form in either the MySuper or Premium Choice PDS.

## Cooling off period

After you apply to join BUSSQ, you have 14 days from the date BUSSQ sends you confirmation of your membership in which to cancel. If your employer has signed you up to BUSSQ, a cooling off period does not apply.

If you choose to close your account during the cooling off period, any contributions you have made will be refunded. However, if the value of the contributions that you made has changed due to investment movements, a lesser amount may be refunded to you.

You will also be liable to pay any government taxes and charges or insurance premiums paid by BUSSQ on your behalf. If any of the contributions made to BUSSQ were transferred from another super fund and were subject to preservation requirements, they cannot be paid out to you, but must instead be transferred to another super fund of your choice.

## Smart ways to build your super

### Make contributions

You work hard. It's important your super works hard too!

Factors that can significantly affect how much your super grows are:

- How early your super contributions start
- Rolling in money from another super fund
- How much is invested during your working life
- The investment performance of the options in which you invest.

### Types of contributions

Contributions to super are classified as either 'concessional' or 'non-concessional', depending on the tax that has been paid on the money being contributed.

Generally, if you have already paid or will pay tax on the money (e.g. income tax), the contribution will be classified as non-concessional.

All before tax contributions including employer contributions, salary sacrifice contributions and tax deductible contributions are classified as concessional.

### Four easy ways to contribute

BUSSQ makes it easy for you to build your super by giving you the flexibility to contribute in any of the following ways:

**Salary sacrifice** - salary sacrifice is an arrangement between you and your employer, where you both agree that rather than receive part of your income as salary or wages, your employer will make an equivalent super contribution on your behalf. The amount sacrificed is paid directly into your BUSSQ account before any income tax is deducted, which means your gross salary or wage is reduced for taxation purposes. Speak to your employer to find out how to setup salary sacrifice.

**BPAY** - lets you transfer specific amounts direct from your bank, building society or credit union account to your BUSSQ account. To find out more about this facility give us a call.

**Payroll deduction** (if provided by your employer) - you will need to speak to your employer to arrange deductions of contributions from your pay.

**Direct Debit** - lets you specify an amount to be regularly taken out of your bank, building society or credit union account and paid into your BUSSQ account. Simply complete and return a *Direct Debit Request* form to BUSSQ.

Please go to [bussq.com.au](https://bussq.com.au) or call **1800 692 877** for more details.

## Who can contribute?

Age group	SG employer contributions	Salary sacrifice contributions	Non-concessional contributions	Tax deductible contributions
UNDER 67	YES	YES	YES	You can claim a tax deduction for any personal contributions you make to your super. The personal contributions you claim as a tax deduction will count towards your concessional contributions cap.
67 - 74	YES	Only if you have met the work test* or the work test exemption <sup>^</sup> .	Only if you have met the work test* or the work test exemption <sup>^</sup> .	You can claim a tax deduction for any personal contributions you make to your super if you have met the work test* or the work test exemption <sup>^</sup> . The personal contributions you claim as a tax deduction will count towards your concessional contributions cap.
75 +	YES	NO	NO	NO

Contribution legislation may change but the information in this table is correct at date of issue of this handbook, check current legislation before making any financial decisions.

\* To meet the **work test** you must be gainfully employed for at least 40 hours over 30 consecutive days during the financial year.

<sup>^</sup> The **work test exemption** applies if you were gainfully employed for at least 40 hours over 30 consecutive days in the previous financial year and had a total superannuation balance of less than \$300,000 on 30 June that year. You cannot claim the work test exemption if you have claimed it in a previous financial year.

## Contribution caps

The government has set limits on how much you can contribute to your super without paying additional tax. Please see the table below to understand the caps that apply and page 16 for more information about the tax payable on any contributions over the cap.

Type of contribution	From 1 July 2017
Concessional (e.g. salary sacrifice contributions, employer contributions, tax deductible contributions)	\$25,000*
Non-concessional (e.g. contributions from money you have already paid tax on)	\$100,00 p.a. or \$300,000 using the bring forward rule*

\*You are able to carry forward your unused concessional contributions cap amounts for up to five consecutive years if your total superannuation balance is less than \$500,000. See page 10 for details or call us on 1800 692 877 for more information.

<sup>^</sup>If you are under 65 years old you may be able to make non-concessional contributions of up to three times the annual non-concessional contributions cap in a single year. If eligible, when you make contributions greater than the annual cap, you automatically gain access to future year caps. This is known as the 'bring-forward' option. Call us for more information.

#If you have a combined total superannuation balance above the \$1.6 million you will not be able to make non-concessional contributions to super.

## Tax Deductible Contributions

You can claim a tax deduction for any personal contributions you make to your super if you are:

- Aged under 67
- Aged between 67 and 74 and have worked at least 40 hours in a period of not more than 30 consecutive days in the financial year.

The personal contributions you claim as a tax deduction will count towards your annual concessional contribution limit. If you exceed the concessional or non-concessional contribution limits you will have to pay more tax.

If you intend to claim a personal tax deduction, BUSSQ will ask you to complete a *Notice of intent to claim a tax deduction* form indicating the amount you intend to claim. BUSSQ will acknowledge receipt of this notice in writing so that you can claim your deduction. It is your responsibility to ensure you are eligible to claim the personal tax deduction.

**It is important that you advise BUSSQ of your intention to claim a tax deduction before you submit your tax return and that you submit your tax return in the year following the year contributions were made. You should also advise BUSSQ before rolling your super to another fund, taking a lump sum withdrawal or transferring to an Income account.**

## Government Co-contribution

If you earn less than \$39,837p.a.\*, meet the eligibility criteria below and make an after tax personal contribution of \$1,000 to your super, you could be entitled to the maximum co-contribution of \$500.

This amount will reduce for every dollar you earn over \$39,837p.a. up to the maximum income limit of \$54,837p.a.\*.

**To be eligible for the co-contribution you must:**

- Make a personal after tax contribution into your super during the financial year, but not contribute more than your non-concessional contributions cap
- Have a total income (includes assessable income, reportable fringe benefits and reportable employer superannuation contributions) for the financial year of less than \$54,837
- Be under 71 years of age at the end of the financial year
- Lodge an Australian tax return for the financial year
- Have not held a temporary resident visa at any time during the financial year
- Have less than \$1.6 million in super as at 30 June of the previous financial year.

The Australian Taxation Office (ATO) will assess your eligibility and automatically calculate and pay your co-contribution to your super account.

*\*This information relates to the 2020-21 Financial Year.*

## Want to know more?

For more information about the Government Co-contribution you can go to [ato.gov.au](https://ato.gov.au).

## Low Income Superannuation Tax Offset

Under the Low Income Superannuation Tax Offset (LISTO) scheme, if you earn less than \$37,000 per annum you will receive a refund from the Government of up to \$500 of the 15% contributions tax you paid on concessional (before-tax) contributions paid into your super account.

You don't need to apply to be eligible for the LISTO. At the end of each financial year the ATO will receive your Tax Return and a statement from BUSSQ listing all of the contributions that have been made to your super account. The ATO will determine if you are eligible to receive the tax offset and the amount of the offset (based on your income and contribution history) and will make a payment directly into your super account.

### PLEASE NOTE

We recommend that you transfer your insurance cover into BUSSQ BEFORE you roll over from other funds.

## Want some advice?

If you want to talk to someone before taking action, call Skylight Financial Solutions on **1800 SKYLIGHT • 1800 759 544** and ask to speak to a Financial Planner, who can compare super funds for you and assist you with advice on which fund is right for you. This is considered complex advice and is charged at a competitive hourly rate.

BUSSQ offers personal limited financial advice about super, including choosing insurance, choosing investments and making contributions at no extra cost as it is included in the fund's administration fees. Skylight also offers more complex financial advice on a fee for service basis. See page 4 for more information on Skylight Financial Solutions. Refer to the *Financial Services Guide* for more information.

## Spouse contributions

Another advantage of being a BUSSQ member is that your spouse can make contributions for you too.

A spouse, for the purpose of making spouse contributions, is your husband, wife or de-facto partner who lives permanently with you on a bona fide domestic basis as your husband or wife at the time of the contributions are made. Both you and your spouse must be Australian residents at the time the contributions are made.

You can also make contributions on behalf of your spouse, into an account in their name.

Contributions made on behalf of a low income or non-working spouse may qualify for a tax offset. You can claim an 18% tax offset on contributions of up to \$3,000.

The maximum offset for a year is \$540. The amount you can claim is reduced proportionally by the amount that your spouse's assessable income and reportable fringe benefits exceeds \$37,000 p.a. and reduces to zero when your spouse's assessable income and reportable fringe benefits reach \$40,000 p.a.

Spouse contributions can only be accepted into your BUSSQ account if, at the time the contributions are made, you are:

- Under the age of 67, or
- Aged between 67 and 74 and you have worked at least 40 hours in a period of not more than 30 consecutive days in the current financial year.

If you or your spouse would like to find out more about spouse contributions please call us on **1800 692 877**.

## Contribution splitting

Concessional contributions such as Super Guarantee Contributions, Salary Sacrifice Contributions and Personal Deductible Contributions can be split with your eligible spouse (including a de-facto spouse of the same or opposite sex). It is not possible to split non-concessional contributions. Not all superannuation funds offer contributions splitting, but we do.

Only 85% of concessional contributions may be split, because 15% of these contributions are ordinarily deducted for tax when received. We may make whatever adjustments we consider appropriate to the split amount for any tax liabilities. Split concessional contributions are also subject to the maximum concessional contributions limit.

There are certain amounts that may be held in a superannuation account that may not be split, such as benefits subject to a family law payment split or payment flag, rollovers from other funds and employer termination payments.

Generally, only contributions made in the financial year prior to the financial year when the contributions splitting application is lodged can be split. You can also apply to split contributions made in the financial year in which you transfer or rollover to another fund (provided the application is made before the transfer or rollover occurs).

We keep records of the amount of contributions you are eligible to split with your spouse for a given financial year. Should you wish to make a contribution split, we will provide the relevant details to you.

In order for an application to split contributions can be applied:

*\*The Treasury, Australian Government (2017) First Home Super Saver Scheme Fact Sheet. Retrieved from [https://static.treasury.gov.au/uploads/sites/1/2017/08/Post-passage\\_fact\\_sheet\\_-\\_First\\_home.pdf](https://static.treasury.gov.au/uploads/sites/1/2017/08/Post-passage_fact_sheet_-_First_home.pdf)*

- You must be married or in an eligible de-facto relationship
- Your spouse must have agreed to the split
- The receiving spouse must be either aged less than their preservation age or aged between their preservation age and age 65 and not permanently retired
- The eligible contributions must have been made during the previous financial year, and
- The transferring spouse must not have already made an application to split contributions in respect of the same financial year.

If an application to split contributions is accepted by us, the contributions will be split and paid to the super account of the receiving spouse within 90 days of us receiving your application. Split contributions are preserved until the receiving spouse reaches their preservation age and permanently retires or turns 65.

Split contributions are treated like rollovers and do not count towards the non-concessional (after tax) contributions cap of the person receiving the split contributions.

## First Home Super Saver Scheme

The First Home Super Saver Scheme allows you to invest more in your super to save for your first home and potentially boost your savings by an estimated 30%, compared to a traditional savings account\*.

To start your home deposit savings with BUSSQ, you need to make extra personal contributions to your BUSSQ account, either through:

- Salary sacrifice
- One off personal contributions, for example if you receive an annual bonus, or
- Regular contributions as a direct deposit from your bank, credit union or building society account.

The amount you can invest is limited. You can contribute up to \$15,000 a year and a total of \$30,000 into super to save for your first home. The government's contribution caps also apply. Go to page 7 to see find out more.

When you are ready to withdraw your first home savings from your super account we can guide you through submitting your application to the ATO. Personal contributions you've made into super since 1 July 2017, along with deemed earnings are what you can withdraw to put towards buying your first home.

## Downsizing

If you are aged 65 or older, you may be able to choose to make a downsizer contribution into your super of up to \$300,000 from the proceeds of selling your home.

The downsizer contribution is a non-concessional contribution and will not count towards your contributions cap. It can still be made even if you have a total super balance greater than \$1.6 million. The downsizer contribution counts towards your transfer balance cap which is set at \$1.6 million and applies when you move your super savings into the retirement phase. You are only eligible to make the downsizing contribution once. You cannot access it for the sale of a second home.

For more information on eligibility and conditions for making downsizing contributions into your super, call us on **1800 692 877**.

## Catch up Concessional Contributions Cap

A concessional superannuation contribution is a before-tax payment. This means money paid into your superannuation fund without having personal income tax deducted. Examples of concessional contributions include Super Guarantee contributions from your employer, salary sacrifice contributions and personal contributions where you have claimed a tax deduction.

Generally, the maximum amount of concessional contributions you can put into your account each year is \$25,000 p.a. for all age groups. However, from 1 July 2018, if you have a superannuation balance of less than \$500,000 on 30 June of the previous financial year, any gap between what you contribute and the \$25,000 cap each year will be able to be paid over the following five years.

The first year you will be entitled to carry forward unused amounts is the 2019-20 financial year. Unused amounts are available for a maximum of five years and after this period will expire.

If your superannuation balance is less than \$500,000 you may like to call **1800 SKYLIGHT • 1800 759 544** to speak to a Skylight Financial Solutions Financial Planner, to discuss your future contribution options.

## Your employer's contributions

If you are employed, your employer is required to pay super contributions for you as follows:

- **Superannuation Guarantee (SG)** – generally your employer has to pay a percentage of your income into a superannuation fund on your behalf. In the 2019-20 financial year this is 9.5%.

You can see the current SG rates below. From 2021 onwards the SG rate will increase by 0.5% per year until it is 12% in 2025-26.

Please note that superannuation legislation (including SG rates) may change at any time.

Year	Rate (%)
2019-20	9.5
2020-21	9.5
2021-22	10.0
2022-23	10.5
2023-24	11.0
2024-25	11.5
2025-26	12.0

- **If you work under an industrial agreement**– such as an Enterprise Bargaining Agreement (EBA) or Australian Workplace Agreement (AWA), the amount of super your employer needs to pay is outlined in the agreement. If the amount in the agreement is lower than the SG amount, the higher SG amount must be paid.

If you earn less than \$450 in a month, your employer may not be required to pay the SG amount, however they are required to pay contributions in accordance with industrial provisions.

## Choice of fund

Most employees are able to choose which fund their super is paid into. Let your employer know you choose BUSSQ. All the information they need to contribute is available at [bussq.com.au](http://bussq.com.au).

## ABN workers

Many workers in the building and construction industry are employed as ABN contractors, however for SG purposes they may be treated as employees. If you are not sure what employer contributions you are entitled to, please call us on **1800 692 877**. Contractors who are not treated as employees may be eligible to claim a tax deduction on super contributions.

# MANAGING YOUR MONEY

## Your own account

When you join BUSSQ, an account will be opened in your name. The value of your account balance will change as a result of contributions, withdrawals, investment earnings and fees as follows:

### What goes in:

- Your own contributions
- Any amounts you transfer in from other funds
- Your employer's contributions (if any)
- Positive investment earnings from the investment options or mix of options in which you have chosen to invest
- Government Co-contribution amounts (if applicable)
- Contributions made by your spouse (if any).

### What comes out:

- Tax and other government charges
- Administration fees
- Insurance premiums (if applicable)
- Negative investment returns from the investment options or mix of options in which you have chosen to invest.

## How earnings are applied to your account

When you invest with BUSSQ, you buy a number of units in the investment option(s) of your choice. The number of units you receive depends on the value of the units (the unit price) at the date they are bought.

The value of your investment from then on depends on the number of units that you have and the value of those units – much like owning shares.

### PLEASE NOTE

Investment earnings will vary and may be negative at times. If investment earnings are negative, then your account balance will decrease.

The value of your investment depends on the number of units you have and the value of those units.

## Example

If you have \$150,000 to invest in the Balanced Growth option on 1 July when units in that option are valued at \$1, you will start your account with:

Initial investment	\$150,000
Value of units at 1 July	\$1
Number of units bought	150,000

If on 1 August the unit price increases to \$1.01 then you will have:

Number of units	150,000
Values of units	\$1.01
Value of your investment	\$151,500

If you then make a withdrawal of \$5,000 on 1 August:

Withdrawal	\$5,000
Number of units withdrawn	4950.5 at 1.01 per unit
Number of units remaining	145,049.5
Value of your remaining units	$145,049.5 \times 1.01 =$ \$146,500

## The value of units

The nature of investment markets means that the value of your units can rise or fall. The unit price reflects the performance of the investments in the option(s) you have chosen, after estimated investment charges and tax have been deducted. This is why it is important for you to choose an investment option that you are comfortable with, as different options have different levels of volatility. Advice is available from Skylight Financial Solutions team of Financial Planners. If you need assistance contact **1800 SKYLIGHT • 1800 759 544** to find out more.

## Determining the unit value

The unit value is determined by taking into account the change in value of investments within the relevant investment option and deducting estimated investment and management charges, reserves and tax. The unit price is currently calculated weekly. However, in future the unit price may be calculated more frequently and you will be advised beforehand.

In times of high volatility, BUSSQ reserves the right to calculate unit prices more frequently or suspend the calculation of unit prices.

## Online accounts and statements

- **Online accounts** – you can access your account details at any time to update your address details or investment options, apply for or increase insurance and more online via *MemberAccess*. You can register for *MemberAccess* at [bussq.com.au](http://bussq.com.au)
- **Statements** – as a member of BUSSQ you will receive member statements showing your account details as at 30 June each year. Member statements will be sent electronically unless you advise us that you would prefer paper statements.

## Reserving policy

As required by legislation, BUSSQ maintains an operational risk financial reserve of 0.25%.

BUSSQ also maintains a general reserve with its optimum level around 0.25% of assets. The purpose of the reserve is to fund contingency expenses, such as taxation adjustments and other calculation variances. As a result, the general reserve can vary from the optimum level.

**YOU CAN PHONE OR EMAIL BUSSQ TO GET INFORMATION ABOUT YOUR ACCOUNT OR LOGIN ANYTIME, VIA MEMBER ACCESS.**

**1800 692 877**

**[bussq.com.au](http://bussq.com.au)**

## Income account products

As we are committed to helping you achieve a comfortable lifestyle in retirement, we offer you a range of Income accounts to assist you as you near retirement.

Because BUSSQ pays no commissions to sales people, the fees for our Income account products are set to meet the operating costs of the product only, which means more money for you in retirement.

The minimum amount needed to open a BUSSQ Income account is \$25,000. If you have money in other super funds that you want to use, as well as the money you have in BUSSQ, it is important you transfer those accounts directly to BUSSQ, before your super is transferred to an Income account.

You can choose how regularly you receive payments from your Income account and payments are deposited directly into your bank, building society or credit union account.

If you are under your preservation age and wish to open an Income account, please contact us on **1800 692 877** for further information.

If you are nearing retirement, give us a call to obtain more information about BUSSQ Income accounts.

### Retirement Income Account

The BUSSQ Retirement Income account is a tax effective way to arrange a flexible, regular income during your retirement.

#### With a Retirement Income account you:

- Can adjust the income you receive, subject to a minimum amount, to suit your circumstances
- May use it to top up the Centrelink Aged Pension
- May receive tax benefits
- Can make lump sum withdrawals from time to time
- May be eligible for the BUSSQ Retirement Reward and Loyalty Bonus.

#### You can open a Retirement Income account if you are:

- A member of BUSSQ
- Over your preservation age (see the table on the next page) and have retired from the workforce
- At least 60 years of age and have ceased employment
- Over 65 years of age (you may still be working)
- Assessed by BUSSQ's Trustee as being totally and permanently disabled (at any age)
- Rolling over money from another superannuation Income account.

### Transition to Retirement Income Account

The Transition to Retirement Income account allows you to ease into retirement by working hours that suit you without sacrificing your standard of living. You can use your super savings to open a TTR account and receive an income stream that will supplement your income from your employment.

#### With a Transition to Retirement Income account you:

- Can supplement your income subject to a maximum and minimum amount
- May receive tax benefits.

#### You can open a Transition to Retirement Income account if you are under 65 and:

- Have reached your preservation age (see the table on the next page)
- Are still in the workforce or are looking for work.

## Accessing your super

Your balance in your BUSSQ account is comprised of the following:

- All contributions, rollovers and transfers credited to your account

### LESS

- Deductions for tax, administration fees and insurance premiums

### PLUS or MINUS

- Investment earnings

### PLUS

- Any insured amount to which you may be entitled, see the *Insurance Handbook* for details.

### PLEASE NOTE

Investment earnings will vary and may be negative at times. If investment earnings are negative, your account balance will decrease.

The value of your investment depends on the number of units you have and the value of those units.

## Claiming your super

Your superannuation is meant to help provide for your retirement. That's why the government has placed restrictions on when you, or your beneficiaries, can access it.

Subject to the governing rules of BUSSQ and applicable legislation, you will become eligible to withdraw your super when one of the following events happens:

- Permanent retirement from the workforce on or after your preservation age (see table below)
- Reaching age 65
- Reaching age 60 and leaving employment
- You are no longer able to work due to a disability
- You become terminally ill
- Severe financial hardship (subject to specified conditions and approval)
- Compassionate grounds (on application and approval by the Australian Taxation Office (ATO))
- Permanent departure from Australia, if you are an eligible temporary resident
- You die (benefits are paid to your beneficiaries or your legal personal representative).

## Preservation Age

If you were born	You can access your super at age
Before 1 July 1960	55
1 July 1960 to 30 June 1961	56
1 July 1961 to 30 June 1962	57
1 July 1962 to 30 June 1963	58
1 July 1963 to 30 June 1964	59
1 July 1964 or after	60

## Preservation classification

Your balance in BUSSQ is classified as:

- Preserved
- Restricted non-preserved, and/or
- Unrestricted non-preserved.

The following is a summary of which classification applies to which amounts.

### Preserved

Since 1 July 1999, all contributions paid into a super fund are classified as preserved, including the investment earnings on those contributions credited to your account. You can access preserved amounts, subject to specific cashing restrictions, in certain circumstances as outlined below.

All preserved amounts transferred between BUSSQ and other super funds will continue to be preserved. Eligible spouse contributions are also preserved.

### Restricted non-preserved

Access to these funds is restricted in the same way as preserved amounts. However, if you or your employer made a contribution on your behalf prior to 1 July 1999 and you cease working for that employer, those funds may become unrestricted non-preserved and be able to be accessed.

### Unrestricted non-preserved

These funds may be accessed at any time. Once you have reached your preservation age you may:

- Leave your super in your BUSSQ account
- Take partial withdrawals from your account when you need them
- Transfer to a BUSSQ Income account
- Take your super as a lump sum.

## Temporary residents departing Australia

From 1 July 2002, if you entered Australia on an eligible temporary resident visa and have subsequently permanently departed Australia, you are able to claim payment of any superannuation you may have accumulated. You are unable to apply for payment until after you have permanently departed Australia. Tax will be deducted before payment is made.

If you do not claim your super within six months of leaving Australia or expiry of your visa, we are required to transfer your super to the Australian Taxation Office.

Australian and New Zealand citizens or permanent residents who permanently depart Australia are not eligible to claim their super under this condition.

You can apply for release of your superannuation or find more information about claims for departing temporary residents at [ato.gov.au](http://ato.gov.au).

## Financial hardship

If you have been receiving Centrelink income replacement benefits (e.g. Newstart) for a period of more than 26 continuous weeks, you may be able to access some of your superannuation to assist with meeting day to day living expenses. Call us for more information or to start the claim process.

## Claiming super on compassionate grounds

You may be able to withdraw some of your super to offset expenses (on behalf of either yourself or a dependant) for medical care for severe ill health, palliative care, death or burial. A benefit may also be paid to enable you to make loan repayments on your principal place of residence when failure to make the payments would result in foreclosure of the loan. Compassionate Grounds claims must be approved by the Australian Taxation Office (ATO) before you make a claim through BUSSQ.

For more information give us a call or contact the ATO on **1300 131 060**. You can apply to claim on compassionate grounds online via your myGov account.

# TAX AND SUPER

## Tax on contributions

All employer contributions to your account and contributions for which a tax deduction is claimed, are subject to a 15% contributions tax.

Personal contributions (not claimed as a tax deduction) and spouse contributions are not taxed.

If you roll over super that has an untaxed component into BUSSQ, 15% tax is payable on the untaxed component.

Tax on contributions is deducted from your account when contributions are deposited.

The deductions and rebates available on the different types of contributions that can be made to BUSSQ are discussed in the following pages.

## Concessional contributions

Concessional (before tax) contributions, including employer and salary sacrifice contributions, are taxed at 15% when they are deposited to your super account.

There are limits to the amount of concessional contributions you can make to your super account.

The concessional contributions limit is \$25,000 per financial year for everyone, regardless of age.

If you exceed the concessional contributions cap in a financial year, the excess amount will be included in your assessable income and you will pay tax on it at your marginal tax rate, less the 15% tax you have already paid on the contribution. You will also pay an amount known as the excess concessional contribution charge.

## Additional contributions tax for high income earners

If your income exceeds \$250,000 you will pay an additional tax of 15% (total of 30%) on concessional contributions. Concessional contributions are also included in your income for this purpose.

Despite the additional tax, from a tax perspective super remains an attractive investment vehicle for all taxpayers due to the tax concessions provided on contributions, the 15% tax rate on investment earnings and the typically tax free status of withdrawals from super for those over age 60.

## Non-concessional contributions

Non-concessional contributions are personal contributions made from after tax money, for example from the sale of an investment.

Personal contributions from your after tax income will not be taxed when you contribute. These contributions are limited to \$100,000 p.a. in 2019-20. If you are under 65 you will be able to bring forward up to three years' worth of contributions and contribute up to \$300,000.

If you have a superannuation balance of over the Transfer Balance Cap (\$1.6 million in 2019-20) you will not be able to make non-concessional contributions.

## Tax on investment earnings

Superannuation investment earnings are taxed at a lower rate than most other forms of savings. The maximum rate is 15%. This tax may be offset by deductions available to BUSSQ such as franking credits. BUSSQ's unit prices are reported after tax.

## Tax on benefits rolled in and out

There is no tax payable if you roll over super from one fund to another, unless the amount rolled over contains an untaxed component. An untaxed component attracts 15% contributions tax when it is rolled into BUSSQ.

## Taxation of lump sum withdrawals

You can request the withdrawal of a lump sum from your BUSSQ account once you have reached your preservation age.

The lump sum payment will generally comprise of:

- A tax free component
- A taxable component.

The payment will include both tax free and taxable components in the same proportion, as these components make up the total value of the account.

To obtain current limits give us a call or visit [bussq.com.au](http://bussq.com.au).

## Tax on contributions table

Component	Age at date of lump sum withdrawal		
	Under preservation age	Preservation age to 59 years	60 years and over
Tax free	Tax free	Tax free	Tax free
Taxable	20% tax + Medicare levy*	Tax free up to the Low rate cap (\$210,000 in 2019-20) Remainder taxed at 15% + Medicare levy*	Tax free

\*Medicare levy is currently 2%.

### Tax File Numbers

BUSSQ is authorised to collect your Tax File Number (TFN) by law. Advising BUSSQ of your TFN is voluntary and it is not an offence if you choose not to provide it. BUSSQ is required to take the necessary steps to properly safeguard your TFN. It is BUSSQ's intention to only use your TFN for approved purposes and only disclose it if you have consented or it is authorised or required by law.

Approved purposes include:

- To allow your TFN to be passed on to another regulated fund or retirement savings account if your balance is transferred or rolled over, unless BUSSQ receives written notification stating otherwise
- To advise the ATO of information about your account and contributions
- Any other purpose prescribed by law.

### What happens if you choose not to provide your TFN to BUSSQ?

- Concessional contributions will be taxed at the top marginal tax rate
- BUSSQ will not be able to accept non-concessional contributions
- Should you have multiple super accounts, BUSSQ will not be able to help you locate and consolidate them
- Withdrawals made from your super will be subject to tax at the top marginal tax rate, plus Medicare levy.

*PLEASE NOTE: This may be recovered when you lodge your tax return.*

#### PLEASE NOTE

All information related to taxation is based on our interpretation of the present Australian tax law, which may change at any time. Contact a professional tax adviser for a full explanation and advice on individual circumstances.

## Fees and other costs

Type of fee or cost	Amount	How and when you pay
Investment fee*	Nil	BUSSQ does not charge an investment fee
Administration fee*	\$2.25 p.w.	Deducted from your account monthly
Buy-sell spread	Nil	BUSSQ does not charge a buy-sell fee
Switching fee	Nil	BUSSQ does not charge an investment switching fee
Advice fee^	Nil	BUSSQ does not charge a fee for straightforward advice relating to insurance, investment choice and contributions
Other fees and costs	Varies	Refer to Additional Explanation of Fees and Costs below
Indirect cost ratio*	Varies	See table on the following page

### Family law fees

<b>Valuation fee</b> – this fee is for providing information as required under the Family Law Act	\$70	This fee is payable to the Trustees before the requested information can be released and is payable per enquiry received
<b>Splitting an account fee</b> – this fee is for processing the split of accounts	\$100	This fee is divided equally between you and your spouse and deducted from each account

### Other fees

<b>Lost member search fee</b>	\$20	This fee will be deducted from your account if you do not provide us with your updated address and we are required to do a search to locate a new address
<b>Contribution splitting fee</b> Split to a BUSSQ account Split to a non BUSSQ account	\$30 \$100	This fee is deducted from your account at the time of the split
<b>Contribution refund fee</b> This fee is payable when BUSSQ has to refund a contribution due to your TFN not being provided	\$35	This fee will be deducted when a contribution is refunded

*This information relates to the 2019-20 Financial Year.*

*\*If your account balance is less than \$6,000 at the end of the financial year (30 June), the total combined amount of investment fees, administration fees and indirect costs charged to you is capped at 3% of your account balance. Any amount in excess of that cap must be refunded to your account.*

*^Fees may be charged for other personal advice provided by Skylight Financial Solutions. Refer to the Financial Services Guide for more information.*

## Investment Options

Pre-mixed	External Fixed Investment Costs	External Performance Fees	Trustee Related Costs	Total Indirect Cost Ratio*^
Balanced Growth (MySuper & Premium Choice)	0.78%	0.05%	0.20%	1.03%
Defensive	0.55%	0.04%	0.20%	0.79%
High Growth	0.80%	0.05%	0.20%	1.05%
<b>Single asset class</b>				
Cash	0.11%	0.00%	0.20%	0.31%
Diversified Fixed Interest	0.56%	0.00%	0.20%	0.76%
Australian Shares	0.45%	0.01%	0.20%	0.65%
Australian (Small Companies) Shares	0.65%	0.00%	0.20%	0.85%
All Shares	0.64%	0.00%	0.20%	0.84%
International Shares	0.82%	0.00%	0.20%	1.02%
International (Emerging Markets) Shares	0.77%	0.00%	0.20%	0.97%

\*If your account balance is less than \$6,000 at the end of the financial year (30 June), the total combined amount of investment fees, administration fees and indirect costs charged to you is capped at 3% of your account balance. Any amount in excess of that cap must be refunded to your account.

^The Indirect Cost Ratio is an estimate based on the investment related costs (including performance related fees payable to external investment managers where applicable) incurred for the 12 months ended 31 December 2019 and the trustee related costs as at 1 July 2019. If actual costs vary considerably from this estimate, the estimate will be updated. Refer to [bussq.com.au](http://bussq.com.au) for more information.

### Additional explanation of fees and costs

BUSSQ may be charged a performance fee by underlying investment managers. A performance fee is payable when an investment manager achieves investment performance in excess of pre-agreed benchmarks. This means the better the investment performance, the more chance BUSSQ may be charged a performance fee. This fee will vary depending on the investment option chosen and will change year to year. This fee is included in the investment costs shown in the table and is not an extra cost to members.

BUSSQ may change indirect cost ratio fees at any time without notice. However, if BUSSQ changes non percentage based fees we will notify you at least 30 days in advance of the change coming into effect. As BUSSQ returns all profits to members, any fee increase will only be required to cover the costs of running the fund.

The fees and charges may change due to changes in:

- The underlying investment managers
- Legislation
- Management expenses.

The fees and charges include GST payable by BUSSQ and GST attributable to investment costs.

For information on taxes and insurance premiums refer to the individual Product Disclosure Statements and *Insurance Handbook*.

### BUSSQ management costs

BUSSQ does not charge its members contribution fees. Management costs are incurred by BUSSQ from its service providers (such as administrators and investment managers) and cannot be negotiated individually by BUSSQ members.

### Commissions

No commissions are payable by BUSSQ to any financial adviser for advice to recommend any product in the BUSSQ portfolio.

### Additions or alterations to fees

BUSSQ has the power to alter, increase or introduce new fees at its discretion. You will be advised of the fees before they are introduced.

## Low Balance Fee Cap

From 1 July 2019, a member with an account balance of less than \$6,000 on the last day of the financial year that the member holds an account balance with the Fund (i.e. 30 June or earlier if the member exits the Fund) ('relevant date') must not pay more than 3% of the balance of their account on the relevant date in capped fees and costs over the year.

If the total amount of capped fees and costs charged to a member is more than 3% of the account balance on the relevant date, the Trustee must refund the difference to the member's account within three months of the end of the Fund's income year.

Capped fees and costs include the investment fee, administration fees and the indirect cost ratio (ICR).

## High Balance Fee Cap

The indirect trustee related cost of 0.20% is subject to a cap of \$1,000 in a financial year.

If the combined total of your eligible account balances at the end of the financial year (June 30) exceeds \$500,000, any Trustee Related Cost above \$1,000 will be rebated to your main account as a credit in the following financial year.

To be eligible for the credit you will need to be a member of BUSSQ when the credit is applied.

This amount will appear as a single transaction and will be reported on future annual statements.

Eligible accounts are any account held within the following products:

- BUSSQ MySuper
- BUSSQ Premium Choice
- BUSSQ Transition to Retirement Income account
- BUSSQ Income account (Retirement, Disability and Beneficiary)
- BUSSQ Term Allocated Pension
- BUSSQ Child Income account.

You do not need to complete any paperwork or do anything as the rebate will be automatically applied to your account.

## It's Important to Compare Fees

When shopping around for a super fund many people compare investment returns, but it is just as important to compare all the fees and charges of the different funds in which you are interested. This exercise can be difficult, especially when fees are charged in different ways and particularly when they are not clear or explained properly or are misleading.

Small differences in both investment performance and fees and costs can have a substantial impact on your long term results. For example, total annual fees and costs of 2% of your account balance rather than 1% could reduce your final return by up to 20% over a 30 year period (for example, reduce it from \$100,000 to \$80,000).

Some funds charge members entry fees and fees for processing contributions based on a percentage of the account balance. So be discerning and choose carefully.

## Defined Fees

<b>Administration fee:</b>	a fee that relates to the administration or operation of a superannuation entity and includes costs incurred by the trustee, or the trustees, of the entity that: <ul style="list-style-type: none"> <li>(a) relate to the administration or operation of the fund; and</li> <li>(b) are not otherwise charged as an investment fee, a buy-sell spread, a switching fee, an activity fee, an advice fee or an insurance fee</li> </ul>
<b>Indirect cost ratio:</b>	is the ratio of the total of the indirect costs of the MySuper product or investment option, to the total average net assets of the superannuation entity attributed to the MySuper product or investment option.
<b>Investment fee:</b>	a fee that relates to the investment of the assets of a superannuation entity and includes: <ul style="list-style-type: none"> <li>(a) fees in payment for the exercise of care and expertise in the investment of those assets (including performance fees); and</li> <li>(b) costs incurred by the trustee, or the trustees, of the entity that: <ul style="list-style-type: none"> <li>(i) relate to the investment of assets of the entity; and</li> <li>(ii) are not otherwise charged as an administration fee, a buy-sell spread, a switching fee, an activity fee, an advice fee or an insurance fee</li> </ul> </li> </ul>
<b>Buy-sell spread:</b>	a fee to recover transaction costs incurred by the trustee, or the trustees, of a superannuation entity in relation to the sale and purchase of assets of the entity
<b>Switching fee:</b>	a fee to recover the costs of switching all or part of a member's interest in a superannuation entity from one class of beneficial interest in the entity to another
<b>Exit fee:</b>	a fee other than a buy-sell spread, that relates to the disposal of all or part of a member's interest in a superannuation entity
A fee is an <b>activity fee</b> if:	<ul style="list-style-type: none"> <li>(a) the fee relates to costs incurred by the trustee, or the trustees, of a superannuation entity that are directly related to an activity of the trustee, or the trustees: <ul style="list-style-type: none"> <li>(i) that is engaged in at the request, or with the consent, of a member; or</li> <li>(ii) that relates to a member and is required by law; and</li> </ul> </li> <li>(b) those costs are not otherwise charged as an administration fee, an investment fee, a buy-sell spread, a switching fee, an advice fee or an insurance fee</li> </ul>
A fee is an <b>advice fee</b> if:	<ul style="list-style-type: none"> <li>(a) the fee relates directly to costs incurred by the trustee, or the trustees, of a superannuation entity because of the provision of financial product advice to a member by: <ul style="list-style-type: none"> <li>(i) a trustee of the entity; or</li> <li>(ii) another person acting as an employee of, or under an arrangement with, a trustee or trustees of the entity; and</li> </ul> </li> <li>(b) those costs are not otherwise charged as an administration fee, an investment fee, a switching fee, an activity fee or an insurance fee</li> </ul>
A fee is an <b>insurance fee</b> if:	<ul style="list-style-type: none"> <li>(a) the fee relates directly to either or both of the following: <ul style="list-style-type: none"> <li>(i) insurance premiums paid by the trustee, or the trustees, of a superannuation entity in relation to a member or members of the entity</li> <li>(ii) costs incurred by the trustee, or the trustees, of a superannuation entity in relation to the provision of insurance for a member or members of the entity; and</li> </ul> </li> <li>(b) the fee does not relate to any part of a premium paid or cost incurred in relation to a life policy or a contract of insurance that relates to a benefit to the member that is based on the performance of an investment rather than the realisation of a risk; and</li> <li>(c) the premiums and costs to which the fee relates are not otherwise charged as an administration fee, an investment fee, a switching fee, an activity fee or an advice fee</li> </ul>

## Transactional and operational costs

The Fund may incur transactional and operational costs, such as brokerage, settlement costs, clearing costs, stamp duty and buy/sell charges on interposed investment vehicles, including when the investments of the Fund are bought or sold (including where members enter and exit the Fund). BUSSQ does not charge a separate buy/sell spread when entering and exiting members to recover these amounts.

Transactional and operational costs are an additional cost but are not deducted directly from member account balances and are instead taken into account in unit prices.

All transactional and operational costs are included in the ICR of each investment option and will vary from year to year. Estimated transactional and operational costs, based on information provided by underlying investment managers for the year ending 30 June 2019 are reflected in (and recovered through) the unit price of the underlying fund managers or gross earnings the Fund receives from non-unitised investments.

The estimated transactional and operational costs, based on information provided by underlying investment managers for the year ending 30 June 2019, for each investment option are:

Balanced Growth (MySuper & Premium Choice)	0.17%
Defensive	0.14%
High Growth	0.16%
Cash	0.05%
Diversified Fixed Interest	0.29%
Australian Shares	0.11%
Australian (Small Companies) Shares	0.27%
All Shares	0.13%
International Shares	0.12%
International (Emerging Markets) Shares	0.06%

The transactional and operational costs included within the ICR for investment options may change from time to time because indirect cost changes from year to year.

## Buy/sell spreads

Buy/sell spreads incurred when the investments of the Fund are bought or sold are included within the estimated transactional and operational costs for each investment option listed above. As these costs are not specifically isolated from the total costs incurred in any data currently received by the Fund from its investment managers, the Trustee considers that it is not reasonably practicable to provide separate estimates of buy-sell costs incurred. As a result, it is also not considered possible, at this time, to provide a reasonably accurate example of these costs that would have been incurred on a transaction of \$50,000.

Along with all estimated transactional and operational costs, buy-sell spreads incurred by the Fund are reflected in (and recovered through) the unit price of underlying fund managers or gross earnings the Fund receives from non-unitised investments.

## How performance fees work

Some of the Fund's investment managers receive performance-based fees. Performance fees apply only when the investment manager outperforms their target return. A target return is set as a percentage in excess of an index or other suitable benchmark above which a performance fee is payable.

Where a manager outperforms, the higher returns are reflected in the net earnings rate credited to members' accounts. The indirect cost ratios shown in the tables on page 19 include a performance fee component of up to 0.08% for all investment options. The ranges are derived from realised historical performance fees and represent the Trustee's reasonable expectations of investment manager performance.

## Borrowing costs

Some of BUSSQ's investment options use underlying investment vehicles (interposed vehicles) that may incur borrowing costs when purchasing assets for that investment vehicle, as follows:

Balanced Growth (MySuper & Premium Choice)	0.08%
Defensive	0.07%
High Growth	0.08%
Cash	0.00%
Diversified Fixed Interest	0.00%
Australian Shares	0.00%
Australian (Small Companies) Shares	0.00%
All Shares	0.00%
International Shares	0.00%
International (Emerging Markets) Shares	0.00%

The benefits of any expenses included within the investment fees that are tax deductible are indirectly passed on to members through the net investment earnings allocated to member accounts.

Tax deductions for death and disablement premiums paid are returned to members in the form of lower premiums charged. The benefits of tax deductions from other Fund non-investment expenses are passed back to members in the form of lower administration fees.

# INVESTMENT CHOICE

## Investment basics

It is important that you take the time to understand the basics, as it will help you to determine your risk appetite and tolerance as well as your investment return expectations. It will put you in a better position to select the investment option or mix of investment options that you want to invest your super in and that are best suited to you.

BUSSQ invests your superannuation through suitably qualified fund managers across eight main types of investments or asset classes:

- **Cash:** Includes money invested in term deposits and bank bills where interest is earned on the cash invested, similar to having money in a bank account. Over the long term, cash is likely to produce the lowest return of all the main asset classes.
- **Shares (Australian and international):** Generally purchased through a stock exchange. When you buy a share you become part owner in the company that has issued the share. Companies issue shares to raise capital. As part owner, you are entitled to any company profits, distributed as dividends. As the value of the company rises or falls, due to performance, industry conditions and other factors, the value of your share also rises or falls.
- **Fixed Interest or bonds:** Is money lent to governments, semi-government bodies and corporations where interest is paid at an agreed rate for an agreed term. These investments can be held until they mature, with returns coming from the interest payments that are made. They are also commonly traded, with the price received for the investment reflecting the difference between the current interest rates and the interest rate and duration on the fixed interest investment. Fixed interest investments are generally fairly stable, however their value is affected by interest rate and currency movements.
- **Property (Australian):** Includes investments in land and buildings that can be bought, sold or leased, such as shopping centres or office blocks. Returns on property investment are influenced by many factors including supply, demand and market conditions.
- **Agriculture:** Encompasses farming and farming-related commercial activities such as livestock and timber and involves all the steps required to send an agricultural good to market i.e. production, processing, and distribution.
- **Infrastructure:** These investments comprise of assets such as airports, seaports, roads, bridges, tunnels, utilities, power stations, wind farms and natural resources such as mines.
- **Opportunistic Growth:** Is a direct investment in a company which is not listed on a stock exchange. These type of investments are often made to expand or restructure a company, or for new product development.
- **Opportunistic Debt:** Works in a similar way to fixed interest investments, however the investments are generally in private corporate loans and not government or corporate bonds.

**Overseas investments:** Investments in Shares and Fixed Interest can be made in Australia or overseas. In fact, the Australian share market accounts for less than 2% of the world share markets. When investing overseas, returns can also be affected by changes in the value of the Australian dollar. These changes can enhance overseas returns (when the Australian dollar is falling) or detract from overseas returns (when the Australian dollar is rising).

## The magic of compound interest

Compound interest is, put simply, earning interest on interest.

### Example

If you invest **\$1,000** and the annual return is 6%, the investment earnings in the first year would be **\$60 (6% x \$1,000)**. You now have an account balance of **\$1,060**. If in the second year you did not contribute at all and the annual return was again 6%, the investment earnings would be **\$63.60 (6% of \$1,060)** and so on.

Consider the impact compounding may have on a larger amount over a long period of time and particularly if you contribute on a regular basis.

## BUSSQ's skilled investment managers

We are constantly monitoring markets and their impact on BUSSQ's investment portfolio. Our share portfolios are managed by a range of experienced and skilled investment managers who use a disciplined investment process to identify good quality stocks. We are committed to managing a well diversified portfolio that is designed to provide good returns over the long term.

The large asset allocation is sometimes adjusted in line with changes in the market and to meet the stated investment strategy of the option. You will be advised 30 days before any significant change to the asset allocation is undertaken.

## Investing your money

An Investment Committee, appointed by the BUSSQ Board, makes recommendations to the Board about where BUSSQ members' money should be invested. The Investment Committee and the Board obtain professional investment advice from its investment consultant, Frontier Advisors.

Assets are allocated within ranges set by the BUSSQ Board after advice from its investment consultant. The Board reviews these ranges on a regular basis.

Specialist investment managers are interviewed and selected for each of the asset classes. They are selected on a management and performance basis and they are required to report regularly to the Board. The investment managers are constantly monitored by BUSSQ.

Details of where your money is invested can be found in the BUSSQ *Annual Report* which can be downloaded at [bussq.com.au](http://bussq.com.au) or call us on **1800 692 877** and we will send you a copy.

## Switching options

If you are a Premium Choice member, BUSSQ gives you the flexibility to switch your investment option or mix of options, at any time.

If you are a MySuper member you can upgrade to Premium Choice online to have access to additional investment options, for no additional cost. Just go to [bussq.com.au](http://bussq.com.au) or alternatively call us on **1800 692 877** to do this over the phone.

There is no charge to change your investment options. Switches are effective from the day following the declaration of the next unit price. Unit prices are declared weekly on a Wednesday. All switch requests received in the period 6.01pm Friday to 6pm the next Friday (EST/EDT\*), will be processed with an effective date as at Wednesday, following the declaration of the weekly unit price.

### How do I notify BUSSQ about my switch?

There are three ways to change your investment selection.

- **Over the phone** - by calling BUSSQ on **1800 692 877**.
- **Online** - simply log into MemberAccess at [bussq.com.au](http://bussq.com.au) and follow the prompts
- **Via form** - use a *Member Investment Choice* form. You can download this form from [bussq.com.au](http://bussq.com.au)

Once you have completed your *Member Investment Choice* form, mail to:

#### **BUSSQ**

**GPO Box 2775**

**Brisbane QLD 4001**

or scan and email to [super@bussq.com.au](mailto:super@bussq.com.au)

You will receive confirmation of your switch following the receipt of your request.

\*EST = Eastern Standard Time (during winter, eg 6pm in Qld)

EDT = Eastern Daylight Time (during summer, eg 5pm in Qld)

## Derivatives

BUSSQ and its investment managers have the discretion to invest in derivative financial instruments from time to time. This is generally done to either hedge away a particular risk or to immediately rebalance the investment portfolio in a quick and efficient manner.

### Labour standards and environmental, social and ethical considerations

BUSSQ has a policy to take into account labour standards, environmental, social and ethical considerations, when selecting, retaining or redeeming the investments of BUSSQ.

However, investments and investment managers are selected primarily on their ability to contribute toward the achievement of BUSSQ's investment objectives.

### Keeping you updated

BUSSQ takes its responsibility to keep you updated seriously. Each week our website is updated with unit prices and returns. Investment commentary is updated monthly.

Before making an investment decision we recommend you get advice and check out [bussq.com.au](http://bussq.com.au) for the most up to date information.

## MySuper investment option

### Overview

Designed for medium to long term investors. BUSSQ's MySuper Balanced Growth investment option is a diversified, premixed option. It provides a mix of growth and defensive assets such as Shares, Property and Fixed Interest securities. The frequency of negative annual returns is expected to be 3.12 years over any 20 years\*.

### Investment objective

For the annual rate credited to members to exceed the change in the Consumer Price Index by +3.75% per annum over rolling 10 years.

For details of returns over the last five years or details of BUSSQ's investment managers, refer to the BUSSQ Annual Report at [bussq.com.au](http://bussq.com.au).

Remember that investment returns cannot be guaranteed from year to year. Past performance of a particular investment or sector does not provide an accurate indicator of future performance.

### Target asset allocation

	Strategic asset allocation	Range
Australian Shares	26.0%	20-40%
International Shares	25.0%	15 - 35%
Property	13.0%	5 - 20%
Infrastructure	12.5%	5 - 20%
Fixed Interest	10.0%	5 - 20%
Opportunistic Debt	5.0%	0 - 10%
Agriculture	4.0%	0 - 10%
Opportunistic Growth	2.5%	0 - 10%
Cash	2.0%	0 - 10%

### Suggested minimum investment timeframe

At least five years

### Compound average return over 5 years (as at 30 June 2019)

8.03%

### Risk level



\*The frequency of a negative return is based on the Standard Risk Measure Guidance for trustees recommended by APRA, ASIC, ASFA and FSC and explained on page 34.

## Premium Choice investment options

### Premium Balanced Growth

Designed for medium to long term investors. This is BUSSQ's default option for members who don't actively choose an investment option. Premium Balanced Growth is the most diversified premixed option and provides a mix of growth and defensive assets such as shares, property and fixed interest securities. The frequency of negative annual returns is expected to be 3.12 years over any 20 years\*.

### Investment objective

For the annual rate credited to members to exceed the change in the Consumer Price Index by +3.75% per annum over rolling 10 years.

### Defensive

Designed for short to medium term investors looking for stable returns with minimal capital growth. The Defensive option provides investment mainly in fixed interest securities, with moderate exposure to growth assets, such as shares and property. The frequency of negative annual returns is expected to be 0.9 years over any 20 years\*.

### Investment objective

For the annual rate credited to members to have a reasonable probability of exceeding the change in the Consumer Price Index by +2.25% per annum over rolling 10 years.

### Target asset allocation

	Strategic asset allocation	Range
Australian Shares	26.0%	20 – 40%
International Shares	25.0%	15 – 35%
Property	13.0%	5 – 20%
Infrastructure	12.5%	5 – 20%
Fixed Interest	10.0%	5 – 20%
Opportunistic Debt	5.0%	0 – 10%
Agriculture	4.0%	0 – 10%
Opportunistic Growth	2.5%	0 – 10%
Cash	2.0%	0 – 10%

### Target asset allocation

	Strategic asset allocation	Range
Fixed Interest	22.0%	15 – 40%
Cash	22.0%	10 – 30%
Infrastructure	12.5%	5 – 20%
Property	12.5%	5 – 20%
Australian Shares	10.0%	5 – 15%
International Shares	9.5%	5 – 15%
Opportunistic Debt	6.5%	0 – 10%
Agriculture	4.0%	0 – 10%
Opportunistic Growth	1.0%	0 – 10%

### Suggested minimum investment timeframe

At least five years

### Compound average return over 5 years (as at 30 June 2019)

8.03%

### Suggested minimum investment timeframe

At least three years

### Compound average return over 5 years (as at 30 June 2019)

5.60%

### Risk level



### Risk level



\*The frequency of a negative return is based on the Standard Risk Measure Guidance for trustees recommended by APRA, ASIC, ASFA and FSC and explained on page 34.

## Premium choice investment options

### High Growth

This option may suit long term investors looking for an attractive return and capital growth who can tolerate a higher level of risk and volatility. High Growth provides a high allocation of investments to growth assets, such as shares. The frequency of negative annual returns is expected to be 3.8 years over any 20 years\*.

### Investment objective

For the annual rate credited to members to exceed change in the Consumer Price Index by +4.25% per annum over rolling 10 years.

### Target asset allocation

	Strategic asset allocation	Range
Australian Shares	33.0%	30 – 50%
International Shares	31.0%	20 – 40%
Property	13.0%	5 – 20%
Infrastructure	12.5%	5 – 20%
Opportunistic Debt	4.0%	0 – 10%
Agriculture	4.0%	0 – 10%
Opportunistic Growth	2.5%	0 – 10%

### Suggested minimum investment timeframe

At least 10 years

### Compound average return over 5 years (as at 30 June 2019)

8.94%

### Risk level



## Single asset class options

### Cash

This investment option is for investors who are risk averse and looking for a 100% cash investment. This option may suit members who are willing to sacrifice overall return in favour of less risk and a steady rate of return. The Cash pool aims to avoid negative annual returns in any year\*.

### Investment objective

For the annual rate credited to members to have a reasonable probability of exceeding the change in the Consumer Price Index by +1.0% per annum over rolling 10 years.

### Target asset allocation

Cash	100%
------	------

### Suggested minimum investment timeframe

Not applicable

### Compound average return over 5 years (as at 30 June 2019)

1.86%

### Risk level



\*The frequency of a negative return is based on the Standard Risk Measure Guidance for trustees recommended by APRA, ASIC, ASFA and FSC and explained on page 34.

## Single asset class options

### Diversified Fixed Interest

This investment option is for investors looking for a stand alone Fixed Interest investment. This option invests in BUSSQ's Diversified Fixed Interest sector. The frequency of negative annual returns is expected to be 0.9 year over any 20 years\*.

#### Investment objective

For the annual rate credited to members to have a reasonable probability of exceeding the change in the Consumer Price Index by +2.0% per annum over rolling 10 years.

#### Target asset allocation

Diversified Fixed Interest	100%
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### Australian Shares

This investment option is for investors looking for a stand alone Australian Shares investment. This option is a sector specific option and invests 100% in BUSSQ's Australian Shares sector. The frequency of negative annual returns is expected to be 6.3 years over any 20 years\*.

#### Investment objective

For the annual rate credited to members to have a reasonable probability of exceeding the change in the Consumer Price Index by +4.5% per annum over rolling 10 years.

#### Target asset allocation

Australian Shares	100%
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### Suggested minimum investment timeframe

At least three years

### Compound average return over 5 years (as at 30 June 2019)

2.64%

### Suggested minimum investment timeframe

At least 10 years

### Compound average return over 5 years (as at 30 June 2019)

8.89%

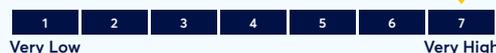
### Risk level

Low to medium



### Risk level

Very high



\*The frequency of a negative return is based on the Standard Risk Measure Guidance for trustees recommended by APRA, ASIC, ASFA and FSC and explained on page 34.

## Single asset class options

### Australian (Small Companies) Shares

This investment option is for investors looking for a stand alone investment, focused on shares in smaller Australian companies. This option is a sector specific option and invests 100% in Australian shares and, in particular, smaller listed companies. The frequency of negative annual returns is expected to be 7.4 years over any 20 years\*.

#### Investment objective

The investment objective is for the annual rate of earnings credited to members to have a reasonable probability of exceeding the change in the Consumer Price Index by +5.0% per annum over rolling 10 years.

#### Target asset allocation

Australian (Smaller Companies) Shares	100%
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### All Shares

This investment option is for investors looking for a diversified shares investment covering both Australian and International Shares. The option will invest 50% in Australian Shares and 50% in Overseas Shares. The frequency of negative annual returns is expected to be 5.4 years over any 20 years\*.

#### Investment objective

The investment objective is for the annual rate of earnings credited to members to have a reasonable probability of exceeding the change in the Consumer Price Index by +4.5% per annum over rolling 10 years.

#### Target asset allocation

Australian Shares	49 - 51%
International Shares	49 - 51%

### Suggested minimum investment timeframe

At least 10 years

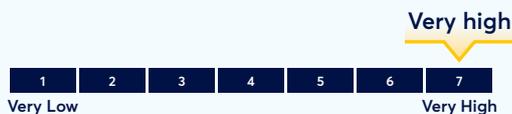
Compound average return over 5 years (as at 30 June 2019) 9.64%

### Suggested minimum investment timeframe

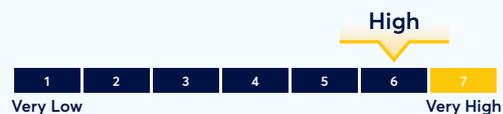
At least 10 years

Compound average return over 5 years (as at 30 June 2019) 10.17%

#### Risk level



#### Risk level



\*The frequency of a negative return is based on the Standard Risk Measure Guidance for trustees recommended by APRA, ASIC, ASFA and FSC and explained on page 34.

## Single asset class options

### International Shares

This investment option is for investors looking for a stand alone International Shares investment. This option has variable currency hedging depending on market conditions and the assessed relative value of the Australian dollar. The frequency of negative annual returns is expected to be 5.6 years over any 20 years\*.

#### Investment objective

For the annual rate credited to members to have a reasonable probability of exceeding the change in the Consumer Price Index by +4.5% per annum over rolling 10 years.

### International (Emerging Markets) Shares

This investment option is for investors looking for a stand alone investment in International Shares in emerging market countries (eg Brazil, India, China). This option is unhedged, which means that it will be subject to fluctuations in performance because of currency movements. The frequency of negative annual returns is expected to be 6.1 years over any 20 years\*.

#### Investment objective

For the annual rate of earnings credited to members to have a reasonable probability of exceeding the change in the Consumer Price Index by +5.0% per annum over rolling 10 years.

#### Target asset allocation

International Shares	100%
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#### Target asset allocation

International (Emerging Markets) Shares	100%
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#### Suggested minimum investment timeframe

At least 10 years

#### Compound average return over 5 years (as at 30 June 2019)

11.17%

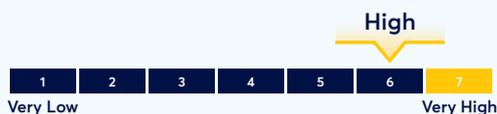
#### Suggested minimum investment timeframe

At least 10 years

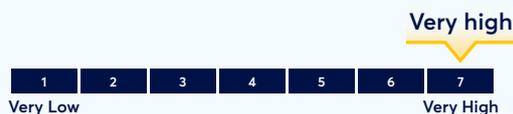
#### Compound average return over 5 years (as at 30 June 2019)

6.52%

#### Risk level



#### Risk level



\*The frequency of a negative return is based on the Standard Risk Measure Guidance for trustees recommended by APRA, ASIC, ASFA and FSC and explained on page 34.

## Risks to consider

### The risk

There are various types of risk associated with investing in a super fund and the most important are discussed here.

All investments are subject to varying risks and generally all investments change in value over time. Different asset classes perform differently at different times.

#### **The significant risks that relate to investing in BUSSQ are:**

Inflation, market risk, individual investment risk, interest rate risk, currency risk, liquidity risk, derivatives risk, regulatory risk and timing risk.

The effect of these risks is reduced by diversification, that is, by investing in a wide range of different types of investments, such as those in which BUSSQ invests.

The risk profile and investment objectives of BUSSQ's investment options are outlined on pages 26 to 31.

#### **Other risks that may have an impact when investing in BUSSQ include:** taxation risk and insurance risk.

Because each of BUSSQ's investment options have a different investment mix, the risks of investing in each option are different. While each of the risks identified can happen, the risks marked in this table are the ones we believe are the most significant for each.

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**Inflation** – The risk that inflation may exceed the return on your investment. This means that the purchasing power of your investment will be reduced.

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**Market** – The risk that the performance of the market as a whole will affect the investment option's returns. The market can be affected by economic, technological, political or legislative conditions, world events and even market sentiment.

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**Individual investment** – The risk that individual assets falling in value as a result of changes in the internal procedures or management of a fund or entity in which BUSSQ invests.

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**Interest rate** – The risk that changes in interest rates can impact directly or indirectly on investment returns.

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**Currency** – The risk that changes in the value of currencies can affect the return on overseas investments. A rise in the Australian dollar relative to the currency in which the asset is invested may result in a fall in the capital value of your overseas asset.

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**Derivatives** – The investment managers included in these investment options may include derivatives as a method of managing risk or gaining exposure to other types of investments. The risks associated with derivatives include the value of the derivative failing to move in line with the underlying asset, potential illiquidity of the derivative, the fund not being able to meet payment obligations as they arise and counterparty risk where the counterparty cannot meet its obligations.

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**Regulatory** – The risk of changes in government policy or legislation which may affect your ability to access your benefits. For example, amendments to the treatment of superannuation interests of members in family law matters means that your super benefit may be split with your spouse in the event of your divorce or permanent separation.

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**Timing** – The risk that you may try to time the market and buy low and sell high. This will increase the volatility of your investment and increase the risk. Most people cannot successfully time the market.

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**Liquidity** – As super is a long term investment BUSSQ invests some of the fund in assets such as property, infrastructure and agriculture that cannot be liquidated quickly. BUSSQ manages this with regular reporting from our investment consultants and by ensuring that enough cash is held to meet most short term requirements.

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<b>Defensive</b>	<b>Balance</b>	<b>High Growth</b>	<b>Cash</b>	<b>Diversified Fixed Interest</b>	<b>Australian Shares</b>	<b>Australian Shares (Small Companies)</b>	<b>All Shares</b>	<b>International Shares</b>	<b>International Shares (Emerging Markets)</b>
			✓	✓					
✓	✓	✓		✓	✓	✓	✓	✓	✓
✓	✓	✓		✓	✓	✓	✓	✓	✓
✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
✓	✓	✓		✓			✓	✓	✓
✓	✓	✓		✓	✓	✓	✓	✓	✓
✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
✓	✓	✓		✓	✓	✓	✓	✓	✓

## Understand investment risk

Because your super is invested in financial markets, you are exposed to investment at risk.

Investment at risk is the degree to which returns go up and down in value over time. You cannot consider return without risk and, generally, the higher the potential return the higher the risk. In order to achieve higher returns you must be willing to take on more risk. While shares, property and fixed interest securities might offer higher long term returns than cash, they also expose you to higher levels of risk, particularly in the short term.

In financial terms, there is also a risk of not having enough assets or money to provide you with the lifestyle you desire in retirement. Therefore, if you try to avoid risk altogether you may in fact not save enough to provide you with the lifestyle you want in retirement. In fact, it may not even keep pace with inflation.

## Think about your investment time frame

Your investment time frame is the period between the day you begin to invest and the day you will need to use your super to live on in retirement. This period becomes very important when choosing your investment option or mix of options.

Remember, your investment time frame may not necessarily end at retirement. After retirement, at say age 60, the average person can expect to live at least another 20 years. So even if you only have a short time until you retire you should consider the investment option or mix of options that will best meet your particular needs well into retirement.

If you don't intend to access your money for a long time, you may be willing to accept the ups and downs in values that are associated with a higher risk option or mix of options. This could maximise your expected return over the long term. The longer your investment time frame, the more time you have to ride out the ups and downs. If you have a short time frame then stability in the value of your investment may be more important to you.

## Understand your tolerance to risk

Your tolerance to risk is an important factor to consider before making your investment choice. Everyone has a different tolerance to risk and you need to be comfortable with the level of risk that is associated with the investment option or mix of options you choose.

The chart on the next page shows the broad long term relationship between risk and return and where each of BUSSQ's investment options appears on the risk/return scale.

You don't have to make investment decisions on your own.

For expert advice call **1800 SKYLIGHT • 1800 759 544** and speak to a Skylight Financial Planner. There's no extra cost for BUSSQ members.

## Diversification helps reduce risk

Because you cannot tell how each asset class will perform over a future period, diversifying or spreading your investments across a range of asset classes has the potential, over time, to smooth out the ups and downs associated with the returns on your investment.

The risk/return profile of each of BUSSQ's investment options is determined by how much is allocated to growth assets relative to defensive assets. The greater the proportion of growth assets, the riskier the investment becomes, but similarly, the greater the potential return over the longer term.

## Measuring risk

A Standard Risk Measure for investment options has been developed for super funds to make it easier for you to compare investments options (both within and across super funds). The numeric measure is based on 'how likely will there be negative annual returns over a 20 year period?'. There are seven risk bands and they are as follows:

Risk band	Risk level	Estimated number of negative annual returns over any 20 year period
1	Very low	Less than 0.5
2	Low	0.5 to less than 1
3	Low to medium	1 to less than 2
4	Medium	2 to less than 3
5	Medium to high	3 to less than 4
6	High	4 to less than 6
7	Very high	6 or greater

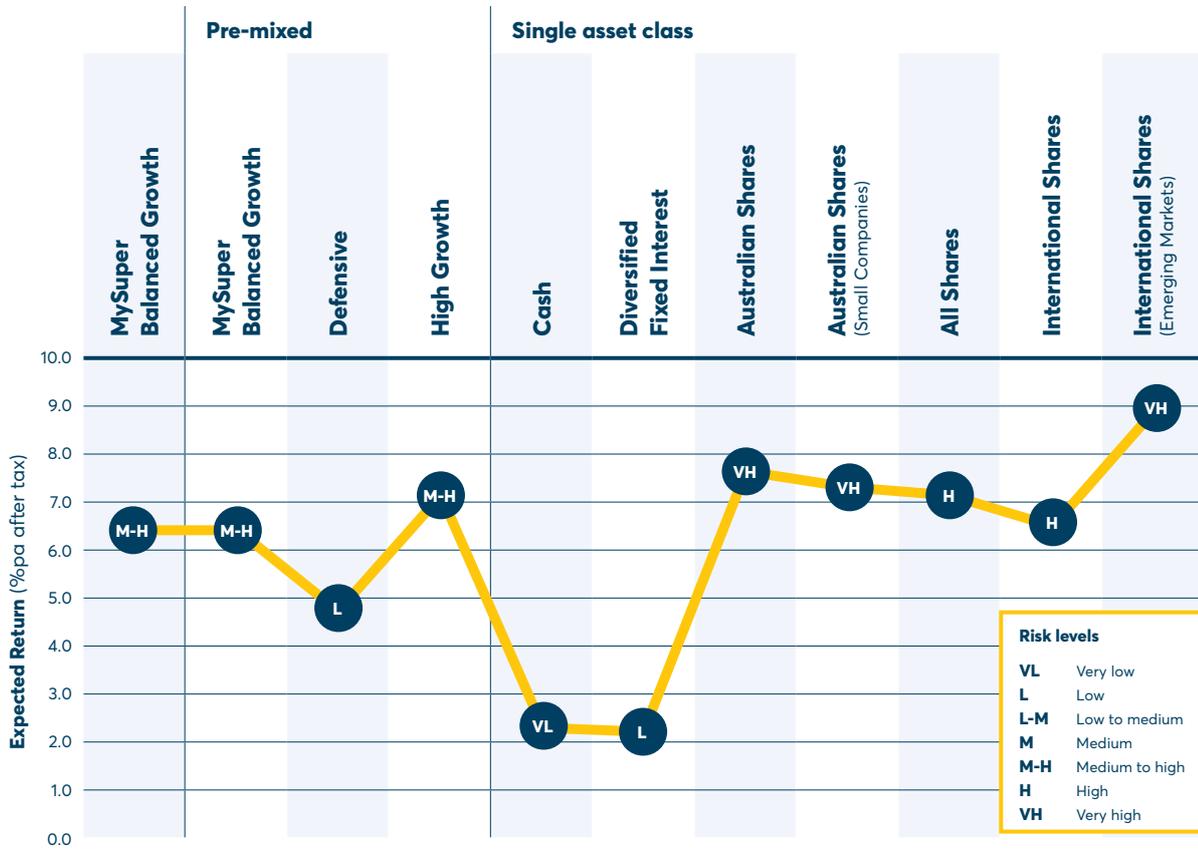
The Standard Risk Measure is based on industry guidance to allow you to compare investment options that are expected to deliver a similar number of negative annual returns over any 20 year period.

The Standard Risk Measure is not a complete assessment of all forms of investment risk, for instance it does not detail what the size of a negative return could be or the potential for a positive return to be less than you may require to meet your objectives. Further, it does not take into account the impact of administration fees and tax on the likelihood of a negative return.

You should still ensure you are comfortable with the risks and potential losses associated with your chosen investment option(s).

The use of the Standard Risk Measure is endorsed and strongly recommended by the Australian Prudential Regulatory Authority (APRA), Australian Securities and Investments Commission (ASIC), Association of Superannuation Funds of Australia (ASFA) and the Financial Services Council (FSC) for all Australian super funds.

## Risk VS Return



**Please note.** The expected returns are for illustration purposes only and should not be used to calculate future benefits.

# PRIVACY INFORMATION

## BUSSQ's Privacy Policy Statement

BUSSQ respects your privacy and protecting your personal information is important to us. We comply with the Australian Privacy Principles in the Privacy Act when we handle your personal information.

To obtain a copy of BUSSQ's Privacy Statement go to [bussq.com.au](http://bussq.com.au) or give us a call.

### Returned mail

Where we have correspondence returned to us by Australia Post, the Trustee will endeavour to locate an up to date address for you so that you will receive your annual statement. This may involve disclosing your name and previous address to the relevant agencies for the purpose of address searches only. A lost member search fee may apply if we locate a new address for you.

### Employer compliance

The Trustee takes very seriously its responsibility to ensure that your contributions are up to date. If you tell us that you should have received an employer payment the Trustee may provide some personal information to a third party to assist in the collection of any outstanding superannuation payments. From time to time the Trustee may also provide some personal information to a union and/or employer sponsor to assist in the collection of any outstanding superannuation payments.

## Anti-Money Laundering and Counter Terrorism Financing (AML/CTF) Act requirements

Compliance with this Act requires that we obtain identification when processing transactions in relation to your BUSSQ account. We do this to minimise the risk that the Fund may be used for the laundering of money and the financing of terrorism, but it also reduces the chance that your account can be accessed by an unauthorised person.

We may need to identify:

- **You:** We may need to ask you to verify your identity if you wish to make a claim on your superannuation benefit. We may also ask you to verify your identity if we are missing information about you and we may not be able to open an account for you or process any transactions unless this is received.
- **Your estate and/or beneficiaries:** If you die while you are a member of BUSSQ we may need to obtain identity information from your legal personal representative and/or your beneficiaries.
- **Anyone acting on your behalf:** Including a person exercising your power of attorney. In some circumstances we may need to re-verify this information.

BUSSQ has other requirements under the AML/CTF Act including reporting requirements. If you want more information about these, please contact us.

### Make sure we can find you too!

If you have changed your contact details, or if you are about to, don't forget to let us know. This way, you will be sure to continue to receive important information about your super.

You can update your details in *MemberAccess* or by calling **1800 692 877**.

# OTHER IMPORTANT INFORMATION

## Unclaimed Super Money

In certain circumstances prescribed under superannuation legislation, superannuation benefits must be treated as unclaimed money and reported and paid to the Australian Taxation Office (ATO).

These circumstances include:

- **An account balance under \$6,000 held by an inactive member.** You are 'inactive' if you have not, in the past 16 months: (a) made, or had a contribution made on your behalf, to your account; (b) satisfied a condition of release; (c) made changes to your insurance cover; (d) amended your insurance cover; (e) switched investment options; (f) made or amended a binding death benefit nomination; or (g) otherwise opted out of the transfer.
- **An account balance under \$6,000 held by an uncontactable member.** You are 'uncontactable' if we can't contact you by mail or email at the address(es) we hold for you AND you haven't been in contact with

us or we have not received any contributions from you or on your behalf in the last 12 months.

- **An account held by an inactive member who is 65 years of age or more.** This applies if we have not received any contributions or rollovers from you or on your behalf in the last two years AND it has been five years or more since you last contacted us AND we are unable to make contact with you.

Benefits for the following people may also be transferred to the ATO:

- Inactive or uncontactable members who cannot be properly identified
- Former temporary resident members who have departed Australia without claiming their superannuation benefits within 6 months of departure and the ATO has issued a notice to the Fund requesting payment
- Deceased members whose benefits cannot be paid following death, and
- A spouse who is entitled to a benefit split under the *Family Law Act 1975* and cannot be paid.

In respect of an account balance under \$6,000 held by an inactive member, the ATO has 28 days after receiving the money from your super fund to reunite it with your active superannuation account (meaning an account that has received a contribution or rollover from or on your behalf during the current or previous financial year), providing the active account holds a balance greater than \$6,000 following the reunification.

Unclaimed monies can be claimed directly from the ATO. In the case of former temporary residents this can occur at any time after departing Australia, subject to the payment of applicable tax. If superannuation benefits are transferred to the ATO as unclaimed monies, they will not attract interest nor will the unclaimed amount retain any associated insurance cover.

The ATO has an unclaimed monies register that can be checked for you. For more information you can contact the ATO on **13 10 20** or go to [ato.gov.au](http://ato.gov.au).

If you become lost, we are required to advise the ATO Lost Member Register. You can search the Lost Member Register by going to [ato.gov.au](http://ato.gov.au).

### **Purpose of BUSSQ**

BUSSQ was established in 1985 to provide benefits for all persons working in the building, construction, civil and allied industries.

### **Managing BUSSQ**

BUSS(Queensland) Pty Ltd, is the Trustee of BUSSQ and the issuer of this Handbook. Its Board is made up of an equal number of employer and member representative directors who are nominated by our sponsoring employer and member organisations:

- Master Builders Queensland
- Construction Forestry Mining Energy Union (CFMEU).

The Trustee is responsible for ensuring BUSSQ is managed in the best interests of all members and their dependants. The Trustee also appoints various professional organisations to assist with running BUSSQ.

A Trust Deed governs the operation of BUSSQ and if there are any inconsistencies between the terms of BUSSQ's Trust Deed and any disclosure documents, the terms of the Trust Deed will prevail. From time to time the Trust Deed may need to be amended. If it is, you will be notified of any changes that may adversely affect your benefits.

You may inspect a copy of the Trust Deed on request.

### **Family law**

Under Family Law legislation, if your marriage or de-facto relationship breaks down, your BUSSQ super account can be subject to splitting between you and your spouse or de-facto.

Note, the law is not retrospective, which means if you finalised your property settlement prior to 28 December 2002, your superannuation account cannot be split.

#### **Family law affects superannuation in three key areas:**

- **Request for information** – you, your spouse or your fiancé entering into a pre nuptial agreement are able to request certain information about your super account. BUSSQ will not tell you when this disclosure is requested
- **Superannuation agreement** – you can enter into a superannuation agreement with your spouse or de-facto (opposite sex or same sex). This can be made before, during or after a marriage or de-facto relationship. A superannuation agreement is binding on the Trustee as long as it complies with legislation at that time
- **Splitting super** – you and your spouse or the courts are able to split your superannuation account through an agreement or Court Order.

## Enquiries and complaints

If you are not happy with any aspect of your contact with BUSSQ and wish to make a complaint, you should contact the Enquiries and Complaints Officer:

**The Enquiries and Complaints Officer contact details are:**

**PHONE:** 1800 692 877

**MAIL:** Enquiries and Complaints Officer, BUSSQ, GPO Box 2775, Brisbane QLD 4001

**EMAIL:** [super@bussq.com.au](mailto:super@bussq.com.au)

## Insurance related complaints

If your complaint relates to insurance, the Enquiries and Complaints Officer will investigate your complaint and give you updates at least every 20 business days (unless we agree a different timetable with you).

We will write to inform you of our decision including:

- the reasons for the decision;
- your ability to request documents relied on to decide your complaint; and
- your right to take your complaint to the Australian Financial Complaints Authority (AFCA)

within 45 calendar days of receiving your complaint.

Sometimes we will need more time to investigate and respond to your complaint. We will let you know if we need more time and our revised expected timeframe, which will not exceed 90 calendar days. If we do not provide a response within the 90 days, we will give you written reasons for the delay before the end of the 90 days.

If you are not satisfied with the decision we make on your complaint or if we do not resolve your complaint within the 90 days, you may take your complaint to AFCA.

## Other complaints

For all other complaints, the Enquiries and Complaints Officer will investigate your complaint on your behalf and write to inform you of the result of that investigation within 90 calendar days.

If we do not respond within 90 days or you are not satisfied with the way your complaint is handled, or with the resolution, you may contact AFCA.

## About AFCA

AFCA provides a fair and independent financial services complaint resolution service that is free to consumers. AFCA may be able to help resolve your complaints, but only after you have made a complaint to BUSSQ.

AFCA contact details are:

**WEBSITE**

[www.afca.org.au](http://www.afca.org.au)

**EMAIL**

[info@afca.org.au](mailto:info@afca.org.au)

**TELEPHONE**

**1800 931 678 (free call)**

**MAIL**

**Australian Financial Complaints  
Authority  
GPO Box 3  
Melbourne VIC 3001**

## Do you want to find out more?

Information contained within this Handbook may change from time to time. BUSSQ will advise you of material changes or significant events within timeframes prescribed by the legislation via direct communications or the *Annual Report to Members*, *BUSSQ News* and [bussq.com.au](http://bussq.com.au). Unless the changed information is materially adverse to members, we may not always update or replace this document to reflect the changed information.

Any updated information may be published on BUSSQ's website at [bussq.com.au](http://bussq.com.au). Paper copies of any updated material (and any other existing documentation) are also available without charge on request by contacting BUSSQ.

**BUSSQ Building Super**

BUSSQ House, Ground Floor,  
299 Coronation Drive, Milton QLD 4064

**Postal Address**

GPO Box 2775, Brisbane, QLD 4001

**Other important details**

USI BUS0002AU

Fund's Registration Number R1055870

Trustee's Registered Superannuation Entity

(RSE) licence number L0002158

BUSS (Queensland) Pty Ltd (ABN 15 065 081 281,

AFSL 237860) as Trustee for BUSSQ

(BUSSQ Fund, ABN 85 571 332 201)

For more information call 1800 692 877,  
email [super@bussq.com.au](mailto:super@bussq.com.au) or visit [bussq.com.au](http://bussq.com.au)

