

Product Update

FirstWrap Plus Super and Pension

21 March 2025

This Product update contains updated information, applicable to each of the following:

- FirstWrap Plus Super and Pension Product Disclosure Statement (PDS), Issue No 2022/1 dated 30 May 2022
- The Supplementary PDS (SPDS), dated 1 November 2022
- The Other Important Information brochure (OII), dated 30 May 2022.

This Product update must be read together with the relevant PDS and SPDS. These documents, as well as our Financial Services Guide (FSG), are available free of charge:

- on our website, firstwrap.com.au under 'Offer documents'
- from your adviser, or
- by calling us on 1300 769 619.

Unless otherwise specified, terms used in the PDS (and SPDS, if applicable) have the same meaning in this Product update.

Closure of the product to new accounts

FirstWrap Plus Super and Pension is closed to new accounts effective 21 March 2025.

Note: existing product updates that were made effective 10 January 2025, 8 April 2024 and 30 September 2023 remain effective.

We're here to help

If you would like more information about this change, please speak with your adviser or call us on 1800 769 619, Monday to Friday, 8.30am to 6pm Sydney time.

The following updates remain effective from 10 January 2025:

Update about upcoming changes to adviser fees following the Quality of Advice Review reforms

The changes outlined in this update inform that we've updated our Adviser service fee (ASF) consent forms for FirstWrap Plus Super and Pension in line with new legislative requirements, which take effect on 10 January 2025. These changes are a result of tranche 1 of the Quality of Advice Review reforms which introduce amendments to the *Corporations Act 2001* and the *Superannuation Industry (Supervision) Act 1993* to:

- clarify when a superannuation trustee can deduct advice fees from a member's account,
- streamline consent processes for ongoing fee arrangements; and
- enable the provision of a mandatory industry form (not yet released) that can be used to manage fee arrangements across multiple accounts and account providers.

Changes to the fees you pay to your adviser

We have updated our Adviser service fee (ASF) consent forms in line with new legislative requirements which take effect on 10 January 2025 for ongoing Adviser service fee arrangements.

Where you instruct us to deduct advice fees from your FirstWrap Plus Super and Pension account, the fee must:

- Relate only to personal financial advice about your interest of the fund
- Include a description of the services you will be entitled to receive.

Existing and new fixed-term fee arrangements and one-off advice fees are not affected by this change.

What is the new process for ongoing fee arrangements?

The legislation has replaced "anniversary date" with a 'reference date' for determining the renewal period.

Under the legislation, new consent can be obtained:

- Up to 60 days before, and
- On or 150 days after the reference date.

We recommend speaking to your adviser to further understand the standardised process for obtaining your consent for an ongoing fee arrangement (if applicable). You can also find out more about these changes at <https://asic.gov.au/regulatory-resources/financial-services/regulatory-reforms/delivering-better-financial-outcomes-dbfo-package>

The following updates remain effective from 8 April 2024:

Updates to the CFS Privacy Policy, Anti-money laundering and counter-terrorism and financing laws conditions

The changes outlined in this update inform where there's been an update to the CFS Privacy Policy for the methods used when validating security on your account. We're also replacing the wording which refers to the Anti-money laundering and Counter-Terrorism financing laws to improve existing processes and strengthen our obligations to foreign or domestic regulators and other government authorities.

Update to CFS Privacy Policy

We have made an important update to our Privacy Policy to include the way we use customer mobile numbers and email addresses for Multi-Factor Authentication (MFA) security validation purposes. MFA is when you use two or more pieces of information to verify your identity when you access your account. We are making these changes to further protect your personal data, and add an extra layer of protection against unauthorised access to your account. The updated Privacy Policy came into effect on 1 March 2024. You can view this change in section 5 of our Privacy Policy online at cfs.com.au/privacy or you can contact us to request a copy.

In the Other Important Information brochure, the section 'Anti-money laundering and counter-terrorism financing laws' is deleted and replaced with the following:

Anti-money laundering and counter-terrorism financing and Sanction laws

We are required to comply with the *Anti-Money Laundering and Counter-Terrorism Financing Act 2006* (Cth).

This means:

- we and/or your adviser on our behalf may be required to carry out a procedure to identify you (and, if relevant, the identity of other persons associated with your account), verify the identification information, and accordingly hold such information
- we and/or your adviser on our behalf may from time to time require additional information from you to assist with this process
- instructions for completing the identification process form part of your adviser's KYC responsibility at the time of completing your application.

We are also obliged under this legislation to report certain information about investors to relevant regulatory and/or law enforcement agencies (including but not limited to the Australian Transaction Reports and Analysis Centre, AUSTRAC, the Australian Financial Complaints Authority, and the Australian Taxation Office) and we may be prevented by this legislation from telling you. Where legally permitted or obliged to do so, we may also disclose information gathered to our related bodies, or to other third parties.

We may be unable to transact with you or other persons (both an initial or ongoing service) in certain circumstances. This may include actions such as delaying, blocking, freezing, or refusing to process a transaction, or ceasing to provide you with a product or service, if we have reasonable grounds to believe or suspect potential breaches of Australian and/or international laws or sanctions.

You acknowledge and agree that we will not be liable to you for any loss of income and principal invested if we're required to take one or more of these actions.

We may be required to disclose customer information by law; for example, under Court Orders or Statutory Notices pursuant to taxation or social security laws or under laws relating to sanctions, money laundering or terrorism financing, or as required to comply with our obligations to foreign or domestic regulators and other government authorities.

We may send customer information overseas if:

- it is necessary to complete a transaction; or
- we outsource certain functions overseas; or
- we are required to under domestic or foreign law.

Please refer to our Privacy Policy for more information.

The following updates remain effective from 30 September 2023:

New risk considerations and a replacement to the reference for the Operator and Trustee's voting policy

The changes outlined in this update reflect that FirstWrap Plus Super and Pension has now included supplementary risk considerations that are designed to enhance your decision-making process, make you more informed when considering investment risks, and are in addition to what had already been disclosed in the FirstWrap Plus Super and Pension PDS for risks that can affect your investments.

We're also replacing the reference to the Trustee and Operator's voting policy which are policies that have been created for both Avanteos Investments Limited (AIL) and Colonial First State Investments Limited (CFSIL) to incorporate Environmental, Social and Governance (ESG) and Climate change factors in investment decisions and active ownership.

In the Other Important Information brochure, the section 'Operator and Trustee's voting policy' is deleted and replaced with the following:

Operator and Trustee's voting policy

With respect to Managed Investment Scheme resolutions in FirstWrap Plus Investments, the Operator will not participate in voting unless instructed by the investor or the adviser in writing or by email. If the Operator has received a valid instruction to vote, it will complete the documentation and vote on the holding for which instructions have been received. Information on voting resolutions will only be provided to advisers and/or investors who have requested that information from the Operator and will be provided as soon as practicable. Standing instructions will not be accepted. No fee will be charged to investors who exercise voting rights. With respect to Australian listed securities, the Operator does not accept or administer election on voting resolutions, except where the investor is a director of the company and the Operator can administer the instruction.

The Trustee will only consider participation in voting for Managed Investment Scheme resolutions for FirstWrap Plus Super and Pension in exceptional circumstances where participation is in the best interests of members. With respect to Australian listed securities, the Trustee may exercise its right in voting resolutions of listed securities.

The Operator and Trustee's voting policy is explained within their respective policies:

- 'CFSIL Responsible Investment Policy' found at cfs.com.au/content/dam/cfs-winged/documents/about-us/corporate-governance/CFSIL-Responsible-Investment-Policy.pdf
- 'AIL Responsible Investment policy' found at cfs.com.au/content/dam/cfs-winged/documents/about-us/corporate-governance/AIL-Responsible-Investment-Policy.pdf

In the PDS, in the section 'Investing through FirstWrap Plus Super and Pension', the second last bullet point for Voting rights is deleted and replaced with the following:

Voting rights – our voting policies are explained in the 'AIL Responsible Investment Policy, found at cfs.com.au/content/dam/cfs-winged/documents/about-us/corporate-governance/AIL-Responsible-Investment-Policy.pdf

In the PDS, in the section 'Risks of investing', the entire section is deleted and replaced with the following:

Risks of investing

Before you consider investing in FirstWrap Plus Super and Pension, it's important that you understand the risks that can affect your investments.

What is risk?

All investments carry risk. Different strategies may carry different levels of risk, depending on the investments that make up the strategy. Each person's attitude to risk will vary, depending on a range of factors including age, investment timeframes, other investments you hold and your risk tolerance.

Investments with the highest long-term returns may also carry the highest level of short-term risk. You should be aware that the value and level of returns of investments will vary, future returns may differ from past returns, and there may be a loss of principal, capital or earnings. Returns are not guaranteed, and the value of your account can rise and fall over time.

Risk Considerations	Definition
General	There is a risk that laws (including tax laws) may change in the future and may adversely affect your investment. Delays in buying and selling investments may occur if a transaction request is not fully completed or signed.
Term	This is the risk associated with investing funds at a fixed rate of interest for a specified term. If interest rates rise - including owing to factors such as inflation - then the investor could have obtained more returns from investing for a shorter term, multiple times.
Credit	This is the risk that a party to a credit transaction fails to meet its obligations, such as: - defaulting under a mortgage, a mortgage-backed security, a hybrid security, a fixed interest security or a derivative contract. This creates an exposure to underlying borrowers and the financial condition of issuers of these securities.
Equity	This is the risk - or the potential for additional variability in returns - which comes from investing in companies, generally driven by growth in earnings and dividends.
Small Cap	This is the risk associated with investing in smaller companies, which generally exhibit higher growth rates, while also carrying greater risk compared to larger companies.
Valuation	This is the risk that the value of an asset is misstated. This is due to the potential disparity between an asset's accounting value as compared to its actual fair market value when traded. Measuring assets at fair value across time ensures equity for members as they invest into, withdraw from or switch between different investments and options.
Currency	Investments in global markets or securities which are denominated in foreign currencies give rise to foreign currency exposure. This means that the Australian dollar value of these investments may vary depending on changes in the exchange rate. Investment options which have significant currency risks adopt different currency management strategies. These strategies may include currency hedging, which involves reducing or aiming to remove the impact of currency movements on the value of the investment, whereas some investment options remain unhedged.

Risk Considerations	Definition
Technology	FirstWrap Plus uses technology to manage your account. As with any service that uses technology systems including infrastructure, storage, networking or applications, there is a risk that these may fail, resulting in an impact to customers or business operations. There is also technology security risk should there be unauthorised access into these systems or data. These risks are managed through rigorous testing and controls; however, you should be aware of the impact this risk may have on processing your requests. We, the Administrator and custodian also rely on third-party providers for various services. Should there be an error in data they have provided or a delay due to a failure in their technology or systems, this may impact processing of transactions, accuracy of reporting and managing your account in accordance with timeframes. These risks are managed through agreements with those third- party providers including service level agreements that outline timeframes for fixing delays, should they occur.
Market	Investment returns are influenced by the performance of the market as a whole. This means your investments can be affected by things like changes in interest rates, investor sentiment and global events, depending on which markets or asset classes you invest in and the timeframe you are considering. Previous returns don't predict future performance.
Emerging markets	Due to the nature of the investments in emerging markets, there is an increased risk that the political and/or legal framework may change and adversely impact your investments. This could include the ability to sell assets. Options that invest in global markets may have exposure to emerging markets.
Liquidity	Liquidity risk refers to the difficulty in selling an asset for cash quickly without an adverse impact on the price received. Assets such as shares in large listed companies are generally considered liquid, while 'real' assets such as direct property and infrastructure are generally considered illiquid. Under abnormal or difficult market conditions, some normally liquid assets may become illiquid. An illiquid investment is defined as an investment that takes longer than 30 days to be sold or, if it could be sold in less than 30 days, it would have a significant adverse impact on the value realised on redemption. If you choose to hold an illiquid investment, you may not be able to redeem that investment to cash in order to withdraw from FirstWrap Plus Super and Pension. Refer to the 'Illiquid investments' section in the Other Important Information brochure for more information.
Counterparty	This is the risk that a party to a transaction such as a swap, foreign currency forward or stock lending fails to meet its obligations such as delivering a borrowed security or settling obligations under a financial contract.
Custodian	Investments in FirstWrap Plus are held in the name of the custodian or sub-custodian. This means that there is a risk that a custodian or sub-custodian fails to adequately account for assets for the benefit of the investor.
Environmental, social and governance risk (ESG) and climate risk	The value of individual investments may be influenced by environmental, social and governance (ESG) factors. These risks may be real or perceived and may lead to financial penalties and reputational damage. For example, environmental risks include waste and pollution, resource depletion and land use. Social risks are where the investment may be impacted by social, labour and human rights risks and cover health and safety, human rights and labour standards. Governance risks can impact the sustainability of an investment and cover business practises such as Board diversity and independence, voting procedures, transparency and accountability. Climate change also poses a risk – not only to the environment, but also to the broader economy and valuation of an investment. Typically, climate change risks can be split between physical and transition risks. Physical risks refer to the direct impact that climate change has on our physical environment. For example, a company's revenue may be reduced due to weather events, and this may reduce the value of the company's shares. Transition risks refer to the much wider set of changes in policy, law, markets, technology and prices that may be needed to address the mitigation and adaptation requirements which are necessary for the transition to a low carbon economy.
Security and investment-specific	Within each asset class and each investment option, individual securities like mortgages, shares, fixed interest securities or hybrid securities can be affected by risks that are specific to that investment or that security. For example, the value of a company's shares can be influenced by changes in company management, its business environment or profitability. These risks can also impact on the company's ability to repay its debt.
Legal and regulatory	This is the risk that any change in taxation, corporate or other relevant laws, regulations or rules may adversely affect your investment.

Risk Considerations	Definition
Derivatives	Derivatives are contracts between two parties that usually derive their value from the price of a physical asset or market index. They can be used to manage certain risks in investment portfolios or as part of an investment strategy. However, they can also increase other risks in a portfolio or expose a portfolio to additional risks. Risks include: the possibility that the derivative position is difficult or costly to reverse; that there is an adverse movement in the asset or index underlying the derivative; or that the parties do not perform their obligations under the contract.
Gearing	This is the risk associated with an option that uses borrowing to invest. Gearing can magnify gains and always magnifies losses, based on the performance of the investments. For example, when geared at 50%, if the growth of underlying investments is less than the option's borrowing and administration and investment fees and costs, then it is unlikely that the geared option will outperform an equivalent ungeared portfolio. Consequently, a geared option will not always magnify market gains (particularly in a low return environment), but it will always magnify market losses. In extreme market conditions, you may lose all your capital. We suggest you consult a financial adviser regarding the impact of these investments on your overall portfolio.
Short selling	Short selling means the option sells a security it does not own to try and profit from a decrease in the value of the security. This is generally done by borrowing the security from another party to make the sale. The short sale of a security can greatly increase the risk of loss, as losses on a short position are not limited to the purchased value of the security.

More information on specific investment risks

You can find more information on the risks associated with your selected investments in the investment's disclosure documents, available from your adviser. You should also refer to the Other Important Information brochure for risks associated with different investment categories.

Need more information?

Please speak with your adviser if you would like more information about these changes, or call us on 1300 769 619, Monday to Friday, 8.30am to 6pm (Sydney) time.

Avanteos Investments Limited ABN 20 096 259 979, AFSL 245531 (AIL) is the trustee of the 'Avanteos Superannuation Trust' ABN 38 876 896 681 and issuer of FirstWrap Plus Super and Pension and FirstWrap Super and Pension (closed to new investors 28 March 2011). Colonial First State Investments Limited ABN 98 002 348 352, AFSL 232468 (CFSIL) is the Investor Directed Portfolio Service (IDPS) operator, administrator and custodian of 'Avanteos Wrap Account Service' which include FirstWrap Plus Investments and FirstWrap Investments (closed to new investors 28 March 2011). The Target Market Determinations (TMD) for our financial products can be found at firstwrap.com.au (under 'Offer documents') and include a description of who a financial product is appropriate for. This document may include general advice but does not take into account your individual objectives, financial situation or needs. You should read the relevant PDS and FSG carefully, assess whether the information is appropriate for you, and consider talking to a financial adviser before making an investment decision. 30804/FS8172/0325

Supplementary Product Disclosure Statement

1 November 2022

This document is a Supplementary Product Disclosure Statement (SPDS) issued by Avanteos Investments Limited ABN 20 096 259 979, AFSL 245531 (AIL), as Trustee for the Avanteos Superannuation Trust ABN 38 876 896 681.

This SPDS supplements the FirstWrap Plus Super and Pension:

- Product Disclosure Statement, Issue No 2022/1 dated 30 May 2022 (PDS), and
- Other Important Information brochure, Issue No 2022/1 dated 30 May 2022 (OII brochure).

This SPDS must be read together with the above documents, available free of charge:

- on our website, **firstwrap.com.au** under 'Offer documents',
- from your adviser, or
- by calling us on 1300 769 619.

Unless otherwise specified, terms used in the above documents have the same meaning in this SPDS.

Purpose of this SPDS

- To amend the range for the Cash account fee in the 'Fees and costs summary' table.
- To update the 'Adviser fees' section.
- To amend the range for the Cash account fee in the 'Example of annual fees and costs for superannuation products' section.
- To amend the range for the Cash account fee in the 'Cost of product for 1 year' section.

Fees and other costs

As the range for the Cash account fee has been amended, the table under the heading 'Fees and costs summary' is replaced with the following:

FirstWrap Plus Super and Pension

Type of fee or cost	Amount ¹	How and when paid	
Ongoing annual fees and costs ²			
Administration fees and costs	Administration fee	The Administration fee is calculated on the average balance of your account (valued at the end of the month) including amounts held in your cash account and any other investments in your account. It is deducted from your cash account monthly in arrears (or upon closure of your account based on the number of days your account is open) and paid to us shortly after the last day of each month. The Administration fee will commence from the day of your first deposit into your account. The Administration fee is not payable on balances held in eligible managed funds, and these balances will not count towards the combined value of the accounts within your family group for fee aggregation calculations. ³ If your total account balance is held in these reduced cost options and the cash account ⁴ for an entire month, no Administration fee will be deducted from your cash account. Please refer to ‘Benefits from linking related accounts in a family group’ in the ‘How your account works’ section and ‘Fee aggregation’ in the ‘Fees and other costs’ section for more information on fee aggregation when linking related accounts within a family group. The Trustee has discretion to waive the Administration fee on balances held in suspended investments. Please refer to the 'Suspended investments' section in the Other Important Information brochure for more information.	
	Total Account balance		Fee (pa)
	On the first \$100,000		0.550%
	On amounts above \$100,000 – \$250,000		0.410%
	On amounts above \$250,000 – \$500,000		0.300%
	On amounts above \$500,000 – \$1,000,000		0.150%
	On amounts above \$1,000,000 – \$3,000,000		0.070%
	On any amount above \$3,000,000		Nil
	The fee tiers applicable are applied to the combined balance of all linked accounts within a family group. For more information about the Administration fee, refer to the 'Additional explanation of fees and costs' section.		
	Cash account fee	The Cash account fee is calculated daily and deducted monthly from your investment return before interest is calculated and applied to your cash account. This fee is calculated on a proportionate basis depending on the number of days in the month your account is open. This fee is not deducted directly from your cash account. It will be included in your periodic statement and referred to as 'Administration fee – Cash account fee'.	
	Up to 1.500% pa of your cash account. The current Cash account fee can be found at firstwrap.com.au under 'Offer documents'.		

FirstWrap Plus Super and Pension

Type of fee or cost	Amount ¹	How and when paid
	APRA levy The Australian Prudential Regulation Authority (APRA) levy may vary from year to year. Estimated to be 0.006% – 0.010% pa.	The APRA levy is an annual fee paid by APRA-regulated super funds to cover the expense of the Government's supervision of the financial sector. The Trustee may recover the cost of this levy by deducting a one-off amount from your account that is calculated using your closing account balance at the end of the financial year. The deduction will be reported in your account and on your annual statement as: 'Withdrawal – APRA Levy'.
Investment fees and costs⁵ These fees relate only to gaining access to the underlying investments through the platform; and do not include the fees and costs that relate to investing in underlying investments.	The Trustee does not charge an investment fee. However, investment fees and costs may be charged by or in the underlying investments available through the Service. For underlying investments, the estimated fees and costs are 0% – 7.90% pa, depending on the investment option.	These amounts are payable to the investment manager or responsible entity of your underlying investment in a managed account, managed fund or unlisted investment. The range shown in this table is an estimated percentage and may or may not include any performance-based fee charged in the underlying investments. These amounts are not deducted from your pooled cash account. For managed funds and unlisted investments, these amounts are generally deducted before calculating the unit price for the investment. For a managed account, this amount is deducted from the cash holding within the managed account portfolio. Refer to the Investment List for the costs applicable to each investment option offered. Further information on investment costs including management fees and costs for your investment option is set out in the relevant disclosure document for the underlying investment, available from your adviser. The investment costs may also change from time to time as determined by the investment manager or responsible entity of the underlying investment. This cost does not apply for some investment types, including certain listed shares and term deposits where these are held directly in FirstWrap Plus Super and Pension. Any rebates received from underlying investment managers or responsible entities in respect of your investment will be passed on to you.
Transaction costs	Nil	The Trustee does not deduct transaction costs. However, some underlying investments may deduct transaction costs. Refer to 'Transactional and operational costs' for more information.

FirstWrap Plus Super and Pension

Type of fee or cost	Amount ¹	How and when paid
Member activity related fees and costs		
Buy-sell spread	Nil	<p>The Trustee does not charge a buy-sell spread. However, buy-sell spreads may be charged by the investment manager of a managed fund and unlisted investments that you invest in (including any managed funds invested in a managed account).</p> <p>The amount of the buy-sell spread varies, depending on the investments selected by you and your adviser. The amount of the buy-sell spreads that may be applicable for each underlying investment are available in the Investment List. Refer to 'Transactional and operational costs' for more information.</p>
Switching fee	Nil	The Trustee does not charge a switching fee but transaction costs and buy-sell spread may apply when buying and selling underlying investments available through the Service.
Other fees and costs⁶	Insurance fee For details of insurance costs, refer to the 'Insurance' section of this PDS, the LifeProtect Insurance brochure and the LifeProtect Insurance rates. The amount of the premium is provided by the insurer to the Trustee each month.	Where you have a LifeProtect insurance policy with the insurer, your insurance premium will be deducted from your cash account monthly in arrears and paid to the insurer shortly after the last day of each month. It will be included in your periodic statement and referred to as 'Insurance premium'. The Trustee doesn't charge an insurance fee.
	Adviser fees As agreed between you and your adviser.	Please refer to the 'Adviser fees' section.
	Model portfolio fee This fee is determined based on the Model portfolio selected.	Please refer to the 'Model portfolio arrangements' section.

- 1 All figures disclosed include the net effect of goods and services tax (GST) and reduced input tax credits (RITC). Fees are rounded to the nearest cent. Please refer to the 'GST and RITC' section within 'Additional explanation of fees and costs'.
- 2 If your account balance for a product offered by the superannuation entity is less than \$6,000 at the end of the entity's income year, certain fees and costs charged to you in relation to administration and investment are capped at 3% of the account balance. Any amount charged in excess of that cap must be refunded.
- 3 Investment costs are still applicable for the eligible managed fund holdings. Refer to the Investment List for a list of the eligible managed funds.
- 4 This includes unsettled trades.
- 5 Other investment fees and costs may apply including brokerage fees. Please refer to 'Transactional and operational costs' for more information.
- 6 Other service fees may apply, including insurance fees, adviser fees and a model portfolio fee. Please refer to the 'Insurance', 'Adviser fees' and 'Model portfolio arrangements' sections for more information.

The 'Adviser fees' section has been updated and is replaced with the following:

Adviser fees

You can agree with your adviser to pay fees in exchange for the advice and related services they provide to you. Where we are provided with a valid copy of your written consent, we will either establish a monthly deduction of Adviser service fees on an ongoing or fixed term basis, or apply the fee on a once-off basis. These fees are deducted from your cash account. You cannot pay both an ongoing and a fixed term fee at the same time.

Any ongoing or fixed term Adviser service fee will be paid to your current adviser or any subsequent adviser on your account. You can update the adviser on your account at any time. You can also renegotiate the adviser fees with your adviser at any time.

For us to deduct adviser fees from your superannuation or pension account, the fee must be:

- consented to by you in writing,
- for advice and related services provided only to you,
- for advice and related services in relation to your account from which the fee is being deducted, and
- of a reasonable amount for the advice and related services provided to you.

Where you agree to pay an Adviser service fee to your adviser, we will continue deducting these fees from your account until:

- your fixed term fee has expired,
- when you do not renew your consent to continue an ongoing Adviser service fee, or
- you ask us to stop deducting the fees from your account.

We recommend you speak to your adviser before making changes to the Adviser service fees on your account as this may result in changes to the advice and related services they provide to you. Where you instruct your adviser to stop these fees from being deducted from your account, your adviser has 10 business days to notify us to cease the fees. Fees will end on the date we are notified.

Avanteos Investments Limited, acting in its capacity as the trustee of the superannuation fund, must ensure that any advice fees deducted from your superannuation or pension account are solely for advice provided in respect of that particular superannuation or pension account or its features. It cannot be for advice in relation to any other account or product including an insurance product held outside of superannuation, an IDPS account, debt reduction strategies or other investments, such as an investment property. It must be for

advice provided to you and not to anyone else. Where a fee is withdrawn from your superannuation or pension account that is not for advice related to you and your investment with the fund, this may be considered an early release of super.

Your written consent to deduct adviser fees from your account

To facilitate the deduction of any adviser fee we must have your written consent or a copy of it, which is provided to us by your adviser. Consent must be provided by using an approved version of a fee consent form. This form will require you to consent to the amount of the Adviser service fee that is to be deducted from your account and to which adviser the fee is to be paid (through their licensee group). The form also outlines the frequency, time and amount of any fees, a reasonable estimate of the fees you will pay in the next 12 months if it is not a set dollar fee and, for fixed term and one-off fees, the services to be provided by your adviser.

Fees can be established as either one of the following types:

• Ongoing Adviser service fee

Where you agree with your adviser to pay an ongoing Adviser service fee from your account, this fee will generally apply from the date we receive a valid copy of your written consent. Written consent must be provided annually in order for the fees to continue. Where an ongoing fee arrangement is not renewed, fees will cease on the 'consent end date' (which cannot exceed 150 days from the Anniversary Date) provided in your written consent, or

• Fixed term Adviser service fee

Where you establish a fixed term arrangement with your adviser, we will generally apply an Adviser service fee for the period agreed by you and your adviser on the fee consent form. These fees will cease once the 'end date' of your fixed term fee is reached. To establish a new fixed term fee to be deducted from your account you will need to complete a new request. For accounts with more than one account signatory, all required signatories will need to provide their consent.

Fees are typically deducted from your account within the first five business days of the following month and can be viewed in your statements, online or via the CFS FirstWrap app, where you have access. To make changes to your fees a new fee consent form must be completed. Upon processing your written instructions to amend your fees, we will generally apply the updated fees on the later of the day we receive your instructions or the nominated start date (if applicable). Forms that are received near the end of the month may be processed in the following month. Where this occurs, fees will commence from the beginning of the following month.

We will not be liable for any delay that may occur from the time your request is received due to incomplete instructions or information not provided at the time of your request.

The Trustee sets guidelines for the amount of Adviser service fees deemed reasonable to be released from your Superannuation or Pension account, based on your account balance. Where your fees are outside of these set guidelines, or if it is deemed appropriate, the Trustee may at its discretion limit, reduce or refuse to deduct an adviser fee. The adviser will be notified where this occurs. In this case, your adviser may discuss with you an alternative means for payment.

Your adviser can help you to understand the advice and related services you will receive for the fees you pay to them either in a Statement of Advice or other related advice documentation, such as a Record of Advice. If you have any queries in relation to the advice or related services received, your adviser is best placed to assist you with these. If you want to know more about the amount of fees, your adviser can assist or you can contact us directly.

Your adviser may also agree to pay a portion of the adviser fees to their licensee group for services they provide to your adviser. Where this applies, this is not an additional amount paid by you but is included in the adviser fees deducted from your account. Please speak to your adviser for more information.

Where the rights of your adviser and/or their licensee are assigned or novated to another person or entity, the agreed fees and payments of these fees, may transfer to that person or entity. Furthermore, in the event that your account balance is transferred (for example a Successor Fund Transfer/Intra-Fund Transfer) the Adviser service fee may transfer to the new account.

Upon notification of your death, we may cease deducting adviser fees from your account. For further information refer to the section 'What we do in the event of your death' in the Other Important Information brochure.

The actual fees paid by us to your adviser and/or their licensee group include GST. However, the fee deducted from your cash account will be less than the amount paid to the adviser where GST RITCs apply to those fees.

Should the ATO change their view in relation to GST RITCs, this may result in an increase in net fees in the future.

Adviser fees

Fee type	Amount ¹	How and when paid
Adviser service fee²	<p>As agreed between you and your adviser, an Adviser service fee can be deducted from your account for advice and related services provided to you in relation to your account.</p> <p>An Adviser service fee can be expressed as either:</p> <ul style="list-style-type: none"> • a percentage-based fee, or • a dollar-based fee, or • a combination of percentage-based and dollar-based fees. <p>The percentage-based fee can be either:</p> <ul style="list-style-type: none"> • a fixed or tiered percentage rate/s, or • a fixed or tiered percentage rate/s according to the different types of investments you hold in your account. <p>The dollar-based fee is a fixed dollar amount per month.</p>	<p>You direct us to deduct an Adviser service fee from your cash account monthly in arrears (or upon closure of your account based on the number of days your account is open) and pay these fees to your adviser's licensee group shortly after the last day of each month.</p> <p>The Adviser service fee will generally commence on the later of the day we receive your fee consent form, the nominated start date (if applicable), or the day of your first deposit into your account.</p> <p>A percentage-based fee is calculated using the daily account balance including amounts held in your cash account and any other investments in your account.</p> <p>A dollar-based fee is calculated daily each month.</p> <p>Where there are changes to your Adviser service fee during a month, the fee will be pro-rated using the number of days each of your fee arrangements were applicable.</p>
One-off advice fee	A dollar amount on a one-off basis.	As negotiated and agreed between you and your adviser, this fee is debited from your cash account, in accordance with your direction, on the day you and your adviser's signed authorisation has been processed by us. This fee enables you to pay for one-off advice from your cash account, as applicable.

- 1 All figures disclosed include the net effect of goods and services tax (GST) and reduced input tax credits (RITC). Fees are rounded to the nearest cent. Please refer to the 'GST and RITC' section within 'Additional explanation of fees and costs'.
- 2 If your account holds an ordinarily liquid investment which becomes a suspended investment due to difficult market conditions, no percentage-based fee will be deducted from the value of this investment. If the suspended investment is the only investment you hold (along with any amounts in the cash account), no percentage or dollar-based fees will be deducted. Please refer to the 'Suspended Investments' section of the Other Important Information brochure for further information.

As the range for the Cash account fee has been amended, the 'Example of annual fees and costs for superannuation products' section and the 'Cost of product for 1 year' section are replaced with the following:

Example of annual fees and costs for superannuation products

This table gives an example of how the ongoing annual fees and costs for the Vanguard Growth Index Fund (VAN0110AU) option for this superannuation product can affect your superannuation investment over a 1-year period. You should use this table to compare this superannuation product with other superannuation products.

Example ^{1, 2}		Balance of \$50,000
Vanguard Growth Index Fund (VAN0110AU)		
Administration fees and costs³	Administration fee 0.550% \$275.00 x \$50,000	For every \$50,000 you have in the superannuation product, you will be charged or have deducted from your investment \$288.25 in administration fees and costs.
	Cash account fee ⁴ 1.500% \$8.25 x \$550	
	APRA levy ⁵ 0.010% \$5.00 x \$50,000	
PLUS Investment fees and costs	0.290% ⁶	And , you will be charged or have deducted from your investment \$143.41 in investment fees and costs.
PLUS Transaction costs	Nil	And , you will be charged or have deducted from your investment \$0 in transaction costs
EQUALS Cost of product	If your balance was \$50,000 at the beginning of the year, then for that year you will be charged fees and costs of \$431.66 for the superannuation product. ^{3, 6}	

- 1 This is an example only and does not take into account any movements in the value of the investment that may occur over the course of the year.
- 2 All figures disclosed include the net effect of goods and services tax (GST) and reduced input tax credits (RITC). Please refer to the 'GST and RITC' section within 'Additional explanation of fees and costs'.
- 3 This example is based on the fees and costs for FirstWrap Plus Super and Pension, assuming \$49,450 is invested in Vanguard Growth Index Fund (VAN0110AU) with \$550 retained in your cash account.
- 4 You are required to maintain a minimum cash balance, and this example reflects the Cash account fee that will apply on your cash account balance. If, in addition to \$49,450 invested in the managed fund, you also held \$550 in your cash account, the Cash account fee would be \$8.25 (\$550 x 1.500%).
- 5 The Trustee may recover this amount. The APRA levy is estimated in this example.
- 6 This amount relates to the investment fees and costs associated with Vanguard Growth Index Fund (VAN0110AU). You should refer to the disclosure documents for the accessible investments for more details on the fees and costs that may be charged by the issuer.

Note: Additional fees may apply.

The fees and costs relate to access to the investments on the Investment List and some (but not all) of the costs within those investments. Additional costs will be charged by the issuers of the investments that you decide to invest in. You should refer to the disclosure documents for the accessible investments for more details on the fees and costs that may be charged by those issuers. The disclosure documents are available on request and free of charge from your adviser.

Cost of product for 1 year

The cost of product gives a summary calculation about how ongoing annual fees and costs can affect your investment over a 1-year period for all superannuation products and investment options. It is calculated in the manner shown in the Example of annual fees and costs.

The cost of product assumes a balance of \$50,000 at the beginning of the year. (Additional fees such as a buy-sell spread may apply, refer to the Fees and costs summary for the relevant superannuation product or investment option.)

You should use this figure to help compare superannuation products and investment options.

Cost of product	
FirstWrap Plus Super and Pension	\$1,030

We are required by law to include cost of product information. As a wrap product, there are a wide range of investment options available with varied fees and costs. This single example is provided for illustrative purposes only and indicates the cost of product if you were to open a FirstWrap Plus Super and Pension account and hold all your investment in the cash account.

The following assumptions apply to this example:

- All figures disclosed include the net effect of goods and services tax (GST) and reduced input tax credits (RITC). Please refer to the 'GST and RITC' section within 'Additional explanation of fees and costs'.
- 100% is held in the cash account.
- It is based on the minimum investment amount of \$50,000.
- The fees are calculated based on 0.550% (Administration fee) + 1.500% (Cash account fee) + 0.010% (APRA levy, which is variable annually).
- The account is not linked for fee aggregation.

Additional costs will be charged by the issuers of the investments that you decide to invest in. You should refer to the disclosure documents for the accessible investments for more details on the fees and costs that may be charged by those issuers. The disclosure documents are available on request and free of charge from your adviser.

This example should be used as a guide only and may not represent the actual fees that you will pay if you join FirstWrap Plus Super and Pension.

FIRSTWRAP PLUS

SUPER AND PENSION

Product Disclosure Statement

Issue No 2022/1, dated 30 May 2022

FirstWrap Plus Super and Pension

Issued by: Avanteos Investments Limited (AIL) ABN 20 096 259 979,
AFSL 245531, RSE L0002691 as trustee for the Avanteos Superannuation
Trust ABN 38 876 896 681, Registration R1056594
Unique Superannuation Identifier 38 876 896 681 001

Colonial
First State

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The information provided in this document is general information only and does not take into account your objectives, personal financial or taxation situation, or needs. Because of that, before acting on the information, you should consider its appropriateness having regard to these factors. You should talk to your adviser and obtain financial advice relevant to your personal circumstances, and you should consider the FirstWrap Plus Super and Pension Product Disclosure Statement, before making any decision to acquire, or continue to hold, an interest in FirstWrap Plus Super and Pension.

The Target Market Determination for this product can be found at firstwrap.com.au under 'Offer documents'. Target Market Determinations include a description of who a financial product is appropriate for (the target market).

About the Fund

FirstWrap Plus Super and Pension (the 'Service') is part of the Avanteos Superannuation Trust ABN 38 876 896 681, Registration R1056594, USI 38 876 896 681 001 (the 'Fund' or 'superannuation entity') established by a Trust Deed (the Deed) dated 09 July 2002.

This Product Disclosure Statement (PDS) is an offer for membership of the Fund. If there is any inconsistency between the Deed and the PDS, the Deed will prevail. If any provision of the PDS is found to be invalid or unenforceable under the law, it is excluded so that it does not in any way affect the validity or enforceability of the remaining parts. You can obtain a copy of the Deed online through the 'Member information' page at firstwrap.com.au or you can ask the Trustee for a copy free of charge.

Updated information

The information in this PDS may change from time to time. Where a change is material or significant, we will notify you in writing within the timeframes provided for in the relevant legislation. If the change is materially adverse, we will re-issue the PDS or issue a Supplementary PDS. Information contained in this PDS which is not materially adverse information is subject to change from time to time and may be updated via our website, and Product updates can be found at any time by visiting firstwrap.com.au under 'Offer documents'. You can also obtain updated information by asking your adviser or contacting us on 1300 769 619. You can also ask for a free paper or electronic copy of the updated information or access the information online at firstwrap.com.au

About the Trustee, Custodian and Administrator

Avanteos Investments Limited ABN 20 096 259 979, AFSL 245531 (AIL) is the trustee of and issuer of interests in the Fund (the 'Trustee', 'we', 'us' or 'our'). Colonial First State Investments Limited ABN 98 002 348 352, AFSL 232468 ('CFSIL', 'Administrator') is the administrator of the Fund. All references to Administrator are references to CFSIL.

It's CFSIL's responsibility to hold the assets, including investments, on behalf of members or by a custodian or sub-custodian, rather than by you or the Fund directly. The relevant Financial Services Guide (FSG), available at firstwrap.com.au, provides more information on the Trustee.

Colonial First State (CFS) is Superannuation and Investments HoldCo Pty Limited ABN 64 644 660 882 and its subsidiaries which include Avanteos Investments Limited ABN 20 096 259 979, AFSL 245531 (AIL) and Colonial First State Investments Limited ABN 98 002 348 352, AFSL 232468 (CFSIL). CFS is majority owned by an affiliate of Kohlberg Kravis Roberts & Co. L.P. (KKR), with the Commonwealth Bank of Australia ABN 48 123 123 124 AFSL 234945 (CBA) holding a significant minority interest. The investment performance and the repayment of capital of AIL and CFSIL products is not guaranteed. Investments in AIL and/or CFSIL products are investment type products subject to investment risk, including possible delays in repayment, and loss of income and capital invested.

AIL and CFSIL are not registered tax (financial) advisers under the *Tax Agent Services Act 2009* (Cth), and you should seek tax advice from a registered tax agent or a registered tax (financial) adviser if you intend to rely on this information to satisfy the liabilities or obligations or claim entitlements that arise, or could arise, under a taxation law. Taxation considerations are general and based on present taxation laws, rulings and their interpretation as at 31 March 2022. You should seek independent, professional tax advice before making any decision based on this information.

About the adviser

All references to 'adviser' and 'licensee group' are to the person named as the adviser on the application form and their relevant licensee group.

About FirstWrap Plus Super and Pension

Superannuation is a long-term investment designed for retirement.

Avanteos Superannuation Trust is a complying superannuation fund which includes FirstWrap Plus Personal Super, FirstWrap Plus Pension and FirstWrap Plus Term Pension.

FirstWrap Plus is an investment wrap that can administer shares, managed funds, managed accounts and unlisted investments within one account. It also provides access to insurance options and sophisticated tax management facilities, so you and your adviser can design a portfolio to suit your investment needs.

Through FirstWrap Plus, you can make a range of superannuation contributions as you save towards your retirement, and manage your pension once you retire.

FirstWrap Plus operates under a wrap structure, which means your transactional, custodial and reporting services are contained within a single administration platform.

Your investments are administered through our centralised service, allowing you and your adviser to easily review your entire portfolio. Your adviser can make transactions on your behalf and manage the administration of your investments with your consent.

All FirstWrap Plus accounts can only be opened through a licensed adviser who is registered to use FirstWrap Plus.

How to use this FirstWrap Plus Super and Pension PDS

This PDS is a summary of significant information and contains a number of references to important information that form part of the PDS. The important information which is incorporated by reference into, and which is taken to be included in, the PDS, is set out in the documents listed below. You should consider all the information in the documents shown below, before making a decision about investing, or continuing to hold an interest, in the Service.

PDS (this document)

Contains key information about the features, benefits, risks and costs of investing in FirstWrap Plus Super and Pension.



Other Important Information

Contains information about how to manage your account.



Investment List

Lists the managed accounts, managed funds, term deposits and listed securities available through the Service. Your adviser can provide you with further details on the available investments.



LifeProtect Insurance brochure

Describes the insurance offering available (FirstWrap Plus Personal Super only).

LifeProtect Insurance rates

Lists the insurance rates for the insurance offering based on age, smoking status and occupational classification.

LifeProtect Insurance

These documents are available free of charge online at firstwrap.com.au, from your adviser, or by calling FirstWrap Service and Support on 1300 769 619.

Contact details

FirstWrap Plus
Locked Bag 3460
GPO Melbourne VIC 3001
Telephone 1300 769 619
Email firstwrap@cfs.com.au

Further details about FirstWrap Plus Super and Pension are contained in the Other Important Information brochure, the Investment List, the LifeProtect Insurance brochure and the LifeProtect Insurance rates, available online at firstwrap.com.au. If you are unable to access the information online, you can request a copy of these documents and the relevant Financial Services Guide (FSG) free of charge from your adviser or by calling FirstWrap Service and Support on 1300 769 619.

Benefits of investing

FirstWrap Plus is designed to help you achieve your super and retirement goals. In addition to a full superannuation administration service, we offer you access to a wide range of investments, the flexibility to design a portfolio that suits your investment needs and comprehensive reporting.

Investment choice

FirstWrap Plus Super and Pension gives you and your adviser access to a diverse range of investments, including:

- managed accounts
- managed funds
- Australian Securities Exchange (ASX) listed securities (unless a restricted stock in accordance with the *Corporations Act 2001* (Cth) section 611), including:
 - fixed interest rate securities
 - exchange-traded funds
- term deposits
- cash.

A range of responsible investment options is also available.

The managed funds available through FirstWrap Plus Super and Pension span a wide range of asset classes including Australian and global shares, listed and unlisted property and fixed interest. The FirstWrap Plus Investment List is reviewed regularly by the Trustee. You can find an up-to-date list of all the investments available through FirstWrap Plus Super and Pension on the Investment List at firstwrap.com.au

FirstWrap Plus offers a range of managed accounts developed by professional portfolio managers as part of their comprehensive investment menu. For more information on the managed accounts available, please refer to the Investment List available at firstwrap.com.au and the applicable managed account PDS available from your adviser.

Access

It is easy for you to view and keep track of your FirstWrap Plus Super and Pension account/s. You can access your account through:

- our FirstWrap mobile app, allowing quick and easy access to your account from your fingertips
- our online portal, from your computer.

When you join the Service, we'll send you information on activating access using our FirstWrap mobile app. If you would prefer to use the online portal, your adviser or FirstWrap Service and Support will be able to provide you with your online portal user login and password.

Flexibility

Through FirstWrap Plus Personal Super you can invest lump sum amounts, make regular contributions (either directly or through a linked regular contribution facility) and have your employer or spouse contribute on your behalf. You can also establish a regular investment facility, with the ability to invest a fixed amount or an excess amount above a certain threshold in your cash account.

Once you retire, you and your adviser can easily convert part or all of your superannuation benefits into a FirstWrap Plus Pension through our seamless transfer service.

FirstWrap Plus Super and Pension allows you to consolidate your super investments before rolling into a FirstWrap Plus Pension account. Refer to the Other Important Information brochure for further details on the SuperFirst facility.

Through our pension service you can nominate a regular pension payment amount (subject to minimum requirements) and choose a payment frequency to suit you.

FirstWrap Plus Super and Pension offers a tailored service for your superannuation savings and pension income. You and your adviser may choose to:

- establish and maintain a predetermined investment strategy through an automatic investment of excess cash and income distributions
- regularly review your portfolio to align with your investment strategy
- establish a customised regular sell profile on your account, providing greater control over the available cash in your account to meet upcoming payments and premiums.

FirstWrap Plus Super and Pension offers a choice of optional insurance cover, including access to retail insurance products and an integrated group insurance offering.

Quality reporting

The Service consolidates all your investments through the one account, allowing you and your adviser access to comprehensive reporting, including:

- the current valuation of your portfolio
- a list of transactions for each of your investments and cash holdings
- the proportion of your investments held in key asset classes
- consolidated investment reporting across a family group (for example, family trusts, self-managed super funds (SMSFs) and other individuals), and other investment products (such as annuities).¹

Your FirstWrap Plus income statement is available online and will show the income you received during the year. It sets out the components of each distribution and the relevant imputation credit and foreign income tax offset, as well as any non-taxable income. A comprehensive capital gains tax statement is also available online and provides details of any investments you sold during the year.

Value of quality advice

Australians can benefit from quality financial advice, and your adviser could help you on the path to enjoy the financial freedom you desire for your future. FirstWrap Plus is designed to be accessed by and managed through an adviser, and we work closely with your adviser to help make their advice accessible to you.

Value for money

We aim to provide a competitively priced product that gives you value for money. By combining related accounts into a single family group, you can potentially realise even greater value for money through fee aggregation. By linking your account with related members in your family group (for example, your husband, wife or SMSF), the Administration fee is applied to the combined value of the accounts, which may potentially lower the overall fees.

FirstWrap Plus Super and Pension also offers a range of investment options that attract no Administration fees. For further information on how this is applied, refer to the 'Fees and other costs' section, and for a list of eligible funds you can refer to the Investment List.

¹ For further information on other available investment products (such as annuities), speak to your adviser and refer to the relevant product disclosure statement.

Key features

	Superannuation	Pension
What types of contributions and rollovers can be accepted? For further information about contributions and rollovers, including the eligibility conditions, see the 'Understanding super' and 'Understanding pension' sections in the Other Important Information brochure.	We accept all types of contributions and rollovers including: <ul style="list-style-type: none"> • employer contributions • personal and spouse contributions • government co-contributions • eligible personal injury contributions • Capital Gains Tax (CGT) contributions • the rollover of your superannuation benefits from complying superannuation funds • downsizer contributions. 	<ul style="list-style-type: none"> • The rollover of your superannuation benefits from complying superannuation funds.
Contribution and rollover options	<ul style="list-style-type: none"> • Cheque • Direct debit • Direct credit • BPAY® • Asset transfer.¹ 	<ul style="list-style-type: none"> • Cheque² • Direct credit² • Asset transfer.^{1, 2}
Pension options	Not applicable	<ul style="list-style-type: none"> • Allocated pension (also referred to as an account-based pension) • Transition to retirement (non-commutable) pension (also referred to as a pre-retirement income stream) • Term allocated pension for transfers of existing term allocated pensions.³
Pension payment frequencies	Not applicable	<ul style="list-style-type: none"> • Weekly • Fortnightly • Monthly • Quarterly • Half-yearly • Yearly.
Investment options	<ul style="list-style-type: none"> • Cash • Fixed interest • Managed funds • ASX listed securities • Managed accounts. 	<ul style="list-style-type: none"> • Cash • Fixed interest • Managed funds • ASX listed securities • Managed accounts.
Minimum initial contribution	\$20,000	\$20,000
Minimum additional contribution	Nil	Once a pension account has been established, you cannot make any further contributions to that account. However, you may be able to set up another pension account.
Minimum regular contribution	\$100	Not applicable
Minimum account balance	\$20,000	Not applicable
Minimum cash account balance	The lower of \$2,500 or 0.5% of the total account balance, plus the value of any group insurance premiums due over the next two months.	The lower of \$3,000 or 1.0% of the total account balance, plus the value of any pension payments due over the next two months.
Minimum withdrawal	\$500 ⁴	The government has set rules regarding minimum payments from pension accounts, and each pension account must withdraw at least the applicable minimum payment.
Minimum managed fund transaction	Ad hoc \$100 Regular \$10	Ad hoc \$100 Regular \$10
Minimum listed security transaction	\$500	\$500
Minimum managed account transaction	Please refer to the applicable managed account PDS for investment/transaction minimums.	Please refer to the applicable managed account PDS for investment/transaction minimums.

	Superannuation	Pension
Reporting	<p>Available online:</p> <ul style="list-style-type: none"> • Portfolio valuation • Transaction statement • Asset allocation • Investment performance • Capital gain (realised and unrealised) • Income statement • Trustee report. <p>Provided to you annually:</p> <ul style="list-style-type: none"> • Benefit statement • Notice of intent to claim or vary a deduction for personal super contributions⁵ (if applicable). 	<p>Available online:</p> <ul style="list-style-type: none"> • Portfolio valuation • Transaction statement • Asset allocation • Investment performance • Capital gain (realised and unrealised) • Income statement • Trustee report. <p>Provided to you annually:</p> <ul style="list-style-type: none"> • Benefit statement • Pension review letters.
Group insurance	<ul style="list-style-type: none"> • Life cover • Life and total and permanent disablement (TPD) cover • Income protection cover. <p>You may also have the ability to transfer insurance from another provider when you join FirstWrap Plus Personal Super.</p> <p>Please contact your adviser for more information.</p>	Not applicable
Retail insurance	<p>FirstWrap Plus can also arrange for the payment of regular premiums for authorised retail providers' insurance policies.</p> <p>Payments are treated as a partial rollover from your cash account.</p> <p>Please contact your adviser for more information.</p>	Not applicable
Income/dividend reinvestment facility	Yes	Yes

- 1 Asset transfers are subject to our and/or the custodian's approval.
- 2 All contributions into a pension account must be sourced as part of a rollover of superannuation benefits. No further contribution is allowed after the commencement of the pension.
- 3 We can only accept full transfers of existing term allocated pensions that are 50% asset test exempt.
- 4 Withdrawals from superannuation are subject to meeting a condition of release. Refer to the Other Important Information brochure for further information.
- 5 You should complete this notice if you intend to claim a tax deduction for your personal super contributions or want to vary a previous valid notice of intent you gave to us.

How your account works

FirstWrap Plus Super and Pension has been designed to provide you and your adviser with an effective and efficient means to manage your total portfolio and make the most of your investments.

Your adviser plays an important role in helping you develop a personalised financial plan. Together with you, your adviser can:

- Assist you with determining whether FirstWrap Plus is a suitable product for you and your personal circumstances.
- Help you develop a personalised investment strategy and may advise you on how to manage your FirstWrap Plus account.
- Advise you on the choice of investments that are right for you.
- Direct the Administrator to perform certain transactions on your FirstWrap Plus account.
- Keep track of how your funds are invested.
- Monitor the performance and generate insights for your account.
- Generate reporting on your FirstWrap Plus account.

When you join FirstWrap Plus, you provide authorisation for your adviser to provide instructions on your behalf. Changes are made in accordance with your specific instructions or in line with your pre-determined investment strategy. We will only accept and act upon investment instructions – including your application and initial investment, from your adviser. You will not be able to provide investment instructions directly to us if you have a licensed adviser authorised on your account.

We may at our discretion allow information to be provided to a third party at your adviser's instruction. Third parties may include, but are not limited to, approved providers of software used by advice practices. Where requested, we may send data for accounts associated with an adviser that includes account, investor, transaction and income details. Your adviser may be entitled to receive remuneration based on the instructions provided to us, as outlined in the 'Fees and other costs' section of this document.

FirstWrap Plus is intended to be used together with your adviser. If you no longer have an adviser authorised to use our financial products, your account will not be actively managed or monitored and there will be some changes to services applicable to your account. We may also contact you to close your account where we no longer offer these services. Please refer to the 'What happens if you no longer have an adviser?' section in the Other Important Information brochure for more information if you no longer have an adviser appointed on your account.

A copy of the Non-advised investor policy is available online at firstwrap.com.au or alternatively a copy can be sent to you free of charge on request. Please contact FirstWrap Service and Support on 1300 769 619 if you no longer have an adviser.

In the event we are notified of your death, your adviser will no longer be able to transact on your account. Please refer to the 'What we do in the event of your death' section of the Other Important Information brochure.

Benefits from linking related accounts in a family group

Subject to privacy and consent requirements being met you can apply to us to have your account grouped with other FirstWrap Plus accounts held by:

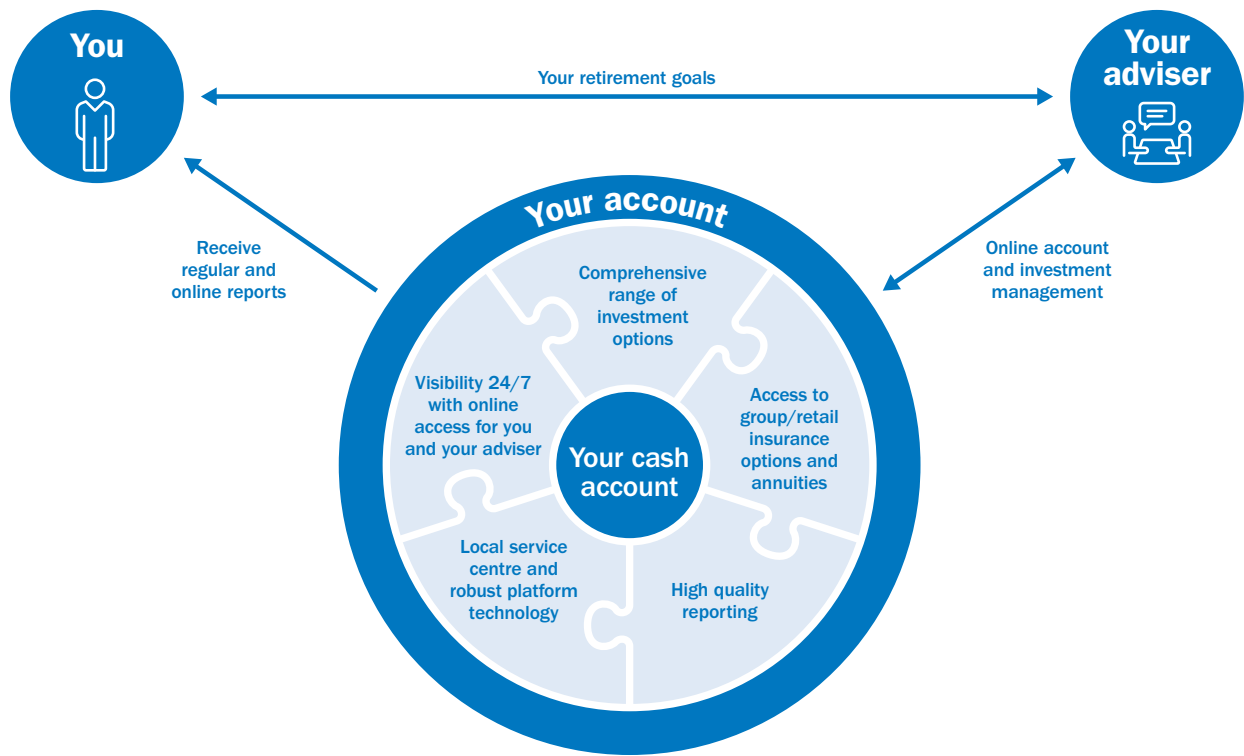
- You
- Members of your immediate family ie your spouse, de-facto, partner, children, parents, siblings, grandparents or grandchildren
- Companies, trusts or self-managed super fund which you or a member of your immediate family are the director, trustee or beneficiaries.

We reserve the right to refuse requests for accounts to be combined in a family group (for example where the account holder, including trustees and directors, is not a member of your immediate family).

If you link FirstWrap Plus accounts within a family group, you:

- Can potentially lower the Administration fee you pay
- Have the option to view account information through online access and produce consolidated reporting of other account holders within your family group where each member consents to do so.

You can notify your adviser or us at any time to no longer link your account with family members. However, this could lead to an increase in the Administration fee you will pay. Please refer to 'Fee aggregation' in the 'Fees and other costs' section, and 'Consolidated reporting' and 'Investor access' under the Keeping you informed section for further information.



Your cash account

Your account includes a cash account, which forms the central transaction hub of your FirstWrap Plus Super and Pension account. It is used to:

- receive super contributions
- purchase investments and receive proceeds from the sale of investments
- pay fees, charges, taxes and insurance premiums (if applicable) and purchase other investment products (such as annuities)
- pay benefit payments including pension payments
- receive income from your investments.

Your contributions will be held in your cash account until clear investment instructions have been received and your selected investments have been purchased.

We'll only withdraw or otherwise move the funds held in your cash account:

- where clear investment instructions have been received and your selected investments have been purchased
- to pay fees, charges, taxes and insurance premiums (if applicable)
- in accordance with your instructions in relation to investing or withdrawing (for example, in relation to a regular investment facility, reinvestment of your managed fund income, making a withdrawal or setting up pension payments) (refer to the Other Important Information brochure for further information in relation to these transaction options).

For further information on your cash account and how we process your transactions, refer to the 'Managing your account' section in the Other Important Information brochure.



The cash account is a deposit established by us with CBA. All balances within the cash account are pooled and held in trust by the custodian.

Interest on the pooled cash account is allocated after the Cash account fee is deducted across all accounts according to your average daily cash account balance.

The net interest amount is credited to your cash account monthly within the first five business days of the following month. If your account is closed a pro-rata net interest amount is paid based on indicative rates.

Details of the fee applying to the cash account are available in the 'Fees and other costs' section of this PDS.

Minimum cash balance

You are required to maintain a minimum balance in your cash account of:

FirstWrap Plus Personal Super	The lower of \$2,500 or 0.5% of the total account balance, plus the value of any group insurance premiums due over the next two months.
FirstWrap Plus Pension FirstWrap Plus Term Pension	The lower of \$3,000 or 1.0% of the total account balance, plus the value of any pension payments due over the next two months.

You and your adviser are responsible for ensuring that sufficient funds are maintained in your cash account. For further information, refer to the 'Minimum cash balance' section under 'Managing your account' in the Other Important Information brochure.

For further information on superannuation and pension, refer to the 'Understanding super' and 'Understanding pension' sections in the Other Important Information brochure.

Risks of investing

Before you consider investing in FirstWrap Plus Super and Pension, it's important that you understand the risks that can affect your investments.

What is risk?

All investments carry risk. Different strategies may carry different levels of risk, depending on the investments that make up the strategy. Each person's attitude to risk will vary, depending on a range of factors including age, investment timeframes, other investments you hold and your risk tolerance.

Investments with the highest long-term returns may also carry the highest level of short-term risk. You should be aware that the value and level of returns of investments will vary, future returns may differ from past returns, and there may be a loss of principal, capital or earnings. Returns are not guaranteed, and the value of your account can rise and fall over time.

General risks

Superannuation is a way of investing for your retirement. Depending on the amount contributed, the length of time invested, your investment returns and your spending needs in retirement, there is the risk that the amount of your superannuation savings (including contributions and returns) may not be enough to provide adequately for your retirement.

There is a risk that laws (including tax laws) may change in the future and may adversely affect your investment.

Delays in buying and selling investments may occur if a transaction request is not fully completed or signed.

Technology risk

FirstWrap Plus uses technology to manage your account. As with any service that uses technology systems including infrastructure, storage, networking or applications, there is a risk that these may fail, resulting in an impact to customers or business operations. There is also technology security risk should there be unauthorised access into these systems or data. These risks are managed through rigorous testing and controls; however, you should be aware of the impact this risk may have on processing your requests.

We, the Administrator and custodian also rely on third-party providers for various services. Should there be an error in data they have provided or a delay due to a failure in their technology or systems, this may impact processing of transactions, accuracy of reporting and managing your account in accordance with timeframes. These risks are managed through agreements with those third-party providers including service level agreements that outline timeframes for fixing delays, should they occur.

Market risk

Investment returns are influenced by the performance of the market as a whole. This means your investments can be affected by things like changes in interest rates, investor sentiment and global events, depending on which markets or asset classes you invest in and the timeframe you are considering. Previous returns don't predict future performance.

Liquidity risk

Liquidity risk refers to the difficulty in selling an asset for cash quickly without an adverse impact on the price received. Assets such as shares in large listed companies are generally considered liquid, while 'real' assets such as direct property and infrastructure are generally considered illiquid.

Under abnormal or difficult market conditions, some normally liquid assets may become illiquid. An illiquid investment is defined as an investment that takes longer than 30 days to be sold or, if it could be sold in less than 30 days, it would have a significant adverse impact on the value realised on redemption.

If you choose to hold an illiquid investment, you may not be able to redeem that investment to cash in order to withdraw from FirstWrap Plus.

Refer to the 'Illiquid investments' section in the Other Important Information brochure for more information.

Counterparty risk

This is the risk that a party to a transaction such as a swap, foreign currency forward or stock lending fails to meet its obligations such as delivering a borrowed security or settling obligations under a financial contract.

Custodian risk

Investments in FirstWrap Plus are held in the name of the custodian or sub-custodian. This means that there is a risk that a custodian or sub-custodian fails to adequately account for assets for the benefit of the Fund.

Environmental, social and governance (ESG) and climate risk

The value of individual investments may be influenced by environmental, social and governance (ESG) factors. These risks may be real or perceived and may lead to financial penalties and reputational damage. For example, environmental risks include waste and pollution, resource depletion and land use. Social risks are where the investment may be impacted by social, labour and human rights risks and cover health and safety, human rights and labour standards. Governance risks can impact the sustainability of an investment and cover business practises such as Board diversity and independence, voting procedures, transparency and accountability.

Climate change also poses a risk – not only to the environment, but also to the broader economy and valuation of an investment. Typically, climate change risks can be split between physical and transition risks.

Physical risks refer to the direct impact that climate change has on our physical environment. For example, a company's revenue may be reduced due to weather events and this may reduce the value of the company's shares.

Transition risks refer to the much wider set of changes in policy, law, markets, technology and prices that may be needed to address the mitigation and adaptation requirements which are necessary for the transition to a low carbon economy.

More information on specific investment risks

More information on the risks associated with your selected investments is available in the disclosure documents for those investments. These are available through your adviser. You should also refer to the Other Important Information brochure for risks associated with investment categories.

How we invest your money

Your adviser will work with you to implement an investment strategy that suits your individual goals and objectives.

Investment options

FirstWrap Plus Super and Pension provides access to managed accounts, managed funds, listed securities (unless a restricted stock in accordance with the *Corporations Act 2001* (Cth) section 611) in the S&P/ASX 300 index and additional listed securities as approved by the Trustee. A comprehensive range of fixed interest products is also available, giving you a wide choice of providers and terms.

An up-to-date list of the investments available through FirstWrap Plus Super and Pension is available at firstwrap.com.au, by contacting us, or your adviser can provide you with a copy.

Managed accounts

FirstWrap Plus offers a range of managed accounts developed by professional portfolio managers as part of their comprehensive investment menu. For more information on the managed accounts available, please refer to the Investment List available at firstwrap.com.au and the applicable managed account PDS available from your adviser.

Your investment strategy

Until you choose an investment strategy, your investment will remain in your cash account.

It is important when determining your investment strategy to consider the likely investment return, the level of risk and your investment timeframe. Before you make a decision you should review the disclosure documents for the investments you are considering to ensure they meet your needs and are in line with your investment strategy. You can obtain a copy of the disclosure documents from your adviser.

Neither the Trustee nor our related entities guarantee your investment in FirstWrap Plus Super and Pension, or any income or the rate of return. The value of your account will rise or fall depending on the performance of the investments selected.

Investing through FirstWrap Plus Super and Pension

Investing through FirstWrap Plus Super and Pension is not the same as holding investments directly. Here are some of the main differences:

- You can access managed investments, generally with wholesale fees.
- The custodian is the legal owner of the investments, and the Trustee is the beneficial owner and holds your superannuation interest in FirstWrap Plus for you.
- In certain circumstances, we have the right to convert investments to cash. This includes, but is not limited to, selling investments to maintain minimum cash requirements; and selling when the investment is no longer on the Trustee's approved Investment List.
- For members of FirstWrap Plus Super and Pension (who have not nominated a reversionary pensioner), on notification of your death we will sell down your investments to your cash account in preparation for payment of your benefits from the fund. Any insurance benefit payable on your death will also be paid into your cash account.
- Communications regarding your holdings in managed accounts, listed securities or managed funds will not be sent directly to you if you have an authorised adviser.
- We can exercise the rights as a shareholder in listed securities or as a unit or other interest holder in managed funds.
- Providing investment instructions to the Trustee must be done by your adviser, when you have an authorised adviser.

Some rights are not available to you when you invest through FirstWrap Plus Super and Pension, including:

- Cooling-off rights in the underlying managed funds or managed accounts are not available to you. Cooling-off rights may be important where underlying investments have infrequent or restricted redemption windows. Please speak to your adviser for more information.
- If an underlying investment's disclosure document is defective before the issue of the investment, you may not have the same withdrawal rights given to direct retail investors. If this occurs, the product issuer would not be required to return the investment or provide you with other options such as notification of an option to withdraw pursuant to section 1016E (for product disclosure statements) or section 724 (for disclosure documents) of the *Corporations Act 2001* (Cth). Where practicable, we will provide you with information regarding withdrawal options and any supplementary or replacement disclosure, as soon as possible, from when we are notified by the underlying fund. Where practicable, we will act on your instructions as to how to exercise any withdrawal option (if provided).
- Voting rights, which may be available when you invest directly, are not available to you when you invest through FirstWrap Plus Super and Pension. Our voting policies are explained within the Summary of CFS Wrap Responsible Investment policy and a copy of this is available free of charge, on request or online at firstwrap.com.au under 'Offer documents'.
- Listed security investments are held in individual accounts in the name of the custodian, which means you generally won't receive communications about your shareholdings from the listed company. You can, however, ask us to send you a copy of these communications at any time.

For further information about corporate actions and voting rights, refer to the Other Important Information brochure.

Periodic statements for underlying investments

When you invest in a managed account or managed fund through the Service, your adviser will provide you with the PDS for the managed account or managed fund which will set out its own fees and costs.

It is important to note that there is no statutory requirement for the product issuer of your underlying investments to provide you with a periodic statement each year which sets out the indirect costs applicable to that managed account or managed fund for the year.

Your periodic statement from the Service will include the fees and costs disclosed in this PDS, as well as an estimate of fees and costs incurred within the underlying investments you have chosen to invest in through the Service.

Investment news

From time to time, we need to tell you about certain events and their effects on your investments. This information is made available electronically via the 'Investment news' link on our website at firstwrap.com.au.

Once the information is available on the website, you'll be taken to have received the relevant information regardless of whether or not you access the 'Investment news' update.

If you have ASX listed securities in your portfolio, you'll need to refer to the ASX website for any announcements. A link to the ASX website is available through the 'Investment news' link on our website.

If you have any queries on a change to an investment you hold in your account, please contact your adviser.

For more information about investment options, please refer to the Other Important Information brochure at firstwrap.com.au.

Fees and other costs

DID YOU KNOW?

Small differences in both investment performance and fees and costs can have a substantial impact on your long term returns. 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). You should consider whether features such as superior investment performance or the provision of better member services justify higher fees and costs. You or your employer, as applicable, may be able to negotiate to pay lower fees.¹ Ask the fund or your adviser.

TO FIND OUT MORE

If you would like to find out more, or see the impact of the fees based on your own circumstances, the **Australian Securities and Investments Commission (ASIC)** website (www.moneysmart.gov.au) has a superannuation calculator to help you check out different fee options.

1 We are required by law to include this information, which refers to the ability to negotiate fees. The administration fees and costs for this product are not subject to negotiation and are outlined in the table below.

This section shows fees and other costs that you may be charged. These fees and other costs may be deducted from your money, from the returns on your investment or from the assets of the superannuation entity as a whole.

Other fees, such as activity fees, advice fees for personal advice and insurance fees, may also be charged, but these will depend on the nature of the activity, advice or insurance chosen by you. Entry and exit fees cannot be charged.

Taxes, insurance fees and other costs relating to insurance are set out in another part of this document.

You should read all the information about fees and other costs because it is important to understand their impact on your investment.

Where possible, fees and other costs for each underlying investment available through the entity are set out in the Investment List.

Fees and costs summary

FirstWrap Plus Super and Pension			
Type of fee or cost	Amount ¹		How and when paid
Ongoing annual fees and costs ²			
Administration fees and costs	Administration fee		The Administration fee is calculated on the average balance of your account (valued at the end of the month) including amounts held in your cash account and any other investments in your account.
	Total Account balance	Fee (pa)	
	On the first \$100,000	0.550%	It is deducted from your cash account monthly in arrears (or upon closure of your account based on the number of days your account is open) and paid to us shortly after the last day of each month.
	On amounts above \$100,000 – \$250,000	0.410%	The Administration fee will commence from the day of your first deposit into your account.
	On amounts above \$250,000 – \$500,000	0.300%	The Administration fee is not payable on balances held in eligible managed funds, and these balances will not count towards the combined value of the accounts within your family group for fee aggregation calculations. ³ If your total account balance is held in these reduced cost options and the cash account ⁴ for an entire month, no Administration fee will be deducted from your cash account.
	On amounts above \$500,000 – \$1,000,000	0.150%	
	On amounts above \$1,000,000 – \$3,000,000	0.070%	Please refer to 'Benefits from linking related accounts in a family group' in the 'How your account works' section and 'Fee aggregation' in the 'Fees and other costs' section of this PDS for more information on fee aggregation when linking related accounts within a family group.
	On any amount above \$3,000,000	Nil	The Trustee has discretion to waive the Administration fee on balances held in suspended investments.
	The fee tiers applicable are applied to the combined balance of all linked accounts within a family group.		Please refer to the 'Suspended investments' section in the Other Important Information brochure for more information.
	For more information about the Administration fee, refer to the 'Additional explanation of fees and costs' section.		
Cash account fee			The Cash account fee is calculated daily and deducted monthly from your investment return before interest is calculated and applied to your cash account.
	From 0.450% pa to 0.850% pa of your cash account. The current Cash account fee can be found at firstwrap.com.au under 'Offer documents'.		This fee is calculated on a proportionate basis depending on the number of days in the month your account is open. This fee is not deducted directly from your cash account. It will be included in your periodic statement and referred to as 'Administration fee – Cash account fee'.

FirstWrap Plus Super and Pension		
Type of fee or cost	Amount ¹	How and when paid
	APRA levy The Australian Prudential Regulation Authority (APRA) levy may vary from year to year. Estimated to be 0.006% - 0.010% pa.	The APRA levy is an annual fee paid by APRA-regulated super funds to cover the expense of the Government's supervision of the financial sector. The Trustee may recover the cost of this levy by deducting a one-off amount from your account that is calculated using your closing account balance at the end of the financial year. The deduction will be reported in your account and on your annual statement as: 'Withdrawal – APRA Levy'.
Investment fees and costs⁵ These fees relate only to gaining access to the underlying investments through the platform; and do not include the fees and costs that relate to investing in underlying investments.	The Trustee does not charge an investment fee. However, investment fees and costs may be charged by or in the underlying investments available through the Service. For underlying investments, the estimated fees and costs are 0% – 5.56% pa, depending on the investment option.	These amounts are payable to the investment manager or responsible entity of your underlying investment in a managed account, managed fund or unlisted investment. The range shown in this table is an estimated percentage and may or may not include any performance-based fee charged in the underlying investments. These amounts are not deducted from your pooled cash account. For managed funds and unlisted investments, these amounts are generally deducted before calculating the unit price for the investment. For a managed account, this amount is deducted from the cash holding within the managed accounts. Refer to the Investment List for the costs applicable to each investment option offered. Further information on investment costs including management fees and costs for your investment option is set out in the relevant disclosure document for the underlying investment, available from your adviser. The investment costs may also change from time to time as determined by the investment manager or responsible entity of the underlying investment. This cost does not apply for some investment types, including certain listed shares and term deposits where these are held directly in FirstWrap Plus Super and Pension. Any rebates received from underlying investment managers or responsible entities in respect of your investment will be passed on to you.
Transaction costs	Nil	The Trustee does not deduct transaction costs. However, some underlying investments may deduct transaction costs. Refer to 'Transactional and operational costs' for more information.
Member activity related fees and costs		
Buy-sell spread	Nil	The Trustee does not charge a buy-sell spread. However, buy-sell spreads may be charged by the investment manager of a managed fund and unlisted investments that you invest in (including any managed funds invested in a managed account). The amount of the buy-sell spread varies, depending on the investments selected by you and your adviser. The amount of the buy-sell spreads that may be applicable for each underlying investment are available in the Investment List. Refer to 'Transactional and operational costs' for more information.
Switching fee	Nil	The Trustee does not charge a switching fee but transaction costs and buy-sell spread may apply when buying and selling underlying investments available through the Service.
Other fees and costs⁶	Insurance fee For details of insurance costs, refer to the 'Insurance' section of this PDS, the LifeProtect Insurance brochure and the LifeProtect Insurance rates. The amount of the premium is provided by the insurer to the Trustee each month.	Where you have a LifeProtect insurance policy with the insurer, your insurance premium will be deducted from your cash account monthly in arrears and paid to the insurer shortly after the last day of each month. It will be included in your periodic statement and referred to as 'Insurance premium'. The Trustee doesn't charge an insurance fee.
	Adviser fees As agreed between you and your adviser.	Please refer to the 'Adviser fees' section.
	Model portfolio fee This fee is determined based on the Model portfolio selected.	Please refer to the 'Model portfolio arrangements' section.

- 1 All figures disclosed include the net effect of goods and services tax (GST) and reduced input tax credits (RITC). Fees are rounded to the nearest cent. For further information please refer to GST and RITC in the 'Additional explanation of fees and costs' section of this PDS.
- 2 If your account balance for a product offered by the superannuation entity is less than \$6,000 at the end of the entity's income year, certain fees and costs charged to you in relation to administration and investment are capped at 3% of the account balance. Any amount charged in excess of that cap must be refunded.
- 3 Investment costs are still applicable for the eligible managed fund holdings. Refer to the Investment List for a list of the eligible managed funds.
- 4 This includes unsettled trades.
- 5 Other investment fees and costs may apply including brokerage fees. Please refer to 'Transactional and operational costs' for more information.
- 6 Other service fees may apply, including insurance fees, adviser fees and a model portfolio fee. Please refer to the 'Insurance', 'Adviser fees' and 'Model portfolio arrangements' sections for more information.

Additional explanation of fees and costs

Fees and taxes

The fees in this section are disclosed gross of any income tax. The Fund claims the relevant tax deduction, if applicable, and this is taken into account to reduce the amount of overall tax that may be applicable to your account. For further information about taxes in FirstWrap Plus Super and Pension, refer to the respective 'Taxes' section in 'Understanding super' and 'Understanding pension' in the Other Important Information brochure.

GST and RITC

The services provided by us constitute a financial supply and are subject to input tax. However, on some fees and charges we can claim an RITC from the Australian Taxation Office (ATO). If an RITC is available, it is applied at the time the fee is charged. Should the ATO change their view in relation to GST credit entitlement, this may result in an increase in net fees in the future.

Cash account fee

The Cash account fee is equal to the rate of interest we earn in relation to the funds held in your cash account, less the rate of interest that we credit to your cash account.

We do not deduct this fee directly from your account but instead take the fee from the investment returns before interest is paid to your account. We may change the fee from time to time, including reducing or increasing the fee.

The Cash account fee rate may change if there are changes in the Reserve Bank of Australia Official Cash Rate and/or the interest rate we receive.

Services provided for the Administration fee

By charging an Administration fee we are able to provide a wide range of administration services including:

- Consolidated reporting for all investments in FirstWrap Plus Super and Pension.
- Access to online reporting of transactions, asset allocation and current valuation of your account.
- Linking related accounts for the purpose of calculating the Administration fee (see the 'Fee aggregation' section).

- Custody and administration of your portfolio of investments.
- Provision of technology to manage and transact on your portfolio.
- Access to wholesale fund managers not readily available to retail investors.

Fee aggregation

You may link FirstWrap Plus accounts within a family group, for example FirstWrap Plus Personal Super, FirstWrap Plus Pension, FirstWrap Plus Term Pension and FirstWrap Plus Investments accounts held by members of your immediate family ie spouse, de-facto, partner, children, parents, siblings, grandparents or grandchildren. You may also link any company, trust or self-managed super fund where you or a member of your immediate family are the director, trustee or beneficiaries, subject to privacy and consent requirements being met.

We reserve the right to refuse requests for accounts to be combined in a family group (for example where the account holder, including trustees and directors, is not a member of your immediate family).

By linking accounts, you ensure that the tiered Administration fee rates are applied on the combined value of the accounts within your family group, meaning that you'll benefit from scale and potentially pay a lower Administration fee. Fee aggregation does not include the Cash account fee, and fee aggregation will not apply on accrued fees deducted on closing your account.

If you link accounts for fee aggregation, you may also have the option to view information of other account holders within your family group where each member consents to do so. Refer to 'Consolidated reporting' in the 'Reporting' section for further information. You can advise your adviser or us at any time to remove this access.

Balances held in eligible managed funds and suspended investments that don't attract an Administration fee will not count towards the combined value of the accounts within your family group. If your entire account balance is invested with eligible managed funds, the cash account and the value of any unsettled trades will also not apply to the combined value of the account.

The fee aggregation calculation may change on the death of a family member who had a linked account.

Example of Administration fees¹ on linked accounts

	Portfolio balance	Non-linked fee (pa)	Linked fee (pa)	Savings (pa)	Savings (pa)
Smith Investments Pty Ltd ATF Smith Super Fund FirstWrap Plus Investments - SMSF	\$650,000	\$1,730.00	\$1,374.75	\$355.25	21%
Kelly Smith FirstWrap Plus Investments	\$300,000	\$1,105.00	\$634.50	\$470.50	43%
Peter Smith FirstWrap Plus Personal Super	\$50,000	\$275.00	\$133.25	\$141.75	52%
Total	\$1,000,000	\$3,110.00	\$2,142.50	\$967.50	31%

¹ 'Administration fees' refers to the tiered Administration fee rates. Fee aggregation does not include the Cash account fee.

Note: All figures disclosed include the net effect of GST and RITC (refer to the 'Additional explanation of fees and costs' section of this PDS for further details). This example does not include eligible managed funds where the Administration fee does not apply.

Changes in fees and costs

The Trustee may increase existing fees and charges at its discretion or impose additional fees or charges, subject to any maximum limits allowed under the Deed. If the Trustee decides to introduce any additional fees or charges, or increase existing fees and charges (other than the cost component of fees or charges), the Trustee will give you at least 30 days' advance notice. This doesn't include the Cash account fee which may vary from time to time. The current Cash account fee can be found at firstwrap.com.au under 'Offer documents'.

We may, at the Trustee's discretion, offer to certain members or groups of members to waive or reduce any of the fees and costs disclosed in this PDS.

Fee rebates and reductions

We may at our discretion offer some licensee groups an overall reduction to the Administration fee.¹ This may be in the form of a reduction to the Administration fee tiers and rates, or a rebate of the Administration fee paid by you each month. Where your adviser's licensee group is eligible to a reduction or a rebate, your adviser will provide you with details of your arrangement.

If you're eligible for a rebate, it will appear on your reports as 'Client fee rebate'. Rebates are calculated monthly using the Administration fee paid by you and the rebate rate/s (flat, tiered or scaled) negotiated with your adviser's licensee group at the end of the month. Rebates will not apply to the Administration fee when you close your account.

We reserve the right to amend or cease to apply a reduction or rebate to the Administration fee on your account by providing you with 30 days' notice prior to the change. We will also contact your adviser and your adviser's licensee group prior to this change. When a rebate or reduction to the Administration fee commences or ceases to apply, the rebate or fee tier and rate will apply for the full calendar month in which the change occurs.

If you cease to be affiliated with your adviser's licensee or your adviser is no longer affiliated with the eligible licensee group, any reductions or rebates will no longer be applied to your account, without notice to you. This could lead to an increase in the net Administration fee you will pay.

Other fees and costs

Transactional and operational costs

Transactional and operational costs (transaction costs) may include transaction fees, brokerage, settlement and clearing costs, stamp duty and/or buy-sell spreads incurred by a fund in managing its assets. They're an additional cost to you and are associated with actual investment transactions and the buying and selling of the underlying investments within a fund.

The costs described in the following table may apply depending on the investment decisions you make. They cover the costs incurred in the execution and settlement of your trade by the broker and the custodian.

Type of fee or cost	Amount ¹	How and when paid
Standard brokerage - Individual trades²	Brokerage will be charged at the rate of 0.10% of the value of the transaction with a minimum charge per contract settled of \$39 for individual trades. ³ Brokerage is paid to the Trustee for placing listed security trades on your behalf.	Brokerage applies when your adviser purchases or sells listed securities (for example, company listed securities, exchange-traded securities, property trusts and income securities) using the Trustee approved broker on the platform. Brokerage will be deducted from your cash account on contract settlement. ³
Standard brokerage - Managed accounts	Nil - where completed as part of a managed account.	Where you purchase or sell ASX listed securities (for example, company listed securities, exchange-traded securities, etc.) as part of a managed account.
Multi-broker brokerage	Brokerage will be charged as a rate of the value of the transaction. The brokerage rate is negotiated between you, your adviser and the approved broker. A settlement fee of \$15.37 is paid to the Trustee per contract settled. ³	Brokerage applies when your adviser purchases or sells listed securities (for example, company listed securities, exchange-traded securities, property trusts and income securities) using another Trustee approved broker. Brokerage will be deducted from your cash account on contract settlement together with the settlement fee. ³
Term deposit transaction fee	Nil	The Trustee does not charge a fee to purchase or withdraw from term deposits purchased as part of your account. An early withdrawal fee may be charged by the term deposit provider when you redeem or partially redeem a term deposit before maturity. Interest penalties may also be charged by the underlying term deposit provider. Please refer to the relevant term deposit provider's product disclosure document for more information.

1 All figures disclosed include the net effect of GST and RITC. Refer to the 'Additional explanation of fees and costs' section of this PDS for further details.

2 Excludes any listed security trades placed as part of a managed account.

3 Should the transaction fail to settle, any default and/or dishonour fees will be deducted from the balance of your cash account.

Buy-sell spreads

The buy-sell spreads for managed funds and unlisted investments vary for each investment. Some investment managers disclose a different price between buying and selling units, and this buy-sell spread may be applicable each time you transact. You should refer to the disclosure document for each of your investments for more detail on these price differences.

The sub-custodian may offset your instructions to buy or sell a managed fund against another instruction to sell or buy that managed fund so that only net transactions are acted on. This will result in a reduction in fees and charges that would have applied had the transaction been processed individually. This fee reduction will be retained by the sub-custodian and may be used to reduce the cost of services they provide. No part of the buy-sell spread is paid to the Trustee.

Further information about the amount of the buy-sell spreads that may be applicable for each underlying investment available through the Service is disclosed in the Investment List.

Where applicable, buy-sell spread from underlying investments will be included in your periodic statement and referred to as 'Buy/sell spreads' under Fees and costs deducted from your investment.

Investment fees and costs

The Trustee does not charge an investment fee. However, investment fees and costs may be charged by or in the underlying investments available through the Service. Refer to the PDS for the underlying investments, available from your adviser.

Where applicable, investment fees and costs for the underlying investments will be included in your periodic statement and referred to as 'Management fees and costs' under Fees and costs deducted from your investment.

1 'Administration fee' refers to the tiered Administration fee rates and does not include the Cash account fee.

Performance fees

The Trustee does not deduct performance fees. However, some underlying investments may have a performance fee. Refer to the PDS for the underlying investments, available from your adviser.

Where applicable, performance fees for underlying investments will be included in your periodic statement and referred to as 'Performance fees' under Fees and costs deducted from your investment.

For further information about fees and other costs, go to the 'Further information about fees and other costs' section in the Other Important Information brochure at the FirstWrap Plus Super and Pension website at firstwrap.com.au

Insurance premium

Please refer to the 'Insurance' section of this PDS and to the LifeProtect Insurance brochure and LifeProtect Insurance rates, which are available at firstwrap.com.au, for further details.

Adviser fees

You can agree with your adviser to pay fees in exchange for the advice and related services they provide to you. Where you provide us with your written consent to do so, you direct us to establish a monthly deduction of Adviser service fees on either an ongoing or fixed term basis. These fees are deducted from your cash account. You cannot pay both an ongoing and a fixed term fee at the same time. You can also agree with your adviser to pay a one-off fee for the advice and related services provided to you.

Any ongoing or fixed term Adviser service fee will be paid to your current adviser or any subsequent adviser on your account. You can update the adviser on your account at any time. You can also renegotiate the adviser fees with your adviser at any time.

Where you instruct us to deduct adviser fees from your superannuation or pension account, the fee must be:

- consented to by you in writing,
- for advice and related services provided only to you,
- for advice and related services in relation to your account from which the fee is being deducted, and
- of a reasonable amount for the advice and related services provided to you.

Where you agree to pay an Adviser service fee to your adviser, we will continue deducting these fees from your account until:

- your fixed term fee has expired,
- when you do not renew your consent to continue an ongoing Adviser service fee, or
- you ask us to stop deducting the fees from your account.

Where your arrangement with your adviser is to pay ongoing fees from your account, you will also need to tell your adviser where you instruct us to stop paying fees from your account.

We recommend you speak to your adviser before making changes to the Adviser service fees on your account as this may result in changes to the advice and related services they provide to you. Where you instruct your adviser to stop these fees from being deducted from your account, your adviser has 10 business days to notify us to cease the fees. Fees will end on the date we are notified.

Avanteos Investments Limited, acting in its capacity as the trustee of the superannuation fund, must ensure that any advice fees deducted from your superannuation or pension account are solely for advice provided in respect of that particular superannuation or pension account or its features. It cannot be for advice in relation to any other account or product including an insurance product held outside of superannuation, an IDPS account, debt reduction strategies or other investments, such as an investment property. It must be for advice provided to you and not to anyone else. Where a fee is withdrawn from

your superannuation or pension account that is not for advice related to you and your investment with the fund, this may be considered an early release of super.

Your written consent to deduct Adviser fees from your account

To facilitate the deduction of any adviser fee we must have your written consent or a copy of it, which is provided to us by your adviser. Consent must be provided by using our Fee consent forms (or industry standard form where available).

Fees can be established as either one of the following types:

• Ongoing Adviser service fee

Where you agree with your adviser to pay an ongoing Adviser service fee from your account, the deduction will begin from the date we receive a valid signed request. You must provide written consent annually in order for the fees to continue. Where it is not renewed the fees will stop being deducted at the 'expiry date' provided to us on your last written consent we have received, or

• Fixed term Adviser service fee

Where you establish a fixed term arrangement with your adviser, we will only deduct an Adviser service fee for the period agreed by you and your adviser on the Fee consent form. These fees will cease once the 'end date' of your fixed term fee is reached. To establish a new fixed term fee to be deducted from your account you will need to complete a new request.

To make changes to your fees a new Fee consent form must be completed. Upon processing your written instructions to amend your fees, we will commence deducting the fees from your cash account from the day we receive your instructions.

We will not be liable for any delay that may occur from the time your request is received due to incomplete instructions or information not provided at the time of your request.

The Trustee may at its discretion limit, reduce or refuse to deduct an adviser fee. The adviser will be notified where this occurs. In this case, your adviser may discuss with you an alternative means for payment.

Where you agree to pay your adviser fees from your account, the details of these fees will be provided to you by your adviser prior to the deduction. You can also see the amount of fees being deducted from your account in your statement or online where you have access.

Your adviser can help you to understand the advice and related services you will receive for the fees you pay to them. If you have any queries in relation to the advice or related services received, your adviser is best placed to assist you with these. If you want to know more about the amount of fees, your adviser can assist or you can contact us directly.

Your adviser may also agree to pay a portion of the adviser fees to their licensee group for services they provide to your adviser. Where this applies, this is not an additional amount paid by you but is included in the adviser fees deducted from your account. Please speak to your adviser for more information.

Upon notification of your death, we may cease deducting adviser fees from your account. For further information refer to the section 'What we do in the event of your death' in the Other Important Information brochure.

The actual fees paid by us to your adviser and/or their licensee group include GST. However, the fee deducted from your cash account will be less than the amount paid to the adviser where GST RITCs apply to those fees.

Should the ATO change their view in relation to GST RITCs, this may result in an increase in net fees in the future.

Adviser fees		
Fee type	Amount ¹	How and when paid
Adviser service fee²	<p>As agreed between you and your adviser, an Adviser service fee can be deducted from your account for advice and related services provided to you in relation to your account.</p> <p>An Adviser service fee can be expressed as either:</p> <ul style="list-style-type: none"> • a percentage-based fee, or • a dollar-based fee, or • a combination of percentage-based and dollar-based fees. <p>The percentage-based fee can be either:</p> <ul style="list-style-type: none"> • a fixed or tiered percentage rate/s, or • a fixed or tiered percentage rate/s according to the different types of investments you hold in your account. <p>The dollar-based fee is a fixed dollar amount per month.</p>	<p>You direct us to deduct an Adviser service fee from your cash account monthly in arrears (or upon closure of your account based on the number of days your account is open) and pay these fees to your adviser's licensee group shortly after the last day of each month.</p> <p>The Adviser service fee will commence on the later of our receipt of the Fee consent form or the day of your first deposit into your account.</p> <p>A percentage-based fee is calculated using the daily account balance including amounts held in your cash account and any other investments in your account.</p> <p>A dollar-based fee is calculated daily each month.</p> <p>Where there are changes to your Adviser service fee during a month, the fee will be pro-rated using the number of days each of your fee arrangements were applicable.</p>
One-off advice fee	A dollar amount on a one-off basis.	As negotiated and agreed between you and your adviser, this fee is debited from your cash account, in accordance with your direction, on the day you and your adviser's signed authorisation has been processed by us. This fee enables you to pay for ongoing advice from your cash account, as applicable.

- 1 All figures disclosed include the net effect of GST and RITC. Fees are rounded to the nearest cent. Refer to the 'Additional explanation of fees and costs' in this PDS for further details.
- 2 If your account holds an ordinarily liquid investment which becomes a suspended investment due to difficult market conditions, no percentage-based fee will be deducted from the value of this investment. If the suspended investment is the only investment you hold (along with any amounts in the cash account), no percentage or dollar-based fees will be deducted. Please refer to the 'Suspended Investments' section of the Other Important Information brochure for further information.

Model portfolio arrangements

You and your adviser can use a Model portfolio with your account where your adviser's licensee group with an investment manager or investment consultant will provide you with investment services in relation to your chosen model portfolio.

A Model portfolio fee will apply on the value of your account managed under your chosen Model portfolio. If you wish us to deduct and pay this fee from your account, we require your prior authorisation and consent, to deduct and pay this fee to your adviser's licensee group for the services they provide to you in managing your investments in accordance with the Model portfolio selected by you and your adviser.

For more information about Model portfolios, please refer to the 'Model portfolio' section within your Other Important Information brochure or your adviser for any relevant Investor Agreement and the relevant Financial Services Guide relating to your arrangement.

Brokerage costs for buying and selling listed securities will apply. For more information on brokerage costs refer to the 'Transactional and operational costs' section. These transactions may also have tax consequences that affect your circumstances.

Fee type	Amount ¹	How and when paid
Model portfolio fee	This fee is determined based on the model portfolio selected. It is expressed as a %.	<p>If you establish a model portfolio arrangement as part of your FirstWrap Plus account, a model portfolio fee may be charged on the account balance managed under that arrangement.</p> <p>Your adviser will provide you with details of the fee rate applicable. This fee is calculated on a proportionate basis each month you are linked to a model portfolio arrangement, based on the average holding in investments that are covered under your model portfolio arrangement (valued at the end of the month), in accordance with your direction.</p>

- 1 All figures disclosed include the net effect of GST and RITC. Fees are rounded to the nearest cent. Refer to the 'Additional explanation of fees and costs' section in this PDS for further details.

Example of annual fees and costs for superannuation products

This table gives an example of how the ongoing annual fees and costs for the Vanguard Growth Index Fund (VAN0110AU) option for this superannuation product can affect your superannuation investment over a 1-year period. You should use this table to compare this superannuation product with other superannuation products.

Example ^{1, 2}		Balance of \$50,000
Vanguard Growth Index Fund (VAN0110AU)		
Administration fees and costs³	Administration fee 0.550% x \$50,000	\$275.00
	Cash account fee ⁴ 0.850% x \$550	\$4.68
	APRA levy ⁵ 0.010% x \$50,000	\$5.00
PLUS Investment fees and costs	0.290% ⁶	And , you will be charged or have deducted from your investment \$143.41 in investment fees and costs.
PLUS Transaction costs	Nil	And , you will be charged or have deducted from your investment \$0 in transaction costs
EQUALS Cost of product	If your balance was \$50,000 at the beginning of the year, then for that year you will be charged fees and costs of \$428.09 for the superannuation product. ^{3, 6}	

- 1 This is an example only and does not take into account any movements in the value of the investment that may occur over the course of the year.
- 2 All figures disclosed include the net effect of GST and RITC. Refer to the 'Additional explanation of fees and costs' section in this PDS for further details.
- 3 This example is based on the fees and costs for FirstWrap Plus Super and Pension, assuming \$49,450 is invested in Vanguard Growth Index Fund (VAN0110AU) with \$550 retained in your cash account.
- 4 You are required to maintain a minimum cash balance, and this example reflects the Cash account fee that will apply on your cash account balance. If, in addition to \$49,450 invested in the managed fund, you also held \$550 in your cash account, the Cash account fee would be \$4.68 (\$550 x 0.850%).
- 5 The Trustee may recover this amount. The APRA levy is estimated in this example.
- 6 This amount relates to the investment fees and costs associated with Vanguard Growth Index Fund (VAN0110AU). You should refer to the disclosure documents for the accessible investments for more details on the fees and costs that may be charged by the issuer.

Note: Additional fees may apply.

The fees and costs relate to access to the investments on the Investment List and some (but not all) of the costs within those investments. Additional costs will be charged by the issuers of the investments that you decide to invest in. You should refer to the disclosure documents for the accessible investments for more details on the fees and costs that may be charged by those issuers. The disclosure documents are available on request and free of charge from your adviser.

Cost of product for 1 year

The cost of product gives a summary calculation about how ongoing annual fees and costs can affect your investment over a 1-year period for all superannuation products and investment options. It is calculated in the manner shown in the Example of annual fees and costs.

The cost of product assumes a balance of \$50,000 at the beginning of the year. (Additional fees such as a buy-sell spread may apply, refer to the Fees and costs summary for the relevant superannuation product or investment option.)

You should use this figure to help compare superannuation products and investment options.

Cost of product	
FirstWrap Plus Super and Pension	\$705.00

We are required by law to include cost of product information. As a wrap product, there are a wide range of investment options available with varied fees and costs. This single example is provided for illustrative purposes only and indicates the cost of product if you were to open a FirstWrap Plus Super and Pension account and hold all your investment in the cash account.

The following assumptions apply to this example:

- All figures include the net effect of GST and RITC. Refer to the GST and RITC section above for further details.
- 100% is held in the cash account.
- It is based on the minimum investment amount of \$50,000.
- The fees are calculated based on 0.550% (Administration fee) + 0.850% (Cash account fee) + 0.010% (APRA levy, which is variable annually).
- The account is not linked for fee aggregation.

Additional costs will be charged by the issuers of the investments that you decide to invest in. You should refer to the disclosure documents for the accessible investments for more details on the fees and costs that may be charged by those issuers. The disclosure documents are available on request and free of charge from your adviser.

This example should be used as a guide only and may not represent the actual fees that you will pay if you join FirstWrap Plus Super and Pension.

Insurance

You have the option to apply for insurance through FirstWrap Plus Personal Super, with the premiums deducted from your super account.

Group insurance

LifeProtect is an insurance product which is integrated into the FirstWrap Plus Personal Super product.

Three types of cover are available:

- life cover payable on death or terminal illness
- life and total and permanent disablement (TPD) cover
- income protection cover.

The cost of cover will depend on the type and level of cover you require and the premiums will be deducted from your cash account. Premiums will cease to be deducted from your cash account when we are notified of your death or when your cover ceases.

The insurance provider is AIA Australia Limited ABN 79 004 837 861 AFSL 230043 (AIA Australia). The insurance cover is provided under policies issued to the Trustee. The Trustee will provide a copy of the policy documents, free of charge.

The Trustee may change the insurer from time to time, as it considers appropriate.

When does your cover commence?

To apply for insurance cover, you must have a FirstWrap Plus Personal Super account and complete an insurance application form and other applicable documents requested. AIA Australia will individually assess your application and confirm if your application is accepted. AIA Australia may request further evidence, including medical information from you or one of your doctors, to complete your application. If further information is required, AIA Australia will contact your adviser directly.

Your insurance cover commences when:

- the insurer has accepted your application for insurance, and
- you have a sufficient account balance in your FirstWrap Plus Personal Super cash account to cover payment of your monthly insurance premiums.

You will be notified in writing of the insurer's assessment of your application and, if it is accepted, the date that your insurance cover or change in cover commences.

How much does your insurance cover cost?

Insurance premiums are the cost that you pay for insurance cover.

Insurance premiums vary according to your age, gender, occupation and type of cover. Insurance premiums may also be affected by your health, whether or not you smoke and any sporting or recreational activities in which you may participate.

Premiums are calculated based on your age next birthday, the type of insurance cover that you hold and the applicable premium rate.

Premiums are paid each month in arrears and are deducted from your cash account on or around the end of each month.

You can cancel your insurance at any time but if you subsequently decide you would like to reinstate your insurance, you may be required to provide medical evidence.

Please speak with your adviser and refer to the LifeProtect Insurance brochure for more information.

If you are transferring all of your benefits from a FirstWrap Plus Personal Super account to a FirstWrap Plus Pension account, any group insurance cover linked to your FirstWrap Plus Personal Super account will cease on transfer to pension.

Retail insurance

Retail insurance options may also be available. Please ask your adviser for details.

The LifeProtect Insurance brochure and the LifeProtect Insurance Rates, available at firstwrap.com.au, outline the insurance premium costs, eligibility requirements, cancellation conditions and exclusions which apply to each type of insurance cover available. You should read this brochure before deciding whether the insurance is appropriate to you.

Keeping you informed

You can access up-to-date information about your transactions, income, expenses and account balance at any time.

Online access

Your FirstWrap Plus accounts and investments are at your fingertips through our FirstWrap mobile app and secure investor portal.

The information provided online will be updated to be within the last 48 hours (excluding hours on a non-business day) before the time of access. The time at which the information is current will be clearly stated.

CFS FirstWrap mobile app

Accessing your FirstWrap Plus accounts on the go is even easier with the CFS FirstWrap mobile app.

Through the CFS FirstWrap mobile app you can:

- View your FirstWrap super, pension and eligible¹ investments accounts on the go.
- Get a full view of how your money is invested.
- Stay up to date with all the activity on your account.

When you join FirstWrap Plus, you'll receive information from us with everything you need to get started.

Further information about the CFS FirstWrap app is available on the CFS website: cfs.com.au/firstwrapapp

Investor access

You can access your account online via our investor portal available at firstwrap.com.au.

Through the investor portal you'll be able to easily monitor your investments via a range of comprehensive reporting options. Alternatively, you can contact your adviser, who can provide you with the latest information on your account.

Please contact your adviser or FirstWrap Service and Support if you require access to the investor portal. A login and temporary password will be provided to you to access your account details or all accounts within your family group, subject to privacy and consent requirements being met from all members of your family group.

Staying safe online

You should keep your account information and login details secure and not disclose these details to anyone else. If you suspect your login details have been compromised, you should call us immediately. Failure to do so may result in unauthorised access to your account, including your personal details.

Further information about staying safe online is available on the CFS website

<https://cfs.com.au/about-us/terms-and-disclosure/security.html>

Annual reporting

Once a year you can receive:

- an annual statement (Super and Pension account holders)
- a pension review letter with details of your pension for the next financial year (Pension account holders)
- a Notice of intent to claim or vary a deduction for personal super contributions (s290-170 notice), outlining the value of member contributions for which you may wish to claim a tax deduction (Super account holders), and
- any other statement as required by law.

An annual report including abridged financial statements and other information about FirstWrap Plus Super and Pension is available at firstwrap.com.au under 'Annual reporting'.

Annual statement

The annual statement, and any other statement as required by superannuation law, contains important information about your account for a financial year including:

- contributions and payments made by and to you
- any group insurance benefits
- a summary of your transactions for the full financial year
- account preservation breakdown information and
- confirmation of any beneficiary nominated (if applicable).

Trustee annual report

Each year, the Trustee prepares an annual report about the management, financial performance and position of the Fund for the period up to 30 June each year. The annual report is available online on the 'Annual Reporting' page at firstwrap.com.au

Consolidated reporting

One of the benefits of the Service is that you can receive consolidated reporting across all your investments. Where you link FirstWrap Plus accounts within a family group, you and your adviser can consolidate reporting for accounts held by you and your family members, subject to privacy requirements being met.

Where your account is linked with other accounts within a family group, you consent for your account information (i.e. your investments) to be produced in the one report with investments held by other members of your family, family trusts and businesses.

You can advise your adviser or us at any time to remove this access. Please refer to the section 'Fee Aggregation' in the 'Fees and other costs' section of this PDS as this may impact the Administration fee you pay.

Information from investment managers and companies

We may receive information such as transaction confirmations and annual reports from time to time from the managers of the investments or companies you have invested in. You can request a copy of all communications legally required to be given to members.

Investment enquiries

Please contact your adviser if you have any questions in relation to your account. Your adviser is best placed to provide you with the advice you may require.

¹ Eligible accounts include FirstWrap Plus Investments accounts held individually or jointly. Accounts held in the name of an entity such as a Trust, Company or SMSF are currently not available.

How to open an account and other information

Before you complete your application, please read all the relevant information about your investment.

You should read the information contained in this PDS as well as the Other Important Information brochure, the Investment List, the relevant Financial Services Guide and, if you are considering insurance cover, the LifeProtect Insurance brochure and LifeProtect Insurance rates.

In addition, before you invest in a managed fund or other investment available through FirstWrap Plus Super and Pension, please read the disclosure document (if any) for that investment. If you are considering more than one investment, you should read the relevant disclosure document for every managed fund or other investment, before you invest. If you are investing in a managed account with a portfolio manager you should read the applicable managed account PDS, before you invest.

Your adviser can provide you with a copy of these documents. Alternatively, you can request copies by contacting FirstWrap Service and Support and copies will be provided to you free of charge.

For further information regarding FirstWrap Plus Super and Pension, please speak to your adviser, go to our website at firstwrap.com.au or contact FirstWrap Service and Support on 1300 769 619.

Applications

Applications to invest with FirstWrap Plus Super and Pension can only be made with your adviser on a current application form. The Trustee is not bound to accept an application. Please read the declarations and acknowledgements before signing the application form.

The offer made in this PDS is available only to persons who are receiving the PDS within Australia and accepting the offer within Australia. It does not constitute an offer in any other country or jurisdiction including the European Union.

Cooling-off period

As a new member of FirstWrap Plus Super and Pension, a 14-day cooling-off period will apply to your initial investment in certain circumstances. The 14-day cooling-off period commences at the earlier of:

- the end of the fifth day after you became a member; or
- when you receive confirmation of your investment.

Provided you have not exercised any rights as a member (for example, receipt of a pension payment) during the cooling-off period, you can cancel your membership by notifying us in writing or by electronic means before the end of the cooling-off period.

Cooling-off rights in the underlying managed funds or managed accounts are not available to you.

If you cancel your membership, you will receive back the contributions you have made less any adjustments we are required to deduct on your behalf. Preserved and restricted non-preserved components of your member account balance must be transferred to another complying superannuation fund nominated by you.

Member information

You can access the following information at firstwrap.com.au:

- the latest Product Disclosure Statement, any Product updates and the Financial Services Guides (under 'Offer Documents')
- the Trustee Annual Report (under 'Annual reporting')
- other product related information (under 'Member Information')
- the Annual Member Outcomes Assessment (under 'Member information')
- Trustee and Fund information, such as the Trustee's constitution, and the Fund's trust deed and governing rules (under 'Member Information')

- Portfolio Holdings Disclosure information that discloses the value and weighting of each investment option held within a fund (under 'Member information')
- Directors' information, such as a list of executive officers, board meetings and attendance and the appointment of directors to the Board (under 'Member Information')
- Annual Member meeting information (under 'Member Information').

Members are encouraged to access these pages regularly, read any updates to the product, and stay generally informed about the Trustee, Fund, and details of the Annual Members meeting.

What to do if you have a complaint

We recognise that even in the best run organisations things can go wrong. If you have a complaint, please tell us so we can work with you to try and fix the problem. We aim to resolve complaints promptly and will do all we can to resolve the situation for you.

In resolving your complaint, we will:

- acknowledge your complaint and make sure we understand the issues
- record your complaint and investigate the matters raised
- do everything we can to fix any problems
- keep you informed of our progress
- give you our name, a reference number and contact details so that you can follow up at any time and
- provide a written resolution letter which explains our investigation, decision and reasons for our decision.

We will make every effort to resolve your query as quickly as possible, but no later than 45 days, unless your complaint relates to a death benefit distribution, in which case no later than 90 days.

Occasionally, there may be delays in responding to your complaint, due to the complexity of the resolution or due to circumstance outside of our control. If this occurs we will let you know about the delay, the reason for the delay and your options, including your right to complain to the external dispute body.

To lodge a complaint, you can contact us by:

Phone: 1300 769 619
Email: firstwrap@cfs.com.au
Mail: Complaint Resolution
Locked Bag 3460
GPO Melbourne VIC 3001

External dispute resolution

If at any time you are not satisfied with how we are handling your complaint or the resolution we have provided you can lodge a complaint with the Australian Financial Complaints Authority (AFCA). AFCA provides fair and independent financial services complaint resolution that is free to consumers. You can contact AFCA by:

Website: www.afca.org.au
Email: info@afca.org.au
Phone: 1800 931 678 (free call)
Mail: Australian Financial Complaints Authority
GPO Box 3
Melbourne VIC 3001

Time limits may apply to complain to AFCA so you should act promptly or otherwise consult the AFCA website to find out if or when the time limit relevant to your circumstances expires.

