

# Financial Services Guide



19 October 2009

**This Guide is designed to help you make an informed decision about using our services. It provides information about:**

- Your rights
- Our service
- The cost of our service
- Remuneration and potential conflicts of interest
- Handling complaints

For more information, please call our Member Services team on (03) 9911 3222 or 1800 300 820 for regional callers.

## Your rights

Anyone who provides you with financial advice owes you a fiduciary responsibility - they must always act in your best interests and avoid conflicts of interest. Furthermore the Corporations Act 2001 gives you the right:

- to be told of any material issues that may influence any advice given to you by the person to whom you speak
- to receive advice that is suitable to your individual objectives, financial circumstances and needs
- to be informed and ask about the risk associated with any financial product or strategy we recommend.

## Our service

Vision Super Pty Ltd (Vision Super) ABN 50 082 924 561, is the Trustee of both the Local Authorities Superannuation Fund and the Vision Superannuation Fund. Under our Australian Financial Services Licence (No: 225054), we are licensed to offer both general and personal advice about superannuation and non-cash payment products.

Our representatives are licensed to offer both members and non-members general advice about our financial products. General advice does not take into account your personal circumstances or needs.

Our financial planners are licensed to provide both members and non-members personal superannuation advice that does take your personal circumstances or needs into account. You will receive a Statement of Advice (SOA) that sets out recommendations and the information on which they are based, together with any fees, charges and potential conflicts of interest. If the advice relates to the acquisition of a financial product, you should read the relevant Product Disclosure Statement (PDS) before making any decision. It provides detailed information about the financial product.

## The cost of our service

**For members –** The cost of providing general and personal superannuation advice (for you and your partner) is met from general administration expenses. There is no additional charge.

**For non-members –** There is no charge for either general advice or an initial consultation with a financial planner.

To meet our obligations under the Superannuation Industry (Supervision) Act 1993, non-members are charged a fee of \$250 for an SOA. However, if you become a Vision Super member within three months of receiving the SOA, the fee will be rebated back to your Vision Super account as a non-concessional contribution.

## Remuneration and potential conflicts of interest

Vision Super is an industry fund run only to profit members. We do not have any association or relationship with any product providers or institutions that could reasonably be expected to influence the provision of our service. Our representatives receive fixed salaries that are not dependent on their achieving any sales or production target. They do not receive commissions, fees or bonuses.

## Handling complaints

We are committed to providing you with the best possible service, and hope that you may never have cause to complain. However, if a situation arises where you wish to make a formal complaint, please write to The Complaints Officer, Vision Super, PO Box 18041 Collins Street East, Melbourne VIC 8003, or Fax No. (03) 9911 3299.

If your complaint cannot be settled to your satisfaction within 90 days, you may be able to take the matter to the Superannuation Complaints Tribunal (SCT). You can contact the SCT on 1300 780 808, or visit their website at: [www.sct.gov.au](http://www.sct.gov.au).

Vision Super is also a member of an external dispute resolution scheme called the Financial Ombudsman Service (FOS). If your complaint falls outside the jurisdiction of the SCT, you may have the right to take your complaint to FOS. This is a free service. You can contact the FOS on 1300 780 808 or visit their website at [www.fos.org.au](http://www.fos.org.au).

Vision Super is covered by professional indemnity insurance satisfying the requirements under the Corporations Act for compensation arrangements. This also covers claims arising from the actions of current and former employees or representatives.

Vision Super Pty Ltd ABN 50 082 924 561, Level 5/1 Spring Street, Melbourne Victoria 3000			
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