

# Panorama Super

## Additional Information Booklet

Issued 24 October 2020

This Additional Information Booklet (Booklet) has been prepared by the issuer of Panorama Super:

BT Funds Management Limited  
ABN 63 002 916 458 AFSL 233724 USI 39 827 542 991 002  
275 Kent St, Sydney, NSW 2000

Super fund details:  
Retirement Wrap ABN 39 827 542 991

Panorama Super is part of the super fund known as Retirement Wrap ABN 39 827 542 991 RSE 1001327 (Fund).

Panorama Super is issued by BT Funds Management Limited ABN 63 002 916 458 AFSL 233724, the trustee of Retirement Wrap ('BTFM', 'we', 'us', 'Trustee'). The Administrator of Panorama Super is BT Portfolio Services Ltd ABN 73 095 055 208 AFSL 233715 (the Administrator). The details of any relevant distributor of Panorama Super (the Distributor) are set out in the relevant product disclosure statement (PDS) for Panorama Super.

Before applying, it's important you consider the relevant PDS together with this Booklet and the relevant Investment Options Booklet. These disclosure documents are available free of charge online at [bt.com.au/panorama](http://bt.com.au/panorama), from your adviser or by contacting us.

### **General advice warning**

The information in this document is general information only and doesn't take into account your individual objectives, financial situation or needs. Consequently, before acting on

the information, you should consider whether it is appropriate for you in light of your objectives, financial situation and needs.

To obtain advice or more information about Panorama Super or the investments offered through Panorama Super, you should speak to an Australian financial services licensee or an authorised representative.

### **Investment in Panorama Super**

The Trustee and the Administrator are subsidiaries of Westpac Banking Corporation ABN 33 007 457 141 AFSL 233714 (Westpac). Apart from any interest you may have in underlying bank accounts held at Westpac through your transaction account, Westpac term deposit products or Westpac securities acquired through Panorama Super (through your transaction account or otherwise), an investment in Panorama Super is not an investment in, deposit with, or any other liability of Westpac or any other company in the Westpac Group. As with all investments, investments in Panorama Super are subject to investment risk, including possible delays in payment of withdrawal proceeds and income payments, and loss of principal invested. None of the Trustee, Westpac or any other company in the Westpac Group stands behind or otherwise

guarantees the capital value or investment performance of Retirement Wrap or any investments in Panorama Super.

### **Basis of the relevant PDS and incorporated material**

Each PDS and this accompanying Additional Information Booklet have been prepared in accordance with the Trustee's obligations under the *Corporations Act 2001* (Cth) (Corporations Act) and do not form the basis of contractual relations between you and the Trustee except where this is specifically intended to be the case.

Other than as specified by legislation including the Corporations Act, the relevant PDS and this Booklet do not confer you with any additional rights. The Trustee reserves the right to change the features and provisions relating to this product as contained in the relevant PDS and this Booklet, but will provide you with notice of any such change or the ability to access such information pursuant to the Corporations Act. Refer to the 'Updated information' section of the relevant PDS and to 'Communications' in the 'Other important information' section of this Booklet to generally find out more about how the Trustee will keep you informed.

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# Contributions, rollovers and payments

## Contributions

You can add money to your account through:

- **Contributions:** money deposited to your super account by you, your employer, your spouse or the Government. The section below details the different types of contributions, caps (or limits) on contributions, and when we can accept them.
- **Rollovers:** benefits you transfer from another complying super fund.

If you are already receiving a pension from Pension or Transition to Retirement Pension, and have additional funds that you would like to add, you can either:

- commute your existing pension, add these funds and restart your pension using the same account number, or
- use the funds to open a separate account and receive a pension from two different accounts.

Please ensure you quote your Tax File Number (TFN) on your account application. While it is not an offence if you choose not to provide your TFN, we will not open a Super account unless your TFN has been provided. If you are applying to open a Transition to Retirement Pension account or a Pension account, you may be able to claim an exemption from quoting your TFN if you are a recipient of certain government pensions, benefits or allowances.

Please note if, at any time, you revoke your TFN from us (including revoking it from any other product administered on the Panorama operating system), you may not be able to continue to hold your Panorama Super account.

For contributions made to your account via direct credit, the following references will need to be included by the person making the contribution to ensure the reference is classified correctly. If no reference is provided, the contribution will be treated as a personal contribution.

Alternatively, if the reference does not match one of the following, we may contact you.

Contribution type	Reference
Super guarantee	Employer
Personal contribution	Personal
Spouse contribution	Spouse
Personal injury contribution	Personal injury
CGT contribution – retirement exemption	CGT retirement
CGT Contribution – 15 year exemption	CGT 15 year
Superannuation rollover	Rollover
Downsizer contribution	Downsizer

### Acceptable contributions

We can accept contributions from the following:

#### Your employer

You can generally choose your own super fund for Superannuation Guarantee (SG) and award contributions if you are eligible under superannuation law. This is sometimes referred to as 'super choice' or 'choice of fund'.

If you are eligible for choice of fund and would like to have your SG contributions paid into your Super account, you can complete a Choice of super fund form, which is available when you log in to your Panorama Super account at [bt.com.au/panorama](http://bt.com.au/panorama) or you can complete a standard choice form available from your employer or the Australian Taxation Office (ATO) at [www.ato.gov.au](http://www.ato.gov.au). You must provide your employer with the following key details:

- USI 39 827 542 991 002 and
- your account number.

Please note, there may be limited circumstances where your employer is not required to accept your choice of fund request, for example if you have already exercised super choice in the last 12 months.

You may be able to arrange salary sacrifice contributions with your employer. These are additional employer contributions made from your pre-tax salary.

Voluntary employer contributions are those made by an employer that are in addition to any award or SG requirements and do not affect your take home pay like salary sacrifice contributions.

### You

You can personally make the following types of contributions:

- Contributions from your after-tax income. In some cases you may be able to claim a personal tax deduction for these contributions.
- Contributions made from proceeds from the disposal of certain small business assets eligible for capital gains tax (CGT) concessions, subject to limits.
- Contributions from the proceeds of certain payments for personal injury where eligibility conditions are met. The personal injury payment must be in the form of a structured settlement, an order for a personal injury payment, or lump sum workers' compensation payment.
- Downsizer contributions. If you are aged 65 or over, you can contribute up to \$300,000 to super from the proceeds of selling your principal home, provided you have owned the home for at least 10 years and notified the Fund using the approved ATO form at or before the time the contribution is made.

Please see 'Additional information for certain contributions' in this section of the Booklet for further information.

## Your spouse

Your spouse may make contributions to your super, as long as the contribution is paid from an account in the name of your spouse or a joint account where your spouse is an account holder.

Your spouse includes:

- your husband or wife via marriage or

- a person with whom you are in a relationship that is registered under certain state or territory laws or
- another person who, although not legally married to you, lives with you on a genuine domestic basis in a relationship as a couple.

## Contribution splitting

You can split certain concessional super contributions with your spouse as permitted under superannuation law. We

recommend that you seek financial advice to discuss whether splitting contributions will meet your needs, objectives and circumstances. Full details about how to split contributions with your spouse are available on the Contribution splitting application form, which is available by visiting [bt.com.au/panorama](http://bt.com.au/panorama), from your financial adviser or by contacting us.

## Summary of age restrictions on contribution types

Your eligibility to contribute is based on your age and the type of contribution that you wish to make, or your employer or spouse wishes to make on your behalf. The following table summarises when contributions can be made.

Your situation	Employer contributions		Other contribution types	
	SG and Award	Salary sacrifice and Voluntary	Personal <sup>1</sup>	Spouse
You are under age 67	✓	✓	✓	✓
You are aged between 67 and 74 inclusive and are <sup>2</sup> :				
– gainfully employed <sup>3</sup>	✓	✓	✓	✓
– NOT gainfully employed <sup>3</sup>	✓	✗	✗	✗
You are 75 years of age or older	✓	✗	✗	✗

- <sup>1</sup> If eligible, you may be able to claim a tax deduction for your personal contributions. You must complete a 'Notice of intent to claim or vary a deduction for personal super contributions (Personal Tax Deduction Notice)' and receive an acknowledgement from us before claiming personal contributions as a tax deduction in your tax return. Please refer to the 'Taxation' section of this Booklet for further information.
- <sup>2</sup> Other than for SG and Award employer contributions, the contribution must be received on or before the day that is 28 days after the end of the month in which you turn 75 (ie if your birthday is in February, the contribution must be received by 28 March).
- <sup>3</sup> Gainfully employed means employed or self-employed (for gain or reward) for at least 40 hours in a period of not more than 30 consecutive days in the financial year in which the contribution is made. Also refer to 'Work test exemption' in the 'Additional information for certain contributions' section of this Booklet for further information.

## The Government

If you are eligible, the Government may make contributions into your account. These types of contributions include the Government co-contribution and the low income superannuation tax offset (LISTO), which is payable in respect of eligible contributions made on or after 1 July 2017.

For further details on these Government contributions refer to [www.ato.gov.au](http://www.ato.gov.au).

## More information

There may be a clearance period on some deposits (for example direct debit deposits and cheques) before the money is available for you to invest. Any regular investment plan transactions will occur after your funds have been cleared. When you add a linked bank, building society or credit union account to your account, you may be required to verify the linked account prior to making direct debits. Your Direct Debit Request Service Agreement is set out in this Booklet. For further information, refer to 'Your transaction account' in this Booklet.

## Additional information for certain contributions

### Contributions relating to CGT small business concessions

Certain proceeds from the disposal of qualifying small business assets can be contributed to your account and may be assessed under the CGT cap rather than the non-concessional cap. If you're eligible you must advise us before or at the time you make the contribution that you're electing to use the CGT cap for all or part of the contribution by completing and providing the 'Capital gains tax cap election' form. This form is available from the ATO or by logging in to your account at [bt.com.au/panorama](http://bt.com.au/panorama). The rules for claiming small business CGT concessions and contributing under the CGT cap are

complex. You should seek professional tax and financial planning advice in regard to these matters.

Please note that there are timeframes in which contributions made under the CGT cap need to be made.

### Contributions from certain personal injury settlements or orders

You may contribute certain payments (personal injury contributions), which are exempt from the contribution caps. The personal injury payment must be in the form of a structured settlement, an order for a personal injury payment or a lump-sum workers compensation payment. In addition, two legally qualified medical practitioners must certify that as a result of the injury, you are unlikely to ever be able to be gainfully employed in a capacity for which you are reasonably qualified. You will need to seek professional advice about whether your contributions qualify under these rules.

Once you're satisfied that a contribution qualifies under the rules, the contribution must be made within 90 days (or a longer permitted period) of the payment being received or the structured settlement or order coming into effect, whichever is later. You must notify us that the contribution is a personal injury contribution either before or at the time of making the contribution by providing a completed 'Contributions for personal injury' election form (available from the ATO or by logging in to your account at [bt.com.au/panorama](http://bt.com.au/panorama)).

### Contributions from the sale of your primary residence

If you are aged 65 or over, you may be eligible to contribute up to \$300,000 (\$600,000 combined for a couple) from the proceeds of the sale of your principal residence to your superannuation as a downsizer contribution.

Downsizer contributions are not counted towards your non-concessional contribution cap, however they may impact your eligibility to make super contributions in future financial

years if your total super balance is greater than the transfer balance cap. Please see the 'Pension' section of the Booklet for further information about the transfer balance cap.

You must notify us that the contribution is a downsizer contribution either before or at the time of making the contribution by providing a completed 'Downsizer contribution into superannuation form' available from [www.ato.gov.au](http://www.ato.gov.au) or by logging in to your Panorama Super account at [bt.com.au/panorama](http://bt.com.au/panorama). You must make the contribution within 90 days of receiving the proceeds of the sale. In addition, your principal home must have been owned by you and/or your spouse for at least 10 years, and you must not have made a downsizer contribution from the sale of another home in the past.

Other eligibility criteria apply. For further information please refer to [www.ato.gov.au](http://www.ato.gov.au).

### Work test exemption

If you are aged between 67 and 74 you may make voluntary contributions where you do not satisfy the work test provided that:

- you satisfied the work test in the financial year prior to the financial year in which the contributions are made and
- you had a total superannuation balance of less than \$300,000 at the end of the previous financial year and
- no contributions have been accepted by a regulated superannuation fund in respect of you under the work test exemption in a prior financial year and
- you have not used the work test exemption previously.

The exemption can only be used once in your lifetime.

For further information speak to your adviser or refer to [www.ato.gov.au](http://www.ato.gov.au).

## Contribution caps

It is important to remember that there are limits on the amount of contributions you are able to make without paying additional tax. The contribution caps change from time to time. Up to date information is available at [www.ato.gov.au](http://www.ato.gov.au). Contributions that exceed your contribution caps may have additional tax applied to them.

Contributions assessed against your concessional contributions cap include:

- employer contributions including SG, Award, voluntary, and salary sacrifice contributions
- personal deductible contributions (ie contributions for which a personal tax deduction is claimed).

Contributions assessed against your non-concessional contributions cap include:

- personal contributions for which you are not claiming a tax deduction (for example, personal contributions made from your after-tax income)
- contributions made by your spouse into your account
- concessional contributions made in excess of the concessional contributions cap that are not released from super under the relevant release authority
- contributions made with proceeds from the sale of small business assets that are in excess of the CGT cap.

If you have multiple employers and are concerned about exceeding your concessional contribution cap, you may be able to apply to the ATO for an exemption of an employer's SG obligations. Refer to [www.ato.gov.au](http://www.ato.gov.au) for more information.

## Monitoring contributions cap amounts

The contribution caps may change from time to time and it is your responsibility to ensure contributions to super are within your contribution caps as we are not able to monitor your overall position. If the total of all relevant contribution made for you to all your super funds exceeds your contribution cap(s), you may be required to pay additional tax on those contributions. Refer to the 'Taxation' section of this Booklet for further information.

We recommend that you seek financial advice to discuss the level of contributions you can make.

## Transaction options

You can choose from a range of flexible transaction options that have been designed to make contributing to and accessing Panorama Super easier. You can contribute to your account while in Super.

### Personal and spouse contributions

You can contribute via BPAY®, cheque, direct credit or direct debit.

Direct debit	Direct credit	Cheques	BPAY
<p>You can set up a direct debit online from a linked account to deposit funds into your account. You may be required to verify any bank, building society or credit union accounts linked to your account when setting up a direct debit.</p>	<p>Make deposits from your external bank, building society or credit union account using:</p> <ul style="list-style-type: none"><li>– BSB: 262-750</li><li>– Your account number: provided online once your account is activated.</li><li>– Your contribution type: 'Reference'. Refer to the table under 'Contributions' in this section of the Booklet.</li></ul>	<p>We will also accept contributions by cheque.</p> <p>Cheques should be made out to:</p> <p>Panorama Super &lt;account name and account number&gt; and mailed to:</p> <p>Panorama Super GPO Box 2861 Adelaide SA 5001</p> <p>Please provide a cover letter confirming the account number and contribution type. Generally, if you are under 67, all types of contributions can be accepted by Panorama Super. Once you turn 67, some restrictions apply. Please refer to 'Summary of age restrictions on contribution types' in this section of this Booklet for further information.</p>	<p>BPAY into your account using the relevant BPAY Biller Code and your individual Customer Reference Number (CRN).</p> <ul style="list-style-type: none"><li>– Biller Code for personal contributions: 260489</li><li>– Biller Code for spouse contributions: 260471</li><li>– CRN: Your account number. Provided to you online once your Panorama Super account is activated.</li></ul>

Your direct debit contributions can be placed online and processed as a one-off transaction, a one-off transaction scheduled for a future date or as a regular contribution. Your regular contribution will be automatically cancelled if it fails for three consecutive periods (for example if there are insufficient funds in your external linked account).

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## Employer contributions

Your employer can make all types of employer contributions directly to your account. It is the responsibility of your employer to ensure they use a payment method that meets SuperStream requirements. You or your employer can visit [www.ato.gov.au](http://www.ato.gov.au) for more information on how employers can make contributions in compliance with SuperStream.

If you would like to have your SG contributions paid into your Super account, all you need to do is complete a standard choice form available from your employer, the ATO or by visiting [bt.com.au/panorama](http://bt.com.au/panorama) and provide your employer with the following key details:

- USI 39 827 542 991 002 and
- your account number.

Please note, there may be limited circumstances where your employer is not required to accept your request, for example if you have already exercised choice of superannuation fund in the last 12 months.

## Rollovers

Rollovers are benefits you transfer from another complying super fund. Your super benefits from other complying super funds may be rolled over into your Super account at any time.

By consolidating all of your super into one account you are able to stay in control of your super, reduce paperwork and potentially save on fees. There are a number of ways to rollover funds into your account. For more information please speak to your adviser or contact us on 1300 881 716.

We do not charge any fees for accepting rollovers into your account. However, before requesting a rollover, you should check with your other fund(s) to understand the impact of transferring your benefit, including any potential loss of benefits (for example, insurance cover). We do not currently accept transfers of super benefits from overseas super funds.

## Withdrawals — accessing your money

### Before you start a pension

Super is a long term investment and strict rules apply around how and when you can access your money. Generally, you'll only have access to your super when you meet a condition of release, such as:

- reaching age 65
- ceasing gainful employment on or after age 60
- permanently retiring on or after your preservation age (between age 55 and 60 depending on your date of birth – see the table under 'Preservation age' in this section)
- starting a Transition to Retirement Pension after you reach your preservation age (between age 55 and 60 depending on your date of birth – see the table under 'Preservation age' in this section)
- becoming permanently incapacitated
- becoming temporarily incapacitated
- being diagnosed with a terminal medical condition
- death
- having been given a release authority by the ATO to pay an amount. Please see 'Release authorities' in the 'Other important information' section of this Booklet for more detail
- qualifying on 'compassionate grounds' as defined in superannuation law
- satisfying severe financial hardship conditions
- temporary residency expiring and permanently departing Australia.

Please note different rules for accessing your benefits may apply if you are a temporary resident. Refer to the 'Temporary residents' section of this Booklet for further information.

Withdrawing money from your account may have social security or taxation implications. You can find out more by

speaking to your adviser or visiting [www.dss.gov.au](http://www.dss.gov.au) or [www.ato.gov.au](http://www.ato.gov.au).

Generally, you can transfer your account balance at any time to another complying super fund, or to a KiwiSaver account if you have permanently emigrated to New Zealand.

Super funds are usually required to transfer a member's benefit to another fund if requested by the member. However, in some cases we may be delayed from doing so. Refer to the 'Risks' section of this Booklet for further information.

You have a right to ask for information before requesting a rollover or transfer of your benefits. The information you might need to know includes information relating to fees and other costs that may apply to the rollover or transfer, and the effect of the rollover or transfer on your existing entitlements in the fund. If you do not ask for any information, we will assume that you do not require it.

### Preservation age

Your preservation age is between 55 and 60 depending on your date of birth. Your preservation age can be determined using the following table.

Date of birth	Preservation age
Before 1 July 1960	55
1 July 1960 – 30 June 1961	56
1 July 1961 – 30 June 1962	57
1 July 1962 – 30 June 1963	58
1 July 1963 – 30 June 1964	59
From 1 July 1964	60

## Withdrawals or rollovers from your account

Withdrawals and rollovers will not be processed if you do not have sufficient cleared funds in your transaction account to fund the withdrawal or rollover (subject to any applicable drawdown strategy). If you do not have sufficient cleared funds or you wish to close your account, appropriate transaction instructions should be submitted to the Administrator.

The minimum balance that must remain in your account after a withdrawal or rollover is \$10,000. If you request a withdrawal or rollover that would result in your account balance falling below \$10,000, we may reject your request.

We are only required to transfer or rollover your benefits after receiving all relevant information as set out in the *Superannuation Industry (Supervision) Act 1993* (Cth) (SIS Act) and related regulations. Ordinarily we must rollover your benefits within 3 business days, or in limited circumstances within 30 days, of receiving all relevant information that is necessary to process your request. However in exceptional circumstances, such as if a managed fund becomes illiquid or has withdrawal restrictions, the time taken to get your funds may be much longer. Refer to 'Portability of super benefits' in the 'Risks' section of this Booklet for further information about illiquid investments.

Our Partial Withdrawal form provides you with a list of all the information you need to provide to enable us to complete your withdrawal or rollover. Please note that the Australian Prudential Regulation Authority (APRA) requires us to collect additional information when transferring your benefit to a self managed super fund.

Lump sum withdrawals can be submitted provided you have met a condition of release. Lump sum withdrawals will be transferred to your selected external linked account. You cannot access any funds in your transaction account below your minimum required balance unless you are closing your account.

If you withdraw or rollover the full amount of your benefits, you will no longer be a member of Panorama Super and any insurance cover will cease. However, you may have the option to transfer the cover outside Panorama Super. To apply for the transfer, you will need to submit an application to the insurer within 30 days of the date your account is closed. Speak to your adviser or contact the Panorama Support team for more information on transferring any cover you have.

Before making a withdrawal you should seek financial advice to discuss the impacts this could have on your insurance entitlements. For more information, please see the product disclosure statement and policy document issued by the insurance provider.

If you've permanently emigrated to New Zealand, you may be eligible to transfer your superannuation to a KiwiSaver account under the Trans-Tasman portability scheme. Please note, however, we don't currently accept transfers from KiwiSaver accounts.

## Value of your benefits

The value of your investment (or your 'benefit') reflects the performance of the underlying investments you have selected and your transaction account balance. Any rise or fall in the value of these assets will affect the value of your benefit.

The benefit payable to you on withdrawal (where permitted) from your account will be determined by multiplying the number of units or shares you hold in the underlying investment at the relevant exit or sale price of each investment, plus the value of your balance in the transaction account, less any taxes, insurance premiums and fund fees/costs payable.

If you are in Super and take out insurance cover, the benefit paid due to death, a terminal medical condition, permanent incapacity or temporary incapacity may include the amount paid to us by the insurer.

## Temporary residents

A temporary resident is a holder of a temporary visa under the *Migration Act 1958*. The Australian Government requires us to pay temporary residents' unclaimed super to the ATO after at least six months have passed since the later of:

- the date a temporary resident's visa ceased to be in effect and
- the date a temporary resident permanently left Australia.

Applications to claim your benefit can be made using the ATO Departing Australia Superannuation Payment (DASP) online application system. To access this system and full information regarding DASP procedures and current tax rates visit [www.ato.gov.au](http://www.ato.gov.au).

You may also be able to access your benefits if you satisfied another condition of release under superannuation law before 1 April 2009. For more information on conditions of release, please see the 'Withdrawals – accessing your money' section of this Booklet.

We are permitted under, and rely on, the Australian Securities and Investments Commission (ASIC) relief under *ASIC Corporations (Unclaimed Superannuation - Former Temporary Residents) Instrument 2019/873* to not notify or provide an exit statement to a non-resident in circumstances where we pay unclaimed superannuation to the ATO under Division 3 of Part 3A of the *Superannuation (Unclaimed Money and Lost Members) Act 1999*.

## Transferring from accumulation to retirement phase

There are 3 ways to move to retirement phase.

- **Full transfer from Super to Pension** – Once you have met a condition of release and your benefits are all unrestricted non-preserved monies.
- **Partial transfer from Super to Pension** – If you have met a condition of release but only want to move part of your unrestricted non-preserved monies into a new account to start a pension.
- **Transition to retirement** – If you have a Transition to Retirement Pension account and have turned 65 or met a prescribed condition of release.

If you have a Transition to Retirement Pension, we will automatically switch your pension from accumulation to retirement phase when you turn 65. Otherwise, if you wish to move from accumulation to retirement phase, you can do this by completing the relevant form.

Until you commence a pension, matters specified in the relevant PDS or this Booklet as being relevant to Super (accumulation phase) will apply to your account (and will continue to apply to your existing account in the case of a partial transfer). Further, once a rollover or contribution has been received into your Transition to Retirement Pension or Pension account, generally you cannot make withdrawals or close your account until the income stream is commenced.

## Pension

If you meet a condition of release and your benefits are all classed as unrestricted non-preserved monies, you can draw down a flexible income stream and, if you require it, have access to your capital. All payments, whether regular payments or one-off payments, are tax-free once you have turned 60.

In addition, while in retirement phase you enjoy a zero tax rate on investment earnings. A tax rate of up to 15% will apply on investment income and capital gains in a Transition to Retirement Pension account if you are in accumulation phase (ie if you are under age 65 and haven't met a prescribed condition of release). Refer to the 'Transition to retirement' section of this Booklet. If you open an account for the purpose of receiving a pension but have not yet commenced a pension, any investment income and capital gains on funds in that account will be taxed at a maximum rate of 15%.

There is a limit on how much you can transfer to superannuation income streams where earnings are tax exempt. This is known as the 'transfer balance cap'. The general transfer balance cap is \$1.6 million for the 2020/21 financial year, and will be indexed in line with the consumer price index (CPI) each year, rounded down to the nearest \$100,000.

You may have a personal transfer balance cap which can differ from the general transfer balance cap due to timing and indexation impacts. Modifications to your transfer balance cap may also apply in certain circumstances including where you have made personal injury contributions to super or if you are a child death benefit beneficiary.

Amounts in excess of your transfer balance cap may need to be removed from your superannuation income stream(s) and may attract additional taxes and charges.

For more information about the transfer balance cap and how it applies to your circumstances, speak with your financial adviser or refer to the ATO website at [www.ato.gov.au](http://www.ato.gov.au).

The transfer balance cap does not apply to a Transition to Retirement Pension that is in accumulation phase. See the 'Transition to retirement' section of this Booklet.

## Funding your pension

You can purchase a pension with:

- unrestricted non-preserved money you have accumulated in superannuation
- rollovers of super benefits classed as unrestricted non-preserved
- rollovers of death benefits from other complying super funds:
  - of which you are the beneficiary and
  - which are to be paid to you as an income stream<sup>1</sup>
- contributions which you are eligible to make and have immediate access to using a condition of release which may include personal contributions, such as contributions relating to small business concessions and contributions from certain personal injury settlements or orders.

If you are making multiple contributions and/or rolling over super benefits to commence your pension, your pension can be commenced once you are comfortable that all monies have been received.

Until you commence your pension, any investment income and capital gains will be taxed as if you are in the accumulation phase.

You should ensure you have considered the tax implications and completed any required Personal Tax Deduction Notice prior to commencing your pension. The law does not permit us to accept Personal Tax Deduction Notices once you have commenced your pension.

Once your pension has commenced, we cannot accept any further contributions or rollovers into that account, without re-commencing the pension. As an alternative to commuting and re-commencing the pension, further contributions and rollovers can be used to open a separate account.

<sup>1</sup> These benefits cannot be added to the same pension as other money listed as being available to purchase a pension.

## How it works

Your pension account provides regular payments until death or your account balance is exhausted (whichever is earlier). It allows you to invest your super savings into a variety of investments, where any investment earnings in retirement phase are tax free (this includes a Transition to Retirement Pension if you are age 65 or over or have notified us that you have met a prescribed condition of release). Investment income and capital gains in a Transition to Retirement Pension in accumulation phase are taxed at up to 15%.

If your benefit is classified as unrestricted non-preserved, you have access to your capital if you require it. All payments from the pension account are tax-free once you turn 60 years of age.

This product may not provide a pension for the rest of your life. Payments will only continue to be made until the balance of your account is exhausted.

The balance of your pension account is determined by the amount of your initial investment, the returns earned (including any negative returns) by your investments, any applicable tax and/or tax credits, the fees and other costs charged to your account and the amount of pension payments and lump sum withdrawals which have already been paid to you.

If you close your account, the amount you get back will be the balance of your account adjusted for investment returns, any tax and/or tax credits and fees and other costs payable. This may be less than the amount you paid in.

## Payments

You can choose the amount of income payments you wish to receive each year (as long as you take the minimum amount specified by superannuation regulations) and can choose to have your payments automatically increased in line with inflation each financial year.

You may also choose to take a lump sum payment if you have unrestricted non-preserved components in your benefit. Any lump sum payment you take from your pension account will not count towards the minimum required income payment amount.

Additionally, if you choose to commence a Transition to Retirement Pension in accumulation phase, maximum income payment restrictions will apply. See the 'Transition to retirement' section of this Booklet.

If you commence your pension part-way through a financial year, your payments in the first year (and the prescribed minimum limits) will be proportionately reduced, based on the number of days remaining in the financial year, unless you nominate otherwise.

If you invest after 1 June (but before 1 July), you may choose not to take a payment in that financial year (however, you will still be considered to have commenced a pension from that date). You can vary the amount of your payments as often as you like, provided the amount you receive is above the prescribed minimum limits. The minimum payment limits are calculated based on your age using the percentages in the table on this page on the date the pension commences and also on 1 July in subsequent years. Your minimum payment is calculated by applying the relevant percentage for your age, for the first financial year, to your initial investment and in subsequent financial years, to your account balance on 1 July. This is then rounded to the nearest \$10. We will then divide this by the frequency of the payments, and round it up to the nearest dollar.

The table below illustrates the standard minimum pension factors that normally apply and the temporary reduced rate for 2020/21. Pension factors may change from time to time. Up to date information is available at [www.ato.gov.au](http://www.ato.gov.au).

Age	Percentage of account balance	Reduced rates for the 2020/21 financial year
Under 65	4%	2%
65-74	5%	2.5%
75-79	6%	3%
80-84	7%	3.5%
85-89	9%	4.5%
90-94	11%	5.5%
95 or more	14%	7%

The minimum limit is recalculated as at 1 July each year based on your age and remaining account balance. You will be able to view your new minimum limit online once the annual review process has been completed. If you do not request an alteration, you will continue to receive payments at the same frequency as the previous year and the amount will be adjusted to satisfy the Government limit, if required, or increased in line with inflation, if so nominated.

Your payments will be paid directly to your linked account.

## Payment timings

You can choose your desired payment frequency — weekly, fortnightly, monthly, quarterly, half-yearly or annually in any month you choose — and select any day of the week or month to be paid.

If you choose to receive your income payment annually, you cannot receive your payment during the annual review process (generally this occurs in the first ten days of July each year).

You have the ability to track your income payment details online at any time.

## Accessing your benefits

If your benefit is classed as unrestricted non-preserved, you may withdraw all, or part of, your pension at any time and choose either an income payment or lump sum. There is currently no minimum lump sum withdrawal amount from your pension account.

The minimum balance that must remain in your account after a withdrawal or rollover is \$10,000. If you request a withdrawal or rollover that would result in your account balance falling below \$10,000, we may reject your request.

## Transition to retirement

Once you have reached your preservation age (between age 55 and 60, depending on your date of birth) you may access your super by commencing a Transition to Retirement Pension even if you are still working.

### Under age 65 and haven't met a prescribed condition of release - accumulation phase

Income and capital gains on your investments within the Transition to Retirement Pension are taxed at a maximum rate of 15% until you have reached age 65 or notified us that you have satisfied another prescribed condition of release (refer to 'Reaching age 65 or meeting a prescribed condition of release – retirement phase' in this section).

A Transition to Retirement Pension allows you to draw down between a minimum and maximum range of income each year. Lump sum withdrawals are not allowed unless you:

- are age 65 or older or
- have met another condition of release which allows you to access your super with no cash restrictions or
- are withdrawing unrestricted non-preserved amounts from your account.

The maximum income limit for the first financial year is 10% of the purchase price at commencement and in subsequent financial years is 10% of the account balance each 1 July. The maximum limit for the first year is not proportionately reduced based on the number of days remaining in the financial year.

The minimum level of income that must be taken from your Transition to Retirement Pension each year is calculated as described under 'Payments' in the 'Pension' section of this Booklet.

Income payments are funded (in order) from your:

- unrestricted non-preserved benefits

- restricted non-preserved benefits
- preserved benefits.

### Reaching age 65 or meeting a prescribed condition of release - retirement phase

Once you have attained age 65 or notified us that you have satisfied one of the following prescribed conditions of release:

- retiring after reaching preservation age
- ceasing gainful employment over age 60
- becoming permanently incapacitated or
- suffering from a terminal medical condition

then investment earnings are no longer taxable and are tax exempt. The maximum annual income limit and commutation restrictions will also no longer apply. You will continue to be required to draw down a minimum income amount each year.

We will automatically remove the maximum annual income limit and commutation restrictions and make the investment earnings tax exempt on your Transition to Retirement Pension once you turn age 65. If you are not yet age 65 but satisfy one of the other prescribed conditions of release, you will need to complete the relevant form so that we can make these changes to your account.

The terms governing the Transition to Retirement Pension are similar to those governing a Pension and as a result, a reference to a pension in this Booklet will include a reference to a Transition to Retirement Pension except in the following respects:

	Pension – retirement phase	Transition to Retirement – accumulation and retirement phase
<b>Taxation of your pension</b>	Investment income and capital gains made on your investments are tax exempt once your pension has commenced. A pre-commencement pension is treated as an accumulation account and is subject to 15% tax until the pension commences.	For a Transition to Retirement Pension in accumulation phase (ie you are under age 65 or have not notified us that you satisfy another prescribed condition of release <sup>1</sup> ), income and capital gains made on your investments are taxed at a maximum rate of 15%. The actual rate may be lower.  For a Transition to Retirement Pension in retirement phase, earnings and capital gains made on your investments are tax exempt.
<b>Funding your pension</b>	You can purchase a pension with: <ul style="list-style-type: none"> <li>– unrestricted non-preserved money you have accumulated in your account in Super</li> <li>– rollovers of super benefits classed as unrestricted non-preserved</li> <li>– rollovers of death benefits from other complying super funds: <ul style="list-style-type: none"> <li>– of which you are the beneficiary and</li> <li>– which are to be paid to you as an income stream<sup>2</sup></li> </ul> </li> <li>– contributions, including contributions made from the sale of certain small business assets, and certain payments for personal injury, to which you have immediate access using a condition of release.</li> </ul>	Provided you have reached your preservation age, you can purchase a Transition to Retirement Pension with any: <ul style="list-style-type: none"> <li>– money accumulated in your Super account</li> <li>– rollovers of super benefits</li> <li>– contributions, including contributions made from the sale of certain small business assets, and certain payments for personal injury.</li> </ul>
<b>Legislatively prescribed payment limits</b>	Superannuation law requires that a minimum payment is made from your pension account each year. After the first year, the minimum amount depends on your age and account balance at 1 July. No maximum pension limit currently applies. Any lump sum withdrawal you take will not count towards your minimum required income payment amount.	For a Transition to Retirement Pension in accumulation phase, superannuation law prescribes minimum and maximum annual payment limits. The maximum limit for the first year is 10% of the purchase price at commencement and in subsequent years is 10% of the account balance at each 1 July. You are unable to take lump sum payments unless you have unrestricted non-preserved benefits.  For a Transition to Retirement Pension in retirement phase, the maximum annual income limit and lump sum payment restrictions do not apply.

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**Accessing your benefits**

If you decide you no longer require regular payments, or if you need a lump sum amount, you may withdraw all, or part of, your pension at any time because your benefits are unrestricted non-preserved.

Please note: minimum pension payment requirements apply.

You can only withdraw all of your Transition to Retirement Pension once you have met a full condition of release. However you may commute all, or part of, your Transition to Retirement Pension at any time to:

- purchase another Transition to Retirement Pension
- transfer an amount back to Super or
- transfer to another complying super fund.

Where your Transition to Retirement Pension contains restricted non-preserved benefits or preserved benefits, you will need to meet a condition of release to withdraw or cash these amounts. Any unrestricted non-preserved benefits, however, can be accessed at any time.

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**Reversionary beneficiaries**

Your pension can continue to be paid to a beneficiary who, at the time of your death, is your spouse, de facto spouse, child under 18 (or over 18 but under 25 and financially dependent on you, or over 18 and has a prescribed disability), or another person who is financially dependent on you or with whom you have an interdependency relationship.

For a Transition to Retirement Pension in retirement phase, your pension can continue to be paid to a beneficiary who, at the time of your death, is your spouse, de facto spouse, child under 18 (or over 18 but under 25 and financially dependent on you, or over 18 and has a prescribed disability), or another person who is financially dependent on you or with whom you have an interdependency relationship.

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- 1 The conditions of release that result in a Transition to Retirement Pension being classed as in the 'retirement phase' and therefore exempt from tax on investment earnings and capital gains are: attaining age 65, retirement after reaching preservation age, ceasing an employment arrangement after age 60, permanent incapacity and terminal medical condition.
- 2 These benefits cannot be added to the same pension as other money listed as being available to purchase a pension.

## Death benefits

### Nominating a beneficiary

You may nominate one or more beneficiaries to receive a benefit (your account balance and any insurance paid on your death) in the event of your death (death benefit). Any beneficiary you nominate must be either your Legal Personal Representative (ie the administrator of your estate or executor of your will) or a dependant for the purposes of superannuation law and the Trust Deed that governs Panorama Super at the date of your death. Your dependants include your spouse, your children, each individual who is financially dependent on you at your death and each individual with whom you have an interdependency<sup>2</sup> relationship at your death. Please note, your spouse includes:

- your husband or wife via marriage or
- a person with whom you are in a relationship that is registered under certain state or territory laws or
- another person who, although not legally married to you, lives with you on a genuine domestic basis in a relationship as a couple.

Beneficiaries can be nominated online after your account is opened.

Beneficiaries are able to request the type of benefit they wish to receive (ie lump sum(s), pension(s), or a combination of both), except in the following two circumstances:

- where you select an auto reversionary nomination under Option 3 (described under 'Option 3 - An auto reversionary

nomination' in the 'Different ways to nominate your beneficiaries' section in this Booklet) or

- where your beneficiary is not eligible to receive your benefit as a pension. In this case, only a lump sum death benefit may be paid.

A death benefit cannot be paid as a pension to:

- someone who is not a dependant
- a child, unless the child is:
  - under 18 years of age or
  - between 18 and 25 years of age and is financially dependent on you or
  - over 18 and has a prescribed disability<sup>3</sup>.

In addition, where the death benefit is paid as a pension to a child, the child cannot continue to receive the pension once they reach age 25 (except where they have a prescribed disability).

### Different ways to nominate your beneficiaries

If you have an adviser linked to your Panorama Super account, they can place and maintain your nomination as outlined below.

Otherwise, if you don't have an adviser you can place and maintain your nomination as outlined below, except in cases of Option 2, and Option 3 where a secondary reversionary nomination is made. In these cases you will need to contact the Panorama Support team for assistance.

#### Option 1 – Non-lapsing nomination

To give greater certainty about the payment to your beneficiaries, you can make a non-lapsing nomination which is binding on us in most circumstances. This nomination

ensures your account balance is paid as you have directed, as long as your nomination is and remains valid. Your previous nomination is taken to be revoked if you give us a new nomination which we accept.

You may nominate one or more of your dependants and/or your Legal Personal Representative as your nominated beneficiary(ies). You must nominate the proportions of your death benefit each beneficiary is to receive.

On your death, your benefit will be paid to your nominated beneficiaries in the proportions you have nominated if, at the time of your death:

- each nominated person is your dependant for the purposes of superannuation law or your Legal Personal Representative
- you have not revoked the nomination and
- your nomination is not invalid.

We must determine whether the nomination is valid after being notified of your death. If the nomination is valid, we will give our consent to the nomination. The nomination is then binding on us. The nomination will not be valid if we know that you married, entered into a de facto relationship (or similar relationship) with another person, separated on a permanent basis from your spouse or partner, or have had a child with a person other than your spouse or partner since making your nomination. In this case, we must treat your nomination as a Trustee discretion nomination (see Option 2). It is therefore very important to review your nomination regularly to make sure it reflects your current circumstances/wishes.

If on your death any nominated beneficiary is no longer your dependant or Legal Personal Representative, they will not be

<sup>2</sup> An interdependency relationship is a close personal relationship between two people who live together, where one or both of them provide for the financial and domestic support and personal care of the other. An interdependency relationship may still exist if there is a close personal relationship but the other requirements are not satisfied because of some physical, intellectual or psychiatric disability.

<sup>3</sup> The disability must be of the kind described in subsection 8(1) of the *Disability Services Act 1986*.



entitled to receive a share of your benefit. We will pay the share either:

- to any one or more of your Legal Personal Representative and dependants at the date of your death at our discretion or
- to the remaining nominated beneficiaries based on their proportional entitlement to your benefit.

If you do not wish to make a non-lapsing nomination, you can choose either option 2 or option 3 below.

### **Option 2 – Trustee discretion nomination**

We will decide who receives your account balance (including any insurance proceeds) and will consider your preferred beneficiaries along with any other dependants, and the financial circumstances and needs of your dependants. We will also take into account whether your circumstances have changed since your nomination, for example whether you have had a child or married. In exercising our discretion we may not follow your nomination. Your previous nomination is taken to be revoked if you give us a new nomination which we accept.

### **Option 3 – An auto reversionary nomination**

This type of nomination can only be made for pension accounts. In this case, following your death, your pension will automatically continue to be paid as an income stream to your nominated beneficiary. Alternatively, your beneficiary will have the opportunity to transfer the benefit to another provider to be paid as an income stream.

Your nominated beneficiary must be, at the time of your death, your spouse, de facto spouse, child under 18 (or over 18 but under 25 and financially dependent on you, or over 18 and has a prescribed disability), or another person who is financially dependent on you or with whom you have an interdependency relationship. You can add, change or remove an auto reversionary nomination at any time.

Where an auto reversionary nomination has been made as your primary nomination you will also be able to advise us of a secondary beneficiary nomination. The secondary nominations will only be considered if at the time of death the auto reversionary nomination is not valid. In this instance we will instead refer to the secondary nominations. Secondary nominations can be either Trustee discretion or Non-lapsing nominations.

### **No nomination**

If you choose not to nominate a beneficiary, your death benefit will be paid to your Legal Personal Representative.

### **Transition to pension**

Any nominations held by us will remain valid when you transfer in full from Super to a Pension or Transition to Retirement Pension unless you specify otherwise. However, your nominations can be changed online at any time.

The auto reversionary nomination option will only be available for a Pension or Transition to Retirement Pension so you may want to reconsider your beneficiary nomination before you commence a pension.

### **Restriction on transactions**

We will place a restriction on transactions in your account in the event of your death. The restriction will remain until we have all necessary information to pay your death benefit.

### **Transition to Retirement Pension and Pension members only**

Where your pension reverts on your death, your auto reversionary beneficiary has the option to commute the pension to take a lump sum death benefit at any time.

### **Death benefit pensions and the transfer balance cap**

If any of your beneficiaries receive your death benefit as a death benefit pension, the value of the pension payable to

your beneficiary will generally count towards their own transfer balance cap. Modifications may apply to ensure that an eligible child dependant is able to receive their share of your death benefit as a pension without impacting their future retirement.

The rules around the transfer balance cap and death benefit pensions are complex and we recommend you speak with your adviser in relation to your estate planning options.

### **Information for reversionary beneficiaries**

If you are a reversionary beneficiary, some parts of this Booklet and the account application are either different for, or not relevant to you. You are a reversionary beneficiary if a member of Panorama Super (original member) has died and either:

- you were nominated as an auto reversionary beneficiary by the original member or
- we exercised a discretion to pay a reversionary pension to you in respect of the original member.

You will need to complete the relevant form and generally, you have similar rights and obligations and enjoy the same features of Panorama Super as the original member. However, please note that if you were nominated as an auto reversionary beneficiary, you cannot select another auto reversionary beneficiary.

You are able to commute the pension to take a lump sum death benefit or rollover your reversionary pension to a tax exempt superannuation income stream, however you are unable to combine it with other superannuation monies.

For information regarding the tax treatment of your pension, refer to the 'Taxation' section of this Booklet.

After your pension commences, your account will remain invested in the same investments selected by the original member unless we receive an alternative investment instruction from you.

For child pensions, a Child Pension application form needs to be completed for the pension.

## Privacy

By agreeing to your account application, you also agree to ensure that any person you nominate as your beneficiary is made aware that:

- you have nominated them as your beneficiary
- the Trustee, the Administrator and their related entities hold their personal information
- the Trustee, the Administrator and their related entities will use their personal information in determining to whom and in what proportion your superannuation benefits will be paid upon your death, and to the extent that such information is not provided, your death benefits may not be paid according to your wishes
- the Trustee, the Administrator and their related entities may disclose their personal information to each other and to third parties (including the distributor and your adviser) that assist the Administrator in the administration of Panorama Super or when required or permitted by law to disclose their personal information and
- they may contact the Administrator and request access to their information by calling 1300 881 716 or by writing to us.

## Family Law

Under the *Family Law Act 1975* (Cth) and relevant Regulations (Family Law Act), super can be divided or 'split' between spouses in the event of a marriage or relationship breakdown by agreement between the parties or by court order. Alternatively, a payment flag may be imposed on a member's super benefit. All are binding on the Trustee.

We may be required under the Family Law Act to provide information about your super benefits to your spouse or other eligible persons (as defined in the Family Law Act), without notifying you that the request for information has been made. We will not provide your address details.

As the Family Law Act provisions regarding the splitting and flagging of super benefits are highly complex, we recommend that you seek financial and legal advice with respect to your own particular circumstances.

# Risks

A range of investments are available to meet different risk and return expectations.

## Investing involves risk

Risk is often defined as the likelihood that an investment will fluctuate in value. Generally the higher the potential return of an investment, the greater the level of risk of loss.

It is important to note that all investments involve varying degrees of risk and the investment options offered by Panorama Super meet different risk and return expectations. There are a multitude of factors beyond the control of investors that may affect investment returns. The types of risks you may need to consider include:

### Market risk

Markets are subject to a host of factors, including economic conditions, government regulations, market sentiment, local and international political events, and environmental and technological issues. Market risk may have different impacts on each investment and investment style. It may mean that the value of your investment falls or that your investments cannot be readily sold.

### Currency risk

If an investment is held in international assets, a rise in the Australian dollar relative to other currencies may negatively impact investment values or returns.

### Interest rate risk

Changes in interest rates can have a negative impact, either directly or indirectly, on the investment value or returns of all types of assets.

### Investment specific risk

An investment in a listed security, or a managed fund or managed portfolio option which has exposure to a listed entity, may be affected by unexpected changes in that listed entity's operations (due to quality of management, use of technology etc) or its business environment.

Similarly an investment in a managed fund or managed portfolio option may be affected by unexpected changes in the fund's operations or by changes in investment management (or other) personnel.

There are some specific risks relating to investing in term deposits.

- Term deposit interest rates are fixed for the term of the investment (until maturity), and as a result you are protected from any fall in interest rates for that term. However, you will also not benefit from interest rate rises that occur during the term.
- Early withdrawal of term deposits will generally result in a waiting period before the term deposit proceeds are paid to you.
- An interest rate adjustment may apply if you or we terminate the term deposit before maturity (including if you close your Panorama Super account).

### Liquidity risk

The risk that you will not be able to realise an investment available through Panorama Super within the timeframe you need. Refer to 'Suspended managed funds or managed portfolio options' in the 'Understanding investments' section of this Booklet for more information on how liquidity risk may affect you.

### Taxation and regulatory risk

The risk that changes to tax laws, industry regulation and other legislation could adversely affect your investment. In particular, changes are frequently made to superannuation law, which may affect your ability to access your investments.

### Operational risk

The risk that administration, computer and supporting systems may not always work as they should. The effective operation of Panorama Super depends on the integrity of the systems used by the Trustee and Administrator. However, there is a risk that these systems may not be available or operate effectively in certain circumstances.

The Trustee and Administrator take risk management seriously, and have procedures in place designed to reduce the risk of systems not working effectively and to respond promptly should problems arise. However, you should be aware that not all of these risks can be foreseen.

### Product risk

Your pension may not provide an income stream for the rest of your life. Payments will only continue until the balance of your account is exhausted.

### Insurance risk

You may not take out sufficient insurance to provide adequate cover for you or your beneficiaries, which is known as underinsuring. You should seek advice to assist you in identifying the appropriate types and amount of insurance cover for your circumstances.

### Derivative risk

Some of the investment options available in Panorama Super could be considered to be derivative instruments or may make

use of derivatives. Derivatives (which may be used to reduce risks and buy investments more effectively) may be volatile, speculative, magnify potential losses and reduce potential profits. Risks associated with derivatives include: the risk that changes to the value of a derivative are not in line with changes to the value of the underlying asset, the risk that the management of the assets backing a derivative is not adequate to meet the payment obligations of the derivative and counterparty risk (the risk that the counterparty to the derivative contract cannot meet its obligations under the derivative contract).

### **Gearing risk**

Some of the investment options in Panorama Super may make use of gearing (borrowing). The use of gearing will magnify the variability of investment return.

### **Diversification**

One of the best ways to help manage risk is to diversify your investment. Diversification means spreading your investment across asset sectors. This helps reduce the risk because it minimises the impact of poorly performing asset sectors, while allowing you to benefit from sectors that are performing well. Thus by spreading your investment, you can help reduce extremes in performance and reduce risk.

You can put together a diversified account by selecting sector specific funds that combine to meet your overall investment strategy. Alternatively, you can invest in a diversified managed fund, where the fund manager selects and monitors the proportions invested in each asset class.

### **Investment timeframe**

History shows that the impact of share and property price fluctuations is reduced over longer periods. So while investing in shares for one or two years exposes you to significant loss, the impact of such losses is likely to reduce with every additional year of investment. Consequently, your investment

timeframe is a crucial factor in determining your risk/return profile.

### **Socially responsible investment**

We do not take labour standards or environmental, social or ethical considerations into account in the selection, retention or realisation of investments available through Panorama Super. However, the issuers or fund managers of managed funds and managed portfolio options available for investment through Panorama Super may have policies detailing the extent to which labour standards or environmental, social or ethical considerations, as well as key financial criteria, are taken into account when selecting, retaining or realising managed funds and managed portfolio options. Whether an issuer or fund manager has such a policy, or the contents of any such policy, is not considered by us when deciding whether to make a managed fund or managed portfolio option available for investment through Panorama Super. Further information of any policy maintained by the issuer or fund manager may be obtained by referring to the relevant product disclosure statement or other disclosure document(s) for the managed fund and managed portfolio option concerned.

### **Important information regarding investments**

Your investment in Panorama Super is not guaranteed. The value of your investment can rise and fall depending on the investment returns achieved by the investments you select. You (and your representative, if you have appointed one) are solely responsible for selecting your investments. The Trustee and the Administrator are not responsible for the investments you decide to invest in and, to the extent permitted by law, disclaim liability for any loss or damage you may incur as a result of deciding to invest in or withdraw from a particular investment.

An investment acquired using Panorama Super does not represent an investment in, or deposit with the Trustee, the

Administrator, the distributor or other persons involved in Panorama Super (except as otherwise disclosed).

### **Portability of super benefits**

Ordinarily, we must rollover your benefits within 3 business days, or in limited circumstances 30 days, of receiving all relevant information that is necessary to process your request. However, in exceptional circumstances, such as if an investment becomes illiquid, is suspended or has withdrawal restrictions, the time taken to get your funds may be much longer.

By approving your account application, you acknowledge and agree that we may take up to 730 days from the time we receive all the relevant information to finalise a withdrawal request involving illiquid or suspended investments, or where the investments are illiquid because of withdrawal restrictions, we may take up to 30 days after the withdrawal restrictions end. It is a condition of participation that you give this consent.

The investments considered by us to be illiquid are listed on [bt.com.au/panorama](http://bt.com.au/panorama) and are available from your adviser. This information is updated by us from time to time.

If you want more information regarding the transfer of your benefits, speak to your adviser or contact us.

# Taxation

The information in this section gives a general overview of the taxation of super. As tax is complex, we always recommend you seek professional advice about how the rules might impact you or your beneficiaries. The information and rates in this section can change from time to time. Please refer to [www.ato.gov.au](http://www.ato.gov.au) for further information.

Superannuation can be subject to tax on contributions, earnings and withdrawals.

## Tax on contributions

Contributions are generally subject to the following types of taxation.

### Contributions tax

Some contributions and rollovers are treated as assessable income of the Fund and attract contributions tax at a maximum rate of 15%. The following contributions are subject to contributions tax:

- employer contributions, including SG, Award, salary sacrifice and voluntary employer contributions
- personal contributions for which you claim a personal tax deduction
- untaxed amounts of super benefits rolled over from untaxed super funds.

Contributions tax will not apply to the following contributions:

- personal contributions for which no tax deduction is claimed
- spouse contributions
- rollovers, except where the rollover contains an untaxed element (generally only from public sector funds)
- government co-contributions
- low income superannuation tax offset
- a personal injury payment in the form of a structured settlement, an order for a personal injury payment or lump sum workers' compensation payment

- contributions made from certain amounts arising from the disposal of qualifying small business assets that are assessed under the CGT cap
- downsizer contributions.

### High income earners' contributions tax (Division 293 tax)

If you're classified as a high income earner, you will pay an additional 15% tax on some or all of your contributions. Currently, you're considered to be a high income earner if your income is \$250,000 or greater in a financial year.

The definition of 'income' includes contributions which have had contributions tax applied to them, unless those contributions are excess concessional contributions. If you're liable for this tax, the ATO will notify you after the end of the financial year.

Further information on this tax (Division 293) is available on the ATO website at [www.ato.gov.au](http://www.ato.gov.au).

### Excess contributions tax

If your contributions to super exceed your concessional contributions cap and/or your non-concessional contributions cap, you may incur additional tax.

If you exceed a contributions cap, generally additional tax applies as follows:

- excess concessional contributions are taxed at your marginal tax rate, less a 15% offset for the tax already paid by the fund, and an interest charge will also apply. You can elect to withdraw the excess from super. If you

don't make this election the excess also counts towards your non-concessional contributions cap.

- excess non-concessional contributions not released from super are taxed at the top marginal rate of tax plus Medicare Levy. You can elect to withdraw the excess plus associated earnings from super with penalty tax only applied to the earnings.

Before making a choice to withdraw excess contributions, we suggest you obtain professional advice based on your own circumstances.

If you have a total super balance of less than \$500,000 at the end of the previous financial year, you may be entitled to contribute more than the general concessional cap by carrying forward your unused concessional cap amounts accrued from 1 July 2018, for up to five financial years.

For further information on the release of excess contributions refer to [www.ato.gov.au](http://www.ato.gov.au).

Please note that it is your responsibility to ensure contributions to super are within your contribution caps. We cannot monitor your overall position.

## Claiming tax deductions for your personal contributions

Generally, if you are eligible to make a personal contribution to your super account you may be able to claim a personal tax deduction for your contribution. Your eligibility can be affected by your age and personal circumstances. You should also consider the level of any concessional contributions, such as SG, salary sacrifice or other employer super contributions made for you to ensure you do not exceed your concessional contributions cap. To claim a tax deduction for personal contributions made to your super, you must give a notice to the Trustee of your super fund within certain timeframes (explained below).

If you are eligible and intend to claim a deduction for some or all of your personal contributions to Panorama Super, you are required to notify us in an ATO approved format. You can do this by completing a *Notice of intent to claim or vary a deduction for personal super contribution* (Personal Tax Deduction Notice). Alternatively, you may instruct your adviser to complete and submit it online on your behalf. Before you can claim a deduction in your tax return we need to accept your notice (if we are able to under tax law), and you need to receive an acknowledgement of your notice from us. Contributions tax of 15% will apply to contributions for which a valid notice is provided.

All personal contributions will be treated as personal (after-tax) contributions until you or your adviser (on your behalf) submit a complete and valid Personal Tax Deduction Notice.

If you would like to submit a Personal Tax Deduction Notice, it's important you complete it **BEFORE** any of the following events occur:

- you lodge your tax return for the financial year in which the contribution you intend to claim a tax deduction for was made

- 30 June of the financial year following that in which the contribution was made (for example, 30 June 2021 for contributions made in the 2019/20 financial year)
- you close your account or cease to be a member of the Fund
- we no longer hold the contributions (for example, if a partial rollover or cash withdrawal has been made)
- we begin to pay an income stream to you using any amount of your super benefit (ie you commence a pension including a Transition to Retirement Pension)
- we receive a request from you to split your contributions with your spouse.

You may vary an earlier notice in certain circumstances but only so as to reduce the amount you intend to claim as a tax deduction (including to nil). In order to vary an earlier notice, you must also notify us in an ATO approved format or, alternatively, you can instruct your adviser to notify us online. It is important to note that a variation must generally be lodged within the same timeframe as the original deduction notice and we will generally be unable to accept a variation to an earlier notice after any of the above events has occurred.

We suggest you obtain professional tax advice if you are considering claiming a deduction for your contributions. Further details about the tax treatment of personal deductible contributions are available earlier in this section.

## Tax on exceeding your transfer balance cap

Your transfer balance cap is a limit on the total amount of super that can be transferred into retirement phase income streams eg your Retirement account (excludes Transition to Retirement accounts). The cap is \$1.6 million for the 2020/21 financial year. For the most up to date transfer balance cap refer to [ato.gov.au](http://ato.gov.au).

If you exceed your transfer balance cap, you are required to remove the excess amount by either transferring the amount back to a superannuation accumulation account or cashing it out of the super system. Notional earnings will start to accrue until the excess is removed and will be determined by the ATO based on the general interest charge.

You will generally be liable for excess transfer balance tax on the notional earnings. The tax rate on notional earnings will be 15% for the first breach and 30% for subsequent breaches.

The ATO may direct us to remove an excess transfer balance amount from your pension on your behalf. If we are directed to withdraw an amount from your pension account by the ATO under a commutation authority and we are unable to contact you for further instructions, we will transfer the excess amount to your existing Panorama Super account in accumulation phase if you have one or we will commence a new Panorama Super account on your behalf.

## Tax on earnings — Super

Investment income and capital gains of accounts in Super (accumulation phase), including capital gains received from managed funds or realised from disposing of listed securities or managed funds, are taxed at a maximum rate of 15%. Some capital gains may be taxed at the concessional rate of 10%.

## Tax on earnings — Transition to retirement

Until you reach age 65 or notify us that you satisfy another prescribed condition of release<sup>4</sup>, investment income and capital gains of Transition to Retirement Pension accounts (including capital gains received from managed funds or realised from disposing of listed securities or managed funds) are taxed at a maximum rate of 15%. Once you have reached age 65 or notified us that you have satisfied another prescribed condition of release, investment earnings and capital gains are tax exempt.

## Tax on earnings — Pension

Currently there is no tax on investment earnings while your money remains in your Pension account and you have commenced a pension. You may also receive an annual refund of tax for franking credits received on dividends or distributions.

Please note, if you open an account in order to commence a pension but have not yet commenced a pension, any investment income and capital gains on funds in that account will be taxed as if you are in the accumulation phase.

You are able to invest up to the transfer balance cap (\$1.6 million for 2020/21) in super income streams classed as being in the retirement phase, thus limiting the amount of tax-free investment earnings you can access. This includes Pension accounts and Transition to Retirement Pension accounts in retirement phase<sup>5</sup>. This limit also applies to existing pensions.

## How tax is paid

Tax on contributions and investment income and capital gains is deducted through monthly instalments at the PAYG instalment rate (this rate is reviewed monthly, and is generally less than 15%). The balance of tax is paid or refunded after

Panorama Super's tax return is lodged. An adjustment may also be made before a full withdrawal or at the commencement of a pension within Panorama Super. If tax is payable on untaxed rollovers, it is deducted at the time of the rollover. We may deduct tax at a higher rate if required to do so by changes in the tax laws.

We lodge the Fund's annual tax return in the financial year following the relevant income tax year. As part of this process, a calculation is performed for the Fund as a whole and any final tax adjustments for the year are made. If the amount of tax deducted from your account throughout the financial year is higher than required, a tax credit is paid directly to your account. Conversely, if an insufficient amount of tax has been deducted during the year to meet your individual tax liability, an additional amount will be deducted from your account. Any taxes which result from you not having a TFN recorded against your account (for example, if your TFN is invalid or is removed) may be deducted from your account.

## Tax on withdrawals

If you have more than one account in Super in Panorama Super, you should be aware that tax law may require us to look at all your accounts when calculating the tax payable on lump sum cash withdrawals and the tax components of rollovers. You should discuss your overall tax position with your adviser.

## Rolling over your super to another fund

There is no lump sum tax payable when a benefit is rolled out of Panorama Super into another super fund (any outstanding tax applicable will be deducted prior to roll over).

## Taking a cash lump sum benefit

If you're aged 60 or over, withdrawals from your account are generally tax free. If you're under 60, you'll generally be taxed as follows:

Age	Taxable component (taxed element)	Tax-free component
Under preservation age	A rate of 20% (plus the Medicare levy)	Nil
Preservation age to 59	Amount up to the low rate cap <sup>1</sup> : Nil  Amount above the low rate cap <sup>1</sup> : a rate of 15% (plus the Medicare levy)	Nil

<sup>1</sup> The low rate cap is \$215,000 for 2020/21, indexed to Average Weekly Ordinary Time Earnings (AWOTE) and rounded down to the nearest \$5,000 in subsequent years. Please refer to [www.ato.gov.au](http://www.ato.gov.au) for more information.

If you're under age 60 and the TFN provided for you is incorrect, we're required to deduct tax on the taxable component of a lump sum benefit paid to you at the highest marginal tax rate plus the Medicare levy.

- <sup>4</sup> The other conditions of release that result in a Transition to Retirement Pension being exempt from tax on investment earnings and capital gains are: retirement after preservation age, ceasing an employment arrangement after age 60, permanent incapacity and terminal medical condition.
- <sup>5</sup> The conditions of release that result in a Transition to Retirement Pension being classed as in the 'retirement phase' and therefore exempt from tax on investment earnings and capital gains are: attaining age 65, retirement after preservation age, permanent incapacity and terminal medical condition.

## Tax-free component

Your tax-free component may consist of:

- personal contributions for which you didn't claim a tax deduction
- spouse contributions
- government contributions
- tax-free components rolled over from other funds
- any tax-free amount crystallised as at 1 July 2007 (or at certain trigger events for some pensions)
- CGT exempt component.

Your tax-free component is a fixed dollar amount which will only increase with new after-tax contributions and rollovers containing any of the above elements.

## Taxable component

This is the remainder of your balance, after the tax-free component has been subtracted.

Please note, different tax rates may apply for temporary residents taking a super cash lump sum. Refer to the information about 'Departing Australia Superannuation Payments' on the ATO's website at [www.ato.gov.au](http://www.ato.gov.au) for details.

## Taking a partial cash withdrawal or rollover

If you make a partial withdrawal or rollover, we'll apply the proportion of tax-free and taxable amounts in your total account balance at the time, to the amount being withdrawn. You can't choose the tax components which make up your partial withdrawal.

## Taking a cash lump sum as a result of disability (permanent incapacity)

If your benefit is a lump sum disability superannuation benefit, the tax-free component may be increased by an amount

calculated under tax law, potentially reducing the overall amount of tax you will pay.

A disability superannuation benefit is a benefit paid to you if you suffer from ill-health (whether physical or mental) and two legally qualified medical practitioners certify that, because of your ill-health, it is unlikely that you can ever be gainfully employed in a capacity for which you're reasonably qualified because of education, experience or training.

## Taking a cash lump sum as a result of a terminal medical condition

A super lump sum payment will be exempt from tax where you suffer from a terminal medical condition. You will be viewed as suffering from a terminal medical condition if two registered Medical Practitioners certify that you suffer from an illness, or have incurred an injury that is likely to result in your death within a period of 24 months (the certification period). One of these Medical Practitioners must be a specialist practising in an area related to your injury or illness.

If you satisfy this condition of release, all benefits which have accrued up to this time become unrestricted non-preserved. This condition of release also covers the certification period, meaning that any further benefits accrued within the 24 month certification period will also be treated as unrestricted non-preserved benefits.

## What if you received a cash lump sum under another condition of release?

If you received a super lump sum payment after 1 July 2007 under another condition of release and you have a terminal medical condition, you may be entitled to a refund of the tax withheld.

You will need two medical certificates stating that you had a terminal medical condition (as outlined above):

- at the time the payment was made or
- within 90 days of receiving the payment.

If you apply for a refund after 21 July of the financial year following the year in which you received the payment, you'll need to apply for a refund from the ATO. You can find more information on the ATO website at [www.ato.gov.au](http://www.ato.gov.au).

## Tax on pension payments

The amounts you use to purchase your pension may consist of two components: tax-free and taxable. A percentage will be set for each of these components when you purchase the pension and the tax-free amount of every payment from the pension will be determined by the tax-free proportion determined at purchase date.

Once you are aged 60 or over, you will pay no tax on any payments made from your Pension or Transition to Retirement Pension. You will not need to include any of your payments in your income tax return.

If you are under age 60, the taxable component of each regular payment will be subject to your marginal rate of tax (plus the Medicare levy). In addition, if you have reached your preservation age (refer to 'Preservation age' in the 'Contributions, rollovers and payments' section of this Booklet), or if your pension is a disability superannuation benefit, you will be entitled to a 15% tax offset on this taxable portion. Further, if you are under 60 years of age and have not provided a valid TFN, we are required to deduct PAYG withholding tax on the taxable component of your payments at the highest marginal rate plus the Medicare levy, unless you have a specific exemption (such as a pensioner exemption).



## Tax payable on death benefits

### Death benefits paid as a lump sum

Death benefits paid as a lump sum to your dependants (for tax purposes) are tax free. A dependant for tax purposes includes:

- your spouse or former spouse
- your children under 18
- a person who was wholly or substantially financially dependent on you at the time of your death, and
- a person with whom you were in an interdependency relationship at the time of your death.

Your spouse includes:

- your husband or wife via marriage
- a person with whom you're in a relationship that is registered under certain state or territory laws, or
- another person who, although not legally married to you, lives with you on a genuine domestic basis in a relationship as a couple.

An interdependency relationship is a close personal relationship between two people who live together, where one or both of them provide for the financial and domestic support and personal care of the other. An interdependency relationship may still exist if there is a close personal relationship but the other requirements aren't satisfied because of some physical, intellectual or psychiatric disability.

Death benefits paid as a lump sum to a non-dependant for tax purposes will be taxed as follows:

Tax-free component	Tax-free
Taxable component (taxed element)	Taxed at 15% (plus the Medicare levy)
Taxable component (untaxed element)	Taxed at 30% (plus the Medicare levy)

An untaxed element arises if the lump sum death benefit contains insurance proceeds. The amount of the untaxed element is calculated using a statutory formula. Tax is payable on the untaxed element if the lump sum death benefit is paid to a non-dependant for tax purposes.

Death benefits paid as a lump sum to your Legal Personal Representative are taxed within the estate depending on whether the beneficiaries are your dependants or non-dependants for tax purposes. The Medicare levy is not payable by the Legal Personal Representative.

### Death benefits paid as a pension

Death benefits can only be paid as a pension to your dependants for tax purposes, subject to their transfer balance cap. Death benefit income streams cannot be merged with other super or pension accounts you may hold.

If either you or your beneficiary are aged 60 or over at the time of your death, all payments made from the pension to your beneficiary will be tax-free. If neither you or your beneficiary are aged 60 or over at the time of your death, the tax-free component of all payments will be tax-free and the taxable component of all payments will be subject to your beneficiary's marginal rate of tax (plus the Medicare levy). In addition, your beneficiary will be entitled to a 15% tax offset on this taxable portion.

Payments received once the beneficiary has reached age 60 will be tax free.

Where a death benefit is paid to a child, the Trustee has the discretion to pay the benefit as a lump sum, and in certain circumstances as a pension. A death benefit can only be paid as a pension to a child of the deceased if the child at the time of death:

- is under the age of 18 or
- is over age 18 but under the age of 25 and financially dependent on the member or
- has a disability of the kind described in subsection 8(1) of the *Disability Services Act 1986*.

The entire pension must be taken as a tax-free lump sum at the child's 25th birthday, unless the child has a disability as described in the third bullet point above. No partial lump sums will be possible.

## Tax File Number (TFN)

We are authorised to collect your TFN under the SIS Act, from a range of sources including yourself, your employer or the ATO. You can, however, notify us in writing not to record your TFN.

If you do provide your TFN to us, it will be used for lawful purposes only. This includes finding or identifying your super benefits (including multiple accounts) in the fund, calculating tax on any benefit you may be entitled to or seek to withdraw, and providing information to the ATO. These purposes may change in the future as a result of legislative change.

It is not an offence if you choose not to provide your TFN. However, we will not open a Super account unless a TFN has been provided. However, if you are applying to open a Transition to Retirement Pension account or a Pension account, you may be able to claim an exemption from quoting your TFN if you are a recipient of certain government pensions, benefits or allowances. For further information on providing your TFN, please speak to your financial adviser or contact us on 1300 881 716.

Giving us your TFN will also have the following advantages which may not otherwise apply:

- we will be able to accept all types of contributions to your Panorama Super account
- the tax on contributions to your Panorama Super account will not increase
- other than the tax that may ordinarily apply, no additional tax will be deducted when you start drawing down your super benefits and
- it will make it much easier to trace different super accounts in your name so that you receive all your super benefits when you retire.

If you provide your TFN to us, we may disclose it to another superannuation or retirement savings account provider, when

your benefits are being transferred to them, unless you notify us in writing not to forward your TFN. Your TFN may also be given to the ATO.

We may, with your consent, use your TFN and other relevant information to search ATO records to locate superannuation amounts held on your behalf by other superannuation funds or by the ATO.

Panorama Super is administered on the Panorama operating system, which offers a range of products. You will have a single user profile (including a single TFN) when investing in one or more products on the Panorama operating system. If you provide your TFN to us:

- we may, on your behalf, provide that TFN to the issuer of any product that you invest in on the Panorama operating system and
- where you invest in an additional product(s) on the Panorama operating system and you provide a new TFN with respect to that product, you authorise us to replace the previous TFN that you provided to us with the new TFN you provide, such that you continue to have a single user profile across all Panorama operating system products.

If you withdraw your consent to use your TFN for any product that you invest in on the Panorama operating system, your TFN will be removed from your user profile and we will no longer be able to continue to use your TFN. Without a TFN, you may not be able to continue to hold a Panorama Super account.

Panorama Super is a part of Retirement Wrap. If your TFN is provided in respect of your Panorama Super account, we may apply your TFN to your accounts held in other plans within Retirement Wrap. We may also disclose your TFN to our related entities where you provide your consent, or where otherwise permitted by law.

## Foreign tax status

We are required to identify tax residents of countries other than Australia in order to meet account information reporting requirements under local and international laws.

If at any time after account opening, information in our possession suggests that you may be a tax resident of a country other than Australia, you may be contacted to provide further information on your foreign tax status. Failure to respond may lead to certain reporting requirements applying to the account.

By completing an application for a Panorama Super account you agree that if at any time there is a change to your foreign tax status details, you will inform us.

# Fees and costs

## Additional explanation of fees and costs

### Defined fees

The following are regulatory definitions of the fees and other costs for superannuation products. A number of these fees apply to Panorama Super and have been referred to throughout this section and the relevant PDS.

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<b>Activity fees</b>	A fee is an <b>activity fee</b> if: a. the fee relates to costs incurred by the trustee, or the trustees, of a superannuation entity that are directly related to an activity of the trustee, or the trustees: i. that is engaged in at the request, or with the consent, of a member, or ii. that relates to a member and is required by law, and b. those costs are not otherwise charged as an administration fee, an investment fee, a buy/sell spread, a switching fee, an advice fee or an insurance fee.
<b>Administration fee</b>	An <b>administration fee</b> is a fee that relates to the administration or operation of the superannuation entity and includes costs incurred by the trustee, or the trustees, of the entity that: a. relate to the administration or operation of the fund and b. are not otherwise charged as an investment fee, a buy/sell spread, a switching fee, an activity fee, an advice fee or an insurance fee.
<b>Advice fees</b>	A fee is an <b>advice fee</b> if: a. the fee relates directly to costs incurred by the trustee, or the trustees, of the superannuation entity because of the provision of financial product advice to a member by: i. a trustee of the entity, or ii. another person acting as an employee of, or under an arrangement with, a trustee or the trustees of the entity, and b. those costs are not otherwise charged as an administration fee, an investment fee, a switching fee, an activity fee or an insurance fee.
<b>Buy/sell spread</b>	A <b>buy/sell spread</b> is a fee to recover transaction costs incurred by the trustee, or the trustees, of a superannuation entity in relation to the sale and purchase of assets of the entity.
<b>Exit fees</b>	An <b>exit fee</b> is a fee, other than a buy/sell spread, that relates to the disposal of all or part of a member's interest in a superannuation entity.
<b>Indirect cost ratio</b>	The <b>indirect cost ratio (ICR)</b> , for an investment option offered by a superannuation entity, is the ratio of the total of the indirect costs for the investment option, to the total average net assets of the superannuation entity attributed to the investment option.  <b>Note:</b> A fee deducted from a member's account is not included in the indirect cost ratio.

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**Investment fees** An **investment fee** is a fee that relates to the investment of the assets of a superannuation entity and includes:

- a. fees in payment for the exercise of care and expertise in the investment of those assets (including performance fees), and
- b. costs incurred by the trustee, or the trustees, of the entity that:
  - i. relate to the investment of assets of the entity, and
  - ii. are not otherwise charged as an administration fee, a buy/sell spread, a switching fee, an activity fee, an advice fee or an insurance fee.

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**Switching fees** A **switching fee** is a fee to recover the costs of switching all or part of a member's interest in the superannuation entity from one investment option or product in the entity to another.

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## Fees and costs of underlying investments

The managed funds, managed portfolio options and exchange traded funds (collectively referred to as 'managed investments') offered through Panorama Super are managed and operated by fund managers that charge fees and other costs for the management and administration of the managed investments. The investment returns for each managed investment are net of fees and other costs. That is, the fees and other costs are deducted from the value of the managed investment before the unit price is calculated.

Some of the underlying fund managers may be entitled to performance fees in addition to the management fees they receive. The method for calculating these performance fees varies between the managed investments and details are set out in the product disclosure statement or other disclosure document(s) for the relevant managed investments. If charged, typical performance fees for an underlying managed investment are estimated to be between 15% and 30% of the investment's outperformance of a defined benchmark, but actual performance fees may fall outside this range.

In addition to the ongoing fees and other costs for the managed investments, some fund managers charge contribution and withdrawal fees. These may be charged either:

- as an amount added (or subtracted) as part of the entry (or exit) price, when you acquire (or dispose of) an

investment (depending on whether a contribution or withdrawal fee is being charged) or

- by deducting an amount from your account balance, when you acquire (or dispose of) your investment.

The amount of these fees varies between fund managers.

For further information regarding the fees and other costs for each managed investment, refer to the product disclosure statements or other disclosure document(s) for these managed investments. The fees and other costs for each managed investment may vary from time to time. The fees and other costs of underlying investments disclosed in this document are provided by external investment research providers or the relevant product issuers and are not verified by the Trustee or the Administrator.

The method of calculation of the fees and other costs is not uniform and varies between managed investments. This should be considered when comparing investment options.

### Indirect costs

Indirect costs are an estimate of the costs incurred in managing an underlying managed investment's assets which directly or indirectly reduce the return on the managed investment. These costs are not directly charged or retained by the issuer (or manager) of the managed investment. They are reflected in the unit price of the relevant managed investment and are an additional cost to you. Indirect costs for a managed investment may comprise expense recoveries,

performance-related fees, and other indirect costs. Please refer to the disclosure document for the relevant managed investment for further information regarding indirect costs that may apply.

### Buy/sell spread

When buying and selling units in unlisted managed funds, the fund manager is generally entitled to charge the unit holder an amount representing a contribution to the cost of purchasing or selling the underlying assets. These costs include things like brokerage and government duty.

The charge is usually reflected in the difference between the entry price and exit price of a unit and is commonly referred to as the buy/sell spread. The buy/sell spread is charged by the fund manager and is applied before the unit price is provided to us. The buy/sell spread has two components:

- an amount added as part of the calculation of the entry price, payable when you acquire an investment and
- an amount subtracted as part of the calculation of the exit price, payable when you dispose of your investment.

For example, if the entry price for a managed fund is \$1.00 and the exit price is \$0.996, the buy/sell spread you would incur if you invested \$50,000 in units in that managed fund and immediately redeemed those units would be \$200, or 0.40% of the total of your investment.

The buy/sell spread is an additional cost to you. Generally the buy/sell spread is retained by the relevant managed fund and applied to defray transaction costs; it is not a fee paid to the fund manager. Further information regarding the amount of buy/sell spread for each managed fund is provided in the product disclosure statement or other disclosure document(s) for the relevant managed fund. These may be obtained on request and free of charge from your adviser or by contacting the Panorama Support Team.

When carrying out a managed fund transaction, the Administrator may offset your instructions to buy or sell assets against another investor's instructions to sell or buy those assets so that only net transactions are acted on. This process is known as 'netting'. The Administrator may retain any benefit that may be secured from netting. These include the fees and charges that would have applied had the transaction been processed without netting.

### **Other transactional and operational costs**

Where transactional and operational costs arise from trading activity to execute the investment strategy for an underlying managed investment, and are not the result of buying or selling units in the managed investment, these costs are not recouped by the relevant managed investment (eg by the buy/sell spread in the case of a managed fund). They are an additional cost to you at the time of the managed investment directly or indirectly undertaking the trading activity, and are included in the managed investment's unit price.

Further information regarding the amount of transactional and operational costs for each managed investment available through Panorama Super is provided in the product disclosure statement or other disclosure document(s) for the relevant managed investment, which may be obtained on request and free of charge from your adviser or by contacting us.

## Transaction costs

The Administrator may receive up to 100% of the transaction fee charged for listed security transactions placed with the online broker.

If you use an external broker they will negotiate a fee directly with you. This fee will be reflected in the acquisition or disposal cost and will be deducted from your transaction account at the time of settlement. If the trade cannot settle, any dishonour fee charged by your broker, and any costs associated with the failed trade that are passed onto the Administrator, will be deducted from your transaction account. These fees are deducted at the time the trade fails to settle, or at the time they are passed on to the Administrator.

Transaction costs are an additional cost to you.

## Expense recovery

The Trustee is entitled to be reimbursed for expenses it incurs including the payment of statutory charges, licensing fees, registry costs, audit fees, government duties, government levies, the cost of complying with legislative and prudential requirements and various other disbursements. These expenses (referred to as expense recovery) may be passed on to all members in the Fund in accordance with superannuation law, and are deducted from your transaction account at the time the expense is applied. Expense recovery is payable to the Trustee and will not be passed on to your adviser.

Over recent years, the Australian Government has implemented a number of reforms affecting superannuation funds, including the Future of Financial Advice (FOFA), Stronger Super and the Operational Risk Financial Requirement (ORFR).

The ORFR requires the Trustee to maintain sufficient capital to address losses arising from operational risks such as a computer system failure, human error in administration processes, or the risk of external events, such as a fraud. If

an operational risk event occurs, this capital can be used to compensate members for losses. The Trustee incurs expenses to maintain the capital held for the ORFR.

The reforms described above have required the Trustee to undertake a significant program of work, and have generated additional and ongoing expenses. In addition to the Trustee's duties and responsibilities to protect your superannuation, APRA charges the Trustee a levy for APRA's role in supervising the superannuation industry.

Most of these expenses are recovered as a flat dollar amount from each member's account. The ORFR expense is recovered as a percentage based expense, based on your account balance and calculated at the time the expense is applied. The exact amount deducted from your account will be confirmed in your annual statement and online.

## Fees and expenses in association with Family Law Act requirements

We may decide to impose reasonable fees, and pass on any expenses we incur, where your investment is affected by requirements under the Family Law Act. These may include, but are not limited to, fees for implementing the splitting of, or the application of a payment flag on, your super investment. If your super investment becomes affected by the requirements under the Family Law Act, you will be notified of any fees that may be charged by us.

## Other fees and costs

All other fees and costs (such as government fees, bank fees, government duty, cheque dishonours, and penalty interest), incurred as a result of a contribution or withdrawal, will be on-charged to you. Any government duty payable in respect of asset transfers you make to Panorama Super or managed portfolios will be deducted from your transaction account.

## Insurance premiums

Insurance premiums are charged by the insurance provider to supply you with your insurance cover. The premium depends on a number of variables, including the premium option chosen, the type of insurance you have, any optional benefits, the amount of insurance you have for each benefit, your age, gender, smoking status, health, occupation and pursuits, the frequency at which you choose to pay your premium and any loading specified in your policy schedule. It also includes a policy fee and stamp duty if applicable. For further information refer to the product disclosure statement and policy document issued by the insurance provider. If you elect to take up the insurance offering, insurance premiums based on the coverage selected will be deducted at a frequency chosen by you, from your transaction account.

Changes to the government's rules regarding insurance through super means that from 1 July 2019, we can't provide insurance cover through your Panorama Super account where your account is 'inactive', that is, where no contributions or rollovers have been received for 16 continuous months. In these circumstances if you want to keep the insurance cover you have on your account, you must elect to maintain insurance cover by 'opting in'. If you don't 'opt in', the insurer will have to cancel the insurance cover on your account. Note you can 'opt in' at any time, including before your account becomes inactive. Your 'opt in' will also include any additional benefits that you may add to your policies in the future (as defined in the product disclosure statement issued by the relevant insurance provider).

In addition, if you are aged under 25 or your account balance has not been greater than \$6,000 since 1 November 2019, you may not be able to maintain insurance cover without making an election by 'opting in'.

In these cases you will be notified before any insurance cover is cancelled.

If your insurance cover is cancelled and you then decide you want it back, you may be able to reapply for cover. For further information contact us on 1300 881 716.

## Taxes

Information regarding some taxes relevant to your account is set out in the 'Taxation' section of this Booklet.

## Changes to fees and other costs

Generally, the amounts of the fees and other costs that will apply to your account will be as disclosed in the relevant PDS unless we give you 30 days notice of any increase or introduction of fees. We may, at our discretion and with the consent of the Administrator and the Distributor, either generally or on request from you, your adviser or their dealer group, reduce or waive any of the fees and other costs that apply to your account.

Any such discretionary waiver or reduction of fees and other costs will cease to apply, and those fees and other costs will revert to the standard level on 30 days notice, or else without notice if you cease to be advised by your adviser or their dealer group.

## Fees and other costs for existing members

Different fees and other costs may apply to members who established their account in Panorama Super before the date of this Booklet, in accordance with the terms that applied at the date their account was established as modified in accordance with those terms or by subsequent agreement.

## Third party payments – Platform service fees and other payments

The Administrator may, subject to law, receive service fees or other payments of up to \$23,500 pa per responsible entity, or in some cases per fund manager (which are subject to annual review and may increase by up to \$500 pa) plus up to

\$9,400 pa per managed fund (which are subject to annual review and may increase by up to \$200 pa) from responsible entities and/or fund managers whose funds are available through Panorama Super. The fees quoted are exclusive of GST.

The amount of these payments may change from time to time and are paid by the responsible entities and/or fund managers out of their own resources and are not paid by you.

## Register of alternative forms of remuneration

We maintain a register that records details of the non-monetary benefits of small value that we receive (including such benefits from providers of some of the products that are available through Panorama Super). The register is available for inspection by you and you can obtain a copy by contacting us on 1300 881 716.

## Related party investment arrangements and transactions

Some of the managed funds and term deposits available through Panorama Super are issued by companies which are part of the Westpac Group and they receive fees for doing so. Members of the Westpac Group may also hold on deposit and manage the monies of your transaction account on a daily basis and may perform other services in relation to assets (such as underwriting their issue). Related parties will receive fees for services they provide. All arrangements are on commercial terms.

# Investing and transacting with Panorama Super

This section provides more information on investing and transacting through Panorama Super.

## Applying for an account

You become an investor in Panorama Super at the later of when we accept your application and when we receive the initial deposit into your account. We reserve the right to reject your application and/or your initial deposit.

Please ensure you quote your TFN on your account application. Although it is not an offence if you choose not to provide your TFN, we will not open a Super account or accept any contributions or rollovers to your account made by you or on your behalf unless your TFN has been provided. If you are applying for a Pension or Transition to Retirement Pension account, you may be able to provide a TFN exemption if you are a recipient of certain government pensions, benefits or allowances. For further information on providing your TFN, please speak to your financial adviser or refer to the 'Tax File Number (TFN)' section of this Booklet.

You must quote your mobile phone number and your email address when applying for a Panorama Super account. We will not accept your adviser's details in lieu of your details. We will use your mobile phone number and/or email to send you notifications and to ensure you know what changes or transactions are occurring on your account.

## Who can transact on your account

You or your adviser (if you have one) may be the primary authorised user of your account to perform transactions. If you are the primary authorised user of your account, you issue instructions to perform investment and cash transactions, and if you have an adviser linked to your account, they will have view-access. Your adviser (if you have one) will be able to carry out certain functions if you require assistance with initiating asset transfers or inputting advice fees agreed with you for advice and related services.

If your adviser is the primary authorised user of your account, their access is first set up during your account application and will need to be approved by you. If you select your adviser as the primary authorised user, you can give your adviser the authority to:

- transact on any linked account saved online
- set up and initiate pension payments
- initiate a rollover
- submit a Personal Tax Deduction Notice on your behalf
- submit transactions in relation to your investments (for example, investment and withdrawal instructions)
- nominate beneficiaries.

You will still be able to view your account online. If you are set up with linked account access, you may also be able to:

- make contributions or
- make ad hoc payments

depending on the super phase you are in.

If your adviser is the primary authorised user of your account, your adviser will submit investment transactions online on your behalf. They can also manage your details – including keeping your address and contact details up to date. The exceptions to this are your primary email address and primary mobile phone number (the mobile phone number used for SMS security codes). This number and your email address cannot be changed by your adviser – only by you.

If you hold Tailored Portfolio assets or if you access Adviser portfolio tools in conjunction with a managed discretionary account (MDA) service, your adviser's dealer group or your MDA provider can also provide instructions to us in relation to your account.

## Online and transaction security

You are responsible for the use and security of your online password. You must not disclose it to any other person, including your adviser.

We use your mobile phone number to help keep your account secure. Some transactions will require an SMS security code to be confirmed online before the request can be submitted. This occurs, for example, when you change your payment limits.

## Updating your mobile phone number or email

If your mobile phone number or email changes please call us to change it. If we don't hold a valid mobile phone number or primary email address for you, you may not be able to perform certain transactions.

## Adding a linked account

When you add a linked account, it must be in your name or a joint account where you are one of the account holders. The linked account details can be saved online so they can be viewed and transacted on at a later date. Only you can amend your linked accounts.

## Service interruptions

While we try to ensure our online services are available 24/7, there may be times when they're not available.

If our online services are not available, you may contact us during business hours on 1300 881 716 to discuss account information (however, we will not be able to perform transactions on your behalf). In times of service interruptions, statements or reports may be provided to you via email.

If our online services aren't available, we are not responsible for any loss because you were unable to perform transactions during that time.

## Consolidating your accounts

By consolidating all of your super into one account, you are able to stay in control of your super, reduce paperwork and potentially save on administration fees. All you need to do is complete the Request to Transfer Form and forward it to your other super fund.

We do not charge any fees for accepting rollovers into your account. However, before requesting a rollover, you should check with your other fund(s) to understand the impact of moving your benefit, including the potential loss of other benefits such as insurance cover.

## Pension

It is possible for investors to consolidate multiple pensions into one account rather than operating two or more separate accounts. This is only permitted where you establish a new pension by way of transferring funds from existing superannuation accumulation or pension accounts (from external funds or Panorama Super), and/or making a personal or spouse contribution. As commencing a new pension may impact your or your partner's Social Security or Department of Veterans' Affairs entitlements, you should consult an adviser prior to making such a decision.

Note that death benefit income streams cannot be combined with other superannuation monies.

## Your transaction account

Your transaction account is not a separate bank account and is part of your investment in Panorama Super. Your cash will be pooled and invested in one or more underlying assets by the Administrator. These accounts are designated as trust

accounts. Your transaction account represents your interest in the underlying assets.

Your transaction account is transactional in nature and is not intended to be used as an investment option.

The Administrator manages the underlying assets by (among other things) pooling and moving money between the various assets. These movements of money may occur independently of your instructions. Your transaction account balance is recorded at all times by the Administrator as your interest in the pool of underlying assets and will not be affected by money moving between the underlying assets.

## Using your transaction account

Your transaction account facilitates many of the transactions that can be performed on your account.

Income received from your investments may be credited to the balance in your transaction account and all fees, costs, expenses and tax will be deducted from the balance in your transaction account<sup>6</sup>. Any pension payments will be made from the balance in your transaction account.

Contribution/rollover and payment requests can be made at any time. However we may not be able to process some requests on the same business day if they are submitted after 5pm (Sydney time). Where a deposit or payment request is made after 5pm (Sydney time), it may be processed on the following business day. Payments from your account can be made as a one-off, a one-off scheduled for a future date or as a repeating payment. You will need to meet a condition of release before you are able to withdraw money from your account.

For some of your deposits, such as cheques and direct debits from other accounts, there may be a clearance period before they are available in your account for you to access.

When you add a linked bank, building society or credit union account to your Panorama Super account, you may be required to verify the linked account prior to making direct debits. Upon set up, a nominal payment will be made to the account to be linked and a verification code will be sent to your linked account. When you receive the verification code, simply enter that verification code at [bt.com.au/panorama](https://bt.com.au/panorama) to activate direct debit functionality.

Generally, one-off investment transactions and withdrawals will not be processed if there are not enough funds available in your transaction account to maintain the minimum required balance in your transaction account. However, the Administrator may, at its discretion, permit the processing and settlement of certain transactions if funds are available to cover the amount of the transaction and your transaction account balance is or falls below the minimum required balance.

In addition, investment transaction orders may be queued until there is sufficient cash available in your transaction account (for example, after pending transactions are completed or other funds become available). Refer to 'Managed funds and managed portfolios' and 'Listed securities' in the 'Additional information on investments' section for further details about when this may apply. If queuing applies to an investment order, this will be noted against the relevant order online.

To help you meet your payments and maintain the minimum required balance, your investments will be sold down in accordance with one of three drawdown strategies. For further information, refer to the 'Drawdown strategies' section of this Booklet.

Your transaction account can be linked to up to 5 linked accounts (your linked accounts must be in your name or be a joint account where you are one of the account holders). Contributions to and permitted withdrawals from your transaction account are transferred via your nominated linked

<sup>6</sup> Income from managed portfolios will be paid into the cash allocation of the portfolio.



account. When the money is received, it will be credited to your transaction account and deposited into one or more underlying bank accounts maintained by the Administrator at Westpac.

### **Managing your transaction account balance**

You are required to maintain a minimum cash balance in your account. This is to ensure you have sufficient money available to cover costs such as fees and any other payments. Please refer to your relevant PDS for the minimum cash balance you're required to maintain.

## **Understanding investments**

### **Features of your investments**

This section contains details on some key features (referred to in the PDS) of investing in the following investments through Panorama Super:

- term deposits
- managed funds
- listed securities
- managed portfolios

and how to invest in those investments.

Please note that certain types of investment options, such as listed securities, may not be available to you. You should refer to the relevant PDS, check with your adviser or contact us to see which types of investment options are available to you.

## **Term deposits**

Panorama Super offers a range of term deposits with a selection of rates and terms and a minimum of \$5,000 per term deposit. Term deposits can be purchased online at any time using your transaction account balance.

Requests to invest in term deposits can be completed online at any time. However, we may not be able to process the request on the same business day if it is submitted after 5pm (Sydney time). Where a request is made after 5pm (Sydney time), it may be processed on the following business day and will receive the rate and terms applicable on that day.

You should obtain and consider the applicable terms and conditions for the term deposit before making any investment decision. Early withdrawal of term deposits may result in a reduction in the rate applicable to your term deposit and/or a waiting period before your term deposit is paid to your transaction account. Refer to the relevant term deposit terms and conditions for more information.

We may cancel your term deposits in certain circumstances including if:

- you have, or would have, insufficient funds in your transaction account to maintain the minimum balance (and you do not have any interests in managed funds, managed portfolios or listed securities in your account) or
- where the Trust Deed permits.

It will generally take 31 days to cancel a term deposit and any amounts owed by you will continue to accrue until funds become available. You should refer to the terms and conditions of the relevant term deposit for information on how cancellation costs are calculated.

## Managed funds and managed portfolios

Panorama Super provides you with a range of diversified and single sector investment strategies to choose from. Each investment strategy comprises a number of managed fund/managed portfolio options that fall within that strategy.

The Trustee may change the investment strategies and the investments made available in Panorama Super at any time. If the Trustee removes an investment that you are invested in, you or your adviser will be notified. In these circumstances your investment may be sold and the net proceeds will be deposited into your transaction account.

Our broad range of investments allows you to select the investment strategy that's right for you along with the appropriate investments within that strategy. For more information on the investment strategies available, refer to the relevant Investment Options Booklet or speak with your adviser.



Managed funds and managed portfolios may not be available to every investor. For a list of the investment options available to you, please speak to your adviser or contact us.

### Quick guide to investing in managed funds and managed portfolios

You should obtain a copy of the product disclosure statement for the investment option you wish to invest in. This will contain the relevant details you should consider before making a decision about whether to invest and includes fees and other relevant information.

You can obtain copies of the product disclosure statements for the managed funds and managed portfolios available to you through Panorama Super, free of charge online by logging

in to your account at [bt.com.au/panorama](http://bt.com.au/panorama), on request from your adviser or by contacting us.

Read the relevant product disclosure statement carefully before deciding to invest. Once you've selected your investment option(s), your investment instructions can be placed online and the Administrator will invest in the selected managed fund or managed portfolio on your behalf.

### How to invest in and withdraw from managed funds and managed portfolios

Instructions to apply to invest in or withdraw from a managed fund or managed portfolio can be provided to us online at [bt.com.au/panorama](http://bt.com.au/panorama). If we receive a completed and valid transaction instruction (for either an investment or withdrawal):

- For a managed portfolio – before 10am (Sydney time) on any business day, your instruction will generally be processed on the same business day.
- For a managed fund – before 11am (Sydney time) on any business day, your instruction will generally be placed with the fund manager on the same business day.

The time it then takes the responsible entity of the managed fund or managed portfolio to process your transaction, and the price at which your transactions are processed, will vary depending on:

- the administration requirements of the relevant manager
- the pricing frequency of the managed fund
- market liquidity and volatility of the underlying assets in a managed fund or managed portfolio option.

Instructions may be placed online to apply to withdraw only a part of your investment in a managed fund or managed portfolio option. However, instructions to withdraw more than 90% but less than 100% of the total value of a managed fund or managed portfolio option will result in you needing to close the managed fund or managed portfolio option, or reduce the requested withdrawal amount to below 90% of the current

value of your interest in the managed fund or managed portfolio option.

Where there is insufficient cash available in your transaction account to apply for a managed fund (taking into account your transaction account balance and any pending transactions) your order may be 'queued'.

Queuing is the process that allows managed fund applications to be 'queued' by the Administrator until sufficient cash becomes available (for example, as a result of pending transactions being completed or other funds becoming available). Once sufficient cash becomes available, your instruction will generally be processed by the Administrator.

For queued orders generated by the Adviser portfolio tools, where a final buy order instruction is queued from a rebalance, and all other rebalance sells are processed, the buy order instruction will be reduced according to the amount of cash available. However, if the reduced buy order does not meet the minimum trade size, the order will remain queued indefinitely until there are sufficient funds to complete the order or until your adviser adjusts or cancels the order. A notification will be sent to your adviser to confirm that the final buy instruction has been reduced due to insufficient funds.

A later instruction may not be processed by us until the transactions to implement the earlier instruction have been completed.

There may be delays in applying for or withdrawing from a managed fund or managed portfolio option – for example, if a managed fund or managed portfolio option is suspended or there are delays in selling some assets. For further information, refer to the relevant product disclosure statement.

Neither the Trustee nor the Administrator accepts any responsibility or liability for any movement in asset prices or costs as they relate to any delay in investing or withdrawing from a managed fund or managed portfolio and neither make

any representation on the suitability of those investments either generally or in your particular personal circumstances.

### **Distribution reinvestments**

Any distributions you receive in respect of a managed fund will be paid in cash into your transaction account when we receive them from the relevant fund manager. Where you or your adviser (on your behalf) have instructed that your distributions in respect of a managed fund be used to acquire new units in that managed fund (in circumstances where the Administrator chooses to allow it), the cash will be reinvested in the relevant managed fund generally on the same business day or the following business day after the distributions are paid to your transaction account. The unit price at which distributions are reinvested may differ from the price that would apply if you participated directly in the fund manager's distribution reinvestment plan. The Administrator will apply the most recent nominated distribution option for a fund prior to a cut-off date determined by the Administrator. This cut-off date will be prior to the distribution date for the relevant fund in order to allow time for the processing of your nomination. If you change your nomination after the cut-off date the new nomination will only take effect for future distributions.

Where you have nominated for your distributions to be reinvested, any distributions in respect of units you acquire after the cut-off date will not be eligible for reinvestment and will remain in your transaction account. Please note, the nomination will apply to all future distribution payments and your next distribution payment will therefore be reinvested.

Please note this does not apply to managed portfolios.

### **Automated regular investments**

You can make automated regular investments from your transaction account into managed portfolio options, managed funds or Tailored portfolios you already hold.

You or your adviser (depending on how your Panorama Super account is set up) can establish and operate a regular investment plan to invest a fixed dollar amount or automatic reinvesting to invest excess cash above a predetermined amount. Automatic reinvesting may also be referred to as 'cash investment strategy' if you have an adviser.

If you don't have an adviser linked to your Panorama Super account, contact us to help you establish a regular investment plan.

For automatic reinvesting, the predetermined amount is set as follows:

1. If you have an adviser linked to your Panorama Super account, the predetermined amount is set for you by your adviser and is based on the amount of cash you want to retain in your account inclusive of the minimum transaction account balance. Automated investments will occur when the transaction account balance is greater than the sum of your predetermined amount and the minimum investment amount.
2. If you don't have an adviser linked to your Panorama Super account, the predetermined amount is set by you and is based on the amount of cash you wish to retain in your account in addition to the minimum transaction account balance. Automated investments will occur when transaction account balance is greater than the sum of your predetermined amount, the minimum transaction account balance and minimum investment amount.

In addition, you or your adviser can choose to set a maximum amount of cash to be invested according to each frequency determined by you.

Regular investment plans and automatic reinvesting are collectively referred to as 'plan' or 'plans' in this section. The commencement date for any plan must be a future business day and it will generally be processed on that business day.

If a scheduled transaction falls on a non-business day, your investment will be processed on the next business day.

If you decide to fully withdraw from a managed fund or managed portfolio option, or cease to hold assets as part of your Tailored portfolio, this investment within the plan will cease until you subsequently choose to invest in that managed fund or managed portfolio option, or re-establish the Tailored portfolio, at which time this investment within the plan will automatically recommence (unless you cancel it). While there are still current holdings in other assets that form part of the plan, the plan will continue to invest in those assets.

### **Where automatic reinvesting will not be actioned**

When automatic reinvesting is active, the entire strategy will not be actioned when:

- your transaction account balance is less than:
  - your nominated 'maximum cash target', where you have an adviser linked to your Panorama Super account, or
  - your nominated 'minimum available cash' and the minimum required transaction account balance, where you don't have an adviser linked to your Panorama Super account
- there is an excess cash amount in your transaction account however this amount is less than your nominated 'minimum amount to invest'
- you have a term deposit maturing within 7 days of the next scheduled automatic reinvesting date and these proceeds are set to be deposited to your transaction account, in which case the strategy will automatically suspend. You will need to reactivate your strategy if you want it to continue
- your account is in the process of being closed or blocked for trading
- all of the assets in automatic reinvesting are either no longer on the approved asset list, not open for trading,

pending transfer or have a pending buy or sell for managed portfolios or Tailored portfolios or pending sell for managed funds.

When automatic reinvesting is active, an investment/s within the strategy will not be actioned when it is:

- no longer on the approved asset list, not open for trading or pending transfer
- a managed portfolio or Tailored portfolio that has a pending transaction, increase or decrease
- a managed fund that has a pending redemption, partial or full
- no longer held by you.

As long as automatic reinvesting is active, it will still run on the next scheduled automatic reinvesting date you have selected.

When you have set up automatic reinvesting but have chosen to suspend it, no transactions will be placed.

### **Where a regular investment plan will not be actioned**

If a direct debit is used to fund part or all of a regular investment plan and the direct debit fails, your regular investment plan will also fail. Where a regular investment plan is not funded by a direct debit and there are insufficient funds in your transaction account, your regular investment plan will fail. It will recommence at the next date for regular investment provided there are sufficient funds in your transaction account.

### **Where transactions under a plan may be delayed**

There may be delays in applying for a managed portfolio option or managed fund as part of a plan (for example, if a managed fund or managed portfolio option is suspended or there are delays in purchasing some assets). If a particular asset within a plan is unable to be acquired, the remaining cash will remain in the transaction account. The cash will not be reallocated to other assets.

### **Suspended managed funds or managed portfolio options**

A managed investment scheme suspension occurs when the responsible entity of a managed fund or managed portfolio option suspends applications and/or withdrawals.

There are various reasons why a responsible entity of a managed fund or managed portfolio option may suspend applications or withdrawals including, for example, if:

- the managed fund or managed portfolio option is no longer liquid within the meaning of the Corporations Act. The responsible entity is prohibited from allowing withdrawals from the managed fund or managed portfolio option unless it is in accordance with a withdrawal offer
- the responsible entity determines that a suspension is necessary to protect the value of the assets in the managed fund or managed portfolio option from being devalued due to a large quantity of withdrawals from the managed fund or managed portfolio option or
- the responsible entity determines that a suspension is otherwise necessary to comply with its obligations to act in the best interests of members.

Where the application of a drawdown strategy would involve the disposal of a suspended managed fund or managed portfolio option, the drawdown strategy will not apply to that suspended asset, and the next asset will be sold or cancelled in the order of the applicable drawdown strategy (see the 'Drawdown strategies' section of this Booklet).

To the extent that a managed fund or managed portfolio option suspends applications, those investments in your plan/s will not be completed. If you wish to continue with your plan/s in these investments once applications re-open, then you do not need to take any action. However if you no longer wish to invest in these investments, you should remove these from your plan/s.

Withdrawals from suspended managed funds or managed portfolio options may be allowed from time to time during withdrawal windows declared by the responsible entity of the suspended managed fund or managed portfolio option. The Administrator will notify you or your adviser if a fund manager notifies us of an upcoming withdrawal window for a suspended managed fund or managed portfolio option you hold. A withdrawal request can then be placed within the withdrawal window. If the total amount of withdrawal requests for the suspended managed fund or managed portfolio option exceeds the amount available for that particular scheme, requests may be met on a pro rata basis by the relevant responsible entity. Each withdrawal window has different conditions that will be communicated to you or your adviser.

The Administrator will automatically participate in withdrawal offers on your behalf if you have requested to close your Panorama Super account but continue to hold a suspended managed fund or managed portfolio option within your Panorama Super account. Note that unless you instruct us otherwise, all amounts received in respect of the suspended managed fund or managed portfolio option (including distributions) will be retained within your transaction account until we are able to realise the full amount of your investment in that particular scheme.

Without limiting any other rights, where the total value of the holdings in a suspended managed or managed portfolio option held by members through Panorama Super is less than \$100,000 (or any other amount determined by the Trustee from time to time), the Trustee may approve the sale of all members' holdings in that fund to a related entity of the Trustee. The purchase price will generally be determined by reference to the unit price provided by the relevant manager or liquidator (as applicable), as well as other additional considerations. Your adviser will be notified in advance of any such purchase.

## **Residual payments received after your account has closed**

In certain circumstances, the Administrator may receive an unexpected payment attributable to your account. An example of this would be a payment from a fund manager in respect of a managed fund or managed portfolio option due to an administrative error. In these circumstances the Administrator may apply a minimum threshold (typically \$20) to closed Panorama Super accounts. Any money not allocated to closed accounts is not retained by the Administrator and will be allocated to open Panorama Super accounts that are entitled to the relevant payment.

## **Disclosure documents for underlying funds**

When investing in an underlying managed fund through Panorama Super, you have a right to receive a PDS that the issuer of the underlying managed fund has prepared.

It is a condition of your continued membership of Panorama Super and you making new contributions or new contributions being made on your behalf, or you giving the Administrator investment or switching instructions on or after the date of the PDS, that:

- you agree to receive all information about underlying managed funds electronically or through your adviser where this is or may become permissible under the Corporations Act (refer to the 'Communications' section of this Booklet for more information about electronic notification) and
- you (or your adviser) issue the Administrator with revised investment instructions if your previous instructions cease to be appropriate.

When you have elected to use the regular investment plan, automatic reinvesting or make ongoing contributions, you agree that where you have an existing holding through Panorama Super of each managed fund to which your regular investment plan, automatic reinvesting or ongoing contributions

relate at the time of an additional acquisition of an interest in the underlying fund, you may not have received:

- the current product disclosure document for the relevant fund or
- information about material changes and significant events that affect the relevant fund (that the fund trustee is required to give a person who acquired an interest in the fund directly, unless exceptions apply).

If the Trustee becomes aware that the relevant underlying fund has been affected by a materially adverse change or significant adverse event, the Trustee will give you (or where permitted by the Corporations Act, provide access to) an updated disclosure document (or equivalent information in another form permitted by the Corporations Act) for the relevant fund. Such disclosure documents can be provided to you electronically (refer to the 'Communications' section of this Booklet for more information about electronic notification). Where this occurs, you will be able to select a new investment.

Please note:

- the purchase of managed funds will continue to be made under the arrangement until instructions are given to the Administrator to the contrary or the arrangement is terminated and
- the Administrator may (but it is not obliged to) cease to act on any instructions, including under the regular investment plan or automatic reinvesting, if the Administrator is not reasonably satisfied that the relevant information has been provided or made available to you prior to investing.

## Listed securities



Listed securities may not be available to every investor. For a list of the investment options available to you, please speak to your adviser or contact us.

The custodial holdings option outlined in this section is expected to be available to members by 8 February 2021. We will notify you once this option is available to members.

### Quick guide to investing in listed securities

Investing in listed securities online with Panorama Super is straightforward.

- Investment instructions can be provided to us online if you are transacting through the online broker.
- The Administrator will invest in listed securities on your behalf.
- Transaction confirmations will be provided once the transaction is complete.

Panorama Super gives you the flexibility to trade your listed securities using an approved external broker and have them settled to your account, except in relation to trades generated using Adviser portfolio tools. If you use an external broker, it will be that broker's responsibility to confirm transactions to you. For further information, see 'Selecting a broker' in this section.

### Selecting a holding option

Listed securities in your Panorama Super account will be held by the sub-custodian nominated by the Administrator, with the Administrator retaining beneficial ownership of these investments for the Trustee. This is known as 'nominee holdings'.

In addition to the nominee holdings option, we expect a 'custodial holdings' option will also become available by 8 February 2021.

Once the custodial holdings option is available, listed securities may be held in your Panorama Super account in one of two ways:

1. **nominee holdings**, this will be the default option for Panorama Super and is the way your securities will be held if you do not elect the custodial holdings option below, or
2. **custodial holdings**, where the Administrator will hold the listed securities on behalf of the Trustee. You must be an Australian resident and provide the Administrator with a valid Tax File Number (TFN) or reason for exemption to select this option.

The main differences between these holding options are described in the table below.

	<b>Nominee holdings (default)</b>	<b>Custodial holdings (expected to be available by 8 February 2021)</b>
<b>Who holds the securities?</b>	<p><b>The sub-custodian holds securities on your behalf</b>            The Administrator has appointed a sub-custodian to hold the listed securities on your behalf. The sub-custodian holds the legal title to your listed securities and the Administrator holds the beneficial interest in these investments for the Trustee, with the holding linked to your Panorama Super account.</p>	<p><b>The Administrator holds securities on your behalf</b>            The listed securities are held in a similar way to how managed funds are held. The Administrator holds the legal title to your listed securities and holds the beneficial interest in these investments for the Trustee, in a custodial HIN, with the holding linked to your Panorama Super account.</p>
<b>Who exercises voting rights?</b>	<p><b>The Administrator may exercise voting rights on your behalf</b>            The Administrator (as the beneficial owner of your investments) will not exercise its voting rights unless it asks for and receives instructions from you.</p>	<p><b>The Administrator may exercise voting rights on your behalf</b>            The Administrator (as the legal owner of your investments) will not exercise its voting rights unless it asks for and receives instructions from you.</p>
<b>Dividends and distributions</b>	<p><b>Ability to receive returns as cash or additional securities</b>            All dividends and distributions received will be deposited into your transaction account.</p>	<p><b>All dividends and distributions deposited into your transaction account</b>            All dividends and distributions received will be deposited into your transaction account.</p>
<b>Communications from share registries</b>	<p><b>You will not receive communications from share registries.</b>            The sub-custodian will receive and manage all communications from share registries, and will pass them on to the Administrator.</p>	<p><b>You will not receive communications from share registries</b>            Because the Administrator holds the securities on your behalf, the Administrator will receive and manage all communications from share registries, and will not normally pass them on to you.</p>
<b>Is there a fee for this holding option?<sup>1</sup></b>	<p><b>No</b>            We do not charge you a separate fee for this holding option.</p>	<p><b>Yes</b>            A separate fee will apply if your listed securities are held under the custodial holdings option. Refer to the 'Fees and other costs' section of the PDS for further information.</p>

<sup>1</sup> Listed securities held in each holding option will be included in your account balance for the purpose of determining the Administration fee - *asset based* applicable to your account. Refer to the 'Fees and other costs' section of the PDS for further information.

	Nominee holdings (default)	Custodial holdings (expected to be available by 8 February 2021)
<p><b>Corporate actions</b> Corporate actions are actions undertaken by a listed entity that affect your investment such as bonus issues, rights issues, takeovers and restructures.</p>	<p><b>The Administrator may participate in corporate actions on your behalf</b> As the sub-custodian holds legal title to the securities on behalf of the Administrator, the sub-custodian will send any share registry communications to the Administrator. If at any time the Administrator is invited to participate in a corporate action in respect of listed securities held in your Panorama Super account, the Administrator may make any notifications in relation to the corporate action online.</p> <p>If a corporate action requires payment, your transaction account will be debited and your instructions collated with the instructions of other clients. At the close date of the corporate action the Administrator will send all elections and monies to the sub-custodian.</p> <p>The share registry sees the sub-custodian as the single registered holder and does not always consider the underlying beneficial owners. This may result in participation in certain corporate actions being scaled back if a corporate action is oversubscribed.</p>	<p><b>The Administrator may participate in corporate actions on your behalf</b> As the Administrator holds the securities, the share registry communications will be sent to the Administrator. If at any time the Administrator is invited to participate in a corporate action in respect of listed securities held in your Panorama Super account, the Administrator may make any notifications in relation to the corporate action online.</p> <p>If the Administrator asks for and receives instructions from you in relation to the corporate action, the Administrator will generally act on the instructions you have provided if the instructions are received prior to the cut-off time specified by the Administrator. You are responsible for transmitting your instructions to the Administrator prior to the specified cut-off time.</p> <p>If a corporate action requires payment, your transaction account will be debited prior to lodgement of the instruction with the share registry. If you do not have sufficient cleared funds available in your transaction account at this time or if your instructions have not been received prior to the specified cut-off time, no action will be taken and the Administrator has no liability in relation to the corporate action.</p>
<p><b>Are there any trading restrictions?</b></p>	<p>No.</p>	<p>Your first purchase in an asset must be over \$500 excluding brokerage.</p>

Once custodial holdings become available (expected to be by 8 February 2021), you can select the holdings option to apply to your listed securities in your Panorama Super account when you apply for a Panorama Super account or by completing the Listed security holding election form. If you request the Administrator to purchase listed securities on your behalf but do not select a holdings option, the securities will be purchased and held under the nominee holdings option.

Once custodial holdings become available (expected to be by 8 February 2021), the Administrator may, at its discretion, allow you to transfer your listed securities between custodial holdings and nominee holdings. Your adviser can assist you to request a transfer. The length of time it takes for your trade to be completed will depend on market conditions. The Administrator will settle your transaction according to the market settlement rules and market practice. When you place an instruction, you can set a limit on the price at which you are willing to buy or sell or you can accept the market price at the time the broker executes your instruction. Once your trade occurs, it will be settled via your transaction account.

If you hold listed securities under the custodial holdings option, and your country of residency changes from Australia, these listed securities will be transferred to the nominee holdings option.



## Trading in listed securities

Trades may only be placed in relation to the listed securities set out in the relevant Investment Options Booklet<sup>7</sup>. For listed securities other than hybrid securities, instructions to buy or sell listed securities can be set with a limit on the price at which you are willing to buy or sell ('limit' price orders) or you can accept the market price at the time the broker we appoint (online broker) executes your instruction ('market' orders). For hybrid securities, only limit order instructions can be submitted.

The above paragraph does not apply to listed security orders generated using the Adviser portfolio tools. These orders will be placed as 'market' orders.

Once your trade occurs, it will be settled using funds from your transaction account.

Where there is insufficient cash available in your transaction account to place your buy order (taking into account your transaction account balance and any unsettled listed securities sell orders) your order may be 'queued'.

Queuing is the process that allows listed security buy orders to be 'queued' by the Administrator until sufficient cash becomes available (as a result of the sell orders being executed in the market or other funds becoming available). Once sufficient funds become available, buy orders will be processed by the Administrator and submitted to the online broker.

If sufficient funds are not available at the end of the trading day, any queued orders will be cancelled and we will notify you or your adviser, unless the orders are placed using the Adviser portfolio tools, in which case the orders will remain queued until:

- sufficient funds become available, or

- you instruct us to cancel the order, or
- where a final buy order instruction is queued from a rebalance, the order instruction will be reduced according to the amount of cash available. However, if the reduced buy order does not meet the minimum trade size, the order will remain queued indefinitely until there are sufficient funds to complete the order or until your adviser adjusts or cancel the order.

If you buy a listed security, from the point at which the order is executed (and prior to settlement date), it can be sold in the market.

If an instruction is provided outside of market hours:

- 'limit' price orders will be processed by the Administrator and sent to the online broker when the market opens.
- instructions in respect of 'market' orders cannot be placed out of market trading hours and will be rejected.

It needs to be specified whether the instruction is 'Good for day' or 'Good till cancel'. 'Good for day' orders will expire at the end of the trading day. 'Good till cancel' orders will expire 30 calendar days from when the order is first submitted to market. If the expiry date falls on a non-trading day the order will expire on the following trading day. For listed security trades generated using the Adviser portfolio tools, instructions can only be given as 'Good for day'.

Your orders are vetted by the online broker and in some instances may be rejected (for example, if they breach or may breach market vetting rules).

We may set a maximum individual order size in respect of each instruction placed online. If a maximum is set, orders over this size cannot be placed. Your order can be split into smaller parcels online or contact the Administrator on

1300 881 716. In this case and other instances where the order is rejected, it may be requested that the order be 'managed by the online broker' and a higher transaction fee will apply to the instruction. Refer to the 'Additional explanation of fees and costs' section of the relevant PDS for more information.

Orders can be cancelled or amended for any listed security instructions which have not been executed between the hours of 7am and 7pm (Sydney time). Outside of these hours the Administrator is unable to process order amendments or cancellations.

The length of time it takes for a transaction to be executed will depend on market conditions. In some cases, an order may not be filled (or completely filled) and may be rejected by the online broker to the extent it is not completely filled. Any filled order will be settled according to the market settlement rules and market practice.

We will notify you or your adviser if:

- your request to amend or cancel an instruction has been rejected
- a queued buy instruction has expired
- a buy instruction generated using the Adviser portfolio tools remains queued for at least 5 business days
- the final buy instruction generated using the Adviser portfolio tools has been reduced due to insufficient funds
- the online broker rejects or cancels an order.

<sup>7</sup> The Investment Options Booklet may not set out details of corporate actions relating to listed securities or approved Initial Public Offerings of securities prior to their listing on the ASX. Please refer to your adviser or contact us for the availability of these and any applicable Investment Limit.

## Selecting a broker

You have the flexibility to choose to transact:

- online through the online broker (being the broker selected by the Administrator) or
- through an approved external broker.

If you choose to transact through an external broker, you authorise the Administrator to rely on instructions from any person that the Administrator reasonably believes to be your broker (or to be acting on behalf of your broker) as if the Administrator had received those instructions from you. If you choose to use an external broker, they alone are responsible for the services they provide to you. External brokers must be approved by the Administrator and may not be used for listed securities trades generated using Adviser portfolio tools.

## Online broker

Neither the Trustee nor the Administrator is a market or clearing participant of the ASX or a broker. Accordingly, an online broker has been arranged to provide a broking service in relation to your instructions to buy or sell listed securities. When instructions relating to listed security transactions are entered online, you authorise and instruct the Administrator to instruct the online broker to execute those instructions in respect of the listed securities that are (or will be) held in custody either by the Administrator or for the Administrator by the sub-custodian (the Administrator in turn holds the beneficial interest in those securities on your behalf). These transactions will be reflected in your Panorama Super account.

The Administrator's agreement with the online broker, and the online broker's obligations as a market participant, require the online broker to endeavour to provide the best execution for these instructions. As the trading agreement is between the Administrator and the online broker, the online broker will not act on any instructions it receives directly from you in relation to the listed securities held in connection with your account.

The Administrator may, as the client of the online broker, be entitled to make a claim against the National Guarantee Fund under Part 7.5 of the Corporations Act if the online broker becomes insolvent, makes an unauthorised transfer, or defaults on its obligations to settle a transaction. In general terms, the National Guarantee Fund is a compensation fund that may be available to guarantee the completion of certain failed sales and purchases of ASX listed securities, provided the transaction is a 'reportable transaction' entered into by a 'dealer' on behalf of a client (each as defined in the Corporations Act). Under the Corporations Act, if a person is entitled to claim, they must generally serve a written claim on the Securities Exchange Guarantee Corporation within six months after the day on which the person first became entitled to make the claim. If the Administrator makes a claim, it will pass on to you the benefit of any such entitlement or claim, net of any costs incurred in making that claim.

## Control over corporate actions

Corporate actions are actions undertaken by a listed entity that affect your investment such as notices of meetings, voting rights, dividends or distributions, bonus issues and rights issues.

When a corporate action is announced, we will make a decision on the action to take and, where possible, you will be given the option to participate in the corporate action. We are not, however, required to seek your approval. Should we allow investors to participate in a corporate action, notification will be provided to you or your adviser outlining the options for participation. If no instructions are received for your account prior to the specified cut-off date, our default option will be assumed (generally for voluntary actions this means no action).

If a corporate action requires payment from your account (for example, in relation to a share purchase plan), your transaction account will be debited prior to lodgement with the registry.

## Online corporate actions

Corporate actions can be managed online by the primary authorised user of your Panorama Super account (that is, you or your adviser), or in relation to investments held in Tailored portfolios, by your adviser's dealer group or your MDA provider. This includes (but is not limited to):

- viewing corporate actions
- providing us with instructions in respect of certain corporate actions and
- viewing the status of any corporate actions related to your Panorama Super account.

## Making a corporate action election

The Administrator may notify you, your adviser or MDA provider (depending on how your Panorama Super account is set up) via the Panorama website or email, of any upcoming corporate actions requiring an election. You won't receive communications from share registries. If your adviser is the primary authorised user of your Panorama Super account, it is your adviser's responsibility to pass details of those corporate actions on to you. You can then direct your adviser to instruct us in respect of the corporate action. If you have appointed an MDA provider, they will make the corporate action election on your behalf.

Instructions relating to corporate actions need to be provided online to us prior to the 'Panorama close date'. The Panorama close date will be specified in the notice provided, but is generally two business days before the relevant registry close date. If you hold listed securities under the nominee holdings option, your election can be changed online at any time before the Panorama close date. If you hold listed securities under the custodial holdings option (expected to be available by 8 February 2021), some elections cannot be changed after they are submitted to us even if they are submitted before the Panorama close date.

Your election will be submitted as follows:

1. Where your listed securities are held under the nominee holdings option, the Administrator will instruct the sub-custodian to execute the corporate action in accordance with your instruction on the Panorama close date, or
2. Where your listed securities are held under the custodial holdings option (expected to be available by 8 February 2021), the Administrator will execute the corporate action in accordance with your instruction when we receive it.

If a corporate action requires a cash payment (for example a rights offer or share purchase plan), the Administrator will reserve the cash in your transaction account for the corporate action when your instruction is submitted, so that it can't be used for other purposes.

For listed securities held under the nominee holdings option, the cash can be unreserved only to the extent the election is changed prior to the Panorama close date.

In some circumstances, we may not allow you to make elections to participate in all corporate actions available in respect of your listed securities. In addition, in the event that an issuer instructs the share registry to close a corporate action early, your instruction in relation to that corporate action may not be able to be executed. Please note, if we do facilitate your participation in corporate actions, we may place limitations around your ability to do so, or your allocation may be adjusted or modified by us or the issuer (eg, in the case of buy backs or initial public offers). This may be due to the manner in which your listed securities are held on Panorama.

Refer to 'Selecting a holding option' in this Booklet for more information about how the way your listed securities are held can impact your participation in corporate actions.

All listed securities are held in the name of the Administrator. This means you forego your voting rights for any investments

and will not receive notices of shareholder meetings or other communications. We have control over all corporate actions relating to the listed securities (refer to the 'Control over corporate actions' section of this Booklet for further information).

Where we receive listed securities in connection with Panorama Super accounts under the nominee holdings option following a corporate action:

- the number of those securities (if any) allocated to your account will initially be rounded down to the nearest whole number of securities we receive that are referable to your account (as will the number of the relevant listed securities that are referable to other accounts)
- we will then aggregate the remaining securities that have not been allocated (which will include the number of relevant securities by which any Panorama Super account has been rounded down), and use that aggregate amount to allocate one whole security to the accounts we determine have been rounded down by the greatest amount, until there are no more remaining securities to allocate.

For example, if we receive 100 shares in relation to a total of three Panorama Super accounts following a corporate action (Accounts A, B and C), and based on each account's existing holding of the relevant securities in our records:

- 20.60 shares are referable to Account A
- 30.85 shares are referable to Account B, and
- 48.55 shares are referable to Account C,

then:

**Step 1** – the shares allocated to each account will be rounded down to the nearest whole number, such that:

- 20 shares are allocated to Account A,

- 30 shares are allocated to Account B, and
- 48 shares are allocated to Account C.

**Step 2** – of the remaining two shares following the allocation of those 98 shares in Step 1:

- firstly, one whole share will be allocated to Account B (since the allocation to Account B was rounded down by the greatest amount, namely 0.85 of a share), and
- finally, the remaining whole share will be allocated to Account A (given that the allocation to Account A was rounded down by the next greatest amount, namely 0.60 of a share).

There is no further allocation to Account C.

- if the listed security allocation relating to two or more accounts has been rounded down by the same amount, and there are insufficient remaining securities to allocate a whole security to each account, the accounts to which any remaining whole securities will be allocated will be randomly selected from those equally affected accounts.

## Drawdown strategies

A drawdown strategy describes the order and manner in which your investments will be sold to generate sufficient cash to be able to fund the payments due or maintain the minimum required balance. If you are invested in listed securities, managed funds or managed portfolios, to help maintain the minimum required balance in your transaction account, a drawdown strategy will be applied to your account to facilitate the payment of:

- any fees or costs payable to the Trustee or the Administrator
- fees you have directed us to pay on your behalf (such as adviser fees)
- payments you have scheduled
- an amount under a release authority given to us by you or the ATO (we will contact you or your adviser before proceeding with this option)
- an amount in your pension account to an accumulation account under a commutation authority given to us by the ATO and
- any tax, insurance premiums or pension payments as they fall due.

There are three automated drawdown strategies available.

### A drawdown from the highest value asset in your account

The Administrator will sell your investments in the following order.

- First, managed fund investments (other than managed portfolios or Tailored portfolio assets) in order of decreasing value, starting with the managed fund investment with the highest portfolio value.
- Second, managed portfolios or Tailored portfolios in order of decreasing portfolio value, starting with the managed portfolio or Tailored portfolio with the highest value (assets

in your Tailored portfolio will be sold down in accordance with the investment strategy and allocations for that portfolio).

- Third, listed securities, in order of decreasing value, starting with the highest value.

### A pro rata drawdown of your assets across your investment options

The Administrator will sell your investments in the following order.

- First, managed fund investments (other than managed portfolios or Tailored portfolio assets), in the proportion that each managed fund investment bears to the total value of all managed funds in your account (excluding managed funds within a Tailored portfolio).
- Second, managed portfolios and/or Tailored portfolios, in the proportion that each managed portfolio or Tailored portfolio bears to the total value of all portfolios held for you (assets in your Tailored portfolio will be sold down in accordance with the investment strategy and allocations for that portfolio).
- Third, listed securities, in the proportion that each listed security bears to the total value of all listed securities in your account.

### A drawdown from individual assets or portfolios you nominate

The Administrator will sell the specific assets or portfolios you nominate in the order you nominate. Listed securities, managed funds, managed portfolios and Tailored portfolios can all be added to this drawdown strategy. If nominated assets or portfolios are not able to be sold, for example, if they are suspended from redemptions, the strategy will skip those assets and move onto the next tradeable assets in accordance with the drawdown strategy.

If those specific assets or portfolios have been exhausted and further cash is required, the Administrator will then sell your

investments in accordance with the 'highest value asset' drawdown strategy.

The 'highest value asset' drawdown strategy is the default and this will apply to your account. If you would like the 'pro rata' drawdown strategy or the 'individual asset priority' drawdown strategy to apply to your account, you must instruct us directly or through your adviser.

We will automatically exclude certain non-daily priced funds from the operation of the applicable drawdown strategy.

Term deposits will not be sold down as part of any of the automated drawdown strategies. However, we may, in some circumstances, cancel your term deposits as described in the 'Term deposits' section of this Booklet.

Please note that you are responsible for any taxes that may arise as a result of a drawdown of your investments, and you should consider this in maintaining the minimum required balance in your transaction account and in deciding your drawdown strategy. You should consult your tax and/or financial adviser.

Please note the following in connection with this drawdown facility.

- Transaction fees will not apply to transactions processed under the facility but any listed securities transactions will be placed with the online broker and the listed security transaction fee will still apply.
- Managed fund investments that are illiquid, priced monthly, or have withdrawal restrictions will not be included in your drawdown strategy as withdrawals from such managed funds may not be processed under the facility in time to fund the relevant payment. The Administrator may remove these funds from your drawdown strategy.
- If separate transaction instructions are received by the Administrator or an unrelated payment is processed after a sell-down of investments under the facility has commenced, it is possible that the proceeds of the

sell-down may be appropriated to the subsequent transaction or payment. If this occurs, the payment to which the sell-down relates may not be processed. The Administrator may then sell additional holdings to make those payments.

Where reasonably practicable, application of each drawdown strategy will involve a forecast of cash shortfalls based on scheduled payments of which we are aware and the sale of assets prior to the forecasted shortfall date. In some circumstances drawdowns may not be processed prior to a payment date due to factors including (but not limited to):

- additional or unscheduled payments made from your account that we are not aware of or
- cash proceeds from asset sales not settling in time

in which case insufficient cash will prevent any scheduled payments being made.

## Tailored portfolios



Tailored portfolios may not be available to every investor. To find out whether Tailored portfolios are available to you, please speak to your adviser or contact us.

Your adviser's dealer group or your MDA provider may use Tailored portfolio tools to construct portfolios covering various investment strategies. A Tailored portfolio is not a separate investment – it is a portfolio of assets in your Panorama Super account that is subject to instructions given by, or on behalf of, you. Your adviser and MDA provider will work with you to determine an investment strategy for you, based on your desired objectives.

The Tailored portfolio tools (if available to your adviser's dealer group or your MDA provider) enable:

- the monitoring of underlying investments held as part of a Tailored portfolio
- rebalancing to realign your holdings to your defined allocations and
- the application of investment preferences you specify (for example by excluding assets to align with ethical considerations or other investment requirements you may have).

We will act on instructions provided by you through your adviser's dealer group or your MDA provider through the Tailored portfolio tools, as if you had given them to the Administrator directly.

The Administrator will make no enquiry as to whether you have given your adviser's dealer group or your MDA provider specific instructions prior to acting on the instructions received

from your adviser's dealer group or your MDA provider provided through the Tailored portfolio tools.

Any listed securities held within a Tailored portfolio must be held under the nominee holdings option.

Each Tailored portfolio option you establish may have a minimum asset allocation to cash investments, which will be used to help cover any fees, duties and trading shortfalls that are payable in connection with the assets within your Tailored portfolio from time to time. Any minimum cash allocation of your Tailored portfolio will be held by us in your transaction account and is not included in the minimum cash balance required for your Panorama Super account. Any amounts in your transaction account held as part of your Tailored portfolio will be segregated from the other amounts in your transaction account.


If the Tailored portfolio option you establish has no allocation to cash investments and the amount in your transaction account held as part of your Tailored portfolio has insufficient balance to cover the portfolio management fee payable, cash will be automatically transferred from your transaction account to pay the portfolio management fee.

The interest rate declared in respect of the cash allocation may be lower than the rate declared in respect of your transaction account.

### **There are some investments that cannot be included in your Tailored portfolio**

Term deposits or investments that have withdrawal restrictions are not able to be included in your Tailored portfolio. This is because it may not be possible to process withdrawals from such investments in time to ensure the efficient rebalancing of your Tailored portfolio.

## Adviser portfolios

 Adviser portfolios may not be available to every investor. To find out whether Adviser portfolios are available to you, please speak to your adviser or contact us.

Instructions in relation to your Adviser portfolio are provided to us by you through your adviser. Each time the adviser provides us an instruction on your behalf they must seek a specific instruction from you unless the adviser is providing that instruction in connection with an MDA service provided to you.

Adviser portfolio tools enable the rebalancing of investments in cash, managed funds and listed securities in accordance with your investment strategy, either on a periodic or ad hoc basis (listed securities can only be included in a periodic rebalance if they are exchange traded funds).

An Adviser portfolio is not a separate investment – it is a portfolio of assets held in your Panorama Super account. The Adviser portfolio tools can enable the implementation of your investment strategy based on your desired objectives. Note neither the Administrator nor Trustee is responsible for supervising or assessing the appropriateness of any Adviser portfolio allocations, or any advice provided to you in connection with your Adviser portfolio.

Where the Adviser portfolio tools are used in connection with an MDA service, neither the Administrator nor the Trustee supervises or endorses any MDA service your adviser provides you and your adviser (not the Administrator nor Trustee) is responsible for the provision of those MDA services.

The Adviser portfolio tools allow the following instructions to be provided to us:

- setting up investment allocations and making initial investments
- periodically rebalancing your Panorama Super account according to your Adviser portfolio percentage allocations, where the relevant assets in your account no longer reflect the pre-determined allocations (instructions for periodic rebalancing in this way are required to be given once only)
- varying your pre-determined allocations of your investments and rebalancing to reflect the changes
- specifying a cash amount balance or excluding other assets from rebalancing and
- specifying the minimum trade size or asset tolerance percentage for rebalance transactions.

We will rebalance your investments in your account back to your pre-determined Adviser portfolio allocations in accordance with instructions submitted on your behalf. If you wish to change the percentage allocations or change the investments held in your account, you will need to provide updated instructions to us.

Where available, you may provide your instructions by using our online consent feature, available through the online message centre linked to your account. Speak to your adviser or refer to 'Online consent' in the PDS for further information. The online consent feature is currently not available for you to give instructions for the periodic rebalancing of assets in your account.

Any listed securities held within a Adviser portfolio can be held under the nominee or custodial holdings options (the custodial holdings option is expected to be available by 8 February 2021).

## Periodic rebalancing

Instructions may be provided to the Administrator to rebalance the assets in your Panorama Super account on a monthly, quarterly, half-yearly or annual basis. The periodic rebalance will result in the acquisition or disposal of investments in your account in the amounts and proportions required to maintain the pre-set asset allocations of your Adviser portfolio. Alternatively, you do not need to select a periodic rebalancing and you can instead submit instructions to rebalance at any time.

We will not act on your instructions to rebalance your account if we are not reasonably satisfied that a current version of the Panorama Super PDS, or the disclosure document for the relevant managed funds, has been provided to you.

If rebalancing your account (or part of your account) periodically in accordance with your instructions would involve:

- the acquisition of a particular asset in circumstances where the acquisition of that asset cannot be made for any reason (for example if the trade does not meet the minimum specified trade size, if a managed fund is closed to new or additional investments or if an exchange traded fund is suspended), you instruct us to treat any pre-determined allocations to that asset as an allocation to your transaction account; and/or
- the disposal of a particular asset in circumstances where the disposal of that asset cannot be made for any reason, you instruct us to acquire the other particular assets included in the rebalance in the same proportion as they would have been acquired had the disposal taken place. These acquisitions will only be processed following such time that sufficient funds become available in your transaction account to enable the acquisitions to proceed; and/or
- a final buy order instruction being queued, you instruct us to reduce the order instruction in accordance with the amount of cash available in your transaction account. If the reduced buy order does not meet the minimum trade

size, you instruct us to perform no changes to the order and the order will remain queued.

You agree not to vary these instructions.

Periodic rebalancing is only available where an Adviser portfolio consists of managed funds and/or exchange traded funds. Periodic rebalancing is not available where an Adviser portfolio holds listed securities.

### **Cash management in Adviser portfolios**

Cash allocations to your transaction account can be specified as a dollar amount or as a percentage of either your Panorama Super account balance or your Adviser portfolio.

Any balance of your transaction account that is held in accordance with your pre-determined Adviser portfolio allocation will count towards the minimum cash balance applicable to your Panorama Super account.

Contact your adviser for more information on how cash can be managed in your Panorama Super account.

### **Asset exclusions**

Certain assets held in your Panorama Super account can be excluded from rebalancing even if they have an allocation within the Adviser portfolio.

In addition, assets held in your account that are not part of your Adviser portfolio allocations can be sold down at the next rebalance, with the net proceeds used to purchase assets according to your Adviser portfolio allocations.

Contact your adviser for more information on how assets in your account can be excluded from rebalancing.

### **Distribution reinvestments**

For information about the options you have in respect of distributions paid by any managed funds held in your account

that are subject to your Adviser portfolio allocation instructions, refer to 'Distribution reinvestments' in the 'Investing and transacting with Panorama Super' section of this Booklet.

## **Investment Holding Limits and Limit Buffers**

The Trustee imposes certain limits on the amount, as a percentage of your account, that may be invested in particular investments. Where an Investment Holding Limit applies, if at any time the value of your holding in the investment, as a percentage of your account, exceeds the Investment Holding Limit, you will not be permitted to purchase any further holdings in that investment or investment strategy until such time as the value of your holdings, as a percentage of your account, moves below the Investment Holding Limit. However, the Trustee doesn't take into account any automated regular investments, corporate actions or listed securities purchased through an external broker or through the Tailored portfolio tools, and it is your responsibility to ensure you don't breach the specified limits.

Each quarter the Trustee will monitor your account to ensure that the value of your holding, in any investment or across any investment strategy where an Investment Holding Limit applies, does not, as a percentage of the total value of your account, exceed the Investment Holding Limit plus the Limit Buffer for the investment or investment strategy.

If at any of these times the value of your holding does exceed the Investment Holding Limit plus the Limit Buffer, you or your adviser will be notified by the Trustee, and the Trustee may sell your assets without your consent.

The applicable Investment Holding Limit and Limit Buffer for each investment are set out in the relevant Investment Options Booklet.

# Other important information

## About Panorama Super

Panorama Super is a part of Retirement Wrap, a complying super fund constituted under the Retirement Wrap Trust Deed dated 1 February 1999 as amended from time to time (Trust Deed). Retirement Wrap is made up of a number of plans, in addition to Panorama Super. Panorama Super comprises multiple sub-plans.

These plans and sub-plans are not separate super funds. As such, the assets of every plan and sub-plan are available to meet the liabilities of any other plan or sub-plan. The assets of one plan or sub-plan may be called upon to meet the liabilities of another plan or sub-plan in the event that the assets of that plan or sub-plan are insufficient to meet its liabilities. Given the type of investments held in Panorama Super and the investment restrictions in place, the Trustee does not believe that this event is likely to occur.

The Trustee may transfer your membership and benefit to another plan or sub-plan if it is satisfied that your rights under the new plan or sub-plan are, considered as a whole, no less favourable than your rights under your existing plan or sub-plan. As a member of Panorama Super, you own an interest in each and every one of the assets of Panorama Super. However, this does not provide rights to any particular asset or the right to participate in the management of Panorama Super.

Your rights in relation to Panorama Super are governed by the Trust Deed, which overrides any provisions in the relevant PDS and this Booklet. The main provisions of the Trust Deed include:

- management of Panorama Super
- termination of Panorama Super
- alteration and amendment of the Trust Deed
- Trustee's powers and indemnities
- fees and other costs

- timing of placing managed fund requests and
- redemptions from Panorama Super.

If you require further information, you may obtain a copy of the Trust Deed, free of charge, by calling the Panorama Support Team on 1300 881 716 from 8.00am to 6.30pm, Monday to Friday (Sydney time).

## Eligibility

Panorama Super is only available to investors who receive the PDS in Australia. You must have a relationship with an Australian licensed or authorised adviser who is registered to distribute Panorama Super in order to start using Panorama Super. The Trustee and the Administrator may at their discretion refuse to accept applications from particular persons or classes of persons.

If you are outside Australia, you should obtain advice about any local restrictions that apply before investing in or transacting through Panorama Super and you must appoint an Australian resident attorney to act on your behalf.

Generally, to purchase a Pension or Transition to Retirement Pension, you must be an Australian or New Zealand citizen, a permanent resident of Australia or hold an Australian retirement visa (Subclass 405 or 410). If you are or have been a holder of a temporary visa under the *Migration Act 1958*, you may be ineligible to purchase a Pension or Transition to Retirement Pension. You should seek advice before applying for a Pension or Transition to Retirement Pension.

## Cooling-off period

To ensure you are happy with your initial investment, you have a 14 day cooling-off period to check that it meets your needs. This 14 day period starts on the earlier of the date you receive your transaction advice (ie when your initial deposit is shown in the transaction history of your transaction account on [bt.com.au/panorama](http://bt.com.au/panorama)) or five days after your investment is accepted. Within this period, you may withdraw your

investment (if it is classed as an unrestricted non-preserved benefit) or transfer it to another fund. If you do not nominate a super fund or your nominated super fund does not accept the transfer, the Trustee may transfer your investment to an eligible rollover fund it selects. Please note this cooling-off period ceases to apply when you exercise your rights or powers under Panorama Super, such as when you receive a pension payment.

Any fees that you have paid in your account, other than reasonable administrative and transaction costs that relate to your investment and your requested withdrawal, will be refunded if you decide to withdraw or transfer your investment during the cooling-off period. However, your account balance will be adjusted to reflect changes in the value of your investments. As a result, the amount withdrawn or transferred may be less than the amount you invested.

You may withdraw by writing to the Trustee at Panorama Super, GPO Box 2861, Adelaide SA 5001 or by sending an email to [support@panorama.com.au](mailto:support@panorama.com.au). The letter/email must include your name, address, date of birth, amount(s) invested and, if known, your account number and date of deposit.

## Regulation of your adviser

If you have an adviser, services that they may provide in relation to Panorama Super may also be regulated under the Corporations Act.

Those services provided by your adviser do not form part of Panorama Super and neither the Trustee nor the Administrator is responsible for them. In providing such services your adviser will be required to comply with disclosure, licensing and other obligations under the Corporations Act and will also be regulated by ASIC under the terms and conditions of applicable ASIC policy and relief.

If you have an ongoing fee arrangement with your adviser and/or your adviser's dealer group which was entered into



after 1 July 2013, your adviser or adviser's dealer group will be required to give you a Fee Disclosure Statement on an annual basis.

Where you have terminated an ongoing fee arrangement, it is you and your adviser's responsibility to notify the Administrator to cease payment of the relevant fees/remuneration.

## Security of Panorama Super assets

The Trustee and Administrator keep the assets of the Panorama Super Plan separate from their own assets. This is required by law. The controls around the security of investor money, ie the separation of assets, are audited by an external auditor each year. As such, regardless of whether the Trustee or Administrator enters financial difficulties, the assets in the Panorama Super Plan accounts are not available to creditors of the Trustee or Administrator.

However, as discussed in the 'About Panorama Super' section of this Booklet, the assets of the Panorama Super Plan are available to meet the liabilities of any other plans or sub-plans of Retirement Wrap. However, the Trust Deed provides that where a liability of the Trustee relates to one or more plans, the Trustee's right of indemnity out of the assets of Retirement Wrap must be satisfied from the assets attributable to that plan or those plans if and to the extent that there are sufficient assets attributable to that plan or those plans.

Security of investor money from fraud is controlled through a separation of duties so that the potential for fraud is minimised.

The contractual arrangements between the Trustee and the Administrator stipulate that the Administrator is responsible for any matters arising from its own failure to act with reasonable care and diligence, dishonesty, fraud or wilful default. If an investor suffers a loss as a result of such conduct, the Trustee will seek compensation from the Administrator under the contract to ensure the investor is compensated.

## Changing your details

We use your mobile phone number and your email address to help keep your account secure. It is important you call us if these details change, so we can update your details and maintain your security and so you can continue performing transactions.

A range of forms are available online to help you facilitate other essential changes and instructions on your account. You can nominate or change your adviser by writing to us but you can only change to another adviser authorised to use Panorama Super. Where you have an adviser they are your agent and we will rely on their instructions as if they were given by you.

## Communications

You agree that the Trustee or the Administrator may give you any notice, document or other information required to be given to you under law (or the agreement with you) in one of the following ways (where permitted by law).

- By sending it to an email address you have provided for you or your adviser.
- By sending you or your adviser an email or other electronic communication providing a website reference or hypertext link to the notice, document or information.
- By making the notice, document or information available on the Panorama website or such other website as notified to you or your adviser from time to time.

You agree not to request to receive any notice, document or other information in paper form, unless we are required by law to give it to you in paper form.

You are deemed to receive any notice, document or information sent by the Trustee or the Administrator to you or your adviser:

- if sent by email, one business day after the email is sent

- if given by sending you or your adviser a website reference or hypertext link, one business day after the email or other electronic communication containing the reference or link is sent
- if given by being made available on a website notified to you or your adviser, at the time the notice, document or information is made available on the website.

Where we become aware that our communications by the above means have failed, we will take reasonable steps to contact you or your adviser.

Important information about your investment in Panorama Super may be sent to the email address that you nominate in your account application. It is important you nominate a current and active email address and notify us immediately if the email address provided changes.

## When instructions will not be acted on

Your instructions may not be acted on in exceptional circumstances, such as the following.

- If you provide more than one instruction and there are not sufficient cleared funds in your account available to pay for them, the Trustee or Administrator can choose which ones are acted on (in whole or part).
- If there are not sufficient cleared funds available in your account to pay for your purchases (while maintaining the required minimum balance), or in the case of a sale of or withdrawal from an asset, sufficient assets to sell or give effect to the withdrawal.
- When acting is against the law or the agreement with you.
- When the Trustee or Administrator is not reasonably satisfied that all necessary documentation has been received, is not defective and is properly completed.
- Where the person acting on your instruction cannot act or believes that the instruction is not genuine or properly

given (although the Trustee and Administrator do not enquire as to whether this is the case).

- If your adviser, your adviser’s dealer group, the external broker or the distributor breaches their participation conditions or is considered unacceptable by us or any Westpac Group company.
- If the meaning of your instruction is uncertain or not in an acceptable form, or the person acting on your instruction is not indemnified to their satisfaction.

## Release authorities

A release authority is a document the ATO gives to an individual or their superannuation fund, which generally allows an amount to be released from their super account.

If we are given a release authority, by you or the ATO, it may direct us to pay an amount from your account.

Upon receiving a release authority, we will generally deduct the amount from your transaction account where legislation permits.

If there is an insufficient amount available in your transaction account to process the release authority payment, we may:

- contact you or your adviser to place an investment trade and/or
- use the drawdown strategy to sell down an investment amount. Please see ‘Drawdown strategies’ in the ‘Investing and transacting with Panorama Super’ section of this Booklet for further information.

If there is an insufficient amount available in your account to pay the release authority, we are obliged to deduct amounts from any other account you may hold in Retirement Wrap, which may include accounts in other products.

## First Home Super Saver Scheme

If you are age 18 or over and have never owned real property in Australia, voluntary super contributions (up to \$15,000 per financial year and \$30,000 in total) may be eligible for release under the First Home Super Saver Scheme (FHSSS) to help you purchase your first home.

You can apply to have your eligible contributions and associated earnings released. Voluntary contributions eligible for release include salary sacrifice contributions and personal contributions.

Please refer to [www.ato.gov.au](http://www.ato.gov.au) to apply and for further information.

## Protecting your privacy

### Why we collect your personal information

We collect personal information from you so that we can process your application, provide you with a product or service, and manage your product or service. Correspondence received from you or your adviser will be stored by the Trustee and the Administrator together with any notes made on discussions you have with the Trustee, the Administrator or Panorama Super consultants over the phone.

We may also use your information to comply with legislative or regulatory requirements in any jurisdiction, to prevent fraud, crime or other activity that may cause harm in relation to our products or services and to help us to run our business. We may also use your information to tell you about products or services we think may interest you.

If you do not provide all the information we request, we may not be able to process your application or we may no longer be able to provide a product or service to you.

## How we collect your personal information

We may collect your information from a number of sources including correspondence with you or your adviser, our telephone calls with you or you using our website, mobile app or emailing us. We may also collect your information from other members of the Westpac Group or from a service provider engaged to do something for us or another member of the Westpac Group. Our service providers typically include custodians, investment administrators, information technology advisers, mail-houses, auditors, legal advisers and consultants.

## Disclosing your personal information

We may disclose your personal information to the Administrator, other members of the Westpac Group, anyone we engage to do something on our behalf such as a service provider, and other organisations that assist us with our business. We may also disclose your personal information to any person who acts on your behalf, such as your adviser, your adviser’s dealer group, and your MDA provider.

We may disclose your personal information to an entity which is located outside Australia. Details of the countries where the overseas recipients are likely to be located are in the BT Privacy Policy.

As a provider of financial services, we have obligations to disclose some personal information to government agencies and regulators in Australia, and in some cases offshore. We are not able to ensure that foreign government agencies or regulators will comply with Australian privacy laws, although they may have their own privacy laws. By using our products and services, you consent to these disclosures.

## Other important information

By applying to link external accounts with your transaction account in Panorama Super, you authorise the Administrator to obtain information from your bank, building society or credit union about authorities granted on your nominated external bank, building society or credit union account.

We are required or authorised to collect personal information from you by certain laws. Details of these laws are in the BT Privacy Policy.

The BT Privacy Policy is available at [bt.com.au](http://bt.com.au) or by calling 1300 881 716. It covers:

- how you can access the personal information we hold about you and ask for it to be corrected
- how you may complain about a breach of the Australian Privacy Principles, or a registered privacy code and how we will deal with your complaint and
- how we collect, hold, use and disclose your personal information in more detail.

The BT Privacy Policy will be updated from time to time.

Where you have provided information about another individual, you must make them aware of that fact and the contents of this privacy statement.

## Anti-Money Laundering, Counter-Terrorism Financing and Sanctions obligations

The Trustee and Administrator are bound by applicable laws about the prevention of money laundering and the financing of terrorism as well as sanctions obligations, including but not limited to the Australian *Anti-Money Laundering and Counter-Terrorism Financing Act 2006* (AML/CTF laws).

By approving your application you agree that:

- The Trustee and Administrator are required to carry out procedures that verify your identity before providing services to you, and from time to time thereafter, and before any cashing out of your account.
- You are not investing under an assumed name.
- Any money you invest is not derived from or related to any criminal activities.

- Any proceeds will not be used in relation to any criminal activities.
- You will not initiate, engage in or effect a transaction that may be in breach of AML/CTF laws or sanctions (or the law or sanctions of any other country).
- If the Trustee or Administrator asks, you will provide them with any additional information they may reasonably require for the purposes of AML/CTF laws or sanctions. This could include information about you, your estate, your nominated beneficiary, about anyone acting on your behalf or a holder of a beneficial interest in the account, or the source of funds used in connection with this account.
- We may obtain information about you, your estate, your nominated beneficiary, about anyone acting on your behalf, or a holder of a beneficial interest in the account or the source of funds used in connection with the account from third parties if we believe this is necessary to comply with AML/CTF and sanctions laws.
- In order to comply with AML/CTF and sanctions laws, the Trustee or Administrator may be required to take action, including delaying or refusing the processing of any application or any transaction related to your account if they believe or suspect that the application or transaction may breach any obligation of, or cause them to commit or participate in an offence under any AML/CTF and sanctions laws. Neither the Trustee nor Administrator will incur any liability in doing so.
- Where legally obliged to do so, the Trustee or Administrator may disclose the information gathered to regulatory and/or law enforcement agencies or other entities. The Trustee or Administrator may share this information with other members of the Westpac Group.

If you are in default of your obligations under your account with us, we can close your account without notice if we have reasonable grounds to suspect that there is a breach of any of the conditions set out above, such as unsatisfactory conduct by you or if you fail to provide required information and documentation as requested within a stipulated time

period, or if we have reasonable grounds to consider that we need, subject to the provisions of the SIS Act, to close your account for any other reason in order to manage appropriately any risks to which we are exposed (including the risk of damage to our reputation).

## Bankruptcy and super

Trustees in bankruptcy are able to access for the benefit of creditors, certain contributions made on or after 28 July 2006 into super funds on behalf of people who subsequently become bankrupt.

## Eligible rollover fund for Panorama Super

The eligible rollover fund (ERF) currently selected for Panorama Super is:

SuperTrace Eligible Rollover Fund  
Locked Bag 5429  
Parramatta NSW 2124  
[www.supertrace.com.au](http://www.supertrace.com.au)

If your benefit is transferred to SuperTrace:

- you will cease to be a member of Panorama Super and any insurance cover provided will also cease
- you will need to contact the SuperTrace Administrator on 1300 788 750 in order to claim your benefit back or deal with your benefit
- you will not be able to make contributions to the ERF
- you will not have any investment choice — the trustee of the ERF will nominate the investment strategy that will apply
- the ERF will normally ensure that your benefits will not be eroded by administration fees and other costs, however, other fees may apply. Refer to the ERF's product disclosure statement for more information.

Currently your benefit may be transferred to the ERF in the following circumstances.

- If your transaction account balance falls below the minimum required balance (unless you are in Pension or Transition to Retirement Pension and the total value of your pension is below the minimum amount). If this happens, you will be requested to make an additional investment or sell down investment holdings to increase your balance over the minimum. If you do not increase your balance, your benefit may be transferred to the ERF.
- If you request to transfer your benefit to another fund and that request cannot be processed due to insufficient information, or the other fund returns the money to Panorama Super because they have been unable to process the request.
- If the Distributor ceases to distribute Panorama Super.
- If circumstances discussed in the 'Cooling-off period' section apply.
- In any other circumstances permitted under superannuation law.

## Unclaimed money

In some circumstances, if an amount is payable to you or your dependant(s) and we are unable to ensure that you or your dependant(s) will receive it, we may be obliged to transfer the amount to the ATO. We may also be required to transfer your account balance to the ATO if you become a 'lost member' or a member with an 'inactive low-balance account'.

If your superannuation is transferred to the ATO, you, or your dependants where relevant, will be able to reclaim it from the ATO.

For more information on unclaimed super money please refer to [www.ato.gov.au](http://www.ato.gov.au), speak to your adviser or contact us on 1300 881 716.

## Information in the disclosure documents

The information in disclosure documents for Panorama Super (including the relevant PDS, this Booklet and the Investment Options Booklets) is given in good faith and has been derived from sources believed to be accurate. However, to the extent permitted by law, the Trustee disclaims any liability for any loss or damage arising because of any error or omission contained in the disclosure documents.

## Internet service

By approving your account application, you will be given access to the Panorama internet service at [bt.com.au/panorama](http://bt.com.au/panorama) and the BT Panorama mobile application which is available for download and use on certain mobile devices (the services). The following conditions apply to the Panorama internet service.

- A confidential password will give access to the Panorama internet service at [bt.com.au/panorama](http://bt.com.au/panorama). A confidential password or code, or your fingerprint, will give you access to the Panorama internet service via the BT Panorama mobile application. You remain responsible for the confidentiality of your password or code.
- Access to the Panorama internet service will be given to any person who uses your password code or complies with any other security procedures that may be instituted by the Administrator or Trustee from time to time. Any action by that person will be taken to be by you.
- The Administrator or Trustee may suspend access to or cancel the Panorama internet service at any time generally or for a member, without notice. If the Panorama internet service is suspended or cancelled, we are not responsible for any loss suffered as a result (including if you suffer loss because you were unable to perform transactions during that time).
- The Administrator or Trustee may vary these conditions at any time after giving you notice through

[bt.com.au/panorama](http://bt.com.au/panorama) (or notice by email or any other electronic communication).

- You acknowledge that any password or code that is issued or reissued to you will be delivered electronically.
- You must tell the Administrator immediately if you lose your password or code or think someone has knowledge of either of them.
- You agree that the Panorama internet service will be used to provide you with confirmation of transactions within Panorama Super.

You release the Administrator and Trustee from and indemnify the Administrator and Trustee against all losses and liabilities arising in connection with all actions, claims, proceedings, costs and demands, arising directly or indirectly out of your use of the Panorama internet service.

## Conflicts

In the course of managing Panorama Super, the Trustee may face conflicts between the duties it owes as Trustee of Panorama Super, duties it owes as trustee of other plans or funds, and its own interests. The Trustee has policies and procedures in place to ensure that it manages these conflicts through either controlling, avoiding or disclosing the conflicts. The Trustee will resolve such conflicts fairly and reasonably between investors and in accordance with the law, ASIC policy and its own policies.

# Direct Debit Request Service Agreement

This is your Direct Debit Service Agreement with BT Portfolio Services Ltd ABN 73 095 055 208 User Id 509502 (the Debit User).

It explains what your obligations are when undertaking a Direct Debit arrangement with us. It also details what our obligations are to you as your Direct Debit provider.

Please keep this agreement for future reference. It forms part of the terms and conditions of your Direct Debit Request (DDR) and should be read in conjunction with your DDR authorisation.

## Definitions

**account** means the account held at *your financial institution* from which we are authorised to arrange for funds to be debited.

**agreement** means this *Direct Debit Request Service Agreement* between you and us.

**banking day** means a day other than a Saturday or a Sunday or a public holiday listed throughout Australia.

**debit day** means the day that payment by you to us is due.

**debit payment** means a particular transaction where a debit is made.

**Direct Debit Request** means the written, verbal or online request between us and you to debit funds from *your account*.

**us** or **we** means BT Portfolio Services Ltd ABN 73 095 055 208, (the Debit User) you have authorised by requesting a *Direct Debit Request*.

**you** or **your** means the customer who has authorised the *Direct Debit Request*.

**your financial institution** means the financial institution nominated at which you hold the *account* you have authorised us to debit.

## 1. Debiting your account

1.1 By submitting a *Direct Debit Request*, you have authorised us to arrange for funds to be debited from *your account*. The *Direct Debit Request* and this *agreement* set out the terms of the arrangement between us and you.

1.2 We will only arrange for funds to be debited from *your account* as authorised in the *Direct Debit Request*.

or

We will only arrange for funds to be debited from *your account* if we have sent to the address nominated by you in the *Direct Debit Request*, a billing advice which specifies the amount payable by you to us and when it is due.

1.3 If the *debit day* falls on a day that is not a *banking day*, we may direct *your financial institution* to debit *your account* on the following *banking day*. If you are unsure about which day *your account* has or will be debited you should ask *your financial institution*.

## 2. Amendments by us

We may vary any details of this *agreement* or a *Direct Debit Request* at any time by giving you at least fourteen (14) days written notice sent to the preferred email or address you have given us in the *Direct Debit Request*.

## 3. How to cancel or change direct debits

You can:

- a. cancel or suspend the *Direct Debit Request*; or

- b. change, stop or defer an individual *debit payment* at any time by giving at least **2 days** notice.

To do so, contact us online at [bt.com.au/panorama](http://bt.com.au/panorama)

or

by telephoning us on 1300 881 716 during business hours.

You can also contact *your* own financial institution, which must act promptly on *your* instructions.

## 4. Your obligations

4.1 It is *your* responsibility to ensure that there are sufficient clear funds available in *your account* to allow a *debit payment* to be made in accordance with the *Direct Debit Request*.

4.2 If there are insufficient clear funds in *your account* to meet a *debit payment*:

- a. you may be charged a fee and/or interest by *your financial institution*;
- b. we may charge you reasonable costs incurred by us on account of there being insufficient funds; and
- c. you must arrange for the *debit payment* to be made by another method or arrange for sufficient clear funds to be in *your account* by an agreed time so that we can process the *debit payment*.

4.3 You should check *your account* statement to verify that the amounts debited from *your account* are correct.

## 5. Dispute

5.1 If you believe that there has been an error in debiting *your account*, you should notify us directly on 1300 881 716 or GPO Box 2861 Adelaide SA 5001. Alternatively you can contact *your* financial institution for assistance.

- 5.2 If we conclude as a result of our investigations that *your account* has been incorrectly debited we will respond to *your query* by arranging within a reasonable period for *your financial institution* to adjust *your account* (including interest and charges) accordingly. We will also notify *you* in writing of the amount by which *your account* has been adjusted.
- 5.3 If we conclude as a result of our investigations that *your account* has not been incorrectly debited we will respond to *your query* by providing *you* with reasons and any evidence for this finding in writing.

## 6. Accounts

*You* should check:

- a. with *your financial institution* whether direct debiting is available from *your account* as direct debiting is not available on all accounts offered by financial institutions.
- b. *your account* details which *you* have provided to *us* are correct by checking them against a recent *account statement*; and
- c. with *your financial institution* before completing the *Direct Debit Request* if *you* have any queries about how to complete the *Direct Debit Request*.

## 7. Confidentiality

- 7.1 We will keep any information (including *your account* details) in *your Direct Debit Request* confidential. We will make reasonable efforts to keep any such information that we have about *you* secure and to ensure that any of *our* employees or agents who have access to information about *you* do not make any unauthorised use, modification, reproduction or disclosure of that information.
- 7.2 We will only disclose information that we have about *you*:
- a. to the extent specifically required by law; or
  - b. for the purposes of this *agreement* (including disclosing information in connection with any query or claim).

## 8. Contacting each other

- 8.1 If *you* wish to notify *us* in writing about anything relating to this *agreement*, *you* should write to:

GPO Box 2861  
Adelaide SA 5001

- 8.2 We will notify *you* by sending a notice to the preferred address or email *you* have given *us* in the *Direct Debit Request*. Any notice will be deemed to have been received on the second *banking day* after sending.

## For more information

[bt.com.au/panorama](http://bt.com.au/panorama)

1300 881 716

[support@panorama.com.au](mailto:support@panorama.com.au)

GPO Box 2861 Adelaide SA 5001

