

Supplementary Product Disclosure Statement

1 November 2022

This document is a Supplementary Product Disclosure Statement (SPDS) issued by Avanteos Investments Limited ABN 20 096 259 979, AFSL 245531 (AIL), as Trustee for the Ultimate Superannuation Fund ABN 97 900 294 767.

This SPDS supplements the Ultimate Super and Pension Service:

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

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

- on our website, www.ultimateinvestment.com.au under 'Offer documents',
- from your Financial Adviser, or
- by calling us on 1800 109 213.

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

Purpose of this SPDS

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

Fees and other costs

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

Ultimate Super and Pension Service

| Type of fee or cost | Amount ¹ | How and when paid |
|--|--|--|
| Ongoing annual fees and costs² | | |
| Administration fees and costs | Administration fee (non-ACCESS options) | <p>The Administration fee (non-ACCESS options) is calculated on the average balance of your account (valued at the end of the month) including amounts held in your cash account and any other non-ACCESS investments in your account.</p> <p>It is deducted from your cash account monthly in arrears (or upon closure of your account based on the number of days your account is open) and paid to us shortly after the last day of each month.</p> <p>The Administration fee (non-ACCESS options) will commence from the day of your first deposit into your account.</p> <p>Please refer to 'Benefits from linking related accounts in a family group' in the 'How your account works' section and 'Fee aggregation' in the 'Fees and other costs' section for more information on fee aggregation when linking related accounts within a family group.</p> <p>The Trustee has discretion to waive the Administration fee on balances held in suspended investments.</p> <p>Please refer to the 'Suspended investments' section in the Other Important Information brochure for more information.</p> <p>The Administration fee (non-ACCESS options) and Administration fee (ACCESS options) are deducted together as a single transaction and may be referred to as 'Administration fee' on your reports and statements.</p> |
| | Total Account balance | |
| | On the first \$250,000 | |
| | On amounts above \$250,000 – \$500,000 | |
| | On amounts above \$500,000 – \$1,000,000 | |
| | On amounts above \$1,000,000 – \$3,000,000 | |
| | On any amount above \$3,000,000 | |
| | Fee (pa) | |
| | On the first \$250,000 | 0.595% |
| | On amounts above \$250,000 – \$500,000 | 0.495% |
| | On amounts above \$500,000 – \$1,000,000 | 0.150% |
| | On amounts above \$1,000,000 – \$3,000,000 | 0.050% |
| | On any amount above \$3,000,000 | Nil |
| | <p>The fee tiers applicable are applied to the combined balance of all linked accounts within a family group.</p> <p>For more information about the Administration fee, refer to the 'Additional explanation of fees and costs' section.</p> | |

Ultimate Super and Pension Service

| Type of fee or cost | Amount ¹ | How and when paid |
|---------------------|--|---|
| | Administration fee (ACCESS options) Total account balance Fee (pa) On any amounts invested in ACCESS Options 0.340% pa | <p>The Administration fee (ACCESS options) is calculated on the average balance of ACCESS options in your account (valued at the end of the month).</p> <p>It is deducted from your cash account monthly in arrears (or upon closure of your account based on the number of days your account is open) and paid to us shortly after the last day of each month.</p> <p>The Administration fee (ACCESS options) will commence from the day of your first deposit into your account when invested in ACCESS options.</p> <p>Please refer to 'Benefits from linking related accounts in a family group' in the 'How your account works' section and 'Fee aggregation' in the 'Fees and other costs' section of this PDS for more information on fee aggregation when linking related accounts within a family group.</p> <p>The Trustee has discretion to waive the Administration fee on balances held in suspended investments.</p> <p>Please refer to the 'Suspended investments' section in the Other Important Information brochure for more information.</p> <p>Please refer to your Financial Adviser for a list of ACCESS options.</p> <p>The Administration fee (non-ACCESS options) and Administration fee (ACCESS options) are deducted together as a single transaction and may be referred to as 'Administration fee' on your reports and statements.</p> |
| | Account keeping fee \$150.00 pa | <p>The Account keeping fee is deducted and proportioned equally over 12 months (\$12.50 per month) from your cash account monthly in arrears shortly after the end of each month, or upon closure of your account based on the number of days your account is open.</p> <p>The Account keeping fee will commence on the day of your first deposit into your account.</p> <p>The Account keeping fee is not payable if you are invested only in ACCESS options and cash for the full month. If you are invested in any other investments during the month the Account keeping fee will apply and be deducted from your account.</p> <p>The Account keeping fee payable is not reduced by any linking of accounts within a family group.</p> |
| | Cash account fee Up to 1.500% pa of your cash account. The current Cash account fee can be found at www.ultimateinvestment.com.au under 'Offer documents'. | <p>The Cash account fee is calculated daily and deducted monthly from your investment return before interest is calculated and applied to your cash account.</p> <p>This fee is calculated on a proportionate basis depending on the number of days in the month your account is open. This fee is not deducted directly from your cash account. It will be included in your periodic statement and referred to as 'Administration fee – Cash account fee'.</p> |

Ultimate Super and Pension Service

| Type of fee or cost | Amount ¹ | How and when paid |
|--|---|--|
| | APRA levy The Australian Prudential Regulation Authority (APRA) levy may vary from year to year. Estimated to be 0.006% – 0.010% pa. | The APRA levy is an annual fee paid by APRA-regulated super funds to cover the expense of the Government's supervision of the financial sector. The Trustee may recover the cost of this levy by deducting a one-off amount from your account that is calculated using your closing account balance at the end of the financial year. The deduction will be reported in your account and on your annual statement as: 'Withdrawal – APRA Levy'. |
| Investment fees and costs³ These fees relate only to gaining access to the underlying investments through the platform; and do not include the fees and costs that relate to investing in underlying investments. | The Trustee does not charge an investment fee. However, investment fees and costs may be charged by or in the underlying investments available through the Service. For underlying investments, the estimated fees and costs are 0% – 3.01% pa, depending on the investment option. | These amounts are payable to the investment manager or responsible entity of your underlying investment in a managed fund or unlisted investment. The range shown in this table is an estimated percentage and may or may not include any performance-based fee charged in the underlying investments. These amounts are not deducted from your pooled cash account. For managed funds and unlisted investments, these amounts are generally deducted before calculating the unit price for the investment. Refer to the Investment List for the costs applicable to each investment option offered. Further information on investment costs including management fees and costs for your investment option is set out in the relevant disclosure document for the underlying investment, available from your Financial Adviser. The investment costs may also change from time to time as determined by the investment manager or responsible entity of the underlying investment. This cost does not apply for some investment types, including certain listed shares and term deposits where these are held directly in Ultimate Super and Pension Service. Any rebates received from underlying investment managers or responsible entities in respect of your investment will be passed on to you. |
| Transaction costs | Nil | The Trustee does not deduct transaction costs. However, some underlying investments may deduct transaction costs. Refer to 'Transactional and operational costs' for more information. |

Ultimate Super and Pension Service

| Type of fee or cost | Amount ¹ | How and when paid |
|---|--|--|
| Member activity related fees and costs | | |
| Buy-sell spread | Nil | <p>The Trustee does not charge a buy-sell spread. However, buy-sell spreads may be charged by the investment manager of a managed fund and unlisted investments that you invest in.</p> <p>The amount of the buy-sell spread varies, depending on the investments selected by you and your Financial Adviser. The amount of the buy-sell spreads that may be applicable for each underlying investment are available in the Investment List.</p> <p>Refer to 'Transactional and operational costs' for more information.</p> |
| Switching fee | Nil | <p>The Trustee does not charge a switching fee but transaction costs and buy-sell spread may apply when buying and selling underlying investments available through the Service.</p> |
| Other fees and costs⁴ | Insurance fee For details of insurance costs, refer to the 'Insurance' section of this PDS, the LifeProtect Insurance brochure and the LifeProtect Insurance rates. The amount of the premium is provided by the insurer to the Trustee each month. | <p>Where you have a LifeProtect insurance policy with the insurer, your insurance premium will be deducted from your cash account monthly in arrears and paid to the insurer shortly after the last day of each month. It will be included in your periodic statement and referred to as 'Insurance premium'.</p> <p>The Trustee doesn't charge an insurance fee.</p> |
| | Financial Adviser fees As agreed between you and your Financial Adviser. | <p>Please refer to the 'Financial Adviser fees' section.</p> |

- 1 All figures disclosed include the net effect of goods and services tax (GST) and reduced input tax credits (RITC). Fees are rounded to the nearest cent. For further information please refer to GST and RITC in the 'Additional explanation of fees and costs' section.
- 2 If your account balance for a product offered by the superannuation entity is less than \$6,000 at the end of the entity's income year, certain fees and costs charged to you in relation to administration and investment are capped at 3% of the account balance. Any amount charged in excess of that cap must be refunded.
- 3 Other investment fees and costs may apply including brokerage fees. Please refer to 'Transactional and operational costs' for more information.
- 4 Other service fees may apply, including insurance fees and Financial Adviser fees. Please refer to the 'Insurance' and 'Financial Adviser fees' sections for more information.

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

Financial Adviser fees

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

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

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

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

Where you agree to pay an Adviser Service Fee to your Financial Adviser, we will continue deducting these fees from your account until:

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

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

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

debt reduction strategies or other investments, such as an investment property. It must be for advice provided to you and not to anyone else. Where a fee is withdrawn from your superannuation or pension account that is not for advice related to you and your investment with the fund, this may be considered an early release of super.

Your written consent to deduct Financial Adviser fees from your account

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

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

• Ongoing Adviser Service Fee

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

• Fixed term Adviser Service Fee

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

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

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

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

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

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

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

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

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

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

Financial Adviser fees

| Fee type | Amount ¹ | How and when paid |
|--|---|---|
| Adviser Service Fee² | <p>As agreed between you and your Financial Adviser, an Adviser Service Fee can be deducted from your account for advice and related services provided to you in relation to your account.</p> <p>An Adviser Service Fee can be expressed as either:</p> <ul style="list-style-type: none"> • a percentage-based fee, or • a dollar-based fee, or • a combination of percentage-based and dollar-based fees. <p>The percentage-based fee can be either:</p> <ul style="list-style-type: none"> • a fixed or tiered percentage rate/s, or • a fixed or tiered percentage rate/s according to the different types of investments you hold in your account. <p>The dollar-based fee is a fixed dollar amount per month.</p> | <p>You direct us to deduct an Adviser Service Fee from your cash account monthly in arrears (or upon closure of your account based on the number of days your account is open) and pay these fees to your Financial Adviser's licensee group shortly after the last day of each month.</p> <p>The Adviser Service Fee will generally commence on the later of the day we receive your fee consent form, the nominated start date (if applicable), or the day of your first deposit into your account.</p> <p>A percentage-based fee is calculated using the daily account balance including amounts held in your cash account and any other investments in your account.</p> <p>A dollar-based fee is calculated daily each month.</p> <p>Where there are changes to your Adviser Service Fee during a month, the fee will be pro-rated using the number of days each of your fee arrangements were applicable.</p> |
| One-off advice fee | A dollar amount on a one-off basis. | As negotiated and agreed between you and your Financial Adviser, this fee is debited from your cash account, in accordance with your direction, on the day you and your Financial Adviser's signed authorisation has been processed by us. This fee enables you to pay for one-off advice from your cash account, as applicable. |

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

2 If your account holds an ordinarily liquid investment which becomes a suspended investment due to difficult market conditions, no percentage-based fee will be deducted from the value of this investment. If the suspended investment is the only investment you hold (along with any amounts in the cash account), no percentage or dollar-based fees will be deducted. Please refer to the 'Suspended Investments' section of the Other Important Information brochure for further information.

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

Example of annual fees and costs for superannuation products

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

| Example ^{1, 2} | | Balance of \$50,000 |
|--|--|---|
| Vanguard Growth Index Fund (VAN0110AU) | | |
| Administration fees and costs³ | Administration fee 0.595% \$297.50 x \$50,000 | For every \$50,000 you have in the superannuation product, you will be charged or have deducted from your investment \$460.75 in administration fees and costs. |
| | Plus Account keeping fee \$150.00 | |
| | Cash account fee ⁴ 1.500% \$8.25 x \$550 | |
| | APRA levy ⁵ 0.010% \$5.00 x \$50,000 | |
| PLUS Investment fees and costs | 0.290% ⁶ | And , you will be charged or have deducted from your investment \$143.41 in investment fees and costs. |
| PLUS Transaction costs | Nil | And , you will be charged or have deducted from your investment \$0 in transaction costs |
| EQUALS Cost of product | If your balance was \$50,000 at the beginning of the year, then for that year you will be charged fees and costs of \$604.16 for the superannuation product. ^{3, 6} | |

1 This is an example only and does not take into account any movements in the value of the investment that may occur over the course of the year.

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

3 This example is based on the fees and costs for Ultimate Super and Pension Service, assuming \$49,450 is invested in Vanguard Growth Index Fund (VAN0110AU) with \$550 retained in your cash account.

4 You are required to maintain a minimum cash balance, and this example reflects the Cash account fee that will apply on your cash account balance. If, in addition to \$49,450 invested in the managed fund, you also held \$550 in your cash account, the Cash account fee would be \$8.25 (\$550 x 1.500%).

5 The Trustee may recover this amount. The APRA levy is estimated in this example.

6 This amount relates to the investment fees and costs associated with Vanguard Growth Index Fund (VAN0110AU). You should refer to the disclosure documents for the accessible investments for more details on the fees and costs that may be charged by the issuer.

Note: Additional fees may apply.

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

Cost of product for 1 year

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

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

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

| Cost of product | |
|------------------------------------|------------|
| Ultimate Super and Pension Service | \$1,052.50 |

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

The following assumptions apply to this example:

- All figures disclosed include the net effect of goods and services tax (GST) and reduced input tax credits (RITC). Please refer to the 'GST and RITC' section within 'Additional explanation of fees and costs'.
- 100% is held in the cash account.
- It is based on the minimum investment amount of \$50,000.
- The fees are calculated based on 0.595% (Administration fee) + 1.500% (Cash account fee) + 0.010% (APRA levy, which is variable annually).
- The Account keeping fee is not applicable in this example as fully invested in cash.
- The account is not linked for fee aggregation.

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

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



Ultimate Super and Pension Service

Product Disclosure Statement

Ultimate Super and Pension Service

Issue No 2022/1, dated 30 May 2022

Issued by: Avanteos Investments Limited (AIL)
ABN 20 096 259 979, AFSL 245531, RSE L0002691
as trustee for the Ultimate Superannuation Fund
ABN 97 900 294 767, Registration R1075236,
Unique Superannuation Identifier (USI) 97 900 294 767 001

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

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

About the Fund

Ultimate Super and Pension Service (the 'Service') is part of the Ultimate Superannuation Fund ABN 97 900 294 767, Registration R1075236, USI 97 900 294 767 001 (the 'Fund' or 'superannuation entity') established by a Trust Deed (the Deed) dated 21 February 2013.

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

Updated information

The information in this PDS may change from time to time. Where a change is material or significant, we will notify you in writing within the timeframes provided for in the relevant legislation. If the change is materially adverse, we will re-issue the PDS or issue a Supplementary PDS. Information contained in this PDS which is not materially adverse information is subject to change from time to time and may be updated via our website, and Product updates can be found at any time by visiting www.ultimateinvestment.com.au under 'Offer documents'. You can also obtain updated information by asking your Financial Adviser or contacting us on 1800 109 213. You can also ask for a free paper or electronic copy of the updated information or access the information online at www.ultimateinvestment.com.au

About the Trustee, Custodian and Administrator

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

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

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

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

About the Financial Adviser

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

About Ultimate Super and Pension Service

Superannuation is a long-term investment designed for retirement.

Ultimate Superannuation Fund is a complying superannuation fund which includes Ultimate Superannuation Service and Ultimate Pension Service.

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

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

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

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

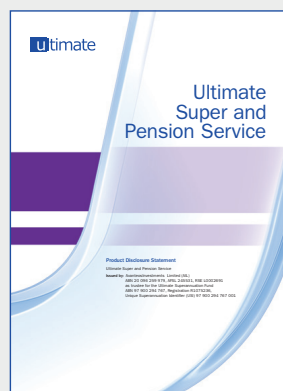
All Ultimate accounts can only be opened through a licensed Financial Adviser who is registered to use Ultimate.

How to use this Ultimate Super and Pension Service PDS

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

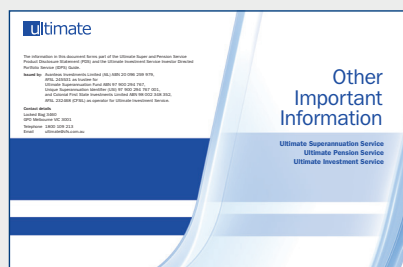
PDS (this document)

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



Other Important Information

Contains information on how to manage your account.



Investment List

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



LifeProtect Insurance brochure

Describes the insurance offering available (Ultimate Superannuation Service only).

LifeProtect Insurance rates

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

LifeProtect Insurance

These documents are available free of charge online at www.ultimateinvestment.com.au, from your Financial Adviser, or by calling Ultimate Service and Support on 1800 109 213.

Contact details

Ultimate
Locked Bag 3460
GPO Melbourne VIC 3001
Telephone 1800 109 213
Email ultimate@cfs.com.au

Further details about Ultimate Super and Pension Service are contained in the Other Important Information brochure, the Investment List, the LifeProtect Insurance brochure and the LifeProtect Insurance rates, available online at www.ultimateinvestment.com.au. If you are unable to access the information online, you can request a copy of these documents and the relevant Financial Services Guide (FSG) free of charge from your Financial Adviser or by calling Ultimate Service and Support on 1800 109 213.

Benefits of investing

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

Ultimate Super and Pension Service makes managing your investment portfolio easier. Your investments are administered through our market-leading centralised service, allowing your Financial Adviser to easily review your entire portfolio, make transactions on your behalf and manage the administration of your investments.

Investment choice

Ultimate Super and Pension Service gives you and your Financial Adviser access to a diverse range of investments, including:

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

A range of responsible investment options is also available.

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

www.ultimateinvestment.com.au

Access

It is easy for you to view and keep track of your Ultimate Super and Pension Service account/s. You can access your account through our online portal, from your computer.

Your Financial Adviser or Ultimate Service and Support will be able to provide you with your online portal user login and password.

Flexibility

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

Once you retire, you and your Financial Adviser can easily convert part or all of your superannuation benefits into a Ultimate Pension Service through our seamless transfer service.

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

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

Ultimate Super and Pension Service offers a tailored service for your superannuation savings and pension income. You and your Financial Adviser may choose to:

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

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

Quality reporting

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

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

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

Value for money

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

Administration fees that apply to ACCESS options will not reduce through aggregation, however, balances in ACCESS options may assist in the reduction of administration fees on other investments.

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

Key features

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

| | Superannuation | Pension |
|---------------------------------------|--|--|
| Reporting | <p>Available online:</p> <ul style="list-style-type: none"> • Portfolio valuation • Transaction statement • Asset allocation • Investment performance • Capital gain (realised and unrealised) • Income statement • Trustee report. <p>Provided to you annually:</p> <ul style="list-style-type: none"> • Benefit statement • Notice of intent to claim or vary a deduction for personal super contributions⁴ (if applicable). | <p>Available online:</p> <ul style="list-style-type: none"> • Portfolio valuation • Transaction statement • Asset allocation • Investment performance • Capital gain (realised and unrealised) • Income statement • Trustee report. <p>Provided to you annually:</p> <ul style="list-style-type: none"> • Benefit statement • Pension review letters. |
| Group insurance | <ul style="list-style-type: none"> • Life cover • Life and total and permanent disablement (TPD) cover • Income protection cover. <p>You may also have the ability to transfer insurance from another provider when you join Ultimate Superannuation Service.</p> <p>Please contact your Financial Adviser for more information.</p> | Not applicable |
| Retail insurance | <p>Ultimate can also arrange for the payment of regular premiums for authorised retail providers' insurance policies.</p> <p>Payments are treated as a partial rollover from your cash account.</p> <p>Please contact your Financial Adviser for more information.</p> | Not applicable |
| Income/dividend reinvestment facility | Yes | Yes |

1 Asset transfers are subject to our and/or the custodian's approval.

2 All contributions into a pension account must be sourced as part of a rollover of superannuation benefits. No further contribution is allowed after the commencement of the pension.

3 Withdrawals from superannuation are subject to meeting a condition of release. Refer to the Other Important Information brochure for further information.

4 You should complete this notice if you intend to claim a tax deduction for your personal super contributions or want to vary a previous valid notice of intent you gave to us.

How your account works

Ultimate Super and Pension Service has been designed to provide you and your Financial Adviser with an effective and efficient means to manage your total portfolio and make the most of your investments.

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

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

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

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

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

A copy of the Non-advised investor policy is available online at www.ultimateinvestment.com.au or alternatively a copy can be sent to you free of charge on request. Please contact Ultimate Service and Support on 1800 109 213 if you no longer have a Financial Adviser.

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

Benefits from linking related accounts in a family group

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

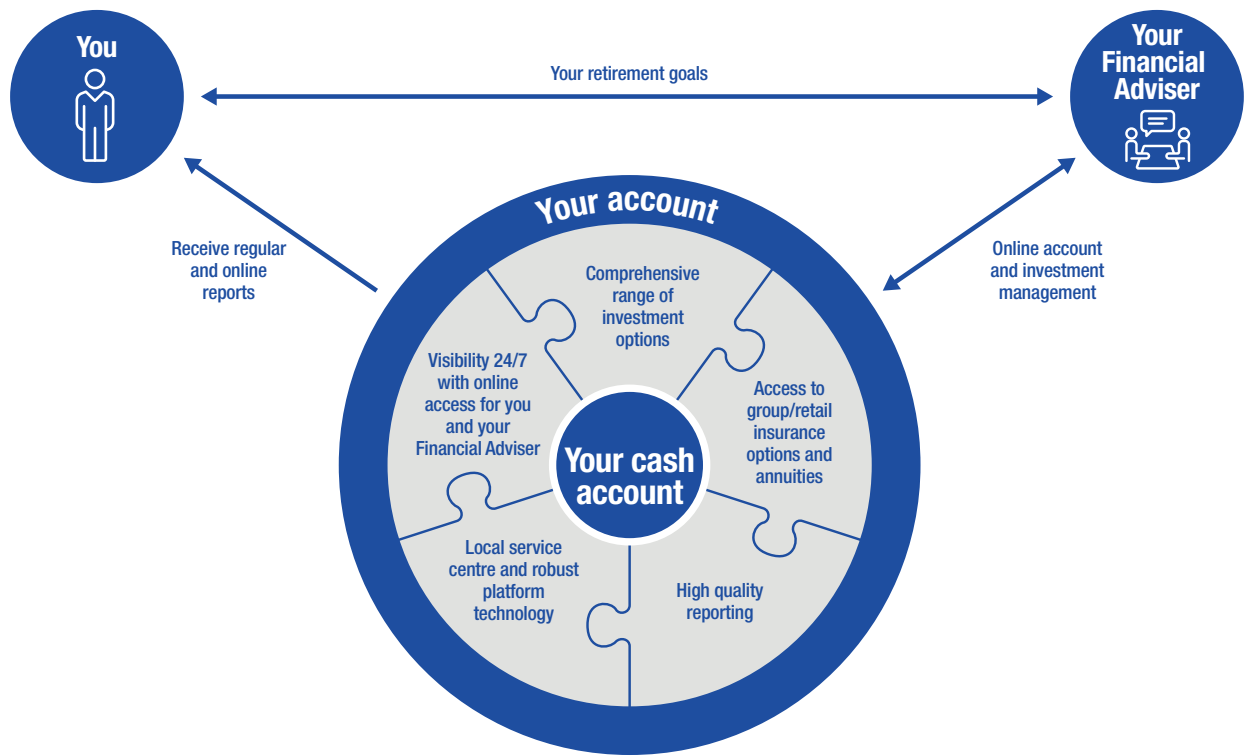
- You
- Members of your immediate family ie your spouse, de-facto, partner, children, parents, siblings, grandparents or grandchildren
- Companies, trusts or self-managed super fund which you or a member of your immediate family are the director, trustee or beneficiaries.

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

If you link Ultimate accounts within a family group, you:

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

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



Your cash account

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

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

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

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

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

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



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

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

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

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

Minimum cash balance

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

| | |
|--|---|
| Ultimate Superannuation Service | The lower of \$2,500 or 0.5% of the total account balance, plus the value of any group insurance premiums due over the next two months. |
| Ultimate Pension Service | The lower of \$3,000 or 1.0% of the total account balance, plus the value of any pension payments due over the next two months. |

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

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

Risks of investing

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

What is risk?

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

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

General risks

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

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

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

Technology risk

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

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

Market risk

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

Liquidity risk

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

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

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

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

Counterparty risk

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

Custodian risk

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

Environmental, social and governance (ESG) and climate risk

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

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

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

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

More information on specific investment risks

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

How we invest your money

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

Investment options

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

An up-to-date list of the investments available through Ultimate Super and Pension Service is available at www.ultimateinvestment.com.au, by contacting us, or your Financial Adviser can provide you with a copy.

Your investment strategy

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

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

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

Investing through Ultimate Super and Pension Service

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

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

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

- Cooling-off rights in the underlying managed funds are not available to you. Cooling-off rights may be important where underlying investments have infrequent or restricted redemption windows. Please speak to your Financial Adviser for more information.

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

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

Periodic statements for underlying investments

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

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

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

Investment news

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

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

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

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

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

Fees and other costs

DID YOU KNOW?

Small differences in both investment performance and fees and costs can have a substantial impact on your long term returns. For example, total annual fees and costs of 2% of your account balance rather than 1% could reduce your final return by up to 20% over a 30 year period (for example, reduce it from \$100,000 to \$80,000). You should consider whether features such as superior investment performance or the provision of better member services justify higher fees and costs. You or your employer, as applicable, may be able to negotiate to pay lower fees.¹ Ask the fund or your Financial Adviser.

TO FIND OUT MORE

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

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

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

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

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

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

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

Fees and costs summary

| Ultimate Super and Pension Service | | |
|--|---|-------------------|
| Type of fee or cost | Amount ¹ | How and when paid |
| Ongoing annual fees and costs ² | | |
| Administration fees and costs | Administration fee (non-ACCESS options) | |
| | Total Account balance | Fee (pa) |
| | On the first \$250,000 | 0.595% |
| | On amounts above \$250,000 – \$500,000 | 0.495% |
| | On amounts above \$500,000 – \$1,000,000 | 0.150% |
| | On amounts above \$1,000,000 – \$3,000,000 | 0.050% |
| | On any amount above \$3,000,000 | Nil |
| | The fee tiers applicable are applied to the combined balance of all linked accounts within a family group. | |
| | For more information about the Administration fee, refer to the 'Additional explanation of fees and costs' section. | |
| | | |
| | Administration fee (ACCESS options) | |
| | Total account balance | Fee (pa) |
| | On any amounts invested in ACCESS Options | 0.340% pa |
| | The Administration fee (ACCESS options) is calculated on the average balance of ACCESS options in your account (valued at the end of the month). | |
| | It is deducted from your cash account monthly in arrears (or upon closure of your account based on the number of days your account is open) and paid to us shortly after the last day of each month. | |
| | The Administration fee (ACCESS options) will commence from the day of your first deposit into your account when invested in ACCESS options. | |
| | The Administration fee (non-ACCESS options) is calculated on the average balance of your account (valued at the end of the month) including amounts held in your cash account and any other non-ACCESS investments in your account. | |
| | It is deducted from your cash account monthly in arrears (or upon closure of your account based on the number of days your account is open) and paid to us shortly after the last day of each month. | |
| | The Administration fee (non-ACCESS options) will commence from the day of your first deposit into your account. | |
| | Please refer to 'Benefits from linking related accounts in a family group' in the 'How your account works' section and 'Fee aggregation' in the 'Fees and other costs' section of this PDS for more information on fee aggregation when linking related accounts within a family group. | |
| | The Trustee has discretion to waive the Administration fee on balances held in suspended investments. | |
| | Please refer to the 'Suspended investments' section in the Other Important Information brochure for more information. | |
| | The Administration fee (non-ACCESS options) and Administration fee (ACCESS options) are deducted together as a single transaction and may be referred to as 'Administration fee' on your reports and statements. | |

Ultimate Super and Pension Service

| Type of fee or cost | Amount ¹ | How and when paid |
|--|--|---|
| | | <p>Please refer to 'Benefits from linking related accounts in a family group' in the 'How your account works' section and 'Fee aggregation' in the 'Fees and cost' section of this PDS for more information on fee aggregation when linking related accounts within a family group.</p> <p>The Trustee has discretion to waive the Administration fee on balances held in suspended investments.</p> <p>Please refer to the 'Suspended investments' section in the Other Important Information brochure for more information.</p> <p>Please refer to your Financial Adviser for a list of ACCESS options.</p> <p>The Administration fee (non-ACCESS options) and Administration fee (ACCESS options) are deducted together as a single transaction and may be referred to as 'Administration fee' on your reports and statements.</p> |
| | Account keeping fee \$150.00 | <p>The Account keeping fee is deducted and proportioned equally over 12 months (\$12.50 per month) from your cash account monthly in arrears shortly after the end of each month, or upon closure of your account based on the number of days your account is open.</p> <p>The Account keeping fee will commence on the day of your first deposit into your account.</p> <p>The Account keeping fee is not payable if you are invested only in ACCESS options and cash for the full month. If you are invested in any other investments during the month the Account keeping fee will apply and be deducted from your account.</p> <p>The Account keeping fee payable is not reduced by any linking of accounts within a family group.</p> |
| | Cash account fee From 0.450% pa to 0.850% pa of your cash account. The current Cash account fee can be found at www.ultimateinvestment.com.au under 'Offer documents'. | <p>The Cash account fee is calculated daily and deducted monthly from your investment return before interest is calculated and applied to your cash account.</p> <p>This fee is calculated on a proportionate basis depending on the number of days in the month your account is open. This fee is not deducted directly from your cash account. It will be included in your periodic statement and referred to as 'Administration fee – Cash account fee'.</p> |
| | APRA levy The Australian Prudential Regulation Authority (APRA) levy may vary from year to year. Estimated to be 0.006% - 0.010% pa. | <p>The APRA levy is an annual fee paid by APRA-regulated super funds to cover the expense of the Government's supervision of the financial sector. The Trustee may recover the cost of this levy by deducting a one-off amount from your account that is calculated using your closing account balance at the end of the financial year.</p> <p>The deduction will be reported in your account and on your annual statement as: 'Withdrawal – APRA Levy'.</p> |
| Investment fees and costs³ These fees relate only to gaining access to the underlying investments through the platform; and do not include the fees and costs that relate to investing in underlying investments. | <p>The Trustee does not charge an investment fee. However, investment fees and costs may be charged by or in the underlying investments available through the Service.</p> <p>For underlying investments, the estimated fees and costs are 0.10% – 2.62% pa, depending on the investment option.</p> | <p>These amounts are payable to the investment manager or responsible entity of your underlying investment in a managed fund or unlisted investment.</p> <p>The range shown in this table is an estimated percentage and may or may not include any performance-based fee charged in the underlying investments.</p> <p>These amounts are not deducted from your pooled cash account. For managed funds and unlisted investments, these amounts are generally deducted before calculating the unit price for the investment.</p> <p>Refer to the Investment List for the costs applicable to each investment option offered. Further information on investment costs including management fees and costs for your investment option is set out in the relevant disclosure document for the underlying investment, available from your Financial Adviser. The investment costs may also change from time to time as determined by the investment manager or responsible entity of the underlying investment. This cost does not apply for some investment types, including certain listed shares and term deposits where these are held directly in Ultimate Super and Pension Service. Any rebates received from underlying investment managers or responsible entities in respect of your investment will be passed on to you.</p> |
| Transaction costs | Nil | <p>The Trustee does not deduct transaction costs. However, some underlying investments may deduct transaction costs.</p> <p>Refer to 'Transactional and operational costs' for more information.</p> |
| Member activity related fees and costs | | |
| Buy-sell spread | Nil | <p>The Trustee does not charge a buy-sell spread. However, buy-sell spreads may be charged by the investment manager of a managed fund and unlisted investments that you invest in.</p> <p>The amount of the buy-sell spread varies, depending on the investments selected by you and your Financial Adviser. The amount of the buy-sell spreads that may be applicable for each underlying investment are available in the Investment List.</p> <p>Refer to 'Transactional and operational costs' for more information.</p> |

| Type of fee or cost | Amount ¹ | How and when paid |
|-----------------------------------|--|--|
| Switching fee | Nil | The Trustee does not charge a switching fee but transaction costs and buy-sell spread may apply when buying and selling underlying investments available through the Service. |
| Other fees and costs ⁴ | Insurance fee For details of insurance costs, refer to the 'Insurance' section of this PDS, the LifeProtect Insurance brochure and the LifeProtect Insurance rates. The amount of the premium is provided by the insurer to the Trustee each month. | Where you have a LifeProtect insurance policy with the insurer, your insurance premium will be deducted from your cash account monthly in arrears and paid to the insurer shortly after the last day of each month. It will be included in your periodic statement and referred to as 'Insurance premium'. The Trustee doesn't charge an insurance fee. |
| | Financial Adviser fees As agreed between you and your Financial Adviser. | Please refer to the 'Financial Adviser fees' section. |

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

Additional explanation of fees and costs

Fees and taxes

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

GST and RITC

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

Cash account fee

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

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

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

Services provided for the Administration fee

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

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

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

Fee aggregation

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

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

By linking accounts, you ensure that the tiered Administration fee rates are applied on the combined value of the accounts within your family group, meaning that you'll benefit from scale and potentially pay a lower Administration fee. Administration fees that apply to ACCESS options will not reduce through aggregation, however, balances in ACCESS options may assist in the reduction of the Administration fees on other assets. Fee aggregation does not include the Cash account fee, and fee aggregation will not apply on accrued fees deducted on closing your account.

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

Balances held in suspended investments that don't attract an Administration fee will not count towards the combined value of the accounts within your family group.

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

Example of Administration fees¹ on linked accounts

| | Portfolio balance | Non-linked fee (pa) | Linked fee (pa) | Savings (pa) | Savings (pa) |
|---|-------------------|---------------------|-------------------|-------------------|---------------|
| Smith Investments Pty Ltd ATF Smith Super Fund Ultimate Investment Service - SMSF | \$150,000 | \$742.50 | \$541.07 | \$201.43 | 27.13% |
| Kelly Smith Ultimate Investment Service | \$100,000 | \$495.00 | \$360.71 | \$134.29 | 27.13% |
| Peter Smith Ultimate Superannuation Service | \$200,000 | \$1,190.00 | \$864.29 | \$325.71 | 27.37% |
| Mary Smith Ultimate Superannuation Service | \$250,000 | \$1,487.50 | \$1,080.36 | \$407.14 | 27.37% |
| Total | \$700,000 | \$3,915.00 | \$2,846.43 | \$1,068.57 | 27.29% |

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

Note: All figures disclosed include the net effect of GST and RITC (refer to the 'Additional explanation of fees and costs' section of this PDS for further details). This example does not include investment in an ACCESS option and does not include the \$150 pa Account keeping fee payable on each account.

Changes in fees and costs

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

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

Other fees and costs

Transactional and operational costs

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

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

| Type of fee or cost | Amount ¹ | How and when paid |
|---|--|---|
| Standard brokerage - Individual trades | Brokerage will be charged at the rate of 0.10% of the value of the transaction with a minimum charge per contract settled of \$39 for individual trades. ² Brokerage is paid to the Trustee for placing listed security trades on your behalf. | Brokerage applies when your Financial Adviser purchases or sells listed securities (for example, company listed securities, exchange-traded securities, property trusts and income securities) using the Trustee approved broker on the platform. Brokerage will be deducted from your cash account on contract settlement. ² |
| Multi-broker brokerage | Brokerage will be charged as a rate of the value of the transaction. The brokerage rate is negotiated between you, your Financial Adviser and the approved broker. A settlement fee of \$15.37 is paid to the Trustee per contract settled. ² | Brokerage applies when your Financial Adviser purchases or sells listed securities (for example, company listed securities, exchange-traded securities, property trusts and income securities) using another Trustee approved broker. Brokerage will be deducted from your cash account on contract settlement together with the settlement fee. ² |
| Term deposit transaction fee | Nil | The Trustee does not charge a fee to purchase or withdraw from term deposits purchased as part of your account. An early withdrawal fee may be charged by the term deposit provider when you redeem or partially redeem a term deposit before maturity. Interest penalties may also be charged by the underlying term deposit provider. Please refer to the relevant term deposit provider's product disclosure document for more information. |

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

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

Buy-sell spreads

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

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

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

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

Investment fees and costs

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

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

Performance fees

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

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

For further information about fees and other costs, go to the 'Further information about fees and other costs' section in the Other Important Information brochure at the Ultimate Super and Pension Service website at www.ultimateinvestment.com.au

Insurance premium

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

Financial Adviser fees

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

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

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

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

Where you agree to pay an Adviser Service Fee to your Financial Adviser, we will continue deducting these fees from your account until:

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

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

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

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

Your written consent to deduct Financial Adviser fees from your account

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

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

• Ongoing Adviser Service Fee

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

• Fixed term Adviser Service Fee

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

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

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

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

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

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

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

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

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

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

| Financial Adviser fees | | |
|----------------------------------|---|---|
| Fee type | Amount ¹ | How and when paid |
| Adviser Service Fee ² | <p>As agreed between you and your Financial Adviser, an Adviser Service Fee can be deducted from your account for advice and related services provided to you in relation to your account.</p> <p>An Adviser Service Fee can be expressed as either:</p> <ul style="list-style-type: none"> • a percentage-based fee, or • a dollar-based fee, or • a combination of percentage-based and dollar-based fees. <p>The percentage-based fee can be either:</p> <ul style="list-style-type: none"> • a fixed or tiered percentage rate/s, or • a fixed or tiered percentage rate/s according to the different types of investments you hold in your account. <p>The dollar-based fee is a fixed dollar amount per month.</p> | <p>You direct us to deduct an Adviser Service Fee from your cash account monthly in arrears (or upon closure of your account based on the number of days your account is open) and pay these fees to your Financial Adviser's licensee group shortly after the last day of each month.</p> <p>The Adviser Service Fee will commence on the later of our receipt of the Fee consent form or the day of your first deposit into your account.</p> <p>A percentage-based fee is calculated using the daily account balance including amounts held in your cash account and any other investments in your account.</p> <p>A dollar-based fee is calculated daily each month.</p> <p>Where there are changes to your Adviser Service Fee during a month, the fee will be pro-rated using the number of days each of your fee arrangements were applicable.</p> |
| One-off advice fee | A dollar amount on a one-off basis. | As negotiated and agreed between you and your Financial Adviser, this fee is debited from your cash account, in accordance with your direction, on the day you and your Financial Adviser's signed authorisation has been processed by us. This fee enables you to pay for advice from your cash account, as applicable. |

1

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

2

If your account holds an ordinarily liquid investment which becomes a suspended investment due to difficult market conditions, no percentage-based fee will be deducted from the value of this investment. If the suspended investment is the only investment you hold (along with any amounts in the cash account), no percentage or dollar-based fees will be deducted. Please refer to the 'Suspended Investments' section of the Other Important Information brochure for further information.

Example of annual fees and costs for superannuation products

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

| Example ^{1, 2} | | Balance of \$50,000 |
|--|--|---|
| Vanguard Growth Index Fund (VAN0110AU) | | |
| Administration fees and costs³ | Administration fee 0.595% x \$50,000 \$297.50 Plus Account keeping fee \$150.00 | For every \$50,000 you have in the superannuation product, you will be charged or have deducted from your investment \$457.18 in administration fees and costs. |
| | Cash account fee ⁴ 0.850% x \$550 \$4.68 | |
| | APRA levy ⁵ 0.010% x \$50,000 \$5.00 | |
| | | |
| PLUS Investment fees and costs | 0.290% ⁶ | And , you will be charged or have deducted from your investment \$143.41 in investment fees and costs. |
| PLUS Transaction costs | Nil | And , you will be charged or have deducted from your investment \$0 in transaction costs |
| EQUALS Cost of product | If your balance was \$50,000 at the beginning of the year, then for that year you will be charged fees and costs of \$600.59 for the superannuation product. ^{3, 6} | |

1 This is an example only and does not take into account any movements in the value of the investment that may occur over the course of the year.

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

3 This example is based on the fees and costs for Ultimate Super and Pension Service, assuming \$49,450 is invested in Vanguard Growth Index Fund (VAN0110AU) with \$550 retained in your cash account.

4 You are required to maintain a minimum cash balance, and this example reflects the Cash account fee that will apply on your cash account balance. If, in addition to \$49,450 invested in the managed fund, you also held \$550 in your cash account, the Cash account fee would be \$4.68 (\$550 x 0.850%).

5 The Trustee may recover this amount. The APRA levy is estimated in this example.

6 This amount relates to the investment fees and costs associated with Vanguard Growth Index Fund (VAN0110AU). You should refer to the disclosure documents for the accessible investments for more details on the fees and costs that may be charged by the issuer.

Note: Additional fees may apply.

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

Cost of product for 1 year

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

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

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

| Cost of product | |
|------------------------------------|----------|
| Ultimate Super and Pension Service | \$727.50 |

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

The following assumptions apply to this example:

- All figures include the net effect of GST and RITC. Refer to the GST and RITC section above for further details.
- 100% is held in the cash account.
- It is based on the minimum investment amount of \$50,000.
- The fees are calculated based on 0.595% (Administration fee) + 0.850% (Cash account fee) + 0.010% (APRA levy, which is variable annually).
- The Account keeping fee is not applicable in this example as fully invested in cash.
- The account is not linked for fee aggregation.

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

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

Insurance

You have the option to apply for insurance through Ultimate Superannuation Service, with the premiums deducted from your super account.

Group insurance

LifeProtect is an insurance product which is integrated into the Ultimate Superannuation Service product.

Three types of cover are available:

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

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

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

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

When does your cover commence?

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

Your insurance cover commences when:

- the insurer has accepted your application for insurance, and
- you have a sufficient account balance in your Ultimate Superannuation Service cash account to cover payment of your monthly insurance premiums.

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

How much does your insurance cover cost?

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

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

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

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

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

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

If you are transferring all of your benefits from a Ultimate Superannuation Service account to a Ultimate Pension Service account, any group insurance cover linked to your Ultimate Superannuation Service account will cease on transfer to pension.

Retail insurance

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

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

Keeping you informed

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

Online access

Your Ultimate accounts and investments are at your fingertips through our secure investor portal.

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

Investor access

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

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

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

Staying safe online

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

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

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

Annual reporting

Once a year you can receive:

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

An annual report including abridged financial statements and other information about Ultimate Super and Pension Service is available at www.ultimateinvestment.com.au under 'Annual reporting'.

Annual statement

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

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

Trustee annual report

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

Consolidated reporting

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

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

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

Information from investment managers and companies

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

Investment enquiries

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

How to open an account and other information

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

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

In addition, before you invest in a managed fund or other investment available through Ultimate Super and Pension Service, please read the disclosure document (if any) for that investment. If you are considering more than one investment, you should read the relevant disclosure document for every managed fund or other investment, before you invest.

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

For further information regarding Ultimate Super and Pension Service, please speak to your Financial Adviser, go to our website at www.ultimateinvestment.com.au or contact Ultimate Service and Support on 1800 109 213.

Applications

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

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

Cooling-off period

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

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

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

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

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

Member information

You can access the following information at www.ultimateinvestment.com.au:

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

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

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

What to do if you have a complaint

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

In resolving your complaint, we will:

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

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

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

To lodge a complaint, you can contact us by:

Phone: 1800 109 213
Email: ultimate@cfs.com.au
Mail: Complaint Resolution
Locked Bag 3460
GPO Melbourne VIC 3001

External dispute resolution

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

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

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

