



Combined Financial Services Guide

Dated: 1 November 2011

This combined Financial Services Guide (FSG) is an important document that we are required to give you. It provides you with information about:

A.S.S.E.T. Limited (ASSET) ABN 13 003 257 190,
Australian Financial Services Licence No. 230070,
Registrable Superannuation Entity Licence
No. L0000062, Asset Super's Registrable
Superannuation Entity Registration No. R1000023.
Asset Super ABN 98 061 665 900.

and

Australian Administration Services Pty Limited
(AAS) ABN 62 003 429 114, as a Corporate
Authorised Representative of Pacific Custodians Pty
Limited (Pacific Custodians) ABN 66 009 682 866,
Australian Financial Services Licence No. 295142.

Pacific Custodians is a wholly-owned subsidiary of
Link Market Services Limited (Link), and a member
of the Link Group of Companies (Link Group).

Link maintains the registers of various companies
and trusts and provides share registry services to
Australian and offshore investors. Please refer to
Link's web site at www.linkmarketservices.com.au
for more information.

Pacific Custodians is authorised under its AFSL to
provide certain services in relation to superannuation
(dealing in superannuation products and general
financial product advice – superannuation services).

AAS has been authorised by Pacific Custodians to
provide these superannuation services on its behalf.
AAS is part of the Link Group and provides member
and employer administration and advisory services
in superannuation and other employment-related
areas.

ASSET is the Trustee of Asset Super (the Fund) and it has
appointed AAS, a Corporate Authorised Representative
of Pacific Custodians, to provide administration services
for Asset Super.

The FSG has been prepared to help you decide whether
to use the financial services provided by ASSET and AAS
(referred to as we, us or our) in relation to Asset Super.

The FSG provides you with information about:

- Who we are and how we can be contacted;
- The services we can offer you;
- How we and our associates are paid;
- Any potential conflict of interest we may have;
- Our internal and external dispute resolution
procedures and how you can access them.

We are licensed to provide the following financial services:

- Dealing in superannuation products; and
- Providing financial product advice in respect of
superannuation products to retail clients.

If you need more information or clarification of any
matter raised in this document, please contact us. You
can obtain a copy of the Product Disclosure Statements
(PDS), issued by ASSET, which set out the main features
and benefits of the Fund by contacting us. Further
details as to your rights and obligations under the Fund,
together with other important information concerning
matters such as fees and cooling-off periods, are
contained in the PDS. You should refer to the PDS for
such information.

This FSG is for members and employer sponsors of
the Fund and anyone who is thinking of becoming a
member or employer sponsor of the Fund.

ASSET is authorised to provide general and personal
financial product advice in respect of superannuation.

If we provide you with general advice, the advice provided
will be of a general nature only, prepared without taking
into account your objectives, financial situation or needs.
Because of this, you should consider the appropriateness
of the advice, having regard to your objectives, financial
situation and needs before acting on it.

ASSET has engaged Money Solutions Pty Limited (ABN 36
105 811 836, AFSL No. 258145) to provide a tiered advice
service to Fund members. Money Solutions Pty Limited is
the responsible licensee for any financial planning advice
given. Money Solutions Pty Limited is a wholly owned
subsidiary of AAS.

This service starts with single issue advice you can receive
over the phone about your Asset membership including
choosing the appropriate investment option; what
contribution strategies are right for you; what level of
insurance cover should you have and how a transition to
retirement strategy might help you prepare for retirement.

If the advice requires a more in-depth understanding of
your financial situation, Money Solutions will recommend
that you meet one of their financial planners. This will
involve a free 1 hour meeting followed, if you require, by a
full financial plan. This financial plan will be provided on a
fee for service basis and that fee will be payable by you.

ASSET does not act as an agent or representative of Money
Solutions and does not accept any responsibility or liability
for any advice provided to you by Money Solutions. If you
want to know more about this service please call ASSET's
Client Service team on 1800 805 981.

This combined FSG has been prepared, authorised and
issued by ASSET and AAS. The issue of this FSG by AAS
has been authorised by its authorising licensee, Pacific
Custodians.

A guide to our relationship with you and others

Who is the provider of the financial service given to me?

Both ASSET, as the Trustee of Asset Super, and AAS, as the superannuation administrator may provide you with a financial service.

The only financial products ASSET issue and deal in are Asset Super and Asset Flexible Pension.

General advice about Asset Super is provided through a network of representatives, who are employees of either ASSET or AAS. ASSET and AAS operate separately.

AAS operates as a Corporate Authorised Representative of Pacific Custodians under Pacific Custodians' Australian Financial Services Licence. ASSET operates under its own Australian Financial Services Licence. If you contact us by telephone, email or letter (see over for details), your advice will generally be provided by a representative of AAS. AAS is contracted by ASSET to provide specialist member and employer services, such as operating a call centre, insurance administration, contribution and benefit processing and other general fund administration. Otherwise advice will be provided to you directly by a representative of ASSET. In circumstances where these general rules do not apply, you will be notified whether the financial service is being provided by ASSET or AAS.

Do any relationships or associations exist which might influence the financial services we provide?

ASSET is the issuer of interests in Asset Super and the Asset Flexible Pension.

AAS is appointed by ASSET to provide superannuation administration services for Asset Super and the Asset Flexible Pension.

ASSET has engaged Money Solutions Pty Ltd, a wholly owned subsidiary company of AAS, to provide personal financial product advice if requested by the member.

We do not have any relationships or associations with any other company or organisation that may influence us in the provision of the financial services provided.

What kinds of financial services are you authorised to provide me and what kinds of financial product/s do those services relate to?

ASSET is authorised to deal in, and provide both general and personal financial product advice, in relation to superannuation.

AAS is authorised to provide general financial product advice in superannuation. AAS is not authorised to provide personal financial product advice.

In providing the superannuation services AAS acts for Pacific Custodians (as its Corporate Authorised Representative).

What information do you maintain in my file and can I examine my file?

We maintain a record of your personal information and account details, including your account balance and the investment options in which you are invested as well as a list of transactions relating to your account.

We are committed to implementing and promoting a privacy policy, which will ensure the privacy and security of your personal information. ASSET's privacy policy is on our website or we can provide a copy on request. A copy of the AAS privacy policy is available upon request.

If you wish to examine your file please ask us. We will make arrangements for you to do so.

How can I give you instructions about my interest in Asset Super?

Initial instructions must be provided by completing an application form attached to a Product Disclosure Statement. Further instructions can be made by phone, in writing or over the internet. Please read the relevant Product Disclosure Statement for more information.

How are your staff paid for providing financial services to me?

All ASSET employees receive a salary that may include a performance-related bonus. They do not receive any commissions or special payments for providing financial product advice.

AAS pays its employees a salary that may include a performance-related bonus.

How are you paid for providing financial services to me?

ASSET does not receive remuneration, commission or other benefits for providing financial services to you.

ASSET deducts administration fees from Asset Super member accounts (as set out in the relevant Product Disclosure Statement). From those fees it meets its costs and expenses incurred in running Asset Super and pays AAS a fee for providing administration services for Asset Super, which is calculated according to a number of factors, including:

- the number of members in the fund; and
- the attainment of certain service and performance standards.

The fee covers the giving of general financial advice and no additional salary or payment is made for the provision of this advice or for you acquiring any interest in the Fund.

You may request particulars of the remuneration any time before the superannuation services are provided to you.

No additional fee is payable to us for providing financial product advice.

Will anyone be paid for referring me to you?

There are no fees or commissions payable to any person for any type of referral to Asset Super.

Are there adequate compensation arrangements in place?

ASSET and Pacific Custodians each have adequate Professional Indemnity insurance arrangements in place to compensate members or their beneficiaries for loss or damage because of breaches of any relevant legislative obligations by Asset Super or its representatives. These arrangements satisfy the requirements of section 912B of the Corporations Act 2001. This cover will apply even if a representative has ceased to be a representative of Asset Super.

What should I do if I have a complaint?

We are committed to handling any complaints promptly and fairly. Any complaints will be managed in strictest confidence. There is a formal procedure to deal with any complaint or dispute that may arise about the operation or management of the fund in relation to you.

For advice given by ASSET representatives

If you wish to make a formal complaint it must be in writing and addressed to the Fund Secretary at: Locked Bag 5088, Parramatta NSW 2124.

The Fund Secretary will record your complaint and either respond as soon as possible or, if necessary, refer the matter to the Trustee. If you do not achieve a satisfactory outcome or, if you have not received a response within 90 days of lodging your complaint, you can choose to take the matter to the Superannuation Complaints Tribunal. This is an independent body set up by the Government to hear complaints by members or their beneficiaries against certain types of decisions made by superannuation fund trustees.

The Tribunal will contact the Trustee and, if it is satisfied that the Trustee has had an opportunity to resolve the dispute, the Tribunal will attempt to resolve it. The Tribunal will not hear a complaint:

- If court proceedings have commenced; or

- If it relates to the general management of Asset Super; or
- If it concerns the distribution of a death benefit where the beneficiaries have been notified of how the benefit is to be distributed and have not objected within 28 days of being notified.

If the Tribunal hears your complaint it will try to resolve it by conciliation. If this is unsuccessful the Tribunal may make a decision that is binding on all parties. A decision of the Tribunal may be appealed to the Federal Court in some circumstances.

For more information about the Tribunal and its roles, you can call 1300 884 114 from anywhere in Australia.

For advice given by AAS representatives

If you wish to make a formal complaint about a AAS representative, it must be in writing and sent to:

The Compliance Officer
Australian Administration Service Pty Limited
Locked Bag 4085, Parramatta NSW 2124

If you do not receive a response within 45 days or you are not satisfied with the response provided after going through AAS's internal complaint process, you may be eligible to take your complaint to the Financial Ombudsman Service Limited (FOS) who can be contacted at:-

GPO Box 3, Melbourne VIC 3001
Phone: 1300 780 808

FOS is an independent body set up to assist consumers in the resolution of complaints relating to the financial services industry, in particular the provision of financial product advice.

FOS may be able to assist you to resolve your complaint but will only become involved after you have made first use of AAS's own complaints handling process.

How can you contact ASSET?

-  **Freecall:** 1800 805 981
-  **Mail:** Locked Bag 5088, Parramatta NSW 2124
-  **Email:** asset@assetsuper.com.au
-  **Website:** www.assetsuper.com.au

How can you contact Pacific Custodians?

Pacific Custodians Pty Limited
ABN 66 009 682 866, AFSL 295142
Level 12, 680 George Street, Sydney NSW 2000
Phone: (02) 8280 7100

How can you contact AAS?

Australian Administration Services Pty Limited
ABN 62 003 429 114
Locked Bag 4085, Parramatta NSW 2124
Phone: (02) 8571 5000
Website: www.aas.com.au

Asset Super
Our members first

Fund: Asset Super. ABN: 98 061 665 900. SFN: 131 944 944.
Trustee: A.S.S.E.T. Limited. ABN: 13 003 257 190. AFSL No. 230070