

# Combined Financial Services Guide

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# The purpose of this guide

The purpose of this Combined Financial Services Guide (FSG) is to help you understand the important features of the financial services offered by Legal Super Pty Limited ABN 37 004 455 789 (the Trustee) and Link Advice Pty Limited ABN 36 105 811 836 (AFSL No. 258145) (Link Advice).

It is designed to help you decide whether to use our services. It includes information about the type of services we will provide you, our charges, how our representatives are remunerated and what to do if you have a complaint about our services.

This FSG has been prepared, authorised and issued by the Trustee and by Link Advice.

Legal Super Pty Limited is the Trustee of legalsuper, which is a public offer superannuation fund regulated under the *Superannuation Industry (Supervision) Act 1993*.

The Trustee has contracted with Australian Administration Services Pty Limited ABN 62 003 429 114 (AAS) to provide member and employer administration services in relation to legalsuper.

Link Advice is a wholly owned subsidiary of AAS.

# Your questions and our answers



As noted on the previous page, AAS is contracted by the Trustee to provide member and employer administration services for legalsuper. This may involve AAS providing general financial product advice about legalsuper.

You will be provided with a Product Disclosure Statement (PDS) when you become a member of legalsuper (if you have not already received a copy). The PDS describes the features, benefits, fees and costs and risks of legalsuper and will help you make an informed decision about whether to join legalsuper.

The PDS is available at [legalsuper.com.au](http://legalsuper.com.au), or by calling legalsuper on 1800 060 312.

## Who will be responsible for the general financial product advice given to me?

Whenever general financial product advice is provided, a representative acting on behalf of the Trustee and Link Advice will provide it.

The Trustee is a provider of general financial product advice about legalsuper. People who may provide general financial product advice and personal advice to you on behalf of the Trustee are employees of the Trustee.

All contact with the Contact Centre on telephone number 1800 060 312 and via email [mail@legalsuper.com.au](mailto:mail@legalsuper.com.au) will be with a representative of AAS. Any general financial product advice provided through the Contact Centre will be by representatives of Link Advice.

In all other circumstances, the person from whom you receive general financial product advice will identify whether they are a representative of the Trustee or Link Advice.

## What advisory services are available to me?

The Trustee has an Australian Financial Services Licence (AFSL 246315). Legal Super representatives are limited to providing general financial product advice. They can also provide personal advice – but only on maximising your superannuation account balance through a contribution and pension drawdown strategy (sometimes referred to as a ‘transition to retirement’ strategy). See ‘Will you give me advice that is suitable to my particular financial circumstances and needs?’ on page 6 for further information.

Link Advice is authorised (among other things) to provide general financial product advice about superannuation products. AAS is authorised to deal in a financial product by applying for, acquiring, varying or disposing of a superannuation product on behalf of another person, which enables it to continue to carry out day to day superannuation administration operations.

Representatives of the Trustee and Link Advice can provide general financial product advice about legalsuper, including:

- how it operates
- how you can join
- investment options
- account balance information
- insurance options
- contribution options, and
- general superannuation matters.

## How will I pay for this service?

Trustee: Ordinarily the cost of providing general advice is included in the fees charged by the Trustee for membership of legalsuper, which are set out in the legalsuper PDS.

Where a representative of the Trustee identifies that you require personal advice, they will advise of the cost of that advice at that time.

AAS: The Trustee pays AAS a monthly fee in accordance with a written agreement between the Trustee and AAS, to provide superannuation services including general financial product advice, which is calculated according to a number of factors including:

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

## How can I provide instructions to you?

You can give instructions by contacting the Trustee or AAS. In some circumstances you will need to fill out a form before the Trustee or AAS can act on your instructions. If this applies, you will be told what forms you need to fill out and how you can obtain them.

## What remuneration or other benefits will representatives be paid for providing general financial product advice (and personal financial product advice provided by representatives of the Trustee)?

The Trustee and Link Advice do not charge any additional fees for providing general or personal financial product advice in relation to interests in legalsuper. All representatives of the Trustee are salaried employees of the Trustee.

All representatives of Link Advice are salaried employees of AAS.

No representatives of the Trustee or Link Advice receive any commissions, bonuses or other financial incentives for providing general financial product advice or, in the case of representatives of the Trustee, personal advice in relation to legalsuper. Link Advice representatives may however receive a performance-related bonus from AAS based on predetermined individual department and business objectives.

## Do any relationships or associations exist between Link Advice or the Trustee and any third party (including the issuers of any financial products) that may influence the general or personal financial product advice provided to me?

Link Advice has also been contracted by the Trustee to provide comprehensive financial planning services to legalsuper members. In this instance a separate Financial Services Guide will be provided by Link Advice which covers these services.

Pacific Custodians Pty Limited (ABN 66 009 682 866, AFSL 295 142) (Pacific Custodians) issues a clearing house (non-cash payment product) called 'SCH Online'. SCH Online is operated by The Superannuation Clearing House Pty Limited (ABN 15 086 576 721) (TSCH). Pacific Custodians, TSCH, AAS and Link Advice are related bodies corporate and are all members of the Link Group of companies. For more information please visit [linkgroup.com](http://linkgroup.com).

There are no other relationships or associations which exist between the Trustee or Link Advice and the issuers of any financial products which may influence the general financial advice provided by the Trustee or Link Advice or personal advice provided by representatives of the Trustee.

## Will you give me advice that is suitable to my particular financial circumstances and needs?

Any general financial product advice you receive from the authorised representative of the Trustee, or Link Advice, will not take into account your particular financial circumstances, needs and objectives. Therefore, you should consider your own financial situation before making a decision based on general financial product advice provided by the Trustee or Link Advice.

Where a representative of the Trustee provides personal advice, this advice will be limited in scope. It will, however, take into account one or more of your specific individual objectives, financial situation or needs, and you will be informed accordingly.

The Trustee has an arrangement with Link Advice to provide legalsuper members with access to comprehensive financial planning services (including the provision of financial advice in relation to non-superannuation products). If you use Link Advice for comprehensive financial planning services, Link Advice may charge you a fee directly. Details about the financial services offered and the fees associated with these services will be set out in Link Advice Financial Services Guide, and any Statement of Advice provided to you by Link Advice will be provided under its AFSL.

## What compensation arrangements are in place?

The Trustee and Link Advice each have adequate Professional Indemnity Insurance arrangements in place to compensate members or their beneficiaries for loss or damage because of breaches of any legislative obligations by either the Trustee or Link Advice or their representatives.

These arrangements satisfy the requirements of section 912B of the *Corporations Act 2001*, and cover claims arising from the conduct of representatives and employees who no longer work for the Trustee or Link Advice, but who did at the time of the relevant conduct.

## What should I know about any risks associated with investing in legalsuper?

The legalsuper PDS provides general information about the risks associated with investing in superannuation and the risks of each of legalsuper's investment options.

## What can I do if I have a complaint about advice provided by the Trustee?

The Trustee has established a procedure to deal with member enquiries and complaints. All complaints will be properly considered and dealt with within 90 days.

If you have an enquiry or complaint about the general financial product advice or personal advice provided by the Trustee or about legalsuper, please contact legalsuper on 1800 060 312 or write to:

The Complaints Officer  
legalsuper  
Locked Bag 5081  
Parramatta NSW 2124

Once your complaint has been investigated you will receive a written reply advising of the Trustee's decision.

If you are not satisfied with the Trustee's response to your complaint or you have not received a response within 90 days then you may take your complaint to the Australian Financial Complaints Authority ("AFCA") (ABN 38 620 494 340).

✉ GPO Box 3  
Melbourne VIC 3001

✉ info@afca.org.au

☎ 1800 931 678

🌐 www.afca.org.au

AFCA is an External Dispute Resolution (EDR) scheme which deals with complaints from consumers in the financial system, including the provision of financial product advice. AFCA replaces the three existing EDR schemes of the Financial Ombudsman Service (FOS), the Credit and Investments Ombudsman (CIO) and Superannuation Complaints Tribunal (SCT) so that consumers have access to a single EDR scheme. AFCA may be able to assist you in resolving your complaint but will only become involved after you have made use of the internal complaints handling process.

## What can I do if I have a complaint about the advice provided by Link Advice?

Link Advice has established a procedure to deal with enquires and complaints about services it provides. Link Advice will endeavour to deal with all complaints within 45 days of receipt.

If you have an enquiry or complaint about general financial product advice provided by Link Advice or its representatives, you should contact:

The Complaints Officer  
Australian Administration Services  
Locked Bag 5081  
Parramatta NSW 2124

If you are not satisfied with the way Link Advice handles or resolves your complaint or you have not received a response in 45 days, you may be able to lodge a complaint with the Australian Financial Complaints Authority ("AFCA") (ABN 38 620 494 340).

✉ GPO Box 3  
Melbourne VIC 3001

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