



AET SMSF service guide

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Australian Executor Trustees Limited.

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This service guide is issued by Australian Executor Trustees Limited ABN 84 007 869 794, AFSL 240023. In this service guide, Australian Executor Trustees Limited is referred to as 'AET', 'we', 'our' or 'us', and we refer to your self managed super fund as 'fund'. The service guide is intended for fund trustees and in this document when we refer to 'you' we mean the fund's trustee(s).

This service guide was prepared to help you understand the service that we can provide your fund and to help you determine whether you should use our service. It is important you understand that by using our service you are outsourcing your fund's administration to us but not your trustee responsibilities, these remain with you at all times.

In preparing this service guide and if we provide a service to you and your fund, we have not taken into account the objectives, personal or financial situation or needs of any particular member. You should obtain professional advice from a financial adviser before making any decision to use our service.

Our service is only available to persons receiving this service guide as a hard copy or electronically within Australia. Applications from outside Australia will not be accepted.

For further information about us or our services, our contact details are:

Address: 44 Pirie Street, Adelaide South Australia 5000

Telephone: 1800 254 180

Fax: 1800 457 967

Email: aetclientfirst@aetlimited.com.au

Web: aetmyportfolio.com.au

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Why self managed super?

Having your own super fund gives you complete control over how your superannuation benefits are invested, operated and managed. Self managed super funds (SMFSs) are a compelling structure for people who want full decision making capabilities. Our service is designed to support your decision making by providing accurate and timely information about your fund.

AET SMSF is an end-to-end service for your self managed superannuation fund. We can help you set up and administer accumulation accounts, transition to retirement pensions and account-based pensions. In simple terms, we act as the administrator of your fund and fulfil all your fund's investment and super administration, on a daily basis, as well as the tax and audit requirements so that you don't have to rely on a number of service providers and receive fragmented and untimely information. You can view all this information via one convenient online portal – AET My Portfolio – 24 hours a day, 7 days a week. The service we offer removes the burden of paperwork from you, but it's important that you understand that you remain the trustee of your fund.

Our service is ideal if you have an existing fund, or would like to establish a new one, because it encompasses the four key elements of operating an SMSF:

1. comprehensive fund establishment service
2. daily, online administration
3. transparent pricing
4. complete end-of-year tax and audit service.

About our service

The service we offer your fund is 'after the event'; we do not provide advice or investment recommendations and we make no representations about the performance of any investment. We simply help you set up and administer your fund in accordance with your instructions.

Daily administration

When it comes to transacting, all of your fund's transactions will be settled through a Cash Account and this alleviates the need for you to rely on, or supply data to, numerous other service providers. Your fund's Cash Account will be fully integrated with the investment and super administration we provide and, as a result, you are able to view accurate reports and statements that show the true position of your fund at any point in time. Subject to sufficient money being available in your Cash Account, you are free to select and manage your fund's investments.



The daily administration service we provide includes compliance alerts to help you keep track of your fund's contributions as well as your fund's payments. Through AET My Portfolio, you can see:

- daily prices for your fund's investments (excluding private assets)
- daily investment performance reports
- daily super and pension income and expense summary reports:
 - all contributions and earnings into your Cash Account
 - all payments and expenses out of your Cash Account, including pension payments
- investment strategy alerts:
 - actual investments vs investment strategy
- cash position vs minimum requirements
- contributions vs contribution caps
- corporate actions
- maturing investments.

Insurance

Through your fund, you have the freedom to negotiate and purchase insurance. This can be extremely tax-effective because pre-tax dollars may be used. It's important to understand that when you purchase insurance via your fund any benefit payment will be subject to the super payment rules. A retail policy allows you to negotiate the insured amount with your financial adviser, however, the amount of cover you receive and the related premium may be subject to medical tests and declarations.

Death and TPD	Under a TPD policy, if you become totally & permanently disabled and are unable to work, the insured amount may be paid out to you in addition to the balance in your fund.
Income protection	Under an income protection policy, you could receive a regular monthly income if you become unable to work, as a result of an illness or injury.

Insurance remuneration

Your financial adviser may receive remuneration or fees from the issuer of any insurance products held by your fund. Your financial adviser will disclose these to you.

- a person with whom you have an interdependency relationship at the time of your death, or
- a person who is financially dependent on you at the time of your death.

The payment rules and the tax consequences will depend on whether the death benefit is paid to a dependant or non-dependant. For tax purposes, a dependant is:

- a current or former spouse
- a child under 18 years of age
- a person with whom you have an interdependency relationship at the time of your death, or
- a person who is financially dependent on you at the time of your death.

Death benefit nominations

In the event of your death, your accumulated superannuation benefit or pension may be paid according to the death benefit nomination you make. Our service allows you to make a binding or a non-binding death benefit nomination.

A superannuation death benefit can only be paid to:

- a spouse
- a child

Features and benefits of our service

Features				
Fund set-up	Daily investment administration	Daily super administration	Tax admin & EOFY services	Insurance administration
Benefits				
<ul style="list-style-type: none"> Individual trustee set-up Corporate trustee set-up ATO registrations Stamp duty 	<p>You can invest in:</p> <ul style="list-style-type: none"> cash and term deposits all ASX listed shares managed funds direct property private unit trusts private assets <p>On your behalf, we will:</p> <ul style="list-style-type: none"> settle all trades collect all income administer corporate actions record your CGT parcels 	<ul style="list-style-type: none"> Record and track all contributions Start and pay pensions and track all payments Record tax components Monitor your investment strategy 	<ul style="list-style-type: none"> Business activity statements GST registrations Financial statement preparation Independent audit ATO annual return Member statements 	<ul style="list-style-type: none"> Retail policy payments

All available via one convenient online portal – AET My Portfolio

Cash Account statements
 Investment and performance reports
 Fund and member balances
 Tax parcel and CGT reports
 Comprehensive compliance alerts

Types of accounts

Within our service, we offer three types of accounts:

1. Accumulation accounts

Generally, an accumulation account is for people who have not yet retired, however, you are able to maintain an accumulation account for as long as you wish, regardless of your age or employment status. The purpose of the accumulation account is to provide a tax-effective structure in which you can accumulate money for your retirement. Tax concessions are applied to the money in your account and there are limits on how much you can contribute to super. There are two types of contributions you can make: concessional contributions that are made with pre-tax money and non-concessional contributions that are made with after tax money. However, it is important to remember that if you exceed the legislated limits, you will be subject to additional tax.

2. Transition to retirement accounts

Transition to retirement accounts are for those people who have reached their preservation age and are still working but starting to think about retirement. This type of account allows you to transfer some or all of the money from your accumulation account into a pension account while you are still working. You can then access up to 10% of your pension account balance each year and:

- continue working full-time and make salary sacrifice contributions to maximise your contribution limits and use the pension income to supplement your reduced salary, or
- reduce your working hours to part time and use the pension income to supplement your reduced salary.

Note that unlike account-based pensions a transition to retirement pension does not benefit from tax-free earnings.

3. Account-based pension accounts

Accounts in the pension phase are for people who have reached their preservation age and have retired from the workforce. This type of account is designed to provide you with an income stream when you are no longer working. Your money is transferred from the accumulation phase into the pension phase and, depending on your age, the income you receive can be favourably taxed.

Flexible account structures (unsegregated or segregated assets)

One of the benefits of our service is that, within each of these types of accounts, the assets in your fund can be unsegregated or segregated. In other words, we can administer one account for all members (unsegregated) or maintain separate accounts for each member (segregated). If your fund has a member with more than \$1.6 million in total super assets (regardless as to how much is invested within the self managed super fund) it is not possible to segregate your assets for tax purposes.

Trustee structure

The self managed super fund structure allows you to be the trustee of your own fund and, as part of our service, we will help you establish your fund and appoint the trustee. You can select either an individual trustee structure or you can establish a corporate entity trustee. If you choose to establish a corporate entity as the trustee, we will also perform the corporate secretarial functions on your behalf. However, before making a decision please discuss these options with your financial adviser.

Your trustee responsibilities

It is important you understand that, by utilising our service, you are outsourcing your fund's administration tasks but not your trustee responsibilities – these remain with you at all times.

As trustee, you have full and ultimate control over your fund and with this control comes responsibility. You are responsible for the prudential management of your fund and for ensuring it meets all its legal obligations.

The risk you bear in being trustee of your fund is that you fail to understand and fulfil your trustee duties. Generally, your fund's audit will uncover if any of your fund or trustee obligations have not been met and the auditor is required to report these findings to the ATO. Depending on the nature of the finding, the ATO may determine that your fund is 'non-complying' and, if this occurs, your fund's capital and income will be subject to a penalty tax.

As trustee of your fund, you are required to ensure that:

- your fund is established to pay retirement benefits to members
- an investment strategy is formulated and given effect to
- all investment occurs on an arm's-length basis
- money will not be lent, or financial assistance given, to members or relatives
- your fund does not intentionally acquire assets from members or relatives (except where permitted by superannuation law, acquisition of assets that are listed securities or business real property may be permitted)
- your fund does not borrow money, or maintain an existing borrowing (except under a limited recourse borrowing arrangement or as otherwise permitted by superannuation law)
- your fund complies with the in-house assets rules (as prescribed by superannuation law), and
- you have adhered to the disclosure requirements.

Disclosure requirements

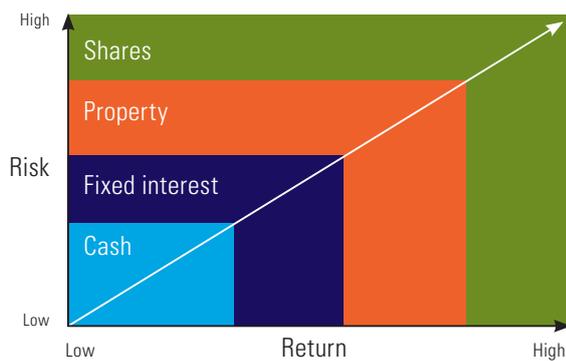
It is the responsibility of the trustee(s) to ensure that all fund members (including themselves) have received a product disclosure statement outlining the features and benefits of a superannuation fund or, alternatively, have access to all the information that would have otherwise been contained in a product disclosure statement. As trustee, you should always seek professional advice as to the disclosure requirements.

Being trustee requires time, expertise and access to information and, for these reasons, being a trustee is not for everyone. You should consult your financial adviser if you have any concerns about being a trustee. If you are looking for your own fund and do not want the burden of being a trustee, a small APRA fund is an alternative. If you would like more information, ask your financial adviser about AET's small APRA fund.

General risks of investing

Having your own fund is a great way to take control of your super and become engaged with your retirement benefits. However, it's important to understand that investment returns may vary and are not guaranteed.

All investments carry risk and different investments are subject to varying degrees of risk. Investments can go up as well as down in value; you can experience investment gains or investment losses and these changes in value can be significant and can happen quickly. The diagram below shows the relationship between the amount of risk associated with an investment and its potential return.



Formulating an investment strategy

As trustee, you are responsible for formulating, and implementing, an investment strategy for your fund. Many factors contribute to the level of risk you experience within your investment portfolio, but broadly speaking, it refers to the possibility that the actual returns vary from your expected returns.

You can nominate your own investment strategy or you can choose one of ours. The following five investment strategies have been provided as a guide. It's important to understand that non-compliance with your selected investment strategy can have severe penalties but, if you choose to implement one of our strategies, we will monitor your fund's compliance with that strategy and will provide email alerts if/when your investments fall outside the ranges. In conjunction with your financial adviser, you will then need to take steps to realign your investments. If your circumstances change, you can simply select an alternative strategy by completing the 'Change of strategy form' available from our website aetmyportfolio.com.au in the forms section under the tools and resources tab.

Conservative	Moderately conservative	Balanced	Moderate growth	Growth
Profile				
Objective To provide a low risk investment over the short to medium term by investing predominantly in defensive assets.	Objective To provide stable returns over the medium term by investing in a diversified portfolio of defensive assets with some growth asset exposure.	Objective To provide capital growth over the medium to long term by investing in a diversified portfolio of growth and defensive assets.	Objective To provide capital growth over the medium to long term by investing in a diversified portfolio of growth assets with some defensive asset exposure.	Objective To provide capital growth over the long term by investing in a diversified portfolio of predominantly growth assets with minimal defensive asset exposure.
Asset mix				
80–100% defensive assets	55–85% defensive assets	35–65% defensive assets	15–45% defensive assets	1–25% defensive assets
0–20% growth assets	15–45% growth assets	35–65% growth assets	55–85% growth assets	75–99% growth assets

The role of your financial adviser

Our service is designed to work in conjunction with your financial adviser – if you do not have one, you will need to appoint one.

Your financial adviser will help you formulate an appropriate investment strategy. They will receive information about your fund and give us investment instructions on your behalf and they will also have many of the powers that you, as trustee, have in relation to your fund, including the provision of instructions:

- to buy or sell investments to us or to third parties
- in relation to corporate actions, and
- about your required pension payments.

As part of your application, you will indemnify us for the actions of your appointed financial adviser. Your financial adviser's authority does not authorise them to do any of the following without your signature:

- make a withdrawal from your fund
- change the name of your fund
- change the banking details of your fund, and
- change any fee or cost that applies to your fund.

If you need help, have any questions or need further information regarding your fund's investments, you should speak to your financial adviser.

Adviser remuneration

Adviser service fee

The adviser service fee is remuneration paid to your financial adviser for the personal advice they provide you in relation to your interest in the fund. The amount you pay as an adviser service fee is subject to negotiation between you and your financial adviser and is separate to the fees outlined in the fee schedule.

Each member of your fund may negotiate a different adviser service fee but must have the same financial adviser. The agreed adviser service fee may be either a percentage of your account balance or a specified dollar value. Each month this amount will be deducted from your fund's Cash Account and paid to your financial adviser.

Changes to the adviser service fee

In line with the ongoing financial planning services being provided to your fund, you and your financial adviser may negotiate to change the adviser service fee. To facilitate the deduction and payment of adviser fees from your account, we require your prior consent on our 'Financial adviser appointment and remuneration' form which meets the regulatory requirements.

If you do not renew your consent by the consent end date as advised on the 'Financial adviser appointment and remuneration' form or initial application, these fees will be stopped.

What happens if we do not receive consent to continue adviser fees?

If you have an Advice fee - ongoing on your account and either you do not provide your consent to continue this fee, or apply for a new Advice fee - ongoing before the expiry of your current fee, we will seek to confirm with your financial adviser as to whether they are still providing services to you. Should your financial adviser either confirm no further services are to be provided, or we are not provided with any confirmation, we will remove your financial adviser from your account.

What happens if you change your mind in relation to adviser fees?

Should you wish to revoke your consent to the deduction of any adviser fees, please contact us and/or your financial adviser to terminate the adviser fee arrangement. Note this will prevent any further deduction of Advice fee - ongoing from your account after the consent has been revoked, but does not reverse any fees paid before revocation. We will also confirm with you or your financial adviser whether to remove the financial adviser's access to your account.

Getting started

Before you make a decision to establish a fund, or transfer your existing fund to us, you should read this service guide carefully and obtain professional advice.

Establishing a new fund

Once you have decided to establish a new fund, there are five easy steps you and your financial adviser need to follow:

1. Read and consider this service guide and fee schedule.
2. Work with your financial adviser to decide whether an individual trustee structure or a corporate trustee structure is appropriate.
3. Complete the application forms.
4. In line with the Anti-Money Laundering/Counter-Terrorism Financing Act 2006 (AML/CTF Act) and associated Rules you will be required to provide your financial adviser with proof of identity. You and your financial adviser will need to complete the relevant identification form that is available from aetmyportfolio.com.au in the forms section under the tools and resources tab.
5. Send your completed forms to us:
AET
GPO Box 546
Adelaide SA 5001

Once we have received your completed forms, we will arrange for the following customised documents to be sent to you. All you will need to do is sign them and return them to us.

- Trust deed
- Corporate trustee package (if applicable)
- SMSF administration service agreement
- Trustee consent
- ATO trustee declaration
- Resolution of individuals
- Trustee establishment minutes
- AET My Portfolio access request
- Investment strategy nomination
- Member application form
- Member TFN notification form
- Beneficiary nomination (if you would like to nominate a beneficiary)

Once we have received your signed documentation, we will:

- register your fund – apply for your fund’s TFN and ABN
- register your fund’s election to become a regulated super fund with the ATO
- arrange stamping of your fund’s trust deed and payment of stamp duty if required
- establish your fund’s Cash Account

Receiving your fund’s registration details from the ATO can take some time, sometimes up to four weeks. When the establishment of your fund is complete, we will send you a welcome letter confirming your fund’s registrations and return the original copies to you in a customised establishment kit. This kit will also include some ATO reference material about self managed super funds. You will also receive an email confirming that your AET My Portfolio access has been created. Your fund will then be ready to accept rollovers and contributions.

Transferring an existing fund

If you would like to transfer your existing fund to our service, we will need to assess the components of your fund to ensure we can provide the administration service.

Please complete the following steps:

1. Read and consider this service guide and the fee schedule.
2. Complete the 'Existing fund assessment form' available on our website and provide us with copies of all the relevant documentation.
3. In line with the Anti-Money Laundering/Counter-Terrorism Financing Act 2006(AML/CTF Act) and associated Rules you will be required to provide your financial adviser with proof of identity. You and your financial adviser will need to complete the relevant identification form that is available from aetmyportfolio.com.au in the forms section under the tools and resources tab.
4. Send your completed forms together with all documentation to us:

AET
GPO Box 546
Adelaide SA 5001

Upon receipt of this information, we will assess your fund and, if we agree to provide administration services, we will send you the following customised documents. Please note, if we are unable to accept the request to administer your fund, we will contact your financial adviser.

Please sign these documents and return them to us:

- Application to transfer an existing fund and data collection form
- Deed of amendment
- SMSF administration service agreement
- AET My Portfolio access request
- Beneficiary nomination (if you would like to nominate a beneficiary)
- Investment strategy nomination
- Wholesale Access Fund application (if applicable)

Once we have received all signed documentation we will:

- execute the SMSF administration service agreement
- update your fund's tax agent details with the ATO
- stamp the trust deed (if required by State law).

All original documentation will then be returned to you, together with the standard transfer forms and change of address letters for all assets that you are transferring to us. In order for us to complete the reconciliation and reconstruction process, you will be required to sign these and return them to us.

We will send you your fund's direct bank account number so that the cash can be transferred electronically. Once we have received the cash, you will be notified that your AET My Portfolio online access has been established and you can start using your fund.

Establishing your Cash Account

As part of your application, you authorise us to establish an operational Cash Account for you. Your Cash Account is used to process all cash transactions that occur within your super account. For example, all money paid into your account and any earnings from your investment options goes through your Cash Account and all fees (excluding indirect costs), insurance premiums, taxes and withdrawals where applicable are paid out of this account.

Any income distributed by your chosen investment options is deposited into your Cash Account. From there it can then be re-invested using one of the three methods available. See 'Income Distribution Instruction' section of this guide.

Your Cash Account holding is pooled with that of other clients' and placed in interest bearing accounts with an authorised deposit-taking institution (ADI), the National Australia Bank, ABN 12 004 044 937.

The funds in your Cash Account earn interest. We retain a portion of the interest earned on the pooled cash assets and set a net interest to be credited to the Cash Account. The net interest rate is based on daily interest generated from the pooled cash assets, less the interest retained by us¹ (indirect cost) for administering the Cash Account.

The target net rate for crediting to the Cash

Account is the cash rate set by the Reserve Bank of Australia. This is often referred to as the official cash rate, which is currently 0.10% and is subject to change. Net interest is credited to your Cash Account monthly.

Using your Cash Account

We will use your Cash Account to process all of your fund's expenses and receipt of all of your fund's income. All transactions will be reconciled daily and can be viewed through AET My Portfolio.

Each member's Cash Account must maintain the following minimum balance at all times:

Fund balance	Minimum cash requirement
< \$1 million	\$5,000
> \$1 million	0.5% of the fund's balance

We reserve the right not to complete a transaction for you if there are insufficient funds available in your Cash Account and we reserve the right to reverse out any transaction that overdraws your Cash Account, at your fund's expense.

¹ Cash Account underlying assets are subject to change from time to time.

Buying and selling investments

Shares

You and your financial adviser are free to buy and sell listed investments and can trade with your preferred broker (as long as they accept the following details on your application). Simply by providing us with your instructions, we will settle the trade from your fund's Cash Account, providing there is sufficient cash available, and receive and hold all contract notes on behalf of your fund.

Account name: <TRUSTEE NAME>
ATF <FUND NAME>
<FUND NUMBER>

Address: AET
GPO Box 546
Adelaide SA 5001

Account set up: Delivery versus Payment (DvP)

Participant ID: 20120

What is the minimum order?

The minimum buy order is \$500 per investment.

There is no minimum sell order unless this would result in you retaining less than \$500 in the investment, in which case you must instruct us or your broker to sell your holding in full.

How are online orders placed and other instructions given?

All requests to buy and sell listed investments can be submitted electronically by your financial adviser using the online portal, AET My Portfolio or through your preferred broker.

You must have sufficient funds in your Cash Account to complete an order

When placing a buy order, your financial adviser must ensure there are sufficient funds available in your Cash Account at the time of placing the order to settle the order and pay the fees and charges. Where there are insufficient funds available, your adviser will not be able to submit the order.

Buy orders

Where a buy order is placed, we will validate that the minimum buy order is met, sufficient funds are available in your Cash Account to settle the trade (including payment of fees and charges) and to ensure that the trade can be completed. Buy instructions can only be submitted once this validation has been cleared. Your financial adviser must instruct us to purchase a specified number of investments at either a specified price (known as 'at limit') or at the market price (known as 'at market'). We will quarantine funds in your Cash Account based on the order attributes to ensure the trade can be settled and fees and charges paid. These funds will remain quarantined until the order is either settled or cancelled.

Sell orders

Where a sell order is placed, we will validate that the minimum sell order is met. Sell instructions can only be submitted once this validation has been cleared.

The net proceeds from the sell order will be deposited into your Cash Account after deducting any payment of fees and charges.

Similar to a buy order, your financial adviser must instruct us to sell a specified number of investments either at limit or at market.

Brokerage

Brokerage fees may be payable to your broker or your financial adviser for undertaking a transaction for the acquisition or disposal of a listed security. The rate payable will vary depending on the broker you select, and can be a flat fee or a percentage of the transaction. Any brokerage fees are an additional cost to you and payable from your fund's Cash Account on completion of the transaction.

There may be additional fees payable for trades that do not complete and you may be charged for these. This could occur if you or your financial adviser incorrectly places a trade for your fund or if your fund holds insufficient cash to settle the trade. Your broker or financial adviser can provide you with more information regarding any additional fees.

A flat brokerage fee of \$29.50 is charged when your financial adviser trades on behalf of your fund through our preferred broker via our secure online portal, AET My Portfolio.

Term deposits

We offer a variety of term deposits and process purchase instructions daily. Your financial adviser can place instructions on your behalf through our secure online portal, AET My Portfolio. Applicable rates are published daily on AET My Portfolio.

Early redemption of a term deposit

Generally, early redemption of these investments is not available, except in exceptional circumstances where the institution may impose a fee. Any fee or reduction in interest is at the discretion of the institution.

We have the right on your behalf to redeem a term deposit early where your account has insufficient funds to meet required payments from the Cash Account. Depending on the terms and conditions of the term deposit, there may be a delay of up to 31 days in obtaining the funds when redeeming early from a term deposit. This may also result in the term deposit interest rate being reduced.

Maturity

At maturity, the proceeds from the term deposit (principal and interest) will be paid into your Cash Account. You can elect to rollover/reinvest your term investment principal into new selected term deposit of the same investment type by providing an instruction prior to maturity (if available).

As a reminder that a maturity is approaching, communications will normally be sent to advisers approximately two weeks prior to a term deposit maturity. Alerts for maturing investments will also be on the Adviser dashboard in AET My Portfolio.

Managed funds

Subject to our approval, your fund can purchase and dispose of managed funds. Your financial adviser will provide us with your fund's instructions and any relevant application forms and we will settle the purchase or redemption from your fund's Cash Account.

Your financial adviser can also instruct us to buy and sell particular managed funds via our secure online portal, AET My Portfolio. You can access an extensive menu of both wholesale and retail managed funds as listed in our investment menu available on our website aetmyportfolio.com.au

When considering an investment in a managed fund, you should take into account that different funds have different fee structures that may include buy-sell spreads, indirect costs and performance fees. Before making any decisions, please read the product disclosure statement for the managed fund selected and consult your financial adviser.

Private assets

Generally, we consider 'private assets' as those investments within your fund that are not priced daily and those investments that we do not hold for you under a custody arrangement, such as:

- direct residential and commercial properties
- business real property
- separately managed accounts
- individually managed accounts
- private unit trusts
- collectables
- structured product, and
- limited recourse borrowing arrangements.

We will record your fund's private assets based on the value you provide us, receipt any income received and pay any expenses due, from your fund's Cash Account. The reporting we prepare for your fund will include your fund's private assets.

Before we permit your fund to invest in a private asset, we need to determine whether we can provide administration services for the asset. You, or your financial adviser on your behalf, will need to submit a 'Private asset request' form, available from our secure online portal, AET My Portfolio.

Further information

Complaints and dispute resolution

If you have a complaint (or wish to obtain further information about the status of an existing complaint), please contact AET ClientFirst on 1800 254 180 or write to AET ClientFirst, GPO Box 546, Adelaide SA 5001.

We will provide you with all reasonable assistance and information you may require for the purpose of making a complaint and assist you in understanding our complaints handling procedures. We aim to provide a formal response within 28 days of our acknowledgement of the complaint.

You have the option to lodge a complaint with AFCA directly rather than lodging a complaint with us. Otherwise, you can also lodge a complaint with AFCA if you are not satisfied with our response or if your complaint has not been resolved within the maximum timeframe prescribed by ASIC's Regulatory Guides (RG 165/RG 271). AFCA provide a fair and independent financial services complaint resolution that is free to consumers. Time limits may apply to complain to AFCA. Please act promptly and consult the AFCA website to find out if or when the time limit relevant to your circumstance expires.

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

Other fees and charges

Other fees or costs may be payable for your fund's investments. Examples include, but are not limited to, wholesale entry fees and transaction costs for the investment that you choose.

Expenses properly incurred by your fund are payable by your fund. These are not payments to us. Examples include, but are not limited to, stamp duty, GST, CHESS tariffs or Government charges.

Generally, your fund cannot claim full input tax credits, however, we will register your fund for GST and, where relevant, we will claim reduced input tax credits (RITCs) (currently equal to 75 per cent of the GST) on your fund's behalf.

GST

The fees outlined in the fee schedule take into consideration the net effect of GST, which incorporates the benefits of RITCs. Your fund will be registered for GST and, on a quarterly basis, we will lodge your fund's business activity statement with the ATO.

Your fund's audit and tax fees are not entitled to RITCs and there is no GST on the ATO supervisory levy.

Increases or alterations in the charges

The fees outlined in the fee schedule and supplementary services fee schedule attached to your SMSF administration service agreement may be subject to change. You will be provided with 30 days' notice of any such changes.



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