

Financial Services Guide

Purpose of this Financial Services Guide

This Financial Services Guide is designed to assist you in deciding whether to use any of the services referred to in the Guide, and is provided to inform you about:

- who is the authorised licensee
- how the authorised licensee can be contacted
- the services the licensee is authorised to provide
- how those services will be delivered
- remuneration arrangements
- arrangements with third parties
- internal and external dispute resolution procedures, and how you can access them.

Who is the providing entity?

The providing entity offering the financial services referred to in this Financial Services Guide is the MSB Board ABN 72 406 779 248 (the Board) which holds Financial Services and APRA Licences. The Board is a body corporate established under the Military Superannuation and Benefits Act 1991 (the MSB Act).

The Board's contact details are:

PO Box 636
Canberra ACT 2601

Telephone: (02) 61226704
Facsimile: (02) 61226777

What financial product advice can the Board provide?

The MSB Board is only licensed to provide you with general financial product advice. General financial product advice means we have not considered any of your objectives, financial situation and needs. If you wish to have financial product advice in circumstances where the provider of that advice has considered one or more of your objectives,

financial situation and needs, you should consult a licensed financial adviser.

The only kind of financial product the Board is licensed to provide, and in respect of which it may provide you with financial services, is the Military Superannuation and Benefits Scheme (the MSBS). In providing its authorised services, whether directly, or through its authorised representatives, the Board is acting for itself. Entitlement to join the MSBS, and benefits derived from it are determined by the MSB Act and Rules.

The MSB Board has professional indemnity insurance in place which complies with section 912B of the Corporations Act. This provides cover in respect of claims against the Board and the Board's authorised representatives arising out of the provision of general financial product advice.

General product advice provided by authorised representatives of the Board

General financial product advice can also be provided by authorised representatives of the Board who are employees of Commonwealth Superannuation Administration (ComSuper) ABN: 77 310 752 950. ComSuper is an Australian Government entity which provides administrative assistance to the Board.

Authorised representatives are trained to provide general financial product advice in accordance with the standards set out in the Australian Security and Investments Commission's Policy Statement Number 146.

If general financial product advice is provided by staff of ComSuper you will be provided with a Financial Services Guide which has been authorised for distribution by the Board and which will bear the authorised representative's Australian Securities and Investment Commission number and his/her contact details.

Financial Services Guide

Provision of Product Disclosure Statement

A Product Disclosure Statement is available for the MSBS. The purpose of the Product Disclosure Statement is to provide general information about the features of the MSBS which will allow you to compare it with other superannuation schemes. A Product Disclosure Statement will be provided to you within 3 months of joining the MSBS. A copy is also available from our website www.militarysuper.gov.au

Remuneration

Neither the Board, employees of the Board nor staff of ComSuper receive any remuneration as a consequence of, or attributable to, any advice which is provided to you. Generally speaking there is no charge for advice. An exception to this is ComSuper charges a flat fee for the preparation of a response for superannuation information made in accordance with the Family Law legislation.

ComSuper receives payments from the Department of Defence to cover the cost of administration.

Board members are remunerated by way of allowances set by the Remuneration Tribunal. Staff of the Board and ComSuper staff, including authorised representatives of the Board, are paid an annual salary. While they may be paid a bonus, that is not related in any way to any advice provided about the MSBS.

Neither the Board nor ComSuper pay any fees or commissions to any third party in connection with the provision of financial product advice.

Relationship with third parties

The Board does not have a relationship with any third party for advice about its own or any other financial product.

What to do if you have a complaint

If you have a complaint, you should let the Board know.

The Board and ComSuper have established formal procedures for dealing with members' complaints. The Complaints Officer is responsible for ensuring that these matters are dealt with within 90 days.

If you wish to lodge a complaint about services directly provided by the Board or through its authorised representatives, please contact the Complaints Officer on (02) 6122 6704 or address written complaints to:

The Complaints Officer
Executive Unit
Military Super Executive Unit
PO Box 636
Canberra ACT 2601

If the complaint is not resolved to your satisfaction you may have the right to refer the matter to the Superannuation Complaints Tribunal. They can be contacted on 1300 780 808. Their mail address is:

Locked Bag 3060
GPO
MELBOURNE VIC 3001

Facsimile (03) 8663 5588

Any further queries?

If you have any further questions about the services the Board or its authorised representatives, can provide, please contact the Board on (02) 6122 6704

This Financial Services Guide is dated the first day of July 2008.