

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, ComSuper and authorised representatives 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 an authorised representative of the MSB Board, who is an employee of Commonwealth Superannuation Administration (ComSuper) ABN: 77 310 752 950. ComSuper is an Australian Government entity and the scheme administrator used by the MSB Board.

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

Who is the authorising licensee

The providing entity is authorised by the following licensee:

The Military Superannuation and Benefits Board of Trustees No. 1

The MSB Board 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 product issued is the Military Superannuation and Benefits Scheme.

Contact details

GPO Box 636
Canberra ACT 2601

Telephone (02) 6122 6704
Fax (02) 6122 6777

What financial product advice can the Board (and their authorised representatives) provide?

The Board is only licensed to provide general financial product advice with respect to the products the Board issues. General financial product advice means we have not considered any of your objectives, your financial situation or your needs. You should consider any advice in this document in light of your personal objectives, financial situation or needs before acting on it. You may wish to consult a licensed financial planner to do this.

In providing its authorised services, whether directly or through its authorised representatives, the Board is acting for itself.

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.

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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 ComSuper staff receive any remuneration as a consequence of, or which is attributable to, any advice provided to you. Trustees are remunerated by way of allowances set by the Remuneration Tribunal. Employees of the Board and ComSuper staff, including the 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 advice provided about the schemes.

ComSuper generally does not charge fees to scheme members for advice or in relation to its administration of the schemes. An exception to this is a flat fee charged for the preparation of a response to a request for superannuation information made in accordance with the Family Law legislation.

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

Neither the Board nor ComSuper pay any fees or commissions to any third parties related to the advice provided with respect to the schemes.

What to do if you have a complaint

There are 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 have a complaint about any of ComSuper's services, you can:

- Contact ComSuper or the MSBS Board and tell us about your complaint.
- If you wish to lodge a complaint, you should contact the ComSuper Complaints Officer on 1300 033 732 or the Military Complaints Officer on (02) 6122 6704 or at the Board's contact address set out under 'Contact Details' above.
- If the complaint is not resolved to your satisfaction you may have the right to refer the matter to the Superannuation Complaints Tribunal. The Tribunal's contact details are:

Locked Bag 3060
GPO Melbourne VIC 3001

Telephone: 1300 780 808
Facsimile (03) 8663 5588

Any further queries

If you have any further questions about the services the Board, through their authorised representatives, can provide, please contact an Information Officer on 1300 006 727

Distribution of this guide has been authorised by the abovementioned licensee.

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