



Member guide.

Superannuation and Personal Super Plan

Product Disclosure Statement 20 October 2021



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Here to help.

Call 1300 467 875, 8am–8pm (AEST), Monday to Friday
Visit hostplus.com.au
Email info@hostplus.com.au
Mail Locked Bag 5046, Parramatta NSW 2124

This PDS is a summary only and includes links to important, additional information available at hostplus.com.au. The links are indicated with the symbol . You should read this information before deciding whether to join Hostplus. This PDS was prepared in accordance with Subdivision 4.2B of Division 4 of Part 7.9 of the Corporations Regulations 2001.

WARNING: This guide is a summary of significant information and contains a number of references to important information (each of which forms part of the guide). You should consider that information before making a decision about the product. The information in this guide is general information only and does not take into account your personal financial situation or needs. You should obtain financial advice tailored to your personal circumstances.

The information in this guide is correct as at the date of publication. In the event of a material change occurring to any information contained in this guide, irrespective of whether it is adverse or not, the trustee will notify existing members in writing within the time frames required by law. Updated information is available online at hostplus.com.au. Where a change to information in the guide is not materially adverse, for example, changes to the net fund earning rate and individual investment manager options, the trustee will provide updated information at hostplus.com.au.

For a description of the target market, please read the Target Market Determination (TMD), available at hostplus.com.au/ddo

Issued by Host-Plus Pty Limited ABN 79 008 634 704, AFSL No. 244392, as trustee for the Hostplus Superannuation Fund (the Fund) ABN 68 657 495 890, MySuper No. 68657495890198.



1. About Hostplus.

Hostplus is the industry superannuation fund for the hospitality, tourism, recreation and sport industries – but generally, anyone can join. Founded in 1988, we offer low administration fees and we're run to benefit our members – you.

You can find important governance information about Hostplus at hostplus.com.au including:

- Trust Deed and governing rules
- Annual Report
- Financial Services Guide
- Service providers
- Appointment of directors
- Board attendance
- Our directors and executive team, and remuneration.

Hostplus is authorised to offer a MySuper product, which is our default Balanced investment option. You'll find our MySuper Product Dashboard at hostplus.com.au/dashboard.

2. How super works.

Superannuation (Super) might seem complex but it's basically money put aside for your retirement.

To start with, it's made up of compulsory contributions from your employer called the Superannuation Guarantee (SG). Further, the Federal Government provides certain tax savings for Super. Contributions and investment earnings are generally taxed at a lower rate than the tax on your salary – and they're generally tax-free on withdrawal after you turn 60.

Under Choice of Fund legislation, most workers are eligible to choose what fund their super contributions are paid into. Choosing the right fund now, can make a lifetime of difference later.

Contributions.

In addition to SG, other ways you can add to your Super include:

- Personal contributions from your after-tax salary (non-concessional contributions)
- Contributions from your before-tax salary (concessional contributions). These include personal contributions for which you have claimed a tax deduction or salary sacrifice
- Government co-contributions, and/or the low income super tax offset (LISTO), if you are eligible
- Spouses can split their before-tax contributions with each other
- One spouse can make contributions for the other spouse, and if the receiving spouse is a low income earner the contributing spouse could receive a tax offset.
- Downsizer contributions from the proceeds of selling your home if you are 65 years old and older.

Limits on contributions.

There are various limits (or caps) that apply to contributions. Further information can be found in Section 7. How super is taxed.

Accessing your super.

Generally, you cannot withdraw your super until you reach your preservation age. The current preservation age is between 58 and 60, depending on your date of birth.

 You should read the important information about How super works before making a decision. Go to hostplus.com.au/pds. The material relating to How super works may change between the time when you read this Statement and the day when you acquire the product.

3. Benefits of investing with Hostplus.

Hostplus is run to benefit our members.

These are some of the benefits you will enjoy when you join Hostplus.

Low administration fees	Hostplus members pay an administration fee of \$1.50 per week. An additional \$30.64 p.a. per member is also deducted from the Fund's Administration Reserve during the year and not from members' account balances.
Strong performance	Our Balanced investment option is ranked in the top three over 5, 7, 10, 15 and 20 years to 30 June 2021 (SuperRatings Fund Crediting Rate Survey - SR50 Balanced (60-76) Index, June 2021)*.
Insurance to protect you and your family	Protecting your assets is an important part of a smart financial plan. For your peace of mind, Hostplus offers several insurance options to cover you for death and disability – as well as income protection, protecting your income if you're unable to work due to illness or injury.
Online access	With your Member Online account you can keep track of your super 24/7. You can update your personal details, make an investment choice, apply to increase or change your insurance cover, and review your account balance and contributions. Visit hostplus.com.au/memberonline . You can even access your details by a convenient member card that lives on your mobile phone.
A wide range of investment options	Because everyone has different goals, we offer a wide range of investment options to suit your investment timeframe, long-term goals, and risk profile – from growth asset classes such as equity to defensive asset classes like fixed interest and cash.
Talk to a financial planner	Financial planners who are employed by Hostplus are here to help our members. Whether it's over the phone ¹ or in person ² , our planners can help you make the most of your opportunities. Talk to us on 1300 467 875 or visit hostplus.com.au/financial-planning to make an appointment.

*Past performance is not a reliable indicator of future performance.

1. Our planners who are authorised by Link Advice Pty Limited ABN 36 105 811 836, AFSL 258145 provide Hostplus members with access only to limited personal advice with respect to Hostplus products only.

2. Our planners who are authorised by Industry Fund Services Ltd ABN 54 007 016 195, AFSL 232514 (IFS) provide Hostplus members with access to personal financial product advice.

i You should read the important information about Benefits of investing with Hostplus before making a decision. Go to hostplus.com.au/pds. The material relating to Benefits of investing with Hostplus may change between the time when you read this Statement and the day when you acquire the product.

4. Risks of super.

It's important to know that all investments (including super) involve some risk.

To offer members different levels of risk and potential return, Hostplus invests in a range of asset classes such as cash, fixed interest, infrastructure, property and equity – which can be further defined as 'defensive' or 'growth'. The mix of growth and defensive asset classes determines the likely net investment return and risk of a negative return for each investment option.

For example, investment options with potentially the highest returns (such as equity), may also have the highest risk of loss over a shorter period of time.

When considering the risks to your investment in Hostplus, you should understand that:

- The value of your investments can go up and down.
- The returns you receive on your investments will vary – they can be positive or negative and previous returns are not indicative of future returns.
- Returns are not guaranteed and negative returns will result in a reduction in your account balance.
- The amount of your future superannuation savings, including contributions and investments, may not be enough to provide adequately for your retirement.

Other significant risks to your investment are the impact of inflation, interest rates, exchange rates, liquidity, derivatives and market failure. There are also legal risks such as changes to superannuation law and changes to insurance terms and conditions.

The level of risk appropriate for you will depend on your age, how long you are investing for, any other investments you may have, and how comfortable you are receiving negative returns in some years.

i You should read the important information about the Risks of super before making a decision. Go to hostplus.com.au/pds. The material relating to the Risks of super may change between the time when you read this Statement and the day when you acquire the product.

5. How we invest your money.

Hostplus offers a wide range of investment options for you to choose from, each with a different level of risk and return

If you don't make an investment choice, your contributions will be automatically invested in the Balanced investment option, our default option, described opposite. As the MySuper authorised option, it suits people who plan to have their super invested for the long-term (five years or longer).

Hostplus may add new investment options, remove or change an option (for example, its strategic asset allocation or objectives). If any of these changes are significant, we'll write to you or update you via hostplus.com.au.

If you are a Hostplus employee or Director, you must read the information regarding the **Investment Switch Restrictions** in Section 5 of the Member Guide available at hostplus.com.au/pds.

!!! When making your investment choice you must consider the potential risk and return of an investment option and whether it suits your risk profile and timeframe, ie. how much time you have until your retirement.

Choose from our wide range of investment options.

Pre-mixed options	
Pre-mixed asset classes offer asset classes mixed to provide different risk/return profiles:	
<ul style="list-style-type: none"> Capital Stable Conservative Balanced Socially Responsible Investment - Balanced 	<ul style="list-style-type: none"> Indexed Balanced Balanced (default) Shares Plus Hostplus Life
Sector investment options	
Investment in a specific asset class only:	
<ul style="list-style-type: none"> Cash Diversified Fixed Interest Property Infrastructure Australian Shares 	<ul style="list-style-type: none"> International Shares International Shares - Indexed International Shares (Hedged) - Indexed
Individual manager options	
Investment in an individual investment manager from these asset classes: Equity, Infrastructure, Property and Fixed interest.	
<ul style="list-style-type: none"> Various investment options 	
Choiceplus investment option	
Direct investment in shares in the S&P/ASX 300 index, selected Exchange Traded Funds (ETFs), Listed Investment Companies (LICs) and term deposits via the online Choiceplus investment platform at hostplus.com.au/choiceplus	

You can easily change your investment choice at no cost. And you can combine any number of our investment options provided you have a minimum of 1% of your super invested in any selected option.

Please note however, that there are different investment limits within the Choiceplus investment option. Visit hostplus.com.au/choiceplus to find out more.

Balanced option, our default investment option	
Return target*	CPI plus 3% per annum on average over 10 years. CPI plus 4% per annum on average over 20 years.
Level of investment risk**	Medium to high. Negative returns expected in between 3 to less than 4 out of every 20 years.
Investment style	Investments through a diversified investment portfolio, including some growth assets and some lower risk investments.
Who is this investment suitable for?	Members with a five years plus investment horizon in pursuit of an actively managed, highly diversified, pre-mixed investment option with access to growth and defensive assets.
Minimum Suggested Time Frame#	5 years +

*Please note: the Balanced option's return is linked to our pension product's CPIplus option. If CPIplus falls short of a predetermined return, the Balanced option funds the shortfall meaning returns for the Balanced option may be decreased. If CPIplus exceeds a predetermined return the excess amounts transfer to the Balanced option. Please refer to section 5.28 of the Member Guide "How we invest your money" available at hostplus.com.au/pds
 **The Level of investment risk is based on an industry-wide Standard Risk Measure. It shows the number of expected negative annual returns over a 20-year period. # The Minimum Suggested Time Frame is based on the risk and return profile of this option. The timeframe considers volatility and the likelihood of negative annual returns in any one year.

Balanced option asset allocation.

Asset Class	Range	Strategic Asset Allocation Benchmark
Australian Shares	10 – 40%	21%
International Shares - Developed Markets	10 – 40%	21%
International Shares - Emerging Markets	0 – 15%	8%
Property	0 – 30%	11%
Infrastructure	0 – 30%	11%
Private Equity	0 – 20%	10%
Credit	0 – 20%	7%
Alternatives	0 – 20%	3%
Diversified Fixed Interest	0 – 20%	3%
Cash	0 – 15%	5%



76% ■ Growth assets
24% ■ Defensive assets

i You should read the important information about How we invest your money before making a decision. Go to hostplus.com.au/pds. The material relating to How we invest your money may change between the time when you read this Statement and the day when you acquire the product.

6. Fees and costs.

Consumer advisory warning.

Did you know?

Small differences in both investment performance and fees and costs can have a substantial impact on your long-term returns.

For example, total annual fees and costs of 2% of your account balance rather than 1% could reduce your final return by up to 20% over a 30-year period (for example, reduce it from \$100,000 to \$80,000).

You should consider whether features such as superior investment performance or the provision of better member services justify higher fees and costs.

You or your employer, as applicable, may be able to negotiate to pay lower fees. Ask the fund or your financial adviser.

To find out more.

If you would like to find out more, or see the impact of the fees based on your own circumstances, the Australian Securities and Investments Commission (ASIC) website (www.moneysmart.gov.au) has a superannuation calculator to help you check out different fee options.

Please note: This Consumer Advisory Warning is prescribed by law. However, the statement concerning the possibility of negotiating fees is not applicable to Hostplus. Hostplus may change fees and costs at any time. You will receive at least 30 days' notice before any increase to fees deducted directly from your account.

Fees and other costs.

This section provides summary information about the main fees and costs for the Hostplus Balanced option.

Other fees may apply. You should read all information about fees and costs because it is important to understand their impact on your investment. This information, including definitions for each fee type, is set out at hostplus.com.au/pds

Fees and costs summary.

Hostplus Superannuation Fund		
Type of fee or cost	Amount	How and when paid
Ongoing annual fees and costs¹		
Administration fees and costs⁴	\$78.00 p.a. (\$1.50 per week)	Deducted from your account each month and is paid into the Fund's Administration Reserve.
	plus \$30.64 p.a.	Deducted from the Fund's Administration Reserve throughout the year and not from the member's account balance.
Investment fees and costs²	Varies according to your chosen investment option(s), ranges between 0.01% and 0.91% ⁴ .	Deducted daily from gross investment earnings before net investment returns are applied to your account.
Transaction costs³	Varies according to your chosen investment option(s), ranges between 0.00% and 0.40% ⁴ .	Transaction costs are incurred when assets are bought or sold.
Member activity related fees and costs		
Buy-sell spread	Nil	Not applicable
Switching fee	Nil	Not applicable
Other fees and costs	See 'Additional explanation of fees and costs' for a description of other fees and costs; such as activity fees, advice fees for personal advice, insurance fees and Choiceplus investment option fees	

1. If your account balance for a product offered by the superannuation entity is less than \$6,000 at the end of the entity's income year, certain fees and costs charged to you in relation to administration and investment are capped at 3% of the account balance. Any amount charged in excess of that cap must be refunded.

2. Investment fees and costs includes an amount of 0.28% for performance fees. The calculation basis for this amount is set out under "Additional explanation of fees and costs".

3. Disclosed transaction costs are an estimate based on transaction costs payable in the previous financial year.

4. Administration and investment fees and costs are estimated for the financial year ended 30 June 2021. Because the fees and costs are estimates based on the previous financial year's, fees and costs payable in respect of each future year may be higher or lower.

Example of annual fees and costs for a MySuper product.

This table gives an example of how the ongoing annual fees and costs for the default Balanced investment option for this superannuation product can affect your superannuation investment over a 1 year period. You should use this table to compare this superannuation product with other superannuation products.

Example - Hostplus Balanced option	Balance of \$50,000
Administration fees and costs	\$78.00 p.a. (deducted from your Hostplus account) plus \$30.64 p.a. (deducted from the Fund's Administration Reserve) For every \$50,000 you have in the superannuation product, you will be charged or have deducted from your investment \$0 in administration fees and costs, plus \$108.64 regardless of your balance ¹
PLUS Investment fees and costs	0.89% And , you will be charged or have deducted from your investment \$445 in investment fees and costs
PLUS Transaction costs	0.10% And , you will be charged or have deducted from your investment \$50 in transaction costs
EQUALS Cost of product	If your balance was \$50,000, at the beginning of the year, then for that year you will be charged fees and costs of \$603.64 for the superannuation product.

Note: Additional fees may apply. 1. Please note that the \$108.64 referred to above (comprising the \$78 deducted from your Hostplus account and the \$30.64 deducted from the Fund's Administration Reserve) is applicable regardless of your account balance. Additional administration fees and costs are not payable by you if your account balance exceeds \$50,000.



Additional fees may be paid to a financial advisor if a financial advisor is consulted. Refer to the Statement of Advice in which details of the fees are set out.



You should read the important information about Fees and costs before making a decision. Go to hostplus.com.au/pds. The material relating to our Fees and costs may change between the time when you read this Statement and the day when you acquire the product.

7. How super is taxed.

There are various tax levels that apply at different times on payments into your account (contributions), investment earnings and on the withdrawal of super benefits. Tax is deducted from your super account and paid to the ATO. There are limits on how much you can contribute to super.

Type of contribution and limits.

Before-tax (concessional) such as employer, salary sacrifice and self-employed contributions: 15% on amounts up to \$27,500 a year cap. Amounts over the cap will be taxed at your marginal tax rate plus an excess concessional contributions charge¹. If your total super balance is less than \$500,000 at the end of the previous financial year, you can carry forward unused concessional amounts for up to 5 years.

After-tax (non-concessional) from your net salary such as personal and spouses contributions: 0% under \$110,000. Over \$110,000 will be subject to tax at the top marginal rate¹. If under age 67 you may bring forward your non-concessional contribution of up to three times the yearly non-concessional contributions cap in a single year depending on your total super balance. Your total superannuation balance is the total value of your accumulation and retirement phase interests (including rollover amounts not yet included in those interests) across all of your superannuation accounts.

1. The 2% Medicare levy is also payable.

Tax on contributions 1 July 2021 to 30 June 2022.

If your total income (including your before-tax contributions) is over \$250,000, you may pay an additional tax of 15% (ie. 30% tax) on taxable contributions exceeding \$250,000.

 If you exceed the before-tax or after-tax contributions cap, you will pay additional tax to the ATO.

Tax on withdrawals 1 July 2021 to 30 June 2022.

Component	Tax if you are under 60
Tax-free	No tax payable.
Taxable – taxed element ¹	Below preservation age, taxed at 20% ¹ . Preservation age – 59 years, the first \$225,000 ² is tax-free and the balance is taxed at 15%

1. Plus Medicare Levy. 2. The \$225,000 lifetime limit is the total of all the taxable payments you receive or are paid before you reach age 60 (even if you receive them in different financial years).

Tax deductions.

If you're eligible, you may be able to claim your personal contributions during the year as a tax deduction. This will turn any after-tax contributions into before-tax contributions, which may be useful to self-employed people or employees whose employer doesn't allow salary sacrifice.

Tax on investment earnings.

Investment earnings are taxed at up to 15%. This tax is deducted from the earnings that apply to your super, before the earnings are added to your account.

Tax File Numbers (TFNs).

 It is in your interest to supply your TFN when you join. Generally, higher tax is payable on your contributions and withdrawals if you don't supply your TFN – and Hostplus will not be able to accept your personal contributions. You will also be ineligible for the Government co-contribution incentive.

 You should read the important information about How super is taxed before making a decision. Go to hostplus.com.au/pds. The material relating to How super is taxed may change between the time when you read this Statement and the day when you acquire the product.

8. Insurance in your super.

Right now, your most valuable assets are your health, family and your income-earning potential. Protecting them against the unexpected should be an important part of your strategy. That's why at Hostplus we offer eligible members automatic insurance with an option to tailor their cover.

Premiums are deducted from your super account and insurance cover continues as long as there are sufficient funds to pay the premiums and eligibility is still met.

Hostplus insurance cover is provided by MetLife Insurance Limited (MetLife) ABN 75 004 274 882, AFSL 238096.

Automatic (Default) Death and Total & Permanent Disability (TPD) insurance.

Generally, if you've joined through your participating employer (Industry Members) or joined directly by completing an application (Personal Super Plan Member) you receive automatic, unitised Death and TPD insurance cover at the standard occupation classification.

Cover commencement.

Your automatic insurance will commence when you first meet the following criteria, provided you are eligible and your account is not inactive*:

- You are aged at least 25 years; and
- Your account in Hostplus first has a balance of at least \$6,000.

Your automatic insurance will cease if your account later becomes inactive* unless you elect for it to continue.

Prior to meeting the above criteria, you can also opt-in to have default insurance cover, subject to terms, conditions and eligibility requirements. If you opt-in, your default insurance will commence from the date we receive your opt-in request or the date you become an eligible person, whichever is later. Please note, if you opt-in prior to us receiving a contribution into your account, your cover will not commence until the first contribution is received and you become a Hostplus member (provided you meet all other eligibility requirements).

For full details of the terms, conditions and eligibility requirements for cover, refer to refer to hostplus.com.au/pds.

*A member's account is considered inactive (for the purposes of insurance) if we have not received a contribution or rollover into that account for a continuous period of 16 months and you have not made a written request or positive election to be provided with cover even where your account becomes inactive.

Death and TPD insurance: Unitised cover table.

The table below shows the default number of units, level of cover per unit and amount of default cover you will receive at each age next birthday.

Age next birthday	Value per unit of Default Death or TPD Cover	Default units for new insured members		Default cover for new insured members	
		Death	TPD	Death	TPD
12 to 16*	\$28,273	1	0	\$28,273	\$0
17 to 19*	\$28,273	1	2	\$28,273	\$56,546
20 to 25*	\$28,273	2	4	\$56,546	\$113,092
26 to 30	\$28,273	4	6	\$113,092	\$169,638
31 to 35	\$28,273	5	6	\$141,365	\$169,638
36	\$28,273	6	6	\$169,638	\$169,638
37 to 38	\$28,645	6	5	\$171,870	\$143,225
39	\$28,831			\$172,986	\$144,155
40	\$29,017			\$174,102	\$145,085
41	\$26,962	5	5	\$134,810	\$134,810
42	\$24,229			\$121,145	\$121,145
43	\$21,238			\$106,190	\$106,190
44	\$18,734	6	6	\$93,670	\$93,670
45	\$15,563			\$93,378	\$93,378
46	\$13,681			\$82,086	\$82,086
47	\$11,831	7	7	\$70,986	\$70,986
48	\$10,097			\$70,679	\$70,679
49	\$8,981			\$62,867	\$62,867
50	\$7,219	8	8	\$57,752	\$57,752
51	\$6,364			\$50,912	\$50,912
52	\$5,874			\$46,992	\$46,992
53	\$5,385	10	10	\$43,080	\$43,080
54	\$4,406			\$35,248	\$35,248
55	\$3,916			\$39,160	\$39,160
56	\$3,487	8	8	\$34,870	\$34,870
57	\$2,989			\$29,890	\$29,890
58	\$2,491			\$24,910	\$24,910
59	\$2,242	8	8	\$22,420	\$22,420
60	\$1,993			\$19,930	\$19,930
61	\$1,774			\$14,192	\$14,192
62	\$1,673	8	8	\$13,384	\$13,384
63	\$1,521			\$12,168	\$12,168
64	\$1,419			\$11,352	\$11,352
65 to 70	\$1,267	8	8	\$10,136	\$10,136

*For ages next birthday 12 to 25 you will need to opt-in to default insurance via Member Online at hostplus.com.au

There are costs associated with insurance. The unit cost per week is shown in the table below.

Unit cost per week (based on your occupational rating)			
	Standard	Management	Professional
Death	\$0.26	\$0.18	\$0.13
TPD	\$0.37	\$0.25	\$0.17
Death & TPD	\$0.63	\$0.43	\$0.30

Restrictions and exclusions that may apply to your automatic insurance cover.

If you are an Industry Member or Personal Super Plan Member and you do not meet the requirements for Full Cover (eg. you are not Actively Employed), your automatic insurance cover may be Restricted Cover which will not cover Pre-existing Conditions for 24 consecutive months. A Pre-existing Condition is an illness, injury, condition or related symptom that you were aware of, or should have been aware of, within the 2 years prior to your cover commencing.

Your Restricted Cover will be replaced with Full Cover after 24 months provided you are Actively Employed for the last 30 consecutive days of the 24 month period. If you are not Actively Employed for the entire 30 day period, Restricted Cover will continue until you have been Actively Employed for 30 consecutive days.

For full terms and conditions, including when cover may be restricted cover, please refer to hostplus.com.au/pds.

Also if you are a Personal Super Plan member, please check that your occupation is not excluded from default insurance cover by the insurer by reading the important information about your insurance at hostplus.com.au/pds.

Automatic Income Protection Cover.

If you are joining Hostplus through an employer who was previously a default employer of Club Super, you may automatically receive Income Protection insurance cover ("SalarySafe") subject to the cover commencement rules above.

SalarySafe pays a benefit of up to 90% of your average weekly income, for the first 26 weeks of your claim (tapering applies thereafter), if you can't work in your usual occupation due to sickness or injury. A 10% SG contribution, based on the value of your benefit, is paid into Hostplus on your behalf. This cover is not subject to underwriting.

The cost of this cover is based on the value of your employer SG contribution, multiplied by 11.24%.

SalarySafe benefits are payable for a maximum period of two years with a default 28 day waiting period.

To determine if you are eligible for automatic Income Protection cover, either ask your employer or contact us on **1300 467 875**.

Once Hostplus obtains your details from your employer, you will receive confirmation of your insurance arrangements, including any automatic Income Protection cover.

Hostplus also offers eligible members:

- Terminal illness benefits as part of your death benefits.
- Specific life events cover where changes in your life let you boost your cover.
- The option of transferring your insurance from another super fund or retail insurance policy.

- The ability to apply for the waiver of premiums for up to 12 months while taking employer-approved parental leave so long as you are not self-employed.

Additional cover.

Members can also apply for the following cover changes online via Member Online at hostplus.com.au

- for additional units of Death and TPD cover,
- to replace your unitised Death and TPD cover with fixed cover, where benefits remain fixed but premiums alter depending on your age, and
- for non-default Income Protection cover (also known as Salary Continuance cover) in case you can't work due to injury or illness.

If you are aged under 65 you can increase your Default Cover (Death and TPD cover) and apply for non-automatic Income Protection cover by answering some simple eligibility questions, when you opt-in to Default Cover via Member Online at hostplus.com.au. To take up the special offer, you must apply within 60 days after the date the Hostplus Welcome Letter is issued to you when you first join Hostplus.

Cancelling/changing/reducing cover.

Members can cancel, change or reduce their insurance cover at any time online at hostplus.com.au/insurance or by contacting us. Please note, if you cancel your cover you will not be eligible for automatic cover in the future.

i You should read the important information about Insurance in your super before making a decision. Go to hostplus.com.au/pds. The material relating to our insurance may change between the time when you read this Statement and the day when you acquire the product.

9. How to open an account.

Generally anyone can join Hostplus, as long as you are an Australian resident for tax purposes or are employed by an eligible Australian employer. Applications made from persons outside Australia who are not employed by an eligible Australian employer will not be accepted.

Hostplus Industry members.

You can become a Hostplus member if:

- Hostplus is the chosen super fund of your employer and they have become a participating employer. Your participating employer can register you for Hostplus and commence making superannuation payments for you. You are not required to complete any membership forms to join.
- you have requested that your employer become a participating employer, or
- Hostplus is the nominated super fund in your employment agreement or award.

Hostplus Personal Super Plan members.

You can become a Hostplus Personal Super Plan member if:

- You're eligible for Super Choice,
- You're self-employed, or
- You're not in paid employment.

You can join the Hostplus Personal Super Plan online at hostplus.com.au or by completing and returning the Personal Super Plan membership form which can be obtained by calling 1300 467 875.

Cooling-off period.

A 14-day cooling-off period applies for Personal Super Plan applicants. Full details of the cooling-off period are available at hostplus.com.au/pds

i You should read the important information about How to open an account before making a decision. Go to hostplus.com.au/pds. The material relating to opening an account may change between the time when you read this Statement and the day when you acquire the product.

Other information.

Super search consent.

If you've had more than one job, you may have more than one super account and you could be paying fees on every one of them. Hostplus can help you find your other super accounts at no cost. By giving us permission to search for your other super using your TFN, we can help you track down and (if you choose) combine your super for you.

You can provide consent at hostplus.com.au/memberonline. If we find other super accounts in your name, we'll contact you to ask if you want to join your accounts together in Hostplus. You can search anytime for additional super accounts using your Member Online account.

Enquiries and complaints.

If you have an enquiry or complaint, just call **1300 467 875**. We'll do everything in our power to attend to your matter promptly and courteously. If you are not happy with the way our matter is handled, we want to know. Please write to us at:

Hostplus
Resolutions Officer
Locked bag 5046
Parramatta, NSW 2124.
or email to resolutions@hostplus.com.au

The Trustee will acknowledge complaints within 24 hours (or 1 business day) of receiving it, or as soon as practicable and a resolution will be provided to complainants within 45 days for superannuation matters and 90 days for complaints relating to the distribution of a superannuation death benefit, or reasons will be provided for the delay of a resolution for either type of complaint within each respective timeframe.

If you are not satisfied with either the way Hostplus handles your complaint or its resolution, you may contact the Australian Financial Complaints Authority (AFCA). AFCA provides free, fair and independent financial services complaint resolution to Hostplus members and their beneficiaries. Although you are able to refer the matter to AFCA at any time, they will not usually deal with your complaint until it has been through Hostplus' complaints handling process.

You can contact AFCA on **1800 931 678**, through their website www.afca.org.au, in writing via email info@afca.org.au or post: Australian Financial Complaints Authority, GPO Box 3, Melbourne VIC 3001.

Your Privacy

Your privacy is important to us. You can learn more about what personal information we request, why and how we collect your personal information, and who we may share it with in our Privacy Policy at hostplus.com.au/privacy.