

# Living Super Product Disclosure Statement



USI: 13 355 603 448 001, SPIN: TCS0012AU  
1 July 2020



## Important Information and Issuer Information

This *Product disclosure statement (PDS)* is a summary of significant information and includes a number of references to other important information (which forms part of the *PDS*), namely the *ING Living Super Product Guide (Product Guide)* and *ING Living Super Defined Fees Guide (Defined Fees Guide)*.

Italicised terms not defined in the body of this *PDS* are defined in the glossary in section 12 of the *Product Guide*.

The information in the *PDS*, *Product Guide* and *Defined Fees Guide* may change. If the change is material, members of ING Living Super will be communicated to about this change. To obtain a copy of the *PDS*, *Product Guide* and/or *Defined Fees Guide* or to access information on *changes* to these documents that are not materially adverse, please go to our [website, www.ing.com.au/superannuation/living-super.html](http://www.ing.com.au/superannuation/living-super.html) or call us to obtain a free copy on 133 464.

You should consider the important information in the *PDS*, *Product Guide* and *Defined Fees Guide* before making a decision about ING Living Super. By investing in ING Living Super, you agree to be bound by the terms of this *PDS* (including the *Product Guide* and *Defined Fees Guide*), the trust deed and rules of ING Living Super. In the event of any inconsistency between this *PDS* and the *trust deed* and rules, the terms of the *trust deed* and rules prevail.

**Important information:** The information in the *PDS* is of a general nature and doesn't consider *your* particular investment objectives, circumstances, financial situation or needs. Whilst this *PDS* is up to date as at the time of preparation, the rules and regulations that govern superannuation may change from time to time.

You should consider obtaining financial advice tailored to *your* personal circumstances from a licensed financial adviser before deciding to join ING Living Super.

As permitted by the *trust deed* and the relevant law which governs superannuation funds in Australia, we reserve the right to change the terms and conditions of ING Living Super at any time.

So that we can continue to meet *your* investment and insurance needs, we will monitor the investment options and the insurance cover provided through ING Living Super. Therefore we may add, close or terminate investment options, replace or add new investment managers, change investment strategies, asset classes, benchmarks or ranges of investment options without prior notice to *you*. We may also change the insurance offering.

We will notify *you* of any material changes to ING Living Super in accordance with the legislative requirements.

## Contents

1. About ING Living Super
2. How super works
3. Benefits of investing with ING Living Super
4. Risks of super
5. How we invest *your* money
6. Fees and costs
7. How super is taxed
8. Insurance in *your* super
9. How to open an *account*

## Issuer/Trustee

This *PDS* is issued by Diversa Trustees Limited ABN 49 006 421 638, AFSL 235153, RSE L0000635, the *Trustee* of the ING Superannuation Fund ABN 13 355 603 448 (*fund*).

ING Living Super is a product issued out of the *fund*, SPIN TCS0012AU, USI 13 355 603 448 001.

The *Trustee* is required to disclose certain *Trustee* and *fund* information and documentation on a website. The *Trustee's* website ([www.diversa.com.au/trustee](http://www.diversa.com.au/trustee)) and ING's website ([www.ing.com.au/superannuation/living-super.html](http://www.ing.com.au/superannuation/living-super.html)) contains the required information and documentation. The information and documentation is expected to include (but is not limited to) the *trust deed*, the *PDS*, the most recent Annual Report and the names of each material outsourced service provider to the *fund*.

## Promoter

ING is a business name of ING Bank (Australia) Limited (IBAL) ABN 24 000 893 292, AFSL 229823 and is the *promoter* of the *fund*. The *promoter* has consented (and not withdrawn its consent) to the inclusion of statements made by and referring to it in the form and context in which they appear. An investment in ING Living Super is neither a deposit nor liability of IBAL or any of its related entities and none of them stands behind or guarantees the *fund*.

## Insurer

The insurance offered by ING Living Super is provided by MetLife Insurance Limited ABN 75 004 274 882, AFSL 238096 (*insurer*). The *insurer* has consented (and has not withdrawn its consent) to the inclusion of statements in this *PDS* which relate to insurance in the form and context in which they appear. MetLife has not issued or caused the issue of this *PDS* and is not responsible for any statements in it which are not referable to it.

## Eligibility

The invitation in this *PDS* to become an ING Living Super member is only available to persons receiving this *PDS* in Australia. ING Living Super is open to Australian residents (whom are not *U.S. Persons*) aged 13 years or older with an Australian address, phone number, valid email address and Tax File Number. If your circumstances change after you join, and you satisfy the definition of *US Person*, we will contact you and request you to move your account out of Living Super to another superannuation fund. If you have not contacted us or made alternative arrangements after a period of time following our request for you to transfer out, we may transfer your benefit out of Living Super.

<sup>1</sup> SuperRatings does not issue, sell, guarantee or underwrite this product. Go to [www.superratings.com.au](http://www.superratings.com.au) for details of its ratings criteria.

## 1. About ING Living Super

ING Living Super offers a wide range of investment and insurance options.

Whether *you* are looking for Term Deposits, *managed investments* or real time trading of Australian shares and exchange traded products, ING Living Super has been structured to give *you* great flexibility and convenience.

More information on the available investment options is set out in section 5 of this *PDS* and the *Product Guide*. More information on the available insurance choices is set out in section 8 of this *PDS* and section 9 of the *Product Guide*.

There are three types of *accounts* offered in ING Living Super:

- *Super account* (no minimum initial investment);
- *Transition to retirement* or *TTR account* (a minimum initial investment of \$20,000 is required); and
- *Pension account* (a minimum initial investment of \$20,000 is required).

ING Living Super is independent from *your* employer so if *you* change jobs, *you* can remain in ING Living Super and continue enjoying its benefits.

## 2. How super works

Superannuation is a long-term investment, designed to help *you* in *your* retirement. Understanding how *your* super fund works enables *you* to maximise and protect *your* retirement savings.

Some super *contributions* made by *your* employer such as *contributions* made under an award or *superannuation guarantee (SG) contributions* are compulsory. You can usually ask *your* employer to pay the *SG contributions* to a super fund of *your* choice.

### Boosting your super

In addition to *SG contributions*, if you have a super account *you* may be able to increase *your* retirement savings by making the following *contributions*:

- Voluntary personal *contributions*;
- Salary sacrifice *contributions*;
- Spouse *contributions*;
- *Contributions* if *you* are self-employed; and
- Other special *contributions*

Tax concessions are provided by the Australian Government under certain circumstances; however *you* need to carefully monitor the dollar amount of super *contributions* made to *your* account as the government has set dollar limits on the total value of the super *contribution* that can be made each financial year before additional tax is imposed. There is more detail about the *contribution caps* under section 7, 'How super is taxed', of this *PDS*.

### Consolidation of other super accounts

When considering rolling over funds into Living Super, you should think about where future employer contributions will be paid, the other fees that you may incur with the rollover and the potential loss of any existing insurance cover(s) with other provider(s).

*You should read the important information about consolidating your super accounts before making a decision. Go to the [Product Guide](#) and read sections 3 'How your ING Living Super account works' and section 4 'How super works'. The material relating to contributions may change between the time you read this PDS and the day when you acquire this product.*

## Accessing your super benefits

There are restrictions on when *you* can access *your* super. Generally, *you* cannot withdraw *your* super until *you* reach *your* preservation age and retire, when *you* turn 65 (regardless of whether *you* retire) or when *you* meet another condition of release. *You* can use a *TTR account* to access some of *your* super after *you* reach *your* preservation age if *you* are still working. The current preservation age is between 55 and 60 (inclusive), depending on *your* date of birth.

*You should read the important information about accessing your super benefits before making a decision. Go to the [Product Guide](#) and read section 3, 'How super works'. The material relating to accessing your super benefits may change between the time when you read this PDS and the day when you acquire this product.*

## 3. Benefits of investing with ING Living Super<sup>2</sup>

ING Living Super is a flexible super solution that offers a wide range of investment and insurance options, as well as other features to give *you* greater control over *your* super.

With ING Living Super *you* can:

- Tailor *your investment mix* with access to a wide range of *managed investments*, Term Deposits and real time ASX listed share & ETP trading for even greater flexibility; and
- Cover the risks in *your* life through insurance including Death, total and permanent disablement (TPD) and/or income protection (IP) cover.

### Simple and straightforward to use

ING Living Super makes it easy with:

- a simple online, mobile or phone *application* process. *You* can also open an *account* through an ING accredited financial adviser;
- mobile access so *you* can view *your* Living Super balances along with *your* other ING accounts;
- online access so *you* can view *your* Living Super balances along with *your* other ING accounts, manage *your* super and insurance, as well as switch investments and trade ASX listed shares and exchange traded products;
- an Australian contact centre available 24x7 and super specialists available between 8am – 8pm Monday to Friday (AEST/AEDT);
- the ability to request *rollovers* and consolidate *your* super online;
- access to personal advice through *our* advice provider on *your* super should *you* need help with *your* investment and insurance decisions; and
- access to online tools and research that give *you* greater control of *your* super.

*You should read the important information about the benefits of ING Living Super before making a decision. Go to the [Product Guide](#) and read section 2, 'Benefits of ING Living Super'. The material relating to the benefits of investing with ING Living Super may change between the time you read this PDS and the day when you acquire this product.*

<sup>2</sup> Living Super rates are available at [ing.com.au](http://ing.com.au). Buy-sell spreads and other incidental transaction costs apply to all *managed investment* options. Buy-sell spreads and other transaction costs are retained within the managed investment and are not fees paid to ING or the *Trustee*. The *Trustee* may replace one or more of the underlying investment managers which may affect the fee structure of the investment options. In addition, other factors may arise which may cause the fee structure for Living Super to change. Should this occur the *Trustee* may vary the fees for ING Living Super without *your* consent by giving at least 30 days' notice where there is an increase.

## 4. Risks of super

### Investment risks

ING Living Super offers a range of investment options, each of which carry a different level of risk, depending on the assets that make up the option. As a result, the potential for the value of *your* investment to increase or decrease will differ for each investment option.

When considering how to invest in super, it is important *you* understand that:

- all investments carry risk;
- different strategies may carry different levels of risk, depending on the assets that make up *your* investment strategy;
- investment returns are not guaranteed and *you* may lose some of *your* money;
- the level of returns will vary and future returns may differ from past returns;
- the value of *your* super can fluctuate depending on the investment options and its associated risks;
- investment options and other investments may be closed or terminated at any time;
- past performance is not an indicator of future performance;
- laws affecting *your* super may change and affect the return and the level of risk of *your* investment;
- the amount of *your* future super savings (including contributions and returns) may not be enough to provide adequately for *your* retirement; and
- assets with the highest long-term returns may also carry the highest level of short term risk.

*You* should ensure that *you* consider *your* investment options and preferences carefully and consider seeking professional financial advice, where necessary.

*You* should read the important information about investment risks of super before making a decision. Go to section 8, 'Risks in super', in the [Product Guide](#).

The material relating to risk may change between the time *you* read this *PDS* and the day when *you* acquire this product.

### General risks

#### Changes in legislation

Laws regarding super may change and this may have an impact on how *you* can invest *your* super, the amount or type of contributions *you* can make or other factors.

#### Changes in the trust deed

The *Trustee* may make changes to the *trust deed* and rules of the *fund*.

#### Duty of disclosure

When completing *your application* for insurance, if *you* do not comply with *your* duty of disclosure as set out in the [Product Guide](#), the *insurer* may not pay if *you* make an insurance claim, or may only pay a portion of *your* claim.

Other significant risks that can affect *you* are the impacts of commodity price risk, concentration risk, conversion risk, counterparty risk, credit risk, currency risk, derivatives risk, economic risk, fee risk, government risk, inflation risk, insurance claim risk, insurance cover risk, interest rate risk, investment objectives risk, liquidity risk, manager risk, market risk, no insurance cover risk, operational risk, specific security risk and taxation risk. To find out more about these risks, refer to section 8, 'Risks in Super' of the [Product Guide](#). The level of risk acceptable to each person will vary depending on a range of factors. To help *you* determine how comfortable *you* are with risk, *you* should take into consideration *your* age, *your* planned retirement date, any other investments *you* may have and *your* overall risk tolerance.

*You* should read the important information about the risks of super before making a decision. Go to the [Product Guide](#) and read section 8, 'Risks in super'. The material relating to risk may change between the time when *you* read this *PDS* and the day when *you* acquire this product.

## 5. How we invest *your* money

With ING Living Super *you* can pick from a range of investment options that are straightforward, cost effective and provide flexibility for all life stages. *You* can invest in one or mix and match multiple investments to suit *your* personal risk preferences. *You* must maintain a minimum balance in *your* *Cash Hub* to pay for transactions such as insurance premiums, pension payments, fees and other costs. The *Cash Hub* minimum holding requirement is \$500, plus 1 cent for every dollar of *your* *account* balance between \$50,001 and \$1,000,000, plus any insurance premiums, pension payments, and/or fees due to be paid in the following two months.

When *you* first open *your* ING Living Super *account* *you* will be provided with a *Cash Hub* which is the transaction *account* for *your* ING Living Super *account*. When opening *your* *account*, *you* will be provided with a number of choices for how *you* want to invest *your* money:

- When *you* first open *your* ING Living Super *account* *you* will have a number of choices for how *you* want to invest *your* money. *You* can choose to invest 100% in any of the High Growth, Growth, Moderate or Conservative options, or *you* can create *your* own customised portfolio by nominating *your* own mix of managed investment options. Whichever approach *you* choose, *your* nomination will be subject to the *Cash Hub* minimum requirements; OR
- If *you* would like to invest *your* balance into Term Deposits or listed securities, please place these funds into the *Cash Hub* so *you* can open Term Deposits or a Share Trading *account* once *your* Living Super *account* has been opened

**Important information:** When *you* are choosing *your* investment options, *you* should consider the likely investment return, risk and how long *you* will be investing *your* super. If necessary *you* should seek financial advice.

Investment categories	Term deposits	Single sector managed investments	Multi sector managed investments	Listed securities
<b>Investment options</b>	<ul style="list-style-type: none"> <li>• 3 month</li> <li>• 6 month</li> <li>• 1 year</li> <li>• 2 year (only available to super accounts)</li> </ul>	<ul style="list-style-type: none"> <li>• Australian Shares</li> <li>• International Shares</li> <li>• International Shares (Hedged)</li> <li>• Australian Fixed Interest</li> <li>• International Fixed Interest (Hedged)</li> <li>• Australian Listed Property</li> <li>• Cash</li> </ul>	<ul style="list-style-type: none"> <li>• Conservative</li> <li>• Moderate</li> <li>• Growth</li> <li>• High Growth</li> </ul>	<ul style="list-style-type: none"> <li>• Securities in the S&amp;P/ASX 300 index</li> <li>• Selected ASX listed exchange traded products</li> </ul>
<b>Minimums</b>	\$1,000 in each Term Deposit	No minimum	No minimum	\$10,000 total <i>account</i> balance required before <i>you</i> can invest in listed securities

You should read the important information about the different investment options including switching between investment options, how we may change the investment options, the extent to which labour standards or environmental, social or ethical considerations are taken into account before making a decision. Go to the [Product Guide](#) and read section 5, 'Investment options'. The material may change between the time when you read this PDS and the day when you acquire the product.

## Living Super – Growth option

### Strategy and return objective

The long-term asset allocation of the Growth option is 70% growth assets and 30% defensive assets. This investment option invests in cash, Australian fixed interest, Australian and international shares (hedged and unhedged) and Australian listed property. The option can invest directly or indirectly via managed investments. This option aims to achieve a 2.25% average annual return above inflation (CPI) over 8 years after fees and taxes.

### Minimum suggested investment timeframe

At least 8 years.

### Risk label

High – The Growth option will most likely suit if you seek a medium to long-term investment and moderate – high returns, and accept the possibility of losses in capital.

Target asset allocation (strategic asset allocation and range)		
Asset Class	Strategic Asset Allocation	Range
<b>Australian Shares</b>	<b>33%</b>	
Australian Shares		15-48%
<b>International Shares</b>	<b>30%</b>	
International Shares (Unhedged)		0-25%
International Shares (Hedged)		0-25%
Emerging Markets		0-10%
<b>Property</b>	<b>7%</b>	
Australian Listed Property		0-15%
<b>Fixed Interest</b>	<b>27%</b>	
Australian Fixed Interest		0-25%
International Fixed Interest		0-20%
Australian Investment Grade Credit		0-10%
<b>Cash</b>	<b>3%</b>	
Cash		0-15%

## 6. Fees and costs

### 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 fees and costs based on your own circumstances, the Australian Securities and Investments Commission (ASIC) website [www.moneySMART.gov.au](http://www.moneySMART.gov.au) has a superannuation calculator to help you check out different fee options.

### Fees and costs for Living Super's Growth option<sup>^</sup>

The following information can be used to compare costs between different superannuation products.

Multi Sector managed investments – Growth Option		
Type of fee	Amount	How and when paid
Investment fee*	0.25% p.a. on the account balance invested in Growth investment option	Calculated daily and factored into the unit price
Administration fee*	\$5 per month from when account balance exceeds zero (or \$60 p.a.) <b>Plus</b> , 0.52% p.a. (0.50% p.a. on the account balance in the Growth option capped at \$2,500 p.a. plus an ORFR fee of 0.02% p.a. on the total account balance)	Calculated daily, deducted from the Cash Hub monthly on the last day of the month or when you close your account
Buy-sell spread	Estimated to be in the range 0.09% and 0.08% when buying or selling units	Included in the unit price
Switching fee	Nil	Not applicable
Advice fees relating to all members investing in the applicable investment option	Nil	Not applicable
Other fees and costs**	Nil (subject to any insurance premiums payable)	Deducted at the end of the month from your Cash Hub balance
Indirect cost ratio* <sup>***</sup>	0.02% (estimate)	Deducted from the investment returns of the underlying investments

<sup>^</sup> All fees and costs expressed in this PDS are gross of income tax; inclusive of GST and any applicable stamp duty; less any reduced input tax credits and net reduced by any income tax the trustee may be able to claim or income deduction available in an interposed vehicle.

\* 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, the total combined amount of administration fees, investment fees and indirect costs charged to you is capped at 3% of the account balance. Any amount charged in excess of that cap must be refunded.

\*\* See the section 'Additional explanation of fees and costs' for further information about other costs such as the Member advice fee, brokerage fees and, if applicable, Family Law fees, service fees and insurance premiums.

\*\*\*The indirect cost ratio is an estimate only, based on historical data. The Indirect Cost Ratio that is actually deducted from the unit price of your investments may be higher or lower. For more information on the indirect cost ratio, refer to the [Product Guide](#).

You can find similar detailed information about the other investment options in section 6, 'Fees and other costs' of the [Product Guide](#).

The provisions of ASIC Class Order 14/1252 (as amended by the ASIC Corporations (Amendment), instrument 2016/1224 and the ASIC Corporations (Amendment and Repeal) Instrument 2015/876) applies to this Product Disclosure Document.

### Example of annual fees and costs for Living Super's Growth option

The table below gives an example of how the fees and costs for the Growth option for this superannuation product can affect *your* super investment over a one year period. *You* should use this table to compare this superannuation product with other super products.

Example - Living Super's Growth investment option		Balance of \$50,000
<i>Investment fees</i>	0.25% p.a. on the <i>account</i> balance invested in the Growth option	For every \$50,000 <i>you</i> have in this superannuation product, <i>you</i> will be charged \$125 each year
<b>PLUS</b> <i>Administration fees</i>	\$5 per month from when <i>account</i> balance exceeds zero (or \$60 p.a.) <b>Plus</b> , 0.52% p.a. (0.50% p.a. on the <i>account</i> balance invested in the Growth option capped at \$2,500 p.a. plus an ORFR fee of 0.02% p.a. on the total <i>account</i> balance)	<b>And</b> , \$60 each year regardless of balance <b>And</b> , for every \$50,000 <i>you</i> have in this superannuation product <i>you</i> will be charged \$260 every year
<b>PLUS</b> <i>Indirect costs for the superannuation product</i>	0.02%	<b>And</b> , indirect costs of \$10 will be deducted from <i>your</i> investment each year
<b>EQUALS</b> <i>Cost of product</i>		If <i>your</i> balance was \$50,000, then for that year <i>you</i> will be charged fees of <b>\$455**</b> for the superannuation product

Note: \*\*Additional fees may apply **and** if *you* leave the superannuation entity, *you* may be charged a **buy-sell spread** which also applies whenever *you* make a contribution, exit, *rollover* or switch investments. The **buy-sell spread** for exiting is **0.08%** (this will equal to **\$40** for every \$50,000 *you* withdraw).

The terms used in the fee tables above have the meanings given to them in the Superannuation Industry (Supervision) Act 1993 (Cth) and Corporations Regulations 2001 (Cth). *You* can view those definitions in section 12 of the *Product Guide* and the *Defined Fees Guide* ([www.ing.com.au/pdf/Living\\_Super\\_Fees\\_Guide.pdf](http://www.ing.com.au/pdf/Living_Super_Fees_Guide.pdf)).

### Additional explanation of fees and costs

#### Member advice fee

**Important Information:** If *you* choose to consult a financial adviser about *your* super, *you* can agree to pay them from *your* ING Living Super account.

The fee will be outlined in the Statement of Advice provided by *your* financial adviser. The Member Advice Fee requested is inclusive of GST. RITC and other tax rebates may reduce the net amount payable by *you*.

See 'Personal advice when *you* need it' in section 2 of the *Product Guide* for more information.

#### Administration fees

The *administration fee* is made up of three components:

- A flat fee of \$60 p.a. deducted from the *Cash Hub* monthly (\$5 per month) regardless of *your* balance. This is applicable to all *accounts*.
- The Operational Risk Financial Requirement (ORFR) applicable to all *accounts* (refer to section *Administration Fee – ORFR*); and
- The 0.50% fee for the single and multi sector *managed investment* options (except the cash option) as well as *listed securities*.

#### Administration fee – ORFR

Super funds are required by APRA to hold capital reserves to cover the risk of loss to members from an operational risk. This is known as the Operational Risk Financial Requirement (ORFR).

The aim of this is to ensure that trustees have access to resources to compensate members for certain operational risk events that may adversely impact their benefits.

An ORFR fee of 0.02% p.a. of *your* total *account* balance applies to all customers to fund this and any associated administration costs on an ongoing basis.

#### Investment fees

Investment options in the single and multi sector *managed investment* options (except the cash option) are subject to *investment fees*. *Investment fees* are based on a number of factors and will vary from time to time. There are no *investment fees* for term deposits, *Cash Hub*, cash option or *listed securities*. Please see section 6 of the *Product Guide* for more details.

#### Buy-sell spread

Transaction costs (e.g. fund level brokerage and other incidental transaction costs) are incurred when buying and selling units in *managed investments* and when auto rebalancing occurs. The *buy-sell spread* is retained within the *managed investments* (that is, it remains an asset of the relevant fund or other investment) and is not a fee paid to ING or the *Trustee*.

For more detail on this please see section 6 of the *Product Guide*.

#### Transactional and operational costs

Transactional and operational costs are costs incurred relating to the underlying investment managers' buying and selling of investments and may include costs such as brokerage, *buy-sell spreads* of the underlying investments (where applicable), settlement costs (including settlement related custody costs), stamp duty on investment transaction costs and clearing costs.

Transactional and operational costs are reflected in the stated fees and costs within this *PDS* and *Product Guide*.

For more detail on these fees, please see section 6 of the *Product Guide*.

#### Brokerage costs for listed securities

Brokerage costs are incorporated in the purchase price or sale proceeds which is deposited or deducted from the *Cash Hub* when a *listed securities* trade is requested. For more detail on this, please see section 6 of the *Product Guide*.

#### Insurance premiums

If *you* have insurance cover, the costs of *your* insurance premiums are deducted from *your* *Cash Hub* on the last day of every month or the next *business day* (if the last day of the month is not a *business day*) and paid to the *insurer*. For more information, see section 8 of this *PDS* and section 9 of the *Product Guide*.

#### Taxes

Applicable taxation information (including information as to whether any tax deduction is passed on to *you* in the form of a reduced fee or cost) is set out in section 7 of this *PDS* and the *Product Guide*.

#### Service fee for premium market research

If *you* have subscribed to premium market research, *you* may be charged an additional service fee. This will be deducted from the *Cash Hub* on the first *business day* of the month.

## Changing fees

The fees set out within this *PDS* and *Product Guide* may be varied without *your* consent. We will give *you* at least 30 days' notice of any increase to the fees for ING Living Super.

You should read the important information about fees and other costs before making a decision. Go to the *Product Guide* and read section 6, 'Fees and other costs'.

Definitions of the fees are also available in the *Defined Fees Guide*. The material relating to fees and other costs may change between the time when *you* read this *PDS* and the day *you* acquire this product.

## 7. How super is taxed

### The super account

Investing in super generally offers taxation advantages.

### Tax on contributions

#### When you make your contribution – Contributions tax

All employer contributions made from *your* pre-tax (gross) salary (including amounts that have been salary sacrificed) and any personal contributions for which a tax deduction is claimed is subject to a 15% contributions tax. These contributions and certain other amounts are known as concessional contributions.

Personal contributions that are not claimed as a tax deduction and spouse contributions are not taxed. These contributions and certain other amounts are known as non-concessional contributions.

Contributions tax (if applicable) is deducted each time a contribution is made to *your* super account.

Low income taxpayers may be entitled to a contribution from the Government of up to \$500. Effective 1 July 2017, anyone earning more than \$250,000 may be subject to an additional 15% contributions tax on excessive concessional contributions (conditions apply).

#### The amount of your contribution – Contribution caps

The Government has set dollar limits (caps) on the amount that can be contributed to *your* super each year before additional tax becomes payable. These limits are called contribution caps.

The amount of the contribution cap depends on whether the contributions are concessional (from 1 July 2017, usually \$25,000 per financial year subject to the unused concessional contribution cap carried forward in certain circumstances) or non-concessional (from 1 July 2017, usually \$100,000 per financial year with a cap of \$300,000 available within a 3 year period in certain circumstances). If *you* exceed the concessional contribution cap for a financial year, the excess will generally be assessed against *your* non-concessional contribution cap (an exception may arise where *you* elect to release the excess concessional contributions from *your* super account).

**Important information:** You need to monitor contributions made to all *your* super funds. If *you* exceed the relevant contribution cap for a financial year, *you* may be assessed by the ATO as having to pay excess contributions tax. Excess concessional contributions will be included in *your* assessable income for the corresponding financial year and taxed at *your* marginal tax rates plus the Medicare levy less a 15% offset. In addition, *you* will be liable for the excess concessional contributions charge. If *you* exceed the non-concessional contributions cap, *you* may be subject to excess non-concessional contributions tax. *You* have a choice of how *your* excess non-concessional contributions will be taxed. *You* can choose to release the amount from *your* superannuation account, pay the excess non-concessional contributions tax or advise the ATO *you* have no money in superannuation. *You* elect *your* choice by completing the ATO excess non-concessional contributions (ENCC) election notice and returning it to the ATO. Once *you* have made *your* election it cannot be changed.

### Investment earnings

Investment earnings are taxed at a maximum of 15% in *your* super and TTR account and are net of tax and certain investment fees and may be offset by tax credits such as franking credits.<sup>3</sup>

### When you take your money out

How much tax is charged on the withdrawal of *your* super benefits will depend on the following:

- *your* age;
- the amount of the withdrawal;
- the type of benefit; and
- whether *your* benefit contains a taxable component.

For example: if *you* receive a lump sum benefit payment from *your* account on or after age 60, the payment will generally be tax free. However, the tax treatment of benefit payments paid in other circumstances (e.g. if *you* are under age 60, if *you* die, if *you* become disabled, etc.) may be different.

### When you transfer your money to another super fund

Generally, if *your* benefit is rolled over to another complying super fund, no tax will be payable.

### The Transition To Retirement (TTR) and Pension accounts

When *you* have a TTR or a pension account, there may be some tax benefits that apply to income withdrawn from these accounts. The tax benefits include:

- No lump sum tax on transfers – when *you* transfer *your* super benefit into *your* pension or TTR account, generally no tax is payable on *your* benefit.
- No tax on investment earnings – investment returns from assets in *your* pension account are tax-free and *you* may receive the benefit of franking credits.<sup>3</sup>

**Things you should know: tax may be payable on transfers from some super funds** (For example, a 15% contributions tax may be payable on any untaxed elements within *your* benefit rolled over from another complying super fund).

### If you are under age 60

- Part of each pension payment may be paid to *you* tax-free as determined by the proportion of the tax-free component of *your* super account.
- *You* may also be eligible for a 15% tax offset (rebate) on the taxable portion of income payments. This offset generally applies if *you're* aged between preservation age and 60 or disabled.

### If you are over age 60

- No tax is payable on pension or lump sum payments from *your* pension account as all of *your* income payments and lump sum withdrawals are tax free.

There is a \$1.6 million transfer balance cap on the total amount of accumulated superannuation an individual can hold in a tax-free retirement stream. The transfer balance cap is indexed periodically in line with CPI in \$100,000 increments. The indexing will not apply to anyone who has reached or exceeded their current transfer balance cap.

### Important information: Tax File Number (TFN)

When *you* join ING Living Super we will ask *you* to provide *your* TFN. In order to open a Living Super account, we will need *your* TFN. It is not an offence to not provide *your* TFN but without it we cannot open *your* account online for *you*. Please call ING on 133 464 if *you* would like to open *your* account over the phone.

**For more information, please refer to sections 4, 'How your ING Living Super account works' and 7, 'How super is taxed' of the *Product Guide*.**

<sup>3</sup> Prior to the commencement of *your* pension, *your* account balance will be taxed as a super account.

You should read the important information about how super is taxed before making a decision. Go to the [Product Guide](#) and read section 7, 'How super is taxed'. The material relating to how super is taxed may change between the time you read this PDS and when you apply for or acquire this product.

## 8. Insurance in your super

An injury or illness can disrupt your lifestyle causing you to put things on hold. ING Living Super recognises the importance of financially protecting you and your family by providing a range of different ways to be insured.

### Different Types of insurance covers

ING Living Super offers Death, Total and Permanent Disablement (TPD) and Income Protection insurance:

- Death cover – provides a lump sum payment to your dependants or your legal personal representative. Terminal illness cover (included within Death cover) is an advancement of the Death cover and is paid when you are diagnosed with less than 12 months to live due to a terminal illness.
- TPD cover – provides you with a lump sum payment if you become totally and permanently disabled.
- Income Protection cover – provides regular monthly payments if you become disabled or partially disabled and are temporarily unable to work as a result of an injury or illness.

### Automatic Cover

Automatic Cover provides you with a default pre-approved level of Death and TPD cover when you open a super account without having to undergo any underwriting or medical checks (subject to eligibility) up to a maximum of \$300,000. Your sum insured and premium amount will vary based on your gender, age, state and occupation.

### Eligibility

To be eligible for Automatic Cover, you must be aged 25 and over and under 70<sup>1</sup>, and have not opted out of Automatic Cover when applying for a super account. Insurance premiums will be deducted from your account and cover will commence at the earlier date of:

- your account balance reaching \$6,000 (within 120 days of opening your super account); or
- you making an Election to receive Automatic Cover (where your account balance is greater than nil).

In addition, you must meet the following age criteria as shown in the table below:

Benefit	Entry age	Expiry age (when cover ends)
Death (including Terminal Illness)	25th-69th birthday	Your 70th birthday
Total and Permanent Disablement	25th-64th birthday	Your 65th birthday

Exclusions for pre-existing conditions and high risk occupations apply. More information is provided under Section 9, 'Insurance through ING Living Super' of the [Product Guide](#).

### Cancelling your Automatic Cover

If you do not wish to proceed with Automatic Cover, you can:

- let us know if you don't want the cover when applying for a super account;
- let us know if you don't want the cover before your account balance reaches \$6,000 within 120 days from the date you first opened your super account (if you have not made an election), to ensure no premiums are deducted; or

- You can also cancel your insurance at any time by logging into your Living Super account at [ing.com.au](http://ing.com.au) and completing the online form or by calling us.

### Changing your Automatic Cover

If you wish to apply to change your cover by increasing or decreasing your level of cover, your Automatic Cover will be subject to underwriting Tailored Cover. If your application for Tailored Cover is accepted your Automatic Cover will be replaced by Tailored Cover. However, if your request for Tailored Cover is declined you will remain on Automatic Cover with your existing terms and conditions.

If you wish to cancel either your Automatic Death or TPD Cover, the resultant cover will remain as Automatic Cover and your existing terms and conditions still apply.

### Tailored Cover

You can change your level of Death or TPD cover to meet your individual needs, by applying for Tailored Cover. You can choose to apply for Death and TPD cover as stand-alone benefits or linked benefits.

Options for Tailored Cover include Fixed Premiums, Level of Cover or Life Stage cover. More information is provided in Section 9 of the [Product Guide](#).

With Tailored Cover, you can apply for a maximum of \$5 million TPD cover. No maximum amount is applicable for Death cover.

### Income Protection Cover

Income Protection Cover is an income replacement benefit that can provide you with a monthly benefit if you become disabled or partially disabled and are unable to work as a result of injury or illness.

Income Protection Cover is available in addition to either Automatic Cover, Tailored Cover, or on its own.

Subject to underwriting, you can apply for a maximum amount of cover of 85% of your income (up to a maximum of \$30,000 per month), which includes a 10% Superannuation Contributions Benefit if you have selected this option).

### Cost of insurance

There are costs associated with insurance cover. The insurance premium you pay depends on the amount of cover, type of cover and other factors such as gender, age, occupation, and your health declaration. Your insurance premiums will be deducted from your Cash Hub on the last day of every month or the next business day. The premium is calculated based on the information in your application form, and any additional information required by the insurer.

The premiums for Automatic Cover for Death and TPD cover range from \$8.55 per month to \$73.47 per month for females and \$15.23 per month to \$97.19 per month for males. For more information on the premium rates that will apply to you, please use our Insurance Quote function within the Insurance Planner calculator at [ing.com.au](http://ing.com.au) or contact us.

### Bring your insurance to Living Super

You may wish to apply to transfer your fully underwritten insurance cover across from another super fund as part of ING Living Super's Tailored Cover or Income Protection Cover. Simply log into your Living Super account at [ing.com.au](http://ing.com.au) and complete the online transfer of cover application form. Your insurance cover must have been previously underwritten to be eligible. You can transfer up to a maximum of \$2 million in Death and/or TPD and up to \$20,000 per month in Income Protection Cover. These maximums are inclusive of any existing cover you have with ING Living Super.

<sup>1</sup> From age 65 to 69, Automatic Cover for Death only is available. Automatic Cover is not available once a member reaches the age of 70.

You should read the important information about the costs of insurance cover as well as the terms and conditions of insurance cover through ING Living Super before making an insurance decision as these may affect your entitlement to insurance cover. Go to the [Product Guide](#) and read section 9, 'Insurance in your super'. The material relating to insurance in your super may change between the time you read this PDS and the day when you acquire this product.

Transfer of cover is subject to eligibility requirements. For example, the previous cover must have been fully underwritten and there are restrictions on the acceptance of certain occupation classes.

You should read the important information about transferring your insurance cover contained in section 9, 'Insurance in your super' of the [Product Guide](#) before cancelling your existing insurance to ensure there are no gaps in your cover. The material relating to insurance in your super may change between the time when you read this PDS and the day when you acquire this product.

## 9. How to open an account

To open an account in ING Living Super you can apply online by visiting our website [ing.com.au](http://ing.com.au), by contacting us on 133 464 between 8am - 8pm, Monday to Friday (AEST/AEDT), through the ING app or through an ING accredited adviser.

### Cooling off period

The cooling off period is 14 days from the earlier of the date you receive confirmation from us that funds are received into your account, or the end of the fifth day that we first issued you with units or a dollar balance in your investment option(s).

During the cooling off period, you can have your investment repaid or transferred to another complying super product if the funds are preserved.

The amount that is repaid may be adjusted to take into account any transaction and administration costs and any increase or decrease in the value of your investment in ING Living Super during the period of joining and cancelling your account.

### Resolving issues

At ING Living Super we will try our best to solve your issues over the phone in a prompt manner. Please call us and let us know if you have an issue or a complaint. If it cannot be dealt with over the phone, you can send us a message via Online Banking and selecting My Messages or write to:

**ING**  
**Reply paid 4307**  
**Sydney NSW 2001**

### Complaints Officer

Our Complaints Officer will review your complaint and work with the Trustee to resolve the problem as soon as possible.

If you are not satisfied with our response or we have not resolved your complaint within 90 days, you can lodge a complaint with the Australian Financial Complaints Authority (AFCA). AFCA deals with complaints, including those relating to decisions and conduct of trustees in relation to superannuation funds in accordance with its Terms of Reference. AFCA's details are below:

Website: <http://www.afca.org.au>

Email: [info@afca.org.au](mailto:info@afca.org.au)

Telephone: 1800 931 678

In writing: Australian Financial Complaints Authority, GPO Box 3, Melbourne VIC 3001

Time limits may apply to complain to AFCA so you should act promptly or otherwise consult the AFCA website to find out if or when the time limit relevant to your circumstances expires. There are some time limits for lodging certain complaints. This includes complaints about the payment of a death benefit, which you must lodge with AFCA within 28 days of being given our written decision.

### Privacy

We are committed to ensuring the confidentiality and security of your information. We may provide information to service providers engaged by the Trustee to assist it in the administration and operation of your ING Living Super account. We are bound by the privacy legislation to guide us in our responsible handling of personal information. A copy of the [ING Superannuation Fund Privacy Policy](#) is available at [www.ing.com.au/pdf/INGD\\_Super\\_Privacy\\_Policy.pdf](http://www.ing.com.au/pdf/INGD_Super_Privacy_Policy.pdf).

You should read the important information about privacy before making a decision. Go to the [Product Guide](#) and read the section relating to 'Privacy' in section 10, 'Additional information'. The material relating to privacy may change between the time when you read this PDS and the day when you acquire this product.

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