

Bendigo Superannuation Contribution Service

Product Disclosure Statement
Dated 19 October 2015

Issued by Sandhurst Trustees Limited, ABN 16 004 030 737 AFSL 237906,
a subsidiary of Bendigo and Adelaide Bank Limited, ABN 11 068 049 178 AFSL 237879.

Important Information

This Product Disclosure Statement ('PDS') has been prepared and issued by Sandhurst Trustees Limited ABN 16 004 030 737, AFSL No. 237906 ('Sandhurst', 'we', 'us' or 'our'). Sandhurst is the issuer of the *Bendigo Superannuation Contribution Service*. The *Bendigo Superannuation Contribution Service* is a service for processing superannuation contributions and data.

Sandhurst is a wholly owned subsidiary of Bendigo and Adelaide Bank Limited (ABN 11 068 049 178, AFSL No. 237879) ('the Bank') and forms part of Bendigo Wealth, the wealth division of the Bank. Sandhurst is solely responsible for the content of this PDS.

The information in the PDS is of a general nature. The information is not advice or a recommendation to use the *Bendigo Superannuation Contribution Service*. This PDS has been prepared without taking into account your individual objectives, financial situation or particular needs. You should assess your own objectives, financial situation or needs before deciding to use the *Bendigo Superannuation Contribution Service*. Before deciding to use the *Bendigo Superannuation Contribution Service*, we recommend that you obtain financial advice tailored to your personal circumstances from a licensed financial adviser. The Australian Securities and Investment Commission (ASIC) can help you check if your adviser is licensed. You can contact ASIC on 1300 300 630 or via the website www.asic.gov.au, or call us on 1800 033 426 to arrange to see a Bendigo financial planner.

A contribution to a super fund of your employee through the *Bendigo Superannuation Contribution Service* does not represent a deposit with, or liability of Sandhurst, the Bank or its related entities. The Bank does not stand behind or guarantee the performance of Sandhurst. Sandhurst is not an authorised deposit-taking institution within the meaning of the Banking Act 1959.

Accessing up-to-date information

Information in this PDS is subject to change from time to time. Where the changes are not considered materially adverse, Sandhurst will make updated information available on our website.

You can obtain a paper copy of this PDS and any updated PDS information free of charge by contacting our Client Services Team on 1800 033 426.

Contact details:

Sandhurst Trustees Limited
GPO Box 529
Hobart Tasmania 7001

Phone: 1800 033 426

Fax: 03 6215 5800

Email: superannuation@bendigobank.com.au

Website: www.sandhursttrustees.com.au/SmartStart

Other information

The *Bendigo Superannuation Contribution Service* is only available to persons receiving a copy (electronic or otherwise) of the most up-to-date PDS within Australia. We are not bound to accept an application to use the *Bendigo Superannuation Contribution Service*. If you receive the PDS and *Application Form* electronically, you should ensure that you have received the complete *Application Form* and PDS. If you are unsure whether the electronic documents are complete, you should contact our Client Services Team.

The PDS does not constitute an offer in any jurisdiction in which, or to any person to whom, it would not be lawful to make such an offer including, but not limited to, investors in the United States of America.

Applications from outside Australia will not be accepted.

All references to dollar amounts in this PDS are in Australian currency.

References to 'you' and 'your' are references to a *participating employer* who has registered to use the *Bendigo Superannuation Contribution Service*.

A glossary is provided that provides a definition for all words that have been italicised.

Contents

	Page
Terms used in this PDS	2
Overview of the Bendigo Superannuation Contribution Service	3
Risks associated with using the Bendigo Superannuation Contribution Service	6
Fees	7
Registering to use the Bendigo Superannuation Contribution Service	7
Complaints	8
Security of employee data	8
Our liability and indemnity	9
Consent	9

Terms used in this PDS

Application Form	Means the application form that accompanies this PDS or the application form for the service that is included in the Bendigo SmartStart Super Employer Guide located at sandhursttrustees.com.au/superannuation/ProductDisclosureStatements
Authorised Officer	Means an employee or agent nominated by a <i>participating employer</i> who has been authorised by the <i>participating employer</i> to use the <i>Bendigo Superannuation Contribution Service</i> on its behalf.
Bendigo Superannuation Clearing Service	Means the process where Sandhurst processes monies through the <i>Clearing Account</i> to be passed on to <i>Choice Funds</i> .
Bendigo Superannuation Contribution Service	Means the <i>Bendigo Superannuation Clearing Service</i> and <i>Transact</i> .
BSSS Account	Means the bank account maintained by Sandhurst for the purpose of receiving <i>Employer plan contributions</i> .
Business day	Means a day other than a Saturday or Sunday or a national/state/territory public holiday.
Choice contributions	Means contributions made by a <i>participating employer</i> to a <i>Choice Fund</i> .
Choice Fund	Means a superannuation fund other than a participating employer's <i>Employer plan</i>
Clearing Account	Means the bank account maintained by IIML for the purpose of receiving <i>Choice contributions</i> .
Contribution batch	Refers to a contribution schedule that has been submitted using <i>Transact</i> .
Cut-off time	Means prior to 3pm Australian Eastern Standard Time on a <i>business day</i> .
Direct credit	Means the facility by which monies are automatically credited from the <i>participating employer's</i> financial institution account for superannuation contributions. A fee may be levied by the financial institution for using <i>direct credit</i> .
Employer-initiated direct debit	Means the facility by which monies are automatically debited from the <i>participating employer's</i> financial institution account to pay for <i>Transact</i> or <i>Bendigo Superannuation Clearing Service</i> related <i>contribution batches</i> . A fee may be levied by the financial institution for using <i>direct debit</i> .
Participating employer	Means an employer who has established an <i>Employer plan</i> under Bendigo SmartStart Super.
Employer plan	Means a <i>participating employer's</i> plan in Bendigo SmartStart Super.
Employer plan contributions	Means contributions made by a <i>participating employer</i> to their <i>Employer plan</i>
SuperChoice	Means SuperChoice Services Pty Ltd ABN 78 109 509 739
SuperChoice Clearing Account	Means the bank account maintained by PayClear Services Pty Ltd ACN 124 852 320 on behalf of <i>SuperChoice</i> for the purpose of receiving <i>participating employers' Choice contributions</i> .
Superannuation Guarantee	Means contributions made in accordance with the Superannuation Guarantee (Administration) Act 1992 which requires all employers to provide a minimum level of superannuation contributions for all eligible employees.
Transact	Means the online superannuation administration and processing facility for employers through which data can be uploaded and superannuation contributions can be made.
User ID	Means the identification code provided to your <i>Authorised Officer</i> by Sandhurst which, in combination with your password, enables you to access <i>Transact</i> .

Key information:

- Use of the *Bendigo Superannuation Contribution Service* is governed by the terms and conditions set out in this PDS.
- The terms and conditions in this PDS do not exclude, modify or replace, and must be read in conjunction with, the terms and conditions which govern your participation in Bendigo SmartStart Super.
- These terms and conditions are the entire agreement between you and Sandhurst with respect to the *Bendigo Superannuation Contribution Service*, and to the extent of an inconsistency between these terms and conditions and your Bendigo SmartStart Super membership, these terms and conditions will prevail.
- Sandhurst is the issuer of the *Bendigo Superannuation Contribution Service* and has obligations to you under the terms and conditions set out in this PDS. To the extent that IOOF has been appointed by us to provide certain services, you are not entitled to make a claim under these terms and conditions against IOOF in connection with the supply or non-supply of the *Bendigo Superannuation Contribution Service* to you.

Overview of the *Bendigo Superannuation Contribution Service*

What is the Bendigo Superannuation Contribution Service?

The *Bendigo Superannuation Contribution Service* enables you to make superannuation contributions to your *Employer plan* in Bendigo SmartStart Super or to *Choice Funds* nominated by your employees. It has been designed to minimise the administrative burden associated with contributing to multiple super funds.

Who is the Bendigo Superannuation Contribution Service for?

The *Bendigo Superannuation Contribution Service* has been designed for employers who have an *Employer plan* in Bendigo SmartStart Super.

What are the benefits of the Bendigo Superannuation Contribution Service?

The *Bendigo Superannuation Contribution Service* can save you time and simplify your administration by:

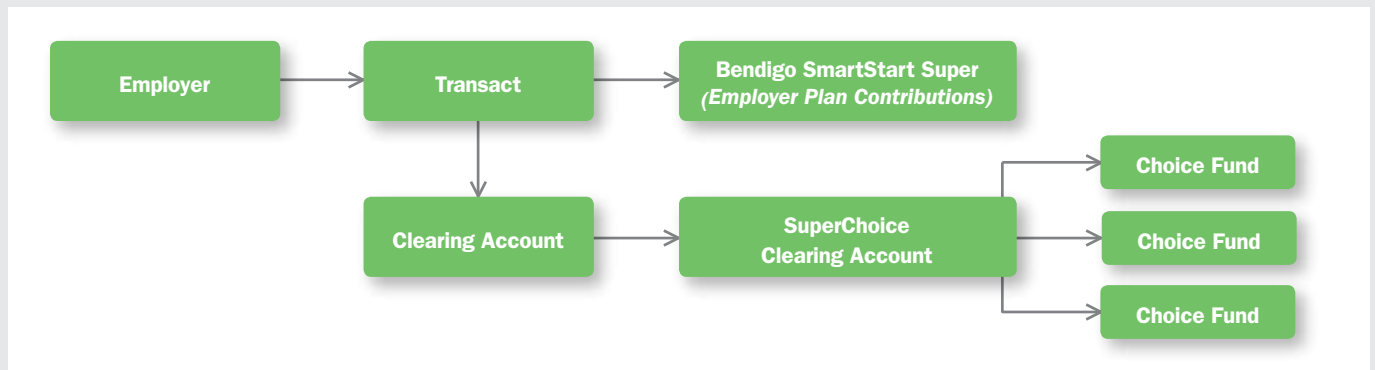
- transferring super contributions, on your behalf, to multiple super funds in a single online transaction;
- removing the need for unnecessary paperwork;
- added security through 128-bit encryption and encoding to ensure security of online transactions;
- a wide range of tools and a dedicated helpdesk to support you obtain the full benefit from the *Bendigo Superannuation Contribution Service*;
- ease of reporting detailing your transaction history; and
- helping you meet your SuperStream obligations.

The *Bendigo Superannuation Contribution Service* also allows you to perform general employee maintenance for all employees, such as:

- adding new employees;
- amending employee details; and
- removing exiting employees.

To get the maximum out of the *Bendigo Superannuation Contribution Service* our dedicated support team are here to help. There are also a range of tools including a user guide and frequently asked questions to help you get up and running.

How does the Bendigo Superannuation Contribution Service work?¹



The *Bendigo Superannuation Contribution Service* comprises:

- *Transact*; and
- the *Bendigo Superannuation Clearing Service*.

What is Transact?

Transact is an easy to use online super contribution management system provided to Sandhurst by IIML that allows you to pay your employees' super contributions. *Transact* is ready and available 24 hours a day, every day of the year, to make sure your super administration is ready when you are.

Contribution details in respect of your employees are entered and uploaded to *Transact*.

Transact is a secure site and can only be accessed by using a *user ID* and password. Your nominated *Authorised Officer* will be provided with a *user ID* and password when you are registered to use *Transact*.

What is the Bendigo Superannuation Clearing Service?

The *Bendigo Superannuation Clearing Service* is an extension of *Transact*. It is a non cash payment facility which enables *Choice contributions* to be directed to the employee's nominated *Choice Fund*.

How do I use the Bendigo Superannuation Contribution Service?

Step 1 – Payment of contributions

In order to use the *Bendigo Superannuation Contribution Service*, you will need to submit contribution details in respect of your employees via *Transact*.

You are responsible for ensuring the accuracy and correctness of the contribution that you process through *Transact*. Your contributions will only be processed once all the required information, *contribution batch* details and payments have been submitted via *Transact*. If you don't submit the correct information in time then you may not meet your super obligations for your employees.

Step 2 – Processing of contributions

Contribution payments are accepted via *Transact*, and all contribution details are reconciled with payments.

Employer plan contributions will be directed via *Transact* to the *Employer plan*, while *Choice contributions* will be directed to *Choice Funds* via *Transact* and the *Bendigo Superannuation Clearing Service*.

Step 3 – Allocation of contributions

Employer plan contributions

Where you make *Employer plan contributions*, the money will be deposited into the *BSSS Account* and is therefore directly received by Sandhurst as trustee of Bendigo SmartStart Super.

Choice contributions

Where you make *Choice contributions*, the money will first be deposited into the *Clearing Account* and then remitted to the *SuperChoice Clearing Account*.

Contribution batch information and money from the *Clearing Account* will be sent to the *SuperChoice Clearing Account* within three *business days* of receiving the *contribution batch* information and corresponding *contribution batch* payment from you.

Subject to the relevant *Choice Fund* accepting payment by EFT, contributions will generally be sent from the *SuperChoice Clearing Account* to the relevant *Choice Fund* electronically within three *business days* after the *contribution batch* payment has been received into the *SuperChoice Clearing Account*.

You agree that we have no responsibility to ensure that payment contributions are accepted by a *Choice Fund*.

¹Sandhurst has entered into an agreement with IOOF Investment Management Limited ABN 53 006 695 021 (IIML) in order to provide the *Bendigo Superannuation Contribution Service* to participating employers. IOOF Service Co Pty Ltd ABN 99 074 572 919, a related body corporate of IIML has appointed SuperChoice to provide the *Transact* software, and clearing house services for contributions made to *Choice Funds*. SuperChoice has appointed PayClear Services Pty Ltd ACN 124 852 320, AFSL 314357 (PayClear) to provide the non-cash payment facility for contributions made to *Choice Funds*.

IOOF, as the account holder of the *Clearing Account*, and PayClear, as the account holder of the *SuperChoice Clearing Account*, are entitled to receive interest and any other financial benefit accruing as a result of holding these funds in the *Clearing Account* and in the *SuperChoice Clearing Account* respectively.

Making contributions

Contributions can be easily made via:

- *Employer-initiated direct debit; or*
- *Direct credit*

Employer-initiated direct debit

After you submit your employee contribution details via *Transact* and approve your payment(s), two separate payments will be deducted from your nominated bank account, one for *Employer plan contributions* and one for *Choice contributions*.

To ensure payment and contribution details are matched efficiently, we recommend *employer-initiated direct debit* as a preferred payment method. An *employer-initiated direct debit* will only be processed when you submit an online instruction to do so via *Transact*, keeping you in full control of your financial transactions.

Please note:

- *Employer-initiated direct debit* payments are processed after a *contribution batch* is submitted through *Transact*.
- Receipt of a confirmation message by you authorises the processing of the *contribution batch* and where a *direct debit* authority is held, your nominated bank account will be debited with the totals appearing on the *contribution batch*.

You acknowledge and agree that following the processing of a *contributions batch*, the total amount of contributions will be deducted from your nominated account and transferred to the *BSSS Account* (for *Employer plan contributions*) and to the *Clearing Account* (for *Choice contributions*).

For *Choice contributions*:

- The amount, minus any applicable fees, will be transferred electronically to the *Clearing Account* on the following business day.
- These funds will remain with the *Clearing Account* for no more than three business days whilst ensuring your payment is honoured by your financial institution.

Direct credit

After you submit your employee contribution details via *Transact* you will receive two unique payment reference numbers, one for *Employer plan contributions* and one for *Choice contributions*, as well as the bank account details that you will need to process your payment(s).

You will need to quote these unique payment reference numbers when you make the payment(s) from your bank account. You will need to make two separate payments, one for *Employer plan contributions* and one for *Choice contributions*.

Please note:

- You agree that when a *contribution batch* payment is received via electronic fund transfer (EFT), the *contribution batch* may be processed without future recourse by you.

Reasonable endeavours are used to reconcile the total *contribution batch* information received through *Transact* with the contribution payment(s). This process is completed following receipt of advice through the *Bendigo Superannuation Contribution Service* that a *contribution batch* has been processed and the correct amount was credited to the relevant bank account(s).

- *Employer plan contributions* received by *direct credit* will be held for a maximum of 20 days, while *Choice contributions* received by *direct credit* will be held for 28 days. When an amount is unable to be reconciled against a submitted and confirmed *contribution batch*, the contributions will be returned.

After processing a *contribution batch*, you agree to immediately transfer the total amount of contributions via EFT into the relevant bank account(s) (i.e. the *BSSS Account* for *Employer plan contributions*, or to the *Clearing Account* for *Choice contributions*).

For *Choice contributions*:

- If a *contribution batch* is authorised prior to the *cut-off* time on a *business day*, the amount less any applicable fees will be sent from the *Clearing Account* to the *SuperChoice Clearing Account* electronically on the following *business day* after payment has been received by the *Clearing Account*.
- If a *contribution batch* is authorised after the *cut-off* time on a *business day*, the amount less any applicable fees will be sent from the *Clearing Account* to the *SuperChoice Clearing Account* on the second *business day* after it has been received by the *Clearing Account*.
- If there is a difference between the EFT amount and the total amount of the *contribution batch* you must contact us immediately to advise the reason for the discrepancy. The money will not be sent to the *SuperChoice Clearing Account* until the *contribution batch* and monies received are able to be fully reconciled.

Timeframe for processing contributions

Employer plan contributions and employee-related details (in respect of whom the *Employer plan contributions* are being made) must be received via *Transact* before the *cut-off time*, and will be allocated to the employee's account on the same *business day*. Contributions and/or related details received after the *cut-off time*, will be allocated to the employee's account on the next *business day*.

Choice Contributions and related details received via *Transact* before the *cut-off time* will be passed on electronically or by post via the *Bendigo Superannuation Clearing Service* to the relevant *Choice Funds* within six business days.

If payments are posted via Australia Post, contributions may take longer to be processed by the receiving super fund. Your contributions to *Choice Funds* may only be allocated on receipt of both payment and related contribution details.

Contribution batch errors

We will endeavour to contact you within three *business days* of the submission of a *contribution batch* if:

- information in a *contribution batch* has been identified as incorrect; and
- we are unable to debit your account due to insufficient cleared funds or your payment does not match the amount in the corresponding *contribution batch* data.

Corrections to the *contribution batch* and/or payment amount will need to be made before your *contribution batch* is able to be processed. Payments that cannot be reconciled against a *contribution batch* will be returned for contributions for your employees registered to your *Employer plan* within 20 days and for contributions to *Choice Funds* within 28 days.

Amendments to *contribution batches* can be made prior to its submission, however if you make a mistake please contact us immediately. If you fail to contact us and payment along with the contribution data has been sent to the external superannuation fund, it will be your responsibility to recoup these funds directly from the external superannuation fund.

You will also be required to submit another *contribution batch* with the correct information and make a new payment for the total amount of that *contribution batch*.

Risks associated with using the Bendigo Superannuation Contribution Service?

Accuracy of data

The accuracy of the information and amounts paid for contributions are vital to the *Bendigo Superannuation Contribution Service* operating effectively. Sandhurst will rely on the information submitted by a *participating employer* via *Transact* in good faith.

If the contribution information or payment amount that you provide is inaccurate, it may result in:

- the contribution not reaching the *Employer plan* or *Choice Fund*;
- an incorrect allocation;
- delays of contributions reaching the *Employer plan* or *Choice Fund*;
- us refunding the contribution to you;
- you not meeting your legal obligations (and be subject to statutory penalties); and
- your employees not receiving their entitlements in a timely manner.

Delays

You should be aware that the standard payment timeframe for monies to be cleared to the *Choice Fund* is up to six *business days*. It may also take further time for the *Choice Fund* to process the payment once it is received. If you do not make contributions within sufficient time of the relevant quarter end you may incur a *Superannuation Guarantee* charge.

There may also be times where technical or service difficulties affecting the technology used within the *Bendigo Superannuation Contribution Service* which may prevent the timely and accurate completion of contributions.

The payment timeframe may also be affected by:

- errors in the *contribution batch* details you have submitted via *Transact*;
- any dishonoured or returned payments;
- incorrect bank account details of the *Choice Fund*; and
- incorrect reference numbering with payments.

Note: Contributions must reach the *Employer plan* or *Choice Fund* within required time frames under the *Superannuation Guarantee (Administration) Act* (SG Act) in order to satisfy your *Superannuation Guarantee* obligations. Sandhurst is responsible for the *Bendigo Superannuation Contribution Service* being provided in accordance with this PDS. However, you remain responsible for meeting your obligations under the SG Act at all times. Delays in superannuation contributions reaching superannuation funds are possible when using the service so you should ensure that you make payments to the service with sufficient time for them to be processed. A delay may result in you failing to meet your obligations under the SG Act (and you being subject to statutory penalties).

Security and technical errors

There is a risk that *Bendigo Superannuation Contribution Service* information, including employee data, may be subject to unauthorised or fraudulent access.

Refer to the section of this PDS titled 'Security of employee data' for information as to how to keep your access to *Transact* secure.

As with any online transactions, the *Bendigo Superannuation Contribution Service*, being a web-based system, is reliant on the use of computers, IT networks and the internet. Risks may therefore include, but are not limited to: malware, computer virus, unauthorised interference with data, data loss, internet unavailability, computer error or malfunction, cyber hacking, etc.

These risks are generally beyond the control of Sandhurst, who will not be liable to you or any other person for any loss howsoever incurred in relation to these risks.

From time to time, *Transact* may be unavailable (for example, due to a software upgrade). Where this occurs, you will still be responsible for ensuring that you meet your statutory obligations, notwithstanding this unavailability.

Counterparty risk

Sandhurst relies on its contract with IIML, and IIML relies on its contracts with a number of counterparties (such as *SuperChoice* and *PayClear*) in order for the *Bendigo Superannuation Contribution Service* to operate effectively. The termination of a contract or default of a service provider may prevent contributions being made, received or passed through the *Bendigo Superannuation Contribution Service*, and/or may prevent or hinder contributions reaching the *Employer plan* or *Choice Fund*, which may result in you breaching your statutory obligations.

Fees

The *Bendigo Superannuation Contribution Service* is currently free of charge as long as you are a *participating employer* of Bendigo SmartStart Super and at least 50% of your contributions are invested.

If the number of contributions to your *Employer plan* in Bendigo SmartStart Super falls below 50%, a fee of up to \$1.00 (plus GST) may apply for each contribution made to a *Choice Fund*. If charged, this fee is payable when you submit the contributions.

We may pass on any costs we incur including costs resulting from government legislation or fees which are charged by third parties.

If fees are applicable for use of the *Bendigo Superannuation Contribution Service*, they will be calculated when you submit a *contribution batch* through *Transact*. The fees will be added to the outstanding amount for the contributions to *Choice Funds*. If you are an *employer-initiated direct debit* user, the amount deducted from your nominated account will be adjusted to include the fee.

If you are a *direct credit* user, you will be required to include the fee amount in your payment.

A GST invoice will be provided through *Transact* when fees are added to a *contribution batch*.

We may vary the fees for using the *Bendigo Superannuation Contribution Service* by providing 30 days' notice before the change takes effect.

Registering to use the Bendigo Superannuation Contribution Service

To be eligible to register for the *Bendigo Superannuation Contribution Service* you must be a *participating employer* of Bendigo SmartStart Super and complete the *Application Form*.

Sandhurst reserves the right to deny you access to the *Bendigo Superannuation Contribution Service* or to deregister you as a user where:

- your Authorised Officers fail to keep their user ID or password secure. In the opinion of Sandhurst, such action is necessary to protect the security of the *Bendigo Superannuation Contribution Service* or otherwise protect Sandhurst's interest; or
- you breach any of the terms and conditions of use as set out in this PDS.

No longer want to be registered with the Bendigo Superannuation Contribution Service?

You may cancel your registration with the *Bendigo Superannuation Contribution Service* at any time by advising us in writing. Any existing or outstanding instructions lodged at the time of receiving your cancellation will be finalised prior to your request being actioned.

Complaints

If you have a complaint about the operation or management of the *Bendigo Superannuation Contribution Service* you should call 1800 033 426 or write to:

Superannuation Enquiries Officer
Bendigo SmartStart Super
GPO Box 529
Hobart TAS 7001

All complaints will be handled in a courteous and confidential manner and will be properly considered and dealt with within the time required under law. Once we have investigated your complaint, you will receive a written reply explaining our decision where required by law.

If you are not satisfied with this decision, or the complaint is not dealt with within 45 days, you may contact the Financial Ombudsman Service Australia (FOSA) by calling 1800 367 287 (1800 FOS AUS), or by writing to FOSA at GPO Box 3, Melbourne VIC 3001.

This service is available free of charge to you, however FOSA can only hear your complaint after you have first made use of our internal complaints handling arrangements (as explained above).

Security of employee data

Once you have registered to use the *Bendigo Superannuation Contribution Service*, the *Authorised Officer(s)* you have nominated will each be provided with a *user ID* and password.

You authorise us to act on instructions and any information submitted to us using your *Authorised Officers' user ID* and password.

You are responsible for:

- permitting only *Authorised Officers* to use the *Bendigo Superannuation Contribution Service*;
- ensuring your *Authorised Officers' user ID* and password is not disclosed to anyone; and
- ensuring *Authorised Officer(s)* secure their password by committing it to memory and not recording it anywhere.

If you become aware of any unauthorised use of your *Authorised Officers' user ID* and password, you must contact us immediately.

Authorised Officers are able to establish additional *user ID's* and passwords for users who will have only clerical or read only access where access to the *Bendigo Superannuation Contribution Service* is a necessary part of their duties with you. These additional users are unable to authorise contribution batch submission, only *Authorised Officers* nominated by you are able to undertake this function.

To maintain security:

- *Authorised Officers' passwords* will automatically expire and will need to be changed every 180 days;
- a *user ID* and password will only be provided to an *Authorised Officer* on the request of that *Authorised Officer*; and
- *Authorised Officers* are responsible for preventing their *user ID* and password from unauthorised use. If you become aware of any unauthorised use of an *Authorised Officer's user ID* and password please immediately contact the *Transact* Helpdesk on 1800 001 067 or email transact@bendigoadelaide.com.au.

There are ways you can make sure your employee data is secure. These include ensuring:

- only your *Authorised Officers* use *Transact*; and
- *Authorised Officer's user ID* and password are stored securely and that they take reasonable care not to disclose their *user ID* and password to any persons.

Our liability and indemnity

We will not be liable for:

- any technical or service difficulties or processing delays in relation to *Bendigo Superannuation Contribution Service* which are outside our control;
- any technical or service difficulties or processing delays caused to any computer, associated equipment, software or data as a result of using the *Bendigo Superannuation Contribution Service*;
- the failure of the *Bendigo Superannuation Contribution Service* to perform any function in whole or part;
- any matters arising from data corruption, breaches of data or security, defects in transmission or viruses; and/or
- any losses caused to you, your employees or agents arising directly or indirectly from using the *Bendigo Superannuation Contribution Service*.

You acknowledge that we will not be responsible for any delays that may occur in accepting or processing *contribution batch* data where:

- there is a public or bank holiday on the day you authorise a *contribution batch*;
- you authorise a *contribution batch* after the *cut-off* time on a *business day*;
- the *contribution batch* contains errors; and/or
- an *employer-initiated direct debit* is dishonoured or returned.

You indemnify us and keep us indemnified at all times against any and all liability for loss arising from and all costs, charges and expenses incurred directly or indirectly in connection with your ongoing use of the *Bendigo Superannuation Contribution Service*, including errors beyond our reasonable control.

We will not be liable and you indemnify us for any loss or expenses incurred by any party as a result of a breach of any applicable superannuation, tax, industrial relations or other legislation applicable to the payment to us, or information supplied or omitted to be supplied by you.

Sandhurst will not be liable to you or any other person for any loss howsoever incurred for any delays caused by computer system downtime beyond our control. As access to *Transact* is dependent on connection to the internet, Sandhurst does not warrant or represent that access to *Transact* will be error free or uninterrupted.

Consent

Each of IIML, IOOF Service Co Pty Ltd, *SuperChoice* and PayClear Services Pty Ltd have given and have not, before the date of the PDS, withdrawn their written consent to be named in this PDS and to the statements in the PDS concerning their roles and activities, in each case in the form and context in which they are included or named.

This page has been intentionally left blank

Bendigo Superannuation Contribution Service Application Form

This application form relates to the Product Disclosure Statement dated 19 October 2015 for the Bendigo Superannuation Contribution Service (PDS).

Please complete these instructions in BLACK INK using CAPITAL LETTERS (except for your email address) and ✓ boxes where provided.

Before you sign this Application Form, Sandhurst is obliged to give you the PDS which contains important information relating to Bendigo Superannuation Contribution Service. The PDS will help you to understand this product and decide if it is appropriate to your needs. You should read the PDS before making an investment decision. Applications from outside of Australia will not be accepted, as the offer made in the PDS is only available to persons receiving the PDS (electronically or otherwise) within Australia.

Your Personal Information

Collection of your personal information

Sandhurst collects your personal information, to assess your application, to provide you and your employees with the product or service that you have requested and to assess any future applications for products or services you may make to Sandhurst or our related entities. Collection of some of this information is required by the Anti-Money Laundering and Counter-Terrorism Financing Act 2006. If you provide incomplete or incorrect information we may be unable to provide you with the product or service you are applying for.

Collection of personal information about third parties

Sandhurst may need to collect personal information about a third party from you as part of this application. If we do this, you agree you will advise that person that we have collected their information, and that in most cases they can access and seek correction of the information we hold about them.

Use and disclosure of your personal information

Sandhurst may use your personal information, to perform its business functions (for example internal audit, operational risk, product development and planning).

Sandhurst will treat your personal information, as confidential and only disclose it to others where necessary. For example, we usually disclose your information to organisations to whom we outsource functions such as mailing and printing houses, IT providers, our agents and specialist advisers such as accountants and solicitors. Other disclosures usually include, insurers, intermediaries and government authorities. Your information may be disclosed to our related entities, our joint venture partners and Community Bank® companies where its confidentiality is maintained at all times.

Disclosure of personal information to overseas organisations

Some of the organisations Sandhurst discloses your personal information to may be located overseas. Where an organisation is located overseas we will either take reasonable steps to ensure that it complies with Australian privacy laws or we will seek your consent to the disclosure.

Access to and correction of your personal information

In most cases you can gain access to and seek correction of your personal information. Should you wish to do so, or if you have any queries about your information, please contact us on 1800 033 426.

Direct marketing

Sandhurst may use your personal information to inform you about financial products and services that are related to those you have with Sandhurst or other products and services we think you may be interested in. These may be products and services provided by Sandhurst, our related entities or other entities we are associated with. If you do not wish to receive any marketing material from us please call us on 1800 033 426.

Privacy Policy

You should also read our Privacy Policy.

Our Privacy Policy contains information about:

- how you can access and seek correction of your personal information;
- how you can complain about a breach of the privacy laws by Sandhurst and how we will deal with a complaint; and
- if we disclose personal information to overseas entities, and where practicable, which countries those recipients are located in.

Our Privacy Policy is available on our website www.sandhursttrustees.com.au or by telephoning 1800 033 426

* Indicates a **mandatory field or section**. If you do not complete all of the mandatory fields or sections, there may be a delay in processing your request.

Step 1 Employer details

Employer/company name*

Business address*

Town/Suburb* State* Postcode*

ABN/WPN*

Plan number (if known)

Step 2 Authorised officer(s)

Please identify your primary Bendigo Superannuation Contribution Service authorised officer.

Please update my Bendigo SmartStart Super employer plan contact to be the same as my primary authorised officer for “ this service.

Primary authorised officer

Title* Surname*

Given name(s)*

Position/Title

Telephone* Facsimile

Mobile

Email*

Address (if different to Employer/Company address)

Town/Suburb State Postcode

Postal address (if different to above)

Town/Suburb State Postcode

Authorised officer 2

Title* Surname*

Given name(s)*

Position/Title

Telephone* Facsimile

Mobile

Email*

Authorised officer 3

Title* Surname*

Given name(s)*

Position/Title

Telephone* Facsimile

Mobile

Email*

Do you want dual authorisation?* Yes No

Dual Authorisation requires two users to authorise a batch prior to submission.

Step 3 Payment frequency

Please indicate your preferred payment frequency:

Frequency Weekly Fortnightly Four weekly Monthly Quarterly

Step 4 Payment method*

Direct debit^ Direct credit

^Please ensure you complete the direct debit form contained with this application form.

Step 5 Upload facility

Do you want to use the payroll upload facility? Yes No

This option is dependent on your payroll system generating a file in “.csv” or “.txt” format. If you would like to use this facility please provide a sample of your .csv or .txt file with your application.

Step 6 Bank account details for contribution refunds*

Name of financial institution											
Branch address											
Town/Suburb*						State*			Postcode*		
Account name											
Branch (BSB) number				Account number							

* This bank account will be credited if a contribution is returned by a Choice Fund or if we are not able to reconcile a payment that is intended to be made to a Choice Fund.

Step 7 Employer declaration and signature

If you do not provide all of the requested information, Sandhurst will not be able to action your request.

You declare and agree that:

- You have read the Bendigo Superannuation Contribution Service PDS dated 19 October 2015 (PDS) and agree to be bound by its terms and conditions;
- You hereby apply to use the Service and the Authorised Officer(s) named in Step 2 of this form have your authority to use the Bendigo Superannuation Contribution Service (Service) on your behalf;
- You will determine the appropriateness of the Service for your needs, and understand the risks associated with using the Service;
- The fees payable by you for using the Service are as set out in the PDS; and
- You authorise Sandhurst to act on any instructions received through the Service in accordance with the terms and conditions set out in the PDS.

Two signatures required (unless Sole Director/Trader).

Employer Representative 1

Director/Partner 1	<input type="checkbox"/>	Company Secretary	<input type="checkbox"/>	Sole Director/Trader	<input type="checkbox"/>	
Position						
Title			Surname			
Given name(s)						
Signature*				Date		
<div style="border: 1px solid black; height: 50px; width: 100%;"></div>			/ /			

* If you are a Sole Director/Trader only one signature is required. A director can sign jointly with another director or a company secretary.

Employer Representative 2 (if applicable)

Director/Partner 2 Company Secretary

Position

Title Surname

Given name(s)

Signature** Date / /

** If there is more than one director/company signatory a second signatory is required. A director can sign jointly with another director or a company secretary

On acceptance of your application, we will send you an email to confirm your registration and directions on how to login to Transact.
If you have any queries or have not received confirmation or response within five working days of sending your registration form, please contact the Transact Helpdesk on **1800 001 067** or email at **transact@bendigoadelaide.com.au**

This page has been intentionally left blank

Bendigo Superannuation Contribution Service

Direct Debit Request (Employer initiated)

Use this form if you would like to make superannuation contributions in respect of your employees via the Bendigo Superannuation Contribution Service by Direct Debit, or to update an existing Direct Debit Request.

Please read the Direct Debit Service Agreement below before completing this request.

This Direct Debit Request, together with the Direct Debit Service Agreement, is an agreement between Sandhurst Trustees Limited (ABN 16 004 030 737) (Sandhurst) (User ID 165221) and IOOF Investment Management Limited (ABN 53 006 695 021) (IIML) (APCA ID 032105) (collectively, the 'Debit Users') AND the Employer, whose details are set out at Step 1 below, and supersedes any previous direct debit arrangement between the Debit Users and the Employer in relation to the Bendigo Superannuation Contribution Service.

Step 1 Employer details

Employer /company name	<input type="text"/>
ABN	<input type="text"/>
Plan number (if known)	<input type="text"/>

Step 2 Account details (account to be debited)

Name of financial institution	<input type="text"/>		
Branch address	<input type="text"/>		
Town/Suburb	<input type="text"/>	State	<input type="text"/>
	<input type="text"/>	Postcode	<input type="text"/>
Account name	<input type="text"/>		
Branch (BSB) number	<input type="text"/>	Account number	<input type="text"/>

Step 3 Declaration and signature

By signing this form, you declare as follows:

- I/we request and authorise the Debit Users to debit my/our account nominated above (Account) for the payment of Employer plan contributions and Choice contributions through the Bulk Electronic Clearing System (BECS) as part of the Bendigo Superannuation Contribution Service.
- I/we acknowledge and agree that Sandhurst will debit Employer Plan Contributions from my/our Account, and that IIML will debit Choice Contributions from my/our Account, including any applicable fees.
- I/we acknowledge that I/we have read the Direct Debit Service Agreement, and understand that the Direct Debit Service Agreement and this Direct Debit Request sets out the terms and conditions upon which I/we have authorised the Debit Users to deduct payments from my/our Account, and I/we agree to the terms and conditions.
- I/We understand and acknowledge that the Debit Users may in their absolute discretion, at any time by notice in writing to me /us, may suspend or terminate this Direct Debit Request.
- I/we agree to meet any charges resulting from my/our use of Direct Debit (including reimbursing any dishonour fees charged to the Debit Users) and agree that the Debit Users may charge these fees directly to me/us.
- I/we understand that if there is an alteration to the Direct Debit Service Agreement, the Debit Users will provide 14 days written notice before the alteration takes place.
- I/We have read and understood each Debit User's Privacy Policy which is available at www.sandhursttrustees.com.au and ioof.com.au respectively, and agree that the each Debit User may collect, use and disclose my/our personal information in accordance with their relevant Privacy Policy.
- I/we understand that the Debit Users will not compensate me/us for any losses relating to this Direct Debit Request, unless required by law; and
- I/we understand that the Debit Users do not take responsibility for any fraudulent or incorrectly completed Direct Debit Request. In the event of fraud, I/we agree to release the Debit Users from, and indemnify the Debit Users against, all losses and liabilities whatsoever arising from the Debit Users acting in accordance with any Direct Debit Request purportedly mine/ours.
- The information I/we have provided is true and correct.

Signatory 1

Title	<input type="text"/>	Surname	<input type="text"/>
Given name(s)*	<input type="text"/>		
Position	<input type="text"/>		
Residential address	<input type="text"/>		
Town/Suburb	<input type="text"/>	State	<input type="text"/>
		Postcode	<input type="text"/>
Signature	Date		
<input type="text"/>	<input type="text"/> / <input type="text"/> / <input type="text"/>		

Signatory 2

Title	<input type="text"/>	Surname	<input type="text"/>
Given name(s)*	<input type="text"/>		
Position	<input type="text"/>		
Residential address	<input type="text"/>		
Town/Suburb	<input type="text"/>	State	<input type="text"/>
		Postcode	<input type="text"/>
Signature	Date		
<input type="text"/>	<input type="text"/> / <input type="text"/> / <input type="text"/>		

Direct Debit Service Agreement

This Direct Debit Service Agreement explains what your obligations are when entering into a direct debit arrangement with the Debit Users. It also details what the Debit Users' obligations are to you as your direct debit provider.

Please keep this Agreement for future reference. It forms part of the terms and conditions of your Direct Debit Request and must be read in conjunction with your Direct Debit Request authorisation.

Definitions

Account means the account held at your financial institution from which We are authorised to arrange for funds to be debited.

Agreement means this Direct Debit Request Service Agreement between you and Us.

Banking Day means a day other than a Saturday or a Sunday or a national/state/territory public holiday.

Choice contributions means contributions made by a participating employer to a Choice Fund.

Choice Fund means a superannuation fund other than a participating employer's Employer plan.

Clearing Account means the bank account maintained by IIML for the purpose of receiving Choice contributions.

Debit day means the day that payment by You to Us is due.

Debit Payment means a particular transaction where a debit is made.

Direct Debit Request means the Direct Debit Request between Us and You.

Employer plan means a Participating employer's plan in Bendigo SmartStart Super.

Employer plan contributions means contributions made by a participating employer to their Employer plan.

Participating employer means an employer who has established an Employer plan under Bendigo SmartStart Super.

Transact means the online superannuation administration and processing facility for employers through which data can be uploaded and superannuation contributions can be made.

Us or We or Our mean the Debit Users who You have authorised to make deductions from your Account by signing and completing a Direct Debit Request.

You means the person(s) who has/have signed or authorised by other means the Direct Debit Request.

Your Financial Institution means the financial institution nominated by You on the Direct Debit Request at which the Account is maintained.

1. Debiting your Account

- 1.1 By signing a Direct Debit Request, You have authorised Us to arrange for funds to be debited from your Account. You should refer to the Direct Debit Request and this Agreement for the terms of the arrangement between Us and You.
- 1.2 We will only arrange for funds to be debited from your Account as authorised by You via Transact.
- 1.3 If the debit day falls on a day that is not a banking day, we may direct your financial institution to debit your account on the following banking day. If you are unsure about which day your account has or will be debited you should ask Your Financial Institution.

2. Amendment by Us

We may vary any details of this Agreement or a Direct Debit Request at any time by giving You at least fourteen (14) days written notice.

3. Amendment by You

You may change, stop or defer a Debit Payment, or terminate this Agreement by providing Us with at least fourteen (14) days notification in writing to:

Bendigo SmartStart Super
GPO Box 529
Hobart TAS 7001

or arranging it through Your Financial Institution, which is required to act promptly on your instructions.

4. Your obligations

- 4.1 It is your responsibility to ensure that there are sufficient clear funds available in your Account to allow a Debit Payment to be made in accordance with the Direct Debit Request.
- 4.2 If there are insufficient clear funds in your Account to meet a Debit Payment:
 - (a) You may be charged a fee and/or interest by Your Financial Institution;
 - (b) You must arrange for the Debit Payment to be made by another method or arrange for sufficient clear funds to be in your Account by an agreed time so that We can process the Debit Payment.
- 4.4 You should check your Account statement to verify that the amounts debited from your Account are correct.

5. Dispute

- 5.1 If You believe that there has been an error in debiting your Account, You should notify Us directly on 1800 033 426 and confirm that notice in writing with Us as soon as possible so that We can resolve your query more quickly. Alternatively you can take it up directly with Your Financial Institution.
- 5.2 If We conclude as a result of our investigations that your Account has been incorrectly debited We will respond to your query by arranging for Your Financial Institution to adjust your Account (including interest and charges) accordingly. We will also notify You in writing of the amount by which your Account has been adjusted.
- 5.3 If We conclude as a result of our investigations that your Account has not been incorrectly debited we will respond to your query by providing You with reasons and any evidence for this finding in writing.

6. Accounts

You should check:

- (a) with Your Financial Institution whether direct debiting is available from your Account as direct debiting is not available on all Accounts offered by financial institutions.
- (b) your Account details which you have provided to Us are correct by checking them against a recent Account statement; and
- (c) with Your Financial Institution before completing the Direct Debit Request if you have any queries about how to complete the Direct Debit Request.

7. Confidentiality

- 7.1 We will keep any information (including your Account details) in your Direct Debit Request confidential. We will make reasonable efforts to keep any such information that We have about You secure and to ensure that any of Our employees or agents who have access to information about You do not make any unauthorised use, modification, reproduction or disclosure of that information.
- 7.2 We will only disclose information that We have about You:
 - (a) to the extent specifically required by law; or
 - (b) for the purposes of this Agreement (including disclosing information in connection with any query or claim).

8. Notice

- 8.1 If you wish to notify Us in writing about anything relating to this Agreement, You should write to
Bendigo SmartStart Super
GPO Box 529
Hobart TAS 7001
- 8.2 We will notify You by sending a notice in the ordinary post to the address you have given Us in the Direct Debit Request.
- 8.3 Any notice will be deemed to have been received on the third Banking Day after posting.



Proudly part of  **Bendigo and
Adelaide Bank**

Bendigo and Adelaide Bank Limited ABN 11 068 049 178 (S52560) (06/15)

 **Bendigo Wealth**
superannuation