

# Australian Retirement Trust and QInvest Financial Services Guide



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[australianretirementtrust.com.au](http://australianretirementtrust.com.au)  
[qsuper.qld.gov.au](http://qsuper.qld.gov.au)  
[qinvest.com.au](http://qinvest.com.au)



Issued: 1 March 2023

This Financial Services Guide (FSG) is jointly issued by Australian Retirement Trust Pty Ltd (ABN 88 010 720 840, AFSL number 228975) (the Trustee) as trustee for Australian Retirement Trust (ABN 60 905 115 063) (the Fund) AND QInvest Limited (ABN 35 063 511 580, AFSL number 238274) (QInvest). QInvest is a subsidiary of QSuper Limited (ABN 50 125 248 286, AFSL number 334546) which is a wholly owned entity of the Fund. Any reference to 'QSuper' is a reference to the Government Division of Australian Retirement Trust.

The Trustee and QInvest are also referred to as 'we' or 'us' in this guide.

## What is the purpose of this guide?

Reading this guide will help you decide whether you want to use the financial services we offer. It provides information about these services, how our representatives are paid, our relationships with third parties, and what to do if you have a complaint.

### Australian Retirement Trust

The Trustee is responsible for the oversight of the Fund, including administering member accounts, governance, fund investments, and benefits.

The Trustee can only provide general financial product advice. It does not provide personal financial product advice.

The Trustee has appointed:

- QInvest to provide general and personal financial advice to members holding QSuper products;
- QSuper Limited to provide certain procurement and investment services; and
- Precision Administration Services Pty Ltd (Precision) (ABN 47 098 977 667, AFSL number 246604) to provide administration services. Precision is wholly owned by the Fund and also the issuer of the Fund clearing house products.

### Australian Retirement Trust and QInvest

#### Not Independent

The Trustee and QInvest representatives may provide advice related only to the Fund's superannuation products. The cost of the advice is paid from the Fund's administration fee. QInvest representatives are employed by a subsidiary of QSuper Limited, which is a wholly owned entity of the Fund.

Therefore, QInvest and its representatives are not independent, impartial or unbiased.

## What is our commitment?

The Trustee is ultimately responsible for any financial services provided to you, including the distribution of this FSG.

QInvest representatives are required to act honestly, fairly and professionally at all times. When providing you with personal financial advice, QInvest representatives have an obligation to act in your best interests.

## What financial services do we offer?

The Trustee:

- deals in superannuation products by issuing, applying for, acquiring, varying and disposing of superannuation products;
- provides trustee services which includes operating the Fund and administering your superannuation; and
- provides general advice in relation to superannuation.

QInvest is authorised to provide general and personal advice on, and to deal on your behalf in, the following financial products:

- Superannuation
- Deposits and payment products
- Government debentures, stocks, or bonds
- Life insurance products
- Managed investment schemes including Investor-Directed Portfolio Services (IDPS)
- Retirement saving accounts
- Standard margin lending facilities
- Securities.

## General advice and dealing services

The Trustee is authorised to offer superannuation products. All QSuper and Australian Retirement Trust products are issued by the Trustee. The Trustee may provide general advice to you on these products via articles, videos, printed media, radio, television, digital channels and online programs.

QInvest representatives can provide general advice to members with QSuper products in a number of interactive ways, including, for example, through Member Centres and Member Services teams for QSuper members, financial advice appointments, and through seminars, webinars and videos.

When the Trustee or QInvest provides general advice, they do not take into account your personal circumstances, needs or objectives. Therefore, you should consider whether you need personal advice, which looks at your individual circumstances, before you make any financial product decisions.

The Trustee receives fees for managing fund assets which are deducted from members' account balances. All fees and costs are set out clearly in the Product Disclosure Statement (PDS). As a Fund member, you do not directly pay for general advice you receive from the Trustee or QInvest. The Trustee has a contract with and pays QInvest to provide you with general advice.

## What personal advice services do we offer?

QInvest offers what is called 'Intra-fund' advice to members with QSuper products, which is simple, one-off advice in relation to your existing QSuper Account/s and products. This is, one-off advice on things like your contributions to the Fund, investment options, QSuper insurance and establishing a retirement income stream with QSuper product/s. This advice is usually charged collectively to the Fund as part of the administration fee, subject to limitations.

When you receive personal advice, you will be provided with a Statement of Advice (SOA). The SOA is a document that outlines QInvest's advice to you along with associated benefits and disadvantages. It also lets you know about the relationships QInvest has with other parties, which may influence the advice given to you.

Unless it is not required by law, QInvest will give you a PDS if a recommendation is made to acquire a new product. The PDS is prepared by the Trustee to help you make an informed financial decision, and sets out the key features, risks, costs and benefits associated with the product. Because you need to feel confident that the advice given to you is consistent with your personal circumstances, needs and objectives, you should always read the documents sent to you.

## How is personal advice about your QSuper account paid?

When you receive personal advice related to your existing QSuper interest (i.e. intra-fund advice), the cost will be paid from the Fund's administration fee.

The Trustee will not generally contribute towards the cost of the advice if you have had more than two advice appointments in a financial year.

## What are the other payments or benefits that we may receive?

QInvest does not receive a referral fee if a QInvest representative refers you to someone else for professional services, nor does QInvest pay a referral fee if you are referred to QInvest. Any payments that might be received by QInvest will be disclosed to you when you receive your advice and will be outlined in your SOA.

The Trustee may pay a referral fee to third parties who refer business to the Fund. This is not an additional fee directly payable by you. Information about the referral fee will be disclosed at the relevant time, as required.

## How to give us instructions?

If you need to provide instructions to us, you can do so by calling, writing, emailing, faxing, or visiting one of the Member Centres for QSuper members. There are some circumstances where you will need to fill in a form or your instructions must be in writing.

If you are acquiring a product you will be sent this guide and the PDS issued by the Trustee which sets out the features and benefits of the Fund and relevant QSuper products. If you need another copy of this guide or the PDS, please contact us to request a copy free of charge.

## How is the Trustee indemnified against potential penalties?

The Trustee will charge a fee for service to be funded from general reserves and not individual members' accounts to create and maintain a trustee capital reserve to ensure its ongoing financial stability, in case a penalty is imposed upon it, in response to recent legislative changes. The Trustee, in accordance with its trustee duties, will regularly assess (at least annually) the target trustee capital reserve amount.

## How are our representatives paid?

The Trustee has no representatives authorised to provide general or personal financial product advice.

QInvest representatives receive a salary remuneration package that may include a short-term incentive. This incentive is based on how they have performed against pre-determined business objectives, which are primarily focused on service standards, work quality, behaviour and individual performance. Representatives' remuneration packages do not include commission or fees for the services provided to you.

## We take your privacy seriously

We have a privacy policy which seeks to protect the privacy security of your personal information. A copy of our privacy policy is available on request or at [australianretirementtrust.com.au/disclaimers-and-disclosures/privacy-policy](http://australianretirementtrust.com.au/disclaimers-and-disclosures/privacy-policy)

## What should you do if you have a complaint?

If you have a complaint about the financial products or services we've provided, we want to know about it as soon as possible. Contact us to discuss your complaint:

<b>Phone:</b>	<b>13 11 84</b>	<b>1300 360 750 (QSuper Contact Centre)</b>
<b>Post:</b>	<b>Australian Retirement Trust The Complaints Manager</b> Customer Relations Team GPO Box 2924 Brisbane, QLD 4001	<b>QSuper The Complaints Manager</b> GPO Box 200 Brisbane QLD 4001
<b>Email:</b>	<b><a href="http://australianretirementtrust.com.au/contact-us">australianretirementtrust.com.au/ contact-us</a></b>	<b><a href="mailto:qsuper@qsuper.qld.gov.au">qsuper@qsuper.qld.gov.au</a> <a href="mailto:qsuperadvice@qinvest.com.au">qsuperadvice@qinvest.com.au</a></b>

We take complaints received seriously and we will do all we can to work with you to find a solution. We are committed to resolving issues as quickly as we can.

For complaints relating to the financial services we provide, including general and personal advice, we will write to you within 30 calendar days if it is not resolved within five business days of receiving the complaint.

For complaints about the administration of your superannuation benefit, the Fund will write to you within 45 calendar days if it is not resolved within five business days of receiving the complaint.

If you are unhappy about the outcome of your complaint and believe an issue has not been resolved, or if you have not received a response within the required period, you can lodge a complaint with the Australian Financial Complaints Authority (AFCA).

AFCA provides fair and independent financial services complaint resolution that is free to consumers. AFCA imposes time limits within which to lodge a complaint with them. You can also choose to take your complaint directly to AFCA. In some circumstances, AFCA may refer your complaint back to the Fund.

You can contact AFCA by:

**Phone:** 1800 931 678 (free call)

**Mail:** Australian Financial Complaints  
Authority Limited  
GPO Box 3  
Melbourne, VIC 3001

**Website:** [afca.org.au](http://afca.org.au)

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

Refer to our *Complaint Handling Guide* at [australianretirementtrust.com.au/complaint](http://australianretirementtrust.com.au/complaint) for more information.

## Compensation arrangements

We have professional indemnity insurance in place that covers the financial services we offer. This also includes any claims involving the conduct of both past and present representatives. These arrangements comply with s912B of the *Corporations Act 2001*.