

# General information



**REFERENCE GUIDE:** This Reference Guide was issued on 1 November 2011 and forms part of the Product Disclosure Statement (PDS) for Division F dated 1 November 2011. The Reference Guide should be read in conjunction with the PDS and is not intended to be read as a document in its own right. The Reference Guide may be updated at any time. You can download the current PDS or Reference Guide from our website [osfsuper.com.au](http://osfsuper.com.au) or by calling us on 1800 023 928.

## How the OSF is managed

The OSF is managed by a corporate trustee, which is responsible for making sure the fund operates in a fair manner and in accordance with the trust deed and relevant laws. The trustee, assisted by a range of service providers and professionals, is also responsible for investing the fund's assets and communicating with members. You can find our contact details on page 5.

The trustee board includes 10 directors, of which five are appointed by Commonwealth Bank (as the principal employer under the trust deed), four are elected by members and one is appointed as a member representative by the Finance Sector Union.

You can find out more about the fund and the trustee in the Annual Report available from our website or by calling us.

## Member information you'll receive from us

When you join Division F and throughout your membership, we will provide you with information to help keep you up-to-date with your super, including:

- a welcome kit when you first become a member
- confirmation of any transactions on your account (excluding employer contributions from Commonwealth Bank or on-going personal contributions which are shown in your periodic statements)
- two periodic statements each year, effective 30 June and 31 December
- an Annual Report as at the end of each financial year, which we may make available via our website and if so, we will notify you in writing, eg. in a newsletter or your periodic statement
- newsletters.

In addition, we have a range of fact sheets to help you understand more about your super, available from our website.

You can also request copies of the fund's trust deed, audited accounts, auditor's reports or actuarial reports, or the trustee's Australian Financial Services Licence (AFSL) or Registrable Superannuation Entity Licence (RSEL) in writing from the Company Secretary, GPO Box 4758, Sydney NSW 2001.

### In this Reference Guide...

How the OSF is managed.....	1
Member information you'll receive from us .....	1
Keep in touch with your super online .....	1
Terms and conditions of transacting with us .....	2
Family law and your super .....	4
Privacy .....	4
Enquiries and complaints.....	4
Eligible Rollover Fund.....	4
Anti-Money Laundering and Counter-Terrorism Financing laws.....	5

## Keep in touch with your super online

You can use our web-based account tool, FirstNet, to view your account and investment details and make some transactions online.

Simply go to our website [osfsuper.com.au](http://osfsuper.com.au) and click on 'FirstNet login'. You will need the Online Identity Number (OIN) and password that were provided to you as part of your welcome kit. Once you have logged in, click on the Account Number or Account Designation links to access your account.

Initially, you will have 'enquiry' access to your account. To be able to transact online, you must request 'transact' access by completing the *New Investor Form* provided with your welcome kit or the *Change of Details* form available from our website.

If you have lost or forgotten your OIN or password, you can retrieve them online by clicking the link on the login screen.



### Finding your way around FirstNet...

- Use the **Account Balance** option for an overview of your account details.
- Use the **View** menu options to find out more about your super account – from a list of transaction by type, investment option or date, to more detailed investment option information.
- Use the **Account Admin** menu options to set up other options for your account, eg. nominate how future contributions will be invested, check your insurance cover, change your address or add your Tax File Number.
- Use the **Transacting > Switch/Change Funds** option to move the money in your super account between investment options.

## Terms and conditions of transacting with us

When you have an account with us and provide us with instructions for your account by phone or fax, or when you access your account online, certain terms and conditions apply. It is important that you read and understand these conditions before providing us with any instructions or making any transactions.

In this Reference Guide, 'we' refers to the fund or trustee. However, these conditions also operate for the benefit of Colonial First State Investments Limited, which makes the FirstNet facility available to our members.

### Limitation of liability

- All other representations and warranties relating to the telephone, fax, email and online (FirstNet) services are excluded except for any term that is implied by law, which is taken to be included in these terms and conditions. To the extent permitted by law, our liability for breach of that term is limited to re-supplying the service or paying the reasonable cost of having the service provided again. However, our liability may be greater where we are negligent or fraudulent but this liability may be reduced to the extent you caused or contributed to the loss.
- Subject to the paragraph above, to the extent permitted by law, we are not liable in any way for any losses that you suffer through using or supplying information by phone, fax, email or FirstNet.
- You acknowledge and agree that we will not be liable to you for any loss you suffer (including consequential loss) caused by an inability to

transact with you or other persons including where we comply with any law or legislation or choose to exercise a discretion available to us. 'Inability to transact' may include delaying, blocking, freezing or refusing to process a transaction, or ceasing to provide you with a product or service.

- You agree to use these services only in accordance with these terms and conditions and your other legal obligations. We are not liable for, and you release and indemnify us against, any liabilities, claims, losses or costs arising from our acting in accordance with any communication that we receive by phone, fax or email about your account or investments with us or arising from the use of FirstNet by you or any person using your OIN and password.

### Use of telephone and fax

#### Security of phone and fax requests

- We have procedures in place to reduce the risk of fraud but we cannot guarantee that someone trying to impersonate you will not contact us about your account and change your details or make a withdrawal. We may dispute liability for any losses that happen because we have acted on phone or fax instructions that you have not authorised but which appear to be authorised by you.
- Members are automatically given access to communicate with us by phone and fax. You need to tell us if you do not want us to accept any future instructions over the phone or by fax by sending us an original signed request.

- We will block access to your account for phone and fax instructions by the second business day after we receive that request. Until this happens, these terms and conditions for phone and fax will still apply to your account.

### Information received by phone or fax

- If the details that we receive in a fax or over the phone do not match the details that we have previously received for the account, then we will not proceed with the request.
- We also will not process a request if the instructions we receive are incomplete or appear to contain errors. This is to ensure that the transaction we perform is exactly what you were requesting.
- Fax machines may be convenient but they are not always reliable. If a query arises over what information we received by fax, we will not accept a fax transmission report from your machine as evidence that we received the fax. This is because, although your fax machine may have confirmed that the fax was sent, we may not have received the complete fax at our end.
- We can change or cancel these terms for phone and fax at any time as long as we give you 14 days written notice.
- Apart from these terms and conditions, we may have other requirements for receiving instructions from time to time. You will be notified if this affects you or your request.

### Use of FirstNet

#### OIN and Password

- You must keep your OIN and password secret. You should not disclose them to anyone or record them in a way that could affect their confidentiality.
- If you give someone else permission to use your OIN and password, you are responsible for any transactions they perform or changes they make to your account information, or anything that happens because you gave them that permission.
- Anyone can access FirstNet if they have a valid OIN and password. This means that if someone else has your OIN and password, they can access your account information and make transactions, even if you have not authorised them to use your OIN and password. We are not responsible to you and will not pay for any losses that may happen because we acted on any instructions received through FirstNet that used your OIN and password, whether or not these instructions were authorised by you.
- You must tell us immediately if you think that someone has accessed your account without your permission or if you think that someone else may know your OIN and password. We will stop access to the account and issue a new password.

#### Access to FirstNet

- You can tell us if you want to permanently stop using FirstNet by sending us an original signed request. We will block FirstNet access to your account on the second business day after we receive that request. Until this happens, these terms and conditions will still apply to your account.
- We will do our best to maintain the operation of this service in accordance with the information you have received about it. However, we may suspend or restrict your access to the service at any time if we have reasonable certainty of unauthorised transactions or fraud.
- We do not guarantee or warrant that the use of FirstNet will be uninterrupted or error free. We also do not warrant that it is suitable for any particular purpose or has any performance, functionality or security features, except what we are legally obliged to provide.
- We will take all reasonable steps to make sure that the information that you access through FirstNet is up-to-date and correct.

#### Transacting on FirstNet

- 'Transaction access' means the ability to review, modify or update your contact details and accounts online; apply for, withdraw and switch units between funds or options; and set up automatic facilities or features.
- You agree to use this service in accordance with these terms and conditions.
- We will only act on transaction requests that are complete, received in full and do not appear to contain any error.
- For FirstNet, a transaction reference on-screen is evidence that the communication has been completed.
- We are not liable for any losses or delays that occur because we did not receive an instruction.
- If there are any government fees and charges incurred by us in relation to your use of FirstNet, we can debit these from your account.
- You must only use FirstNet to obtain information that you are properly authorised to access and use this information only for lawful purposes.
- We can change these terms and conditions at any time by placing the changes on our website. When making any changes we will act reasonably and, so far as possible, in accordance with prevailing market conditions and regulatory requirements for accounts of this type at that time. We may ask you to read and accept any amended terms and conditions so you can keep using FirstNet. But, unless otherwise required by law, once we have placed them on the website they are binding on you, even if you have not read them. We recommend that you check these terms and conditions on a regular basis. These terms

and conditions include any instructions for using these services provided to you or placed on our website from time to time. If you do not accept these changes, you may permanently stop using FirstNet without fee or charge by providing us with an original signed request, as outlined under the heading 'Access to FirstNet'.

If any part of these terms and conditions is found to be void or unenforceable for unfairness or any other reason (for example, if a court or other tribunal or authority declares it) the remaining parts of these terms and conditions will continue to apply as if the void or unenforceable part had never existed.

### Family law and your super

Government laws allow some super accounts to be divided between parties in the event of a marriage or relationship breakdown. These laws are complex and members should seek their own independent advice.

For general information about family law, refer to the fact sheet available from our website.

### Privacy

We are committed to protecting your personal information. We are bound by the National Privacy Principles (NPPs) and the Privacy Act, which govern the way we collect, use, disclose and secure information about you.

The information that we collect from you, and in some cases give to our service providers, will be used mainly for the purpose of managing the affairs of the fund. This may include providing you with information about other products and services that may help you understand and make decisions about your investment and retirement savings.

As a member, you generally have the right to request access to any personal information that we hold about you. A reasonable charge may apply to gain access to the requested information; you will be advised of any charges that apply when you make a request. If you find out that information we have is not accurate, complete or up to date, we will take reasonable steps to correct the information.

A copy of our privacy policy is available from our website or by calling us.

If you have any concerns about privacy, you can write to the Company Secretary at GPO Box 4758, Sydney NSW 2001.

### Enquiries and complaints

The trustee has a formal procedure for members and beneficiaries to make enquiries into or complain about the operation or management of the fund.

Firstly, you should contact us on 1800 023 928 or email [osfms@colonialfirststate.com.au](mailto:osfms@colonialfirststate.com.au) with details of your enquiry or complaint. Alternatively, you can send your enquiry or complaint in writing to the Complaints Officer at GPO Box 4758, Sydney NSW 2001.

Once we receive your enquiry or complaint, we will ensure that the matter is dealt with within 90 days. In most cases, we will reply within 28 days. We will take every step necessary to ensure that your enquiry or complaint is dealt with.

If you are not happy with the way that we manage a complaint or our decision, you can contact the Superannuation Complaints Tribunal, which is an independent body set up by the government to help resolve complaints. However, you must use the fund's own complaints handling process in the first instance.

A copy of our enquiries and complaints resolution procedure (fact sheet) is available from our website or by calling us.

### Minimum account balance and eligible rollover fund

If you leave employment with the Group, a minimum balance may apply to your account in some cases. If Superannuation Guarantee contributions (or Award contributions) from another employer are not being paid into your account, your balance must remain above \$1,500.

We will write to you if your balance falls below \$1,500 and you will have 90 days to either top up your account or provide us with details of where to transfer your benefit. If we do not receive a top-up from you or a valid transfer instruction (or if the fund you nominate does not accept the transfer), your benefit will be transferred to our selected Eligible Rollover Fund (ERF), which is currently SuperTrace ERF.

Once your benefit is transferred, you will no longer be a member of OSF Division F and no further benefit will be payable. In addition, any insurance cover you had in Division F will cease, although you may be eligible to apply for cover under a continuation option (refer to **Reference Guide: Insurance cover** for more information). Your rights and obligations in respect of the transferred benefit will be determined in accordance with the terms of the SuperTrace trust deed.

In this case, you should contact SuperTrace with any questions or for a SuperTrace PDS:

Phone 1300 788 750 between 8.30am and 6.00pm  
(Sydney time) Monday to Friday

Mail SuperTrace Eligible Rollover Fund,  
Locked Bag 5429 Parramatta NSW 2124

Fax 1300 700 353

Web [www.supertrace.com.au](http://www.supertrace.com.au)

You should also note that:

- SuperTrace applies a different fee structure. Management costs (also known as an 'asset charge') apply. You should refer to the SuperTrace PDS for more details.
- SuperTrace invests your benefits in the Capital Stable Fund in The Colonial Mutual Life Assurance Society Limited's No. 2L Statutory Fund. This fund has a low-risk investment approach, which may also be expected to produce lower investment returns over the medium to longer term. You will need to consider whether this is appropriate to your circumstances.
- SuperTrace does not accept contributions from members or their employers. SuperTrace does, however, accept transfers from other complying super funds.
- SuperTrace does not offer insured benefits in the event of death or disablement.

From time to time, we may change our selected ERF. If this happens, we will give you details about the new ERF as required by law.

## Anti-money laundering and counter-terrorism financing laws

We are required to comply with these laws, including the need to establish your identity (and, if relevant, the identity of other persons associated with your account).

If you joined the fund on or after 12 December 2007, we will need to verify your identity before we pay your super benefits to you in cash. At the time your benefit is payable, we may ask you to provide identification such as a certified copy of your driver's licence, passport or birth certificate (unless you have already provided this information).

### To provide your identification



Complete the *Identification and Verification Form* available from our website

Additionally, from time to time, we may require additional information to assist with this process. We may be required to report information about you to the relevant authorities. We may not be able to tell you when this occurs.

We may not be able to transact with you or other persons. This may include delaying, blocking, freezing or refusing to process a transaction or ceasing to provide you with a product or service. This may impact on your investment and could result in a loss of income and principal invested.

## For more information

[View or print copies of this PDS or Reference Guides, forms or other documents](#)

**Internet** [osfsuper.com.au](http://osfsuper.com.au)

**Intranet** CommNet or HR Intranet sites > Employee Benefits > Our Super Fund  
(accessible to Group employees only)

### Access your account online

**Login** [osfsuper.com.au](http://osfsuper.com.au)

### Contact us

**Phone** 1800 023 928 between 8.30am and 5.00pm (Sydney time), Monday to Friday

**Email** [osfms@colonialfirststate.com.au](mailto:osfms@colonialfirststate.com.au)

**Fax** (02) 9303 7700

**Mail** GPO Box 4758 Sydney NSW 2000

This Reference Guide was prepared and issued by Commonwealth Bank Officers Superannuation Corporation Pty Limited (ABN 76 074 519 798, AFSL 246418), Ground Floor 201 Sussex Street, Sydney NSW 2000, as trustee of the Officers' Superannuation Fund (OSF) (ABN 24 248 426 878, SPIN OSF0001AU). The information in this Reference Guide is general information only and does not take into account your individual objectives, financial situation or needs. You should consider the information contained in the PDS and this Reference Guide and its appropriateness, having regard to your objectives, financial situation and needs, before making a decision about this product or whether to acquire or continue to hold the product. You should seek professional advice tailored to your personal circumstances from a licensed financial adviser. The PDS is available and can be obtained from our website [osfsuper.com.au](http://osfsuper.com.au) or by calling us on 1800 023 928.

*This page has been left blank intentionally.*