

Issued 1 October 2021

Financial Services Guide (FSG)

For Labour Union Co-operative Retirement Fund (LUCRF Super)

LUCRF
Super
Working for a better future

This FSG was prepared and issued for the purpose of providing information about:

- LUCRF Super
- the services we offer
- how our representatives are remunerated
- how much we charge for our services
- our complaint management and dispute resolution arrangements.

This FSG is an important document that you should read and understand when deciding whether to use any of the advice services we are authorised to provide. If you require further information or clarification about this FSG, please contact us.

About us

LUCRF Super was established in December 1978 by the Federated Storemen and Packers Union (now known as United Workers Union). We are Australia's first industry super fund. Today, we look after approximately 130,000 members and around 24,500 employers. We have more than \$7.47 billion in funds under management. We are a public offer fund, which means anyone can join.

L.U.C.R.F Pty Ltd ABN 18 005 502 090 holds an Australian Financial Services Licence (AFSL) 258481 as Trustee for Labour Union Co-Operative Retirement Fund (LUCRF Super) ABN 26 382 680 883. LUCRF Super or L.U.C.R.F Pty Ltd are together referred in this FSG as either "we", "us" or "our".

All representatives are employees of the Trustee.

You can contact us as follows:

 **1300 130 780**

 **lucrf.com.au**

 **mypartner@lucrf.com.au**

833 Bourke Street, Docklands VIC 3008
PO Box 211 North Melbourne VIC 3051

What are the financial services L.U.C.R.F Pty Ltd is authorised to provide?

Under our Australian Financial Services Licence (AFSL 258481), the Trustee is licensed to advise and deal in the following products:

- deposit – basic and non-cash payment products
- general insurance
- life insurance (investment and risk)
- managed investment schemes, including investor-directed portfolio services
- superannuation and retirement savings accounts
- securities
- government debentures, stocks or bonds.

Will you give me advice tailored to my personal investment needs or financial circumstances?

Our representatives are authorised to provide advice within a tiered structure:

- Tier 1 – information, facts or low-level general advice. This means that our representatives can provide information and facts or very low-level advice about LUCRF Super.
- Tier 2 – general financial product advice. The main focus is to give our members and employers the tools that will allow them to make informed decisions about super. Advice at this tier will usually be verbal and accompany a warning that your personal circumstances have not been considered.
- Tier 3 – general financial and personal financial advice about your LUCRF Super account. Our representatives can either provide general financial advice or make recommendations that are appropriate or specific to your needs or objectives. However, this advice can only relate to LUCRF Super and your LUCRF Super account.

Each representative will inform you of the tier that they can operate under. If they are unable to provide the service at the tier that you require, they will refer you to a representative who is permitted to do so.

What documents will I receive?

If personal financial advice is provided to you by our representatives, you will receive a written Statement of Advice. This document helps you understand and decide whether to rely on our personal advice, the basis on which the advice has been given, and information about costs, commissions and any associations which may influence the provision of the advice.

You are entitled to receive a Product Disclosure Statement (PDS) whenever you are provided with advice relating to the acquisition, or possible acquisition, of a financial product. A PDS outlines the benefits, risks, features and costs of each investment option associated with a financial product which you should consider before making a decision whether to acquire that product.

How much do you charge for advice?

We do not charge members for personal advice related to your super with us. The cost of providing general advice and super-related personal advice is included in the administration fee and other charges as per the PDS.

How much do you charge for services?

The cost for members using our super-related services are covered by the administration fee and other charges as provided in the PDS.

How are representatives paid?

All LUCRF Super representatives are salaried employees who do not receive commissions, fees or bonuses for the services they provide to you.

Do any relationships or associations exist that might influence the advice or services provided to me?

LUCRF Super holds shares (but not a controlling interest) in Industry Super Holdings Pty Ltd (ABN 71 119 748 060), which formerly owned ME Bank Pty Ltd (ABN 56 070 887 679). If LUCRF Super engages these organisations to provide services, then this is done on a commercial basis and we do not expect that any of these relationships or associations will influence the financial services provided to you. We do not receive commissions from these or any other organisations. LUCRF Super provides employers access to the QuickSuper clearing house facility to collect and distribute superannuation contributions (Westpac Banking Corporation ABN 33 007 457 141 ASFL 233714).

What compensation arrangements does the Trustee have in place?

In compliance with section 912B of the *Corporations Act*, the Trustee has a Trustee Liability Insurance Policy which includes professional indemnity to compensate third parties such as members or beneficiaries for loss or damages suffered because of breaches to any relevant financial services obligations by LUCRF Super or its representative either current or former. We consider this cover is adequate to meet our requirements as a financial services licensee.

Protecting your privacy

LUCRF Super collects, uses, discloses and protects your personal information in accordance with our Personal Information Collection Statement and the Privacy Policy. Please read these important documents at lucrf.com.au/privacy or by calling us on 1300 130 780.

What to do if you have a complaint

The Trustee of LUCRF Super has a formal process to handle complaints from members or beneficiaries in relation to their LUCRF Super account.

Complaints can be made by calling 1300 130 780 or writing to:

The Complaints Officer

PO Box 211
North Melbourne VIC 3051 or
complaints@lucrf.com.au

From 5 October 2021 the Trustee has 45 days to respond to your complaint or 90 days if your complaint is about the distribution of a death benefit. If you are dissatisfied with the handling of your complaint or you have not received a response within these time frames, you can refer the matter to the Australian Financial Complaints Authority (AFCA).

AFCA is an independent body set up by the Federal Government to assist members, or their beneficiaries, resolve certain complaints. AFCA may be able to assist you in resolving your complaint, but will only become involved after your complaint has been considered under the Trustee's internal dispute resolution process.

To find out how to lodge your complaint with AFCA, or if it can be handled by them, contact them at:

Australian Financial Complaints Authority

GPO Box 3
Melbourne VIC 3001
Phone: 1800 931 678 (free call)
Email: info@afca.org.au
Website: afca.org.au

Contact us

 **1300 130 780**  **lucrf.com.au**

 **mypartner@lucrf.com.au**

 **PO Box 211 North Melbourne VIC 3051**