

Product Disclosure Statement

Prepared: 1 December 2023

About this Product Disclosure Statement

This Product Disclosure Statement (PDS) is a summary of the significant information about investing in the smartMonday DIRECT superannuation product (USI: 68964712340002). The product is part of the superannuation fund Smart Future Trust ABN 68 964 712 340 (the fund). There are references in this PDS to 'reference guides' containing additional information about investments, fees, insurance, and super and taxation rules. This information forms part of the PDS and you should consider it before making a decision about this product.

The trustee of the fund and issuer of this PDS is Equity Trustees Superannuation Limited ABN 50 055 641 757 AFSL 229757 RSE Licence L0001458. References to 'we', 'us', and 'our' are references to the trustee.

smartMonday is a registered trading name of smartMonday Solutions Limited ABN 48 002 288 646 AFSL 236667, the sponsor of the fund.

The information in this PDS is general in nature and should not be relied upon as personal advice as your personal needs, objectives and financial situation have not been considered. Before making a decision based on any information in this PDS you should consider whether it is appropriate for your personal circumstances. You should speak with a financial adviser to obtain advice tailored to your personal circumstances.

Any statements in this PDS that have been made by, or are attributable to, a third party appear in the PDS with the consent of that third party.

Updated PDS information

Information in this PDS is current at the date of preparation but can change from time to time. If non-materially adverse information in the PDS changes, the updated information will be made available at smartmonday.com.au or you can request a paper or electronic copy, free of charge, by calling us on 1300 880 588.

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1. About smartMonday DIRECT

Mondays are a chance to do things differently. To start fresh. To get on top of all those small things on your 'to do' list. Because even small things done today can add up to make a big difference tomorrow. With just a few smart, easy steps today, you can take positive action to get in control of your superannuation. So you can grow your wealth and build the brighter future you dream of.

More information about the trustee, including board and executive remuneration, and other governance disclosure is available at eqt.com.au/superannuation/board-and-governance.

2. How super works

Super is a means of saving for your retirement that is, in part, compulsory. Super is a long-term investment where contributions during your employment years will provide you with a source of income in retirement. Your money stays invested during this time and lower tax rates and other Government incentives can make super an attractive and beneficial way to save. The Government also sets limits on contributions and when you can withdraw money from super. Generally, you can't access your money until you've reached retirement age.

Employers are currently required to contribute at least 11% of your eligible earnings into super (for the year ending 30 June 2024). Most people have the right to choose into which super fund their employer should direct superannuation guarantee (SG) contributions. Different types of contributions are available (e.g. employer contributions, voluntary contributions, government co-contributions).

In certain circumstances, such as where you have an account balance below \$6,000 (without insurance cover) that has been inactive for 16 continuous months, or you become a lost member with a low balance (currently less than \$6,000) or you cannot be contacted, we are required to transfer your superannuation benefits to the Australian Taxation Office (ATO). The trustee may also transfer benefits to the ATO on a voluntary basis if it is deemed in the member's best interest. If we have your current contact details, we'll write to you before transferring your super.

The ATO is required to merge any ATO-held super for you with another active super account you may have.

You can find more information about super on the ASIC website moneysmart.gov.au or the ATO website ato.gov.au/super.

! You should read the important information about how super works before making a decision. Go to the reference guide *Tax, super and privacy* at smartmonday.com.au. The material relating to how super works may change between the time when you read this statement and the day when you acquire this product.

3. Benefits of investing with smartMonday DIRECT

Investment and insurance options

- › Investments – See section 5
- › Insurance – See section 8

Beneficiary nominations

You can nominate beneficiaries on your account including by making a binding nomination to help ensure your super (including any insurance benefits) goes to the people you want in the event of your death while a member of the fund. On formal notification of your death (e.g. death certificate), your account balance will be switched to the Cash investment option.

There for you when you move into retirement

The fund has a pension product called smartMonday PENSION that enables you to access your super as a tax-effective income stream. Discounted asset administration fees for smartMonday PENSION are available to smartMonday DIRECT members.

You should consider the smartMonday PENSION PDS and Target Market Determination available at smartmonday.com.au before deciding whether to acquire the product, and consider obtaining personal advice.

Online services

You can view and update your membership details, access account information, and transact on your account, via our secure online member portal. Your *Welcome Pack* will contain the details you need to register for the portal.

Keeping you informed

We prefer to communicate to our members electronically. The sorts of information we send can include significant event notices, your annual statement, and confirmation letters. Information can be sent via email, or making things available on the website or on the member portal, and notifying you when the information is ready to view. We may notify you electronically (including by phone SMS) or by post, depending on your preference and what contact information we have for you. You can opt out of electronic communications and change your contact preferences online or by contacting us. We're happy to send you printed copies of any information upon request at no additional cost.

4. Risks of super

There are risks of investing in super including the risk that the value of your investments and level of returns will vary or that you may lose some of your money. Future returns may differ from past returns. The level of investment risk for each person will vary. How much risk you are willing to take on will depend on a range of factors, including:

- › your age and health
- › the timeframe of when you expect to access your super
- › where other parts of your wealth are invested
- › your investment risk tolerance.

Investment risk

Your super can be invested in a range of asset classes, each carrying different levels of investment risk. Asset classes include shares, listed property, fixed interest, and cash. Investment returns are not guaranteed, and past returns are not an accurate predictor of future returns. Some significant types of investment risk are:

- › **market risk** — investment markets might move suddenly causing the value of your investments to rise or fall. Investments with the highest long-term returns may also carry the highest level of market risk in the short term.
- › **inflation risk** — the chance that the value of your money won't keep pace with inflation and that you could lose some of the purchasing power of your money over time.
- › **interest rate risk** — refers to fluctuations in the cost of borrowing, as well as the danger that fixed interest investments will lose market value if interest rates rise.
- › **liquidity risk** — the chance that an asset cannot be readily sold at a reasonable price.
- › **currency risk** — the risk that the value or future cash flows of an investment option will fluctuate because of changes in foreign exchange rates. Some investment options are exposed to currency risk through underlying allocations to international shares, international listed property and international fixed interest. However, currency risk is managed via diversification and hedging, where appropriate.
- › **sequencing risk** — the risk that a sequence of negative investment returns close to retirement could erode your retirement savings. Your account balance is likely to be at its largest when you approach retirement, and large negative returns at this time would have a more significant impact in dollar terms than if they were to happen when you're just starting out at a younger age.
- › **climate change risk** — includes physical climate risks, transition climate risks, and legal risks. Physical climate risks include both longer-term change as well as changes to the frequency and magnitude of extreme weather events. Transition climate risks can result from changes in the government policy, technological innovation, social adaptation and market changes. Climate change risk may also give rise to potential for litigation where companies have not adequately considered or responded to the impacts of climate change.

Different investment strategies may carry different levels of risk. The trustee uses a standard risk measure to rate and compare the level of risk for each investment option. See page 3 of the reference guide *Your investment options* available at smartmonday.com.au.

Other risks to consider

- › The amount of contributions you make into super, even after good investment returns, may not provide you with enough income in your retirement. There's a possibility you could outlive your retirement savings. This is called longevity risk.
- › Whether you have enough insurance to cover your family's needs if something happens to you and ensuring you don't lose insurance cover you want to keep just because your account becomes inactive.
- › Changes in super and tax laws may affect how and when you can access your super, and the tax effectiveness of super.
- › The possibility that one or more investment options in the product may fail the APRA 'Your Future Your Super' performance test.

5. How we invest your money

smartMonday DIRECT offers a range of investment options to suit your needs. If you don't choose an investment option on your application form, your application and contributions cannot be accepted. **Before choosing an option, you should consider the likely returns, risks, and your investment timeframe. If you need help or advice, call 1300 880 588.** You can switch between investment options via the secure online member portal.

Below is a summary of the characteristics of a 'balanced' investment option in smartMonday (as defined in Government regulations):

Balanced Growth - Index

Description

Invests in a mix of growth and defensive assets including Australian and international shares, property, fixed interest and cash. Intended to be suitable for those who can tolerate negative returns in some years because they intend to remain invested in this option for the suggested minimum timeframe.

Target return

To provide a return of at least 2.25% p.a. above inflation (investment-related fees, costs and tax) over rolling 10-year periods.

Suggested minimum timeframe

10 years

Investment strategy

Invest 60-80% of the portfolio in growth assets and typically 30% in defensive assets.

Risk/return profile

There is likely to be volatility in returns in the short-to-medium term but volatility tends to decline over longer periods.

Standard risk measure

6 (High): This means the estimated number of negative annual returns over any 20-year period is 4 to less than 6. Please note, the Standard Risk Measure (SRM) is not a complete assessment of risk. For example, while the SRM indicates the likely frequency of negative annual returns (for a 20-year period), it does not indicate the potential size of negative returns.

Asset allocation	Target %	Range %	Asset allocation	Target %	Range %
Australian shares	29.5	0-70	Alternative-defensive	0	0-15
International shares	29.5	0-70	Aust. fixed interest	13	0-30
Listed property	6	0-30	Int'l fixed interest	13	0-30
Alternative-growth	5	0-30	Cash	4	0-30
Total growth	70	60-80	Total defensive	30	20-40

Other investment options

Pre-mixed	Sector
<ul style="list-style-type: none"> > High Growth – Index > High Growth – Active* > Growth – Index > Growth – Active > Balanced Growth – Index > Balanced Growth – Active > Moderate – Index* > Moderate – Active > Defensive – Index > Defensive – Active 	<ul style="list-style-type: none"> > Australian Shares – Index > Australian Shares – Diversified > Australian Shares – Core > International Shares – Index > International Shares – Diversified > Property – Australian Index > Property – Diversified > Fixed Interest – Diversified – Index > Fixed Interest – Diversified > Cash

* The High Growth – Active and Moderate – Index investment options failed APRA's 2022/2023 *Your Future Your Super* performance test. Visit [smartmonday.com.au](https://www.smartmonday.com.au) for more information.

! You should read the important information about *How we invest your money* before making a decision. Go to the reference guide *Your investment options* at [smartmonday.com.au](https://www.smartmonday.com.au). The material relating to *How we invest your money* may change between the time when you read this statement and the day when you acquire this product.

6. Fees and costs

! Did you know?

Small differences in both investment performance and fees and costs can have a substantial impact on your long-term returns. For example, total annual fees and costs of 2% of your account balance rather than 1% could reduce your final return by up to 20% over a 30 year period (for example, reduce it from \$100,000 to \$80,000). You should consider whether features such as superior investment performance or the provision of better member services justify higher fees and costs. You or your employer, as applicable, may be able to negotiate to pay lower fees. Ask the fund or your financial adviser.

To find out more

If you would like to find out more, or see the impact of the fees based on your own circumstances, the **Australian Securities and Investments Commission (ASIC) Moneysmart website moneysmart.gov.au** has a superannuation calculator to help you check out different fee options.

This section shows the fees and costs you may be charged if you invest in the Balanced Growth - Index option. You can use this information to compare fees and costs between different super products. These fees and other costs may be deducted from your money, from the returns on your investment or from the assets of the superannuation entity as a whole. Other fees, such as activity fees, advice fees for personal advice and insurance fees, may also be charged, but these will depend on the nature of the activity, advice or insurance chosen by you. Entry fees and exit fees cannot be charged. Taxes, insurance fees and other costs relating to insurance are set out in another part of this document. Different investment fees and costs and transaction costs apply for our other investment options. See the reference guide *Fees and costs*.

Fees and costs summary

Balanced Growth - Index		
Type of fee or cost	Amount	How and when paid
Ongoing annual fees and costs¹		
Administration fees and costs¹	<p>➤ Asset administration fee: 0.36% p.a.</p> <p><i>plus</i> 0.095% p.a.</p> <p><i>plus</i> 0.03% p.a. (estimated)²</p> <p>➤ Member fee³: \$72 p.a.</p>	<p>Deducted monthly in arrears directly from your account.</p> <p>Deducted from the assets of the investment option and included in the daily calculation of unit prices.</p> <p>Paid from general reserves of the fund, as and when required.</p> <p>Deducted monthly in arrears directly from your account.</p>
Investment fees and costs^{1,2}	0.25% p.a. (estimated)	Deducted from the assets of the investment option and included in the daily calculation of unit prices.
Transaction costs²	0.03% p.a. (estimated)	Reflected in the daily unit price and may vary daily depending on the costs incurred outside the fund in investing the assets of the investment option.
Member activity related fees and costs		
Buy/sell spread	Nil	Not applicable
Switching fee	Nil	Not applicable
Other fees and costs ⁴	Various	Deducted from your account, where applicable. When deduction will occur depends on the nature of the fee.

¹ If your account balance for a product offered by the fund is less than \$6,000 at the end of the financial year, or at the time you exit the product, certain fees and costs charged to you in relation to administration and investment are capped at 3% of the account balance. Any amount charged in excess of the cap will be refunded.

² Estimate based on the fund's experience for the year ended 30 June 2023 and may vary in future years.

³ Member fee will be indexed at 1 July 2024, and each 1 July after that, for changes in the Average Weekly Ordinary Time Earnings index.

⁴ Other fees may apply, including activity fees, advice fees (for personal advice) and insurance fees (as applicable). See the 'Additional explanation of fees and costs' section of the reference guide *Fees and costs*.

Example of annual fees and costs for a superannuation product

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

EXAMPLE — Balanced Growth - Index		BALANCE OF \$50,000
Administration fees and costs	0.485%^ + \$72	For every \$50,000, you have in the superannuation product, you will be charged or have deducted from your investment \$242.50^ in administration fees and costs, plus \$72 regardless of your balance.
PLUS Investment fees and costs	0.250%	And , you will be charged or have deducted from your investment \$125 (estimated) in investment fees and costs.
PLUS Transaction costs	0.027%	And , you will be charged or have deducted from your investment \$13.50 (estimated) in transaction costs.
EQUALS Cost of product		If your balance was \$50,000 at the beginning of the year, then for that year you will be charged fees and costs of \$453* (estimated) for the superannuation product.

* Additional fees may apply such as insurance fees, activity fees, or advice fees for personal advice.

^ Administration fees and costs include \$15 paid out of the fund's general reserves.

Advice fees

The fund provides access to an intra-fund advice service through a team of smartCoaches, the cost of which is included in the administration fees and costs (it is not charged as a separate fee). If you need more comprehensive or personal financial advice you may wish to engage the services of a financial adviser. **WARNING:** If you consult a financial adviser, additional fees may be payable to the adviser. Details of any such fees will be included in a *Statement of Advice* that the adviser should provide to you.

Changes to fees and costs

We have the right to change the fees and costs without your consent. We will notify you of any changes at smartmonday.com.au or in writing, depending on the nature of the change. For example, if we increase any fees and costs (other than for indexation-related increases or fluctuations in estimated investment fees and costs or estimated transaction costs) we'll notify you at least 30 days before the change. We will provide detailed information of any estimated costs for the previous financial year on the website as soon as they become available.

! You should read the important information about fees and costs before making a decision. Go to the reference guide *Fees and costs* at smartmonday.com.au. The reference guide contains definitions of fees and costs. The material relating to fees and costs may change between the time when you read this statement and the day when you acquire this product.

7. How super is taxed

! You should read the important information about how super is taxed before making a decision. Go to the reference guide *Tax, super and privacy* at [smartmonday.com.au](https://www.smartmonday.com.au). The material relating to about how super is taxed may change between the time when you read this statement and the day when you acquire this product.

Super can be taxed when you put money in, on investment earnings, or in certain circumstances, when you take money out. This is only a summary of significant tax rules on super applicable to Australian residents (other than temporary residents).

Further information about tax, including tax rates applicable from year to year, is available from the ATO website [ato.gov.au](https://www.ato.gov.au).

When you make contributions to your super

Before-tax contributions such as employer superannuation guarantee (SG) and salary sacrifice come out of your earnings before your employer applies PAYG tax. They are usually subject to tax at the concessional superannuation rate of 15%, which is why they're known as 'concessional' contributions. There's an annual cap of \$27,500 (for the 2023/24 financial year). Higher rates of tax can apply if you are a high-income earner.

After-tax contributions are not usually subject to tax, generally because PAYG or other income tax has already been paid before they are made to the fund. They're known as 'non-concessional' contributions, and there is an annual cap of \$110,000 (for the 2023/24 financial year)¹. If eligible, you can claim a tax deduction on non-concessional contributions by sending us a *Notice of Intent to claim a tax deduction* form and, if accepted, the contributions will be subject to concessional contributions tax and will count towards your concessional contributions cap.

Tax offsets or other benefits may apply. For example, where your spouse earns less than \$40,000 p.a. you may be eligible for a tax offset of up to \$540 p.a. on non-concessional contributions you make to your spouse's super. Eligible low-income earners may also receive a Low Income Superannuation Tax Offset and/or Government co-contribution. **WARNING:** There will be taxation consequences if contribution caps are exceeded.

Any tax on contributions that the trustee is liable to pay to the ATO is usually deducted from relevant contributions when they are received by the fund and remitted to the ATO as required.

¹ Where your total superannuation balance is greater than the 'transfer balance cap' at the end of the previous financial year, you will not be eligible to make non-concessional contributions. The transfer balance cap is subject to indexation as determined by the ATO. Refer to the ATO website [ato.gov.au](https://www.ato.gov.au) for information about how the cap will impact your ability to make additional contributions to the fund.

On your investment earnings

Tax of up to 15% is deducted from investment earnings on the investment options you hold in the fund.

When you take money out of super

There's no tax on any tax-exempt component of your super benefit. Tax may apply to the taxable component of your benefit depending on your age or the type of withdrawal. Taxable and tax-exempt components depend on the tax treatment of contributions into your account. Once you turn 60, any withdrawals from your super are generally tax free. Death benefits and terminal illness benefits are generally tax free. Special arrangements apply to some payments.

Providing your tax file number (TFN)

WARNING: You should provide your TFN when acquiring this product. If we don't hold your TFN, we may not accept member contributions for you, the tax on concessional contributions and superannuation benefits may be higher and it may be more difficult to locate any lost super benefits or consolidate your superannuation. You can check whether we have received your TFN as it will be noted in your *Welcome Pack*.

8. Insurance in your super

! You should read the important information about insurance before making a decision. Go to the *Insurance* reference guide at [smartmonday.com.au](https://www.smartmonday.com.au). The material relating to insurance may change between the time when you read this statement and the day when you acquire this product.

Insurance cover is available in the fund through a group insurance policy with 'the insurer', **AIA Australia Limited (ABN 79 004 837 861 AFSL 230043)**, held by the trustee. Cover is subject to the terms and conditions contained in the policy, the interpretation of which prevail over any information that may be inconsistent with the PDS, *Insurance* guide, and any related factsheet.

Insurance cover in the fund is designed to be flexible and affordable. If something happens to you, insurance can help you to look after yourself and your family, while maintaining an income and continuing to save for retirement.

Types of insurance cover

- > Death (including terminal illness)
- > Total and permanent disablement (TPD)
- > Income protection (*optional*)

Standard cover for Death and TPD

Standard cover (also referred to as minimum level of cover) is available to eligible members under age 65 who opt-in to cover on the *Application* form. (You can also opt-in to standard cover within 90 days of receiving your *Welcome Pack*. Applications for standard cover received after 90 days will be subject to approval by the insurer). The level of cover is based on your age (as set out in the table on the next page). Cover is limited to New Events for 24 months (see next page).

Standard cover for Death and TPD (continued)

WARNING:

- Check the information in your *Welcome Pack*. If you haven't got insurance cover and you want to opt-in to standard cover, the *Welcome Pack* will provide instructions on how to do this. It's also important to check that we have accurately recorded your occupation, because this can affect your eligibility for and the cost of cover. We rely on information you provide us on your application form when establishing eligibility for any standard cover and the applicable occupation factor. If the information is incorrect or incomplete, standard cover may not apply or the cost of cover, or benefits may be affected. **If you are working in an occupation which is ineligible for cover under this policy, or your occupation changes, you should let us know as soon as possible.**
- Additional information about eligibility, level and type, insurance fees, cancellation of cover, conditions, exclusions and other significant matters relating to insurance is included in the *Insurance* guide. You should read it before deciding whether the insurance provided by this product is appropriate.

Standard cover - minimum levels of cover

Age	Death and TPD cover (\$)	Age	Death and TPD cover (\$)
Up to 42	346,708	54	97,079
43	325,906	55	76,274
44	305,103	56	68,647
45	284,303	57	61,020
46	263,499	58	53,395
47	242,697	59	45,765
48	221,892	60	38,138
49	201,091	61	30,511
50	180,288	62	22,885
51	159,487	63	15,255
52	138,682	64	7,626
53	117,880	65	0

Note: The levels of cover shown here are current as at 1 July 2023. Levels of cover are indexed annually on 1 July each year to inflation (as measured by the Consumer Price Index).

New Events cover

If you opt-in for standard cover on the application form or within 90 days of receiving your *Welcome Pack*, your cover will be limited to New Events for the first 24 months. This means you'll only be covered for an injury or illness that occurs or becomes apparent after your cover commences or most recently recommences, and is not related to an injury or illness that occurred before the applicable date.

You'll automatically receive Full Cover once you are At Work for 30 consecutive days at the end of the 24-month period.

You can apply to remove the New Events restriction (and get Full Cover) on joining by completing the relevant section of the *Application* form and the *Personal statement and declaration of health* form available on the website at smartmonday.com.au. Full Cover will be subject to the insurer's approval.

The At Work requirement

New Events cover converts to Full Cover when the At Work requirement has been satisfied for 30 consecutive days after the end of the 2-year New Events period.

Being At Work is described in detail in the *Insurance* guide. In general it means you're at work performing all your normal duties in a normal and reasonably healthy capacity, and takes into account that you can be on approved leave (e.g. annual leave) which is not related to any injury or illness.

It's important that you understand what being At Work means as it determines the scope of your insurance cover such as whether you're covered for any pre-existing conditions you may have at the time of commencement (i.e. Full Cover) or whether your cover is limited to New Events (i.e. an injury or illness that occurs or becomes apparent after your cover commences).

Income protection (optional)

If you are eligible, you can apply for income protection insurance (also known as salary continuance). If you're temporarily unable to work because of an injury or illness, income protection insurance can help you cope financially and support you in your return to work.

If you have cover, a monthly benefit is paid if you meet the definition of totally disabled (or partially disabled, after a period of total disability). Maximum monthly benefit limits apply.

You can tailor your cover to suit your needs and budget with a range of options:

- Waiting periods (30, 60, or 90 days)
- Benefit periods (2 years, 5 years, or to age 65)

Tailoring cover to suit your needs

Depending on the type of cover you have, you can apply to increase, reduce, fix your level of cover at a dollar amount, or transfer other cover you may have into the fund. Eligibility criteria apply and any changes are usually subject to acceptance by or on behalf of the insurer. Before entering into a life insurance contract, you have a legal duty to take reasonable care not to make a misrepresentation to the insurer before the contract of insurance is entered into. See the *Insurance* guide for more information regarding this duty and your obligations.

Call us on **1300 880 588** or complete one of the insurance forms available at smartmonday.com.au.

What is the cost of insurance cover?

The total cost of your insurance is referred to as 'insurance fees' and includes the insurance premium and an insurance administration fee. Insurance fees depend on the insurance fee rates for your age, the type and amount of your cover, your occupation factor, and for income protection; whether you are male or female, and the waiting period and benefit period applicable to your cover. Additional loadings may apply in certain circumstances.

Fees will be deducted monthly in arrears from your account from the time you join the fund. See the *Insurance* guide for more information.

Death and TPD

The annual insurance fees for \$1,000 of death and TPD cover (ignoring any occupation factor) generally ranges from \$0.37 to \$26.56, depending on your age.

An example of a person turning age 42 with an occupation factor 'Blue collar' with standard minimum level of cover for death and TPD of \$346,708 the cost of one year's cover is \$849.43. See page 10 of the *Insurance* guide for calculations.

Income protection (optional)

The annual insurance fees can vary depending on the insurance fee rates for your age, the amount of the benefit, the Benefit Period and Waiting Period you select, your gender, your occupation factor, and any additional loadings (if any).

An example of a female turning 35 selecting a benefit period of 5 years, a waiting period of 90 days, with an occupation factor 'Grey collar', and a monthly benefit payment of \$1,800 (which is 75% of her normal monthly income), the cost of one year's cover is \$108.86.

WARNINGS:

- There are costs associated with insurance cover that you are responsible for. Insurance fees will be deducted from your account balance unless you cancel it.
- We must cancel your insurance cover if your account becomes inactive for 16 continuous months. If you wish to keep your cover notwithstanding inactivity in your account, you can make a written election or you can ensure your account doesn't become inactive by making regular contributions. Cover may cease in other circumstances including if there is insufficient money in your account to meet insurance fees.
- You can cancel any cover you have in the fund at any time by contacting us. Future applications for cover will be subject to acceptance by the insurer. The insurer may also decide to apply restrictions or a loading to your cover after assessing your application.
- Insurance fees will be based on a 'Heavy Blue collar' occupation factor if you don't advise us of your occupation on your *Application* form. Check your *Welcome Pack* and let us know if it does not accurately reflect your occupation.
You may not be eligible for cover if you are working in an occupation which is not eligible for cover under the policy.

Making a claim

We're here to help, so call us on **1300 880 588**. We'll do our best to ensure you've got the support you need and your claim is processed as quickly and efficiently as possible.

9. How to open an account

Read this PDS including any additional reference guides before deciding to apply for membership in the fund.

You should consider any contributions into your super that you or your employer will make, your investment strategy, insurance cover, and who you want to leave your super benefits to if you die (i.e. nominating your beneficiaries).

Complete and return the *Application* form located in the *Member kit* available at smartmonday.com.au. We'll send you a *Welcome Pack* shortly after opening your account in the fund.

Making financial decisions

If you have a financial adviser, they can help you make decisions about your super and a wide range of financial matters.

If you don't have an adviser, call **1300 880 588** or email us at enquiries@contact.smartmonday.com.au

Cooling-off period

You have a cooling-off period of 14 days (plus 5 business days) after joining the fund. During this period, you can cancel your membership and we will deal with any contributions you've made to your account in accordance with government legislation. Call us for details.

Complaints

If you have a complaint, call us on **1300 880 588** or put your complaint in writing to the 'Enquiries Officer' at:

- **Email:** enquiries@contact.smartmonday.com.au
- **Post:** Reply paid 93268, Melbourne VIC 3001

You can also refer the matter to the Australian Financial Complaints Authority (AFCA), although they will likely refer the matter back to us if you have not raised it with us previously. AFCA provides fair and independent financial services complaint resolution that is free to consumers. You can contact AFCA at:

Australian Financial Complaints Authority
GPO Box 3, Melbourne VIC 3001
Phone: 1800 931 678
Email: info@afca.org.au
Online: www.afca.org.au

See the *Enquiries & complaints* factsheet on our website at smartmonday.com.au for more information.

Privacy

The fund is subject to a privacy statement to protect your personal information. See the reference guide *Tax, super and privacy* for more information about privacy. The trustee's privacy statement is available at eqt.com.au/global/privacystatement.

Contact details

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An investment in smartMonday DIRECT is neither a deposit nor a liability of smartMonday, Equity Trustees Superannuation Limited, nor any of their related entities and none of them guarantees your investment in the product. The trustee's address is GPO Box 2307, Melbourne, VIC, 3001.

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