Superhero Super

Product Disclosure Statement

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This Product Disclosure Statement (PDS) is a summary of significant information about Superhero Super (Superhero Super). The PDS includes references to important information that forms part of the PDS and is included in the Additional Information Guide, Direct Investment Guide and the relevant Superhero Super Insurance Guide or Superhero MySuper Insurance Guide (PDS Guides). The PDS Guides together with the Target Market Determination can be found on our website at superhero.com.au/support.

You should consider this information before making a decision about the product, including whether to acquire or continue to hold the product. You should keep a copy of the PDS for future reference.

This PDS provides general information only and doesn't take into account your personal objectives, financial situation or needs. You should consider the appropriateness of the information having regard to your own circumstances before making any decision about whether to acquire the product. Should you wish to seek financial advice, please consult a licensed financial adviser who can tailor options to suit your personal circumstances.

When making an investment decision, remember that all investments carry some risk. Investment returns are not guaranteed. Past performance is not a reliable indicator of future performance and should never be the sole factor considered when selecting a superannuation fund.

Important information for you to know

This PDS can only be used by persons receiving it (electronically or otherwise) in Australia and applications from outside Australia will not be accepted. Superhero may reject an application without giving reasons.

The information in this PDS is current at the date of publication. It may change due to amendments to legislation or regulations, fund rules and other causes. In the event of a material change occurring in the information contained in this guide, the trustee will notify existing members in writing.

Nippon Life Insurance Australia and New Zealand Limited ABN 90 000 000 402 AFSL 230694, trading as Acenda Life (insurer) and Mercer Investments (Australia) Limited (ABN 66 008 612 397) (AFSL244385) (Investment Manager) have consented (and has not withdrawn their consent) to the inclusion of name in their PDS.

We may update information via our website, rather than via the PDS, if that information is not materially adverse to members.

You may request a paper or electronic copy of the PDS and the PDS Guides free of charge by contacting us.

Fund specific information is published on **superhero.com.au**.

1. About Superhero Super

Superhero Super

Superhero Super is a superannuation product focussed on delivering better outcomes, lower fees and the flexibility, transparency and choice to help members to accumulate and grow their super savings. Superhero includes "Superhero MySuper" and "Superhero Super" accounts.

If you choose to join Superhero you will have a Superhero Super account. When joining, you are required to select your investment choice(s) to direct your contributions.

If your employer chooses the Fund for you, you will have a Superhero MySuper account. Superhero MySuper Members are invested 100% in MySuper Growth Option.

The Fund is authorised to offer a MySuper product, which is our default Superhero MySuper Growth investment option. (MySuper authorisation 43905581638357).

You'll find our MySuper Product Dashboard on our website **superhero.com.au/mysuper**.

We have put together a range of investment options that allow you to diversify your portfolio in line with your explicit preferences. You have the choice - from a selection of diversified and single sector investments options that are actively managed by a professional fund manager, Thematic investments, down to a range of direct shares, Exchange Traded Funds (ETFs) and Listed Investment Companies (LICs). For more information refer to section 5 of this PDS and section 6 of the Investment Guide.

The Trustee is required to disclose certain Trustee information and documentation on a website. Accordingly, the Trustee's website (**diversa.com.au/governance** and **diversa.com.au/funds** under OneSuper) contains the required transparency information documentation. The information includes, but is not limited to, the Trust Deed, the PDS, the most recent Annual Report, the Trustee and

executive remuneration and the names of material outsourced service providers for the Fund.

2. How Super works

Superannuation is a means of saving for retirement which is, in part, compulsory. Most Australian employers are required by Government legislation to contribute a percentage of an employee's ordinary time earnings to a superannuation fund. These compulsory contributions are referred to as Superannuation Guarantee ("SG") contributions. You can also make personal contributions towards superannuation.

Contributing to Super

There are different types of contributions that may be made by or on behalf of a person to super, including Employer, Personal, Spouse, Government co-contributions and Downsizer contributions.

The Australian Government provides Tax concessions in Superannuation, that is, taxable superannuation income is assessed at a lower tax rate than ordinary and statutory income by the Australian Tax Office (ATO). Refer to Section 7 of this PDS for more information.

As most people have a right to choose which superannuation fund their employer should direct their SG contributions (called "choice of fund"), it is important that you take an interest in your super and help it grow into a healthy retirement nest egg. Contact your employer to check whether you can make a choice of fund, by nominating Superhero Super as your chosen fund. Further information about 'choice of fund' is available at **ato.gov.au/superchoice**.

Accessing your super

You can access your superannuation savings once you retire or after reaching your preservation age or in other circumstances as permitted by law (for example, death, permanent incapacity and financial hardship), called "conditions of release".

The conditions of release for temporary residents vary from those applicable to Australian citizens, New Zealand citizens or permanent residents of Australia. There are certain circumstances in which superannuation benefits must be transferred by the Trustee to the ATO (for example, small or unidentifiable lost accounts, unclaimed benefits on or after age 65 and unclaimed benefits of former temporary residents). Further details can be found on the ATO website: **ato.gov.au/Individuals/Super/Withdrawing-and-using-your-super/**.

You should read the important information about how super works before making a decision. Go to Section 2 of the Additional Information Guide available at superhero.com.au.

The material relating to how super works may change between the time when you read this PDS and the day when you acquire this product.

3. Benefits of investing with Superhero

Your life savings deserve your attention. The opportunity to enjoy your savings might be a little or a long way off – but we believe you should have a say in how your nest egg is invested.

We created Superhero Super for you. We want to give you the power to invest your super the way you want – from Diversified, Single Sector, and Thematic, right down to individual shares, ETFs and LICs – invest your money in the things that you believe in and play an active role in setting yourself up for retirement and if you do not make an investment choice, you will be a Superhero MySuper member invested in MySuper Growth. Protecting you and your family is equally as important and we understand that your circumstances are different to others. That's why our members are generally automatically eligible for insurance cover, subject to the terms and conditions of the insurance policy. Superhero MySuper members receive default insurance cover upon joining, subject to eligibility requirements.

Insurance is offered under a group insurance policy (refer to Section 8 of this PDS for more information).

You should read the important information about the benefits of Superhero Super before making a decision. Go to Section 4 of the Additional Information Guide available at superhero.com.au/support. The material relating to the benefits of investing with Superhero may change between the time when you read this PDS and the day when you acquire this product.

4. Risks of Super

It is important to keep in mind that all investments, including superannuation, carry varying levels of risk. Before you invest with Superhero Super, you will need to consider and understand that:

- the value of the investment will go up and down;
- the level of returns will vary, and past returns are not indicative of future returns;
- different strategies may carry different levels of risk, depending on the assets that make up the strategy;
- returns are not guaranteed, some members may lose their money and negative returns will result in a reduction in your account balance;
- the amount of your future superannuation savings (including contributions and returns) may not be enough to provide adequately for your retirement;
- laws affecting your super may change in the future;
- the level of risk for you will vary depending on a range of factors including your age, your investment timeframe, where other parts of your wealth are invested and your risk tolerance.

Risks with investing in the Fund include:	
• Legal and regulatory risks • Third Party risks • Cyber security risks	
Investment strategies and the underlying investments risks include:	
• Economic • Market • Interest rate • Currency	• Industry • Emerging market • Credit • Liquidity • Regulatory

The risk profile of an investment product cannot be measured or assessed with certainty and may include one or several of the risks highlighted above. Generally, long duration assets associated with higher long-term returns (e.g. equities, long duration debt) may carry a higher level of risk than short duration assets (e.g. cash). Your level of personal risk will vary depending on a range of factors (i.e. age, investment timeframe, where other parts of your wealth are invested and your risk tolerance).

You are encouraged to seek independent, quality professional advice when considering your personal objectives, financial situation and needs.

You should read the important information about the risks of super before making a decision in Section 5 of the Additional Information Guide available at superhero.com.au/support. The information relating to the significant risks of Super may change between the time when you read this PDS and the day when you acquire this product.

5. How we invest your money

Superhero offers a broad range of investment options to provide flexibility and choice, allowing you to build your portfolio as you wish – from Diversified and Single Sector investment options managed by the Investment Manager, Thematic investment options, as well as Direct S&P/ASX 300 individual shares , ETFs and LICs.

Superhero members must invest a minimum portion of 25% of their total balance across Diversified and /or Single Sector Investment Options.

Investment limits also apply to any single investment and investment categories for Thematic Options and Direct Investment Options. More information can be found in section 6 of the Additional Information Guide.

You may choose to invest in one option or a combination of options, and you can switch at any time via the online member portal. Each investment option has different types and levels of risk, potential returns, fees and costs and investment time frames.

If you choose to join Superhero you are required to select your investment choice(s).

If you are a MySuper member and do not make an investment choice, you will be invested in MySuper Growth.

Superhero Super may change the MySuper option, or the investment options offered. We will notify you in advance where these changes are material and information about all changes will be included in the Additional Information Guide and Direct Investment Guide available on our website at superhero.com.au/support.

WARNING: You must consider the likely investment return, the risk and your investment time frame when choosing which investment option to invest in.

Investment Options

Superhero MySuper
MySuper Growth

Superhero Super	
Diversified	**Direct**
• Conservative • Moderate • Growth • High Growth	Direct investment in shares in the S&P/ASX 300 Index, ETFs and LICs
Single Sector	**Thematic**
• Australian Shares • International Shares • Australian Listed Property • Australian Fixed Interest • International Fixed Interest (hedged) • Cash	• U.S. Tech Giants • Asia Tech Tigers • Global Healthcare • Global Sustainability Leaders (unhedged) • Global Sustainability Leaders (hedged) • Australian Sustainability Leaders • Gold

As an example, *information on the likely investment return, the risk and the minimum suggested investment time frame is set out below for the MySuper Growth and Growth Investment Options. Refer to the Additional Information Guide and Direct Investment Guide for all other available Investment Options.*

Investment Option	MySuper Growth	Growth
Who is this investment suitable for?	Members who seek exposure to mainly growth assets and can tolerate a high level of risk over the long term. This option invests mainly in growth assets across most asset classes.	
Investment return objective	Aims to provide a net return after tax and investment costs equal to or better than inflation plus 2.25% p.a. when measured over any 10-year period.	Aims to provide a net return after tax and investment costs equal to or better than inflation plus 2.25% p.a. when measured over any 8-year period.
Minimum suggested time frame	10 years	8 years
Standard Risk Measure	6 - High	
Asset Class	**Strategic Asset Allocation (SAA)**	**Asset allocation range**
Defensive	**25%**	
Cash	3%	0% - 15%
Australian fixed interest	10%	5% - 20%
International fixed	12%	5% - 25%

interest		
Growth	**75%**	
Australian equities	30%	15% - 50%
International equities	30%	15% - 50%
International equities (hedged)	0%	0 %- 50%
Real Assets	15%	0% - 25%

Socially responsible investing

The underlying investment managers may have their own policy on the extent to which labour standards or environmental, social or ethical considerations are taken into account when making investment decisions. Whether a manager has such a policy, or the contents of such a policy, is not mandated by the Trustee when selecting or monitoring managers. The Trustee does not currently require any managers we appoint to take any such considerations into account when making their investment decisions.
You should read the important information about how we invest your money before making a decision in the Direct Investment Guide and section 6 of the Additional Information Guide available at superhero.com.au. The information relating to the significant risks of Super may change between the time when you read this PDS 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.*

*Note: The wording shown above is required by law. Please note that Superhero Super's fees and costs are not negotiable.

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.

Fees and Other Costs

This section shows fees and other costs that you may be charged. These fees and other costs may be deducted from your account, 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.

You should read all the information about fees and other costs because it is important to understand their impact on your investment. The below table can be used to compare costs between separate products. Details about the fees and other costs disclosed here can be found in Section 7 of the Additional Information Guide. All fees disclosed are GST inclusive. For the definitions for each type of fee refer to Section 7 of the Additional Information Guide.

The fees and other costs for the MySuper product and each investment option offered by the superannuation entity, are set out in the Additional Information Guide in Section 7.

Fees and Costs Summary

This table is an example of the fees and costs for the MySuper Growth and Growth investment options.

Investment Option	**MySuper Growth**	**Growth**	
Type of fee or cost	**Amount**	**Amount**	**How and when paid**
Ongoing annual fees and costs			
Administration fees and costs	Administration fee of $20 per annum*	Administration fee of $52 per annum	Administration fee is calculated daily and deducted monthly in arrears from your account on the first day of each month. * This fee is not charged if your MySuper account balance is

	PLUS Asset-based administration fee of 0.35% per annum on your account balance.	PLUS Asset-based administration fee of 0.35% per annum on your balance up to $1,500,000**	below $2,000 at the time the fee is applied Asset-based administration fee is calculated daily on your total account balance and deducted monthly in arrears from your account proportionately from Diversified and Single Sector and Thematic Investment Options. **No asset-based administration fee is payable on the portion of your balance that exceeds $1,500,000 (not applicable for MySuper balances).
	PLUS 0.17% per annum[2]		Deducted from the Fund's Expense Reserve throughout the year and not directly from your account. This is not an additional cost to your account, but it is required to be disclosed.
Investment fees and costs[3,4,5]	PLUS 0.31% per annum		Deducted from the assets of the underlying investments and reflected in the daily unit price. This fee is not deducted directly from your account.
Transaction costs	Nil		Transaction costs are an estimate based on the transaction costs payable in the previous financial year.
Member activity related fees and costs			
Buy/Sell spread	0.102%/0.102%		Deducted on a transactional basis every time units in an investment option are bought and sold, this is reflected in the unit price and may affect your investment. This fee is not deducted directly from your account.
Switching fee	Nil		Not applicable
Other fees and costs	Nil		See 'Additional explanation of fees and costs' in the Additional Information Guide for a description of other fees and costs; such as other activity fees, brokerage fees, advice fees for personal advice, insurance fees.

1 - If your account balance is less than $6,000 at the end of the financial year, certain fees and costs charged to you in relation to administration and investment are capped at 3% of your account balance. Any amount charged in excess of that cap will be refunded directly to your account.
2 - These amounts are estimated based on previous financial year(s). The actual amount will change from year to year and may be more or less than the amounts shown. For details of the calculation basis for these amounts see the Additional Information Guide 'Additional explanation of fees and costs'.
3 - For amounts for each investment option see the Additional Information Guide 'Additional explanation of fees and costs'.
4 - Investment fees and costs include an amount of zero performance fees for MySuper Growth Option and 0.003% for Growth Option. Refer to Additional Information Guide for more details on Performance Fees. The Trustee does not charge performance fees.
5 - For the Direct investment option, if you hold ETFs and LICs, underlying fees and costs will be charged by the product issuer. Refer to the issuer's website and relevant disclosure documents for the latest fee and cost information.

Example of annual fees and costs for the Superhero MySuper Growth and Superhero Super Growth

The below table gives an example of how the ongoing fees and costs for the MySuper Growth and Growth investment options can affect your superannuation investment over a 1-year period. You should use this table to compare this superannuation product with other superannuation products.

Investment Option	MySuper Growth - Balance of $50,000		Growth - Balance of $50,000	
Administration fees and costs	Administration fee of $20 per annum PLUS Asset-based administration fee of 0.35% per annum of your account balance	For every $50,000 you have in the superannuation product you will be charged or have deducted from your investment $175 in administration fees and costs plus $20 regardless of your balance.	Administration fee of $52 per annum PLUS Asset-based administration fee of 0.35% per annum of your account balance	For every $50,000 you have in the superannuation product you will be charged or have deducted from your investment $175 in administration fees and costs plus $52 regardless of your balance.
	0.17%	And $85 paid from the Fund's expense reserve.	0.17%	And $85 paid from the Fund's expense reserve.

		This is not a cost to you.		This is not a cost to you.
PLUS Investment fees and costs	0.31%	**AND** you will be charged or have deducted from your investment $155 in investment fees and costs.	0.31%	**AND** you will be charged or have deducted from your investment $155 in investment fees and costs.
PLUS Transaction costs	Nil	**AND** you will be charged or have deducted from your investment **$0.00** in transaction costs.	Nil	**AND** you will be charged or have deducted from your investment **$0.00** 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 total fees and costs **of $435** for the superannuation product. Please note: $85 out of this total amount will not be charged to you but is required to be disclosed. **You will be charged total fees of $350**.		If your balance was **$50,000** at the beginning of the year, then for that year you will be charged total fees and costs of **$467** for the superannuation product Please note: $85 out of this total amount will not be charged to you but is required to be disclosed. **You will be charged total fees of $382.**	

*Additional fees may apply. Assumes your balance of $50,000 is maintained throughout the year. If you leave the superannuation entity, you may be charged a buy-sell spread which also applies whenever you contribute, exit or rollover. The buy-sell spread for exiting is 0.102% (this will equal $51 for every $50,000 you withdraw).

Defined Fees

For further information regarding the definitions for each type of fee referred to in the above table, go to the 'Defined fees' table located under the heading 'Section 7 Fees and costs' within the Superhero Additional Information Guide.

Fee calculator

ASIC's website **moneysmart.gov.au** has a super calculator you can use to calculate the effect of fees and costs on your Account balance.

Changes to fees and costs

The Trustee can change the fees and costs that you may be charged without your consent. We will notify you of material increases in fees, other than buy-sell spreads and indirect costs at least 30 days in advance. Estimated fees may vary from year to year depending on the value of your account balance and your investment option. These changes will be available at **superhero.com.au/support** and you should check for the most up to date information before making any decisions. Prior notice is not required where an increase reflects an increase in costs.

You should read the important information about the Fees and Costs before making a decision in Section 7 of the Additional Information Guide available at superhero.com.au/support. The information relating to the significant risks of Super may change between the time when you read this PDS and the day when you acquire this product.

WARNING: You may agree to pay additional fees to your financial adviser, if an adviser is consulted. Details of the fees you agree to pay should be set out in the Statement of Advice or Fee Disclosure Statement your adviser gives you. The amount of the fees may be deducted from your Superhero Super Account if you agree with your adviser to do so.

7. How super is taxed

Contributions, investment income and withdrawals from your account may be assessed for tax purposes by the ATO, however, generally any taxes applicable to superannuation are at a concessional (lower) rate.

WARNING: As concessional tax rates do not apply to contributions which exceed Government contribution limits, there may be tax consequences where these limits are exceeded.

Contributions

Concessional contributions (for example, employer contributions and deductible member contributions) are ordinarily subject to a contributions tax rate of 15% provided you have supplied the Trustee with your Tax File Number (TFN). The Fund calculates the contributions tax payable. Non-concessional contributions (for example, non-deductible member contributions) are usually not subject to tax.

If your concessional contributions and/or non-concessional contributions in a financial year exceed Government contribution limits, additional taxes will ordinarily apply on the excess amounts. Taxes on excess contributions are a personal tax liability which may be released from your super fund.

You may elect to release up to 85% of your excess concessional contributions which we will pay to the ATO upon receiving a release authority to help pay your tax liability.

Concerning excess non concessional contributions, you can choose to withdraw any excess contributions plus 85% of its earnings. These earnings will be taxed at your personal rate (less a 15% tax offset). If you don't withdraw the excess contributions, they will be taxed at 47% in the Fund. Taxes may also apply to transfers of superannuation into the Fund from an untaxed source (for example, certain public-sector schemes).

How tax is paid

Tax on contributions and withdrawals is paid directly from your account or from the withdrawal itself.

Tax on investment earnings

Net earnings relating to accumulation accounts are generally taxed at 15%, however the rate may be less due to tax credits or other rebates. Refer to Section 8 in the Additional Information Guide for more information.

Withdrawals

If you are under 60 years of age and satisfy a condition of release, withdrawals from your super account may be subject to tax. Benefits paid to members aged 60 and over, lump sum death benefits paid to tax dependants and terminal illness benefits are generally tax-free. Taxes do not usually apply to transfers to another superannuation fund.

Eligibility

WARNING: You should provide your Tax File Number (TFN). When you join Superhero Super, we cannot compel you to provide your TFN, however Superhero may not be able to process a member registration unless you provide your TFN. Therefore, it is a condition of membership of this Fund that you provide your TFN. If we don't hold your TFN then:

- higher tax will be applied to your concessional contributions;
- the tax on your superannuation benefits may be higher
- we cannot accept personal contributions from you;
- it may be more difficult to locate any lost super or consolidate your accounts.

Tax on death benefits

Lump sum death benefits paid to dependants for tax purposes are fully tax free. The tax treatment for lump sum benefits paid to non-dependants for tax purposes is different. No tax is payable in respect of any tax-free component while any taxable component will be taxed at rates between 15% to 30%, plus any applicable levies.

You should read the important information about how super is taxed before making a decision in Section 8 of the Additional Information Guide available at superhero.com.au or ato.gov.au/super for further information related to taxation within your super. The material relating to taxation of your super may change between the time you read this PDS and the day when you acquire the product

8. Insurance in your super

The types of insurance cover offered by Superhero Super are:

- Death only cover (which includes terminal illness cover);
- Death and Total & Permanent Disablement (TPD) cover (which includes terminal illness cover);
- TPD cover only (refer to insurance guide) and;
- Income Protection cover.

The table below summarises the levels and types of cover available for eligible members with a Superhero Super or Superhero MySuper account. Refer to the Insurance Guides for a further explanation of the types of cover below.

Type of Cover	Superhero Super	Superhero MySuper
Default Cover*		
Death and TPD Cover	Up to $250,000	Up to $610,400
Death Cover Only	Up to $250,000	Up to $610,400
TPD Only Cover	Up to $250,000	Up to $610,400
Income Protection Cover	N/A	Up to $30,000 per month (refer to insurance guide)
Voluntary Cover		
Death Cover	Up to $3,000,000	Up to $10,000,000
TPD Cover	Up to $3,000,000	Up to $3,000,000
Terminal Illness Cover	Up to $3,000,000	Up to $3,000,000
Income Protection Cover	75% of monthly income (up to $30,000 per month)^	Up to $30,000 per month (refer to insurance guide)

*actual amount of default cover available will depend on your age & for MySuper members, arrangements with your employer.
^ Please refer to the applicable Insurance Guide for further information.

Apply for insurance cover

When you become a member of Superhero Super, are 'at work', are over 25 years of age and have a sufficient account balance and you do not opt-out, you are generally automatically eligible for default insurance cover, without the hassle of paper forms and underwriting. There are costs associated with insurance cover.

WARNING: If you are eligible for default insurance cover in the Fund and you do not opt out of cover or cancel your cover, your insurance cover will commence once we have received your first rollover or contribution sufficient to meet your premium. We will deduct your premium from your account within 5 business days from the end of each month in arrears.

For default Death and TPD cover for members with a Superhero MySuper account, levels of cover will depend on your age, gender, occupation. The cost of cover for one Unit of Automatic Death & TPD Cover is $4.89 per week.

For default income protection cover for members with a Superhero MySuper account, the level of cover depends on the specific arrangements with your employer. The cost of default income protection insurance cover is based on your age, gender and occupation. The cost of cover per $1,000 insured for a light blue collar occupation type ranges from $0.07 to $1.25 per week for MySuper default income protection.

For default Death and TPD cover for members with a Superhero Super account, levels of cover will depend on your age. The cost of cover per $1,000 insured ranges from $0.01 to $1.45 per week for default Death & TPD Cover.

There is no default income protection cover for members with a Superhero Super account.

For information on the costs, type and level of insurance cover available, refer to the applicable Insurance Guide for more details. When you join Superhero Super through the Superhero Super App or website onboarding process, you can opt out of Default Cover when completing your Member Application. Alternatively, you can opt out of insurance cover at any time via the Profile section of your account.

Members with a Superhero MySuper account will receive the default level of cover for Superhero MySuper cover after their account is created and they meet the eligibility criteria.

For details on the eligibility criteria for Insurance Cover with Superhero Super please read the Superhero Super Insurance Guide or Superhero MySuper Insurance Guide.

Vary your insurance cover

If you would like to vary or increase your insurance cover, you can apply for voluntary cover and you will need to complete the Personal Short Form Statement available on our website or by contacting us. Any increase in cover is subject to being accepted by the Insurer and further underwriting may be required. Your completed form must then be submitted to us via email at **super@superhero.com.au**. Your insurance application will be sent to the insurer to be assessed and they will either accept or reject the level of cover you have requested.

Cancelling your insurance cover

If you would like to cancel your insurance cover you can do so from the Superhero Member Portal or by contacting us at **super@superhero.com.au**.

Termination of insurance cover

Cover ceases in certain circumstances, including when the maximum insurable age is reached or when there are insufficient funds in a member's account to pay for cover.

We cannot continue to provide insurance cover to accounts which have not received a contribution or rollover for sixteen consecutive months or longer, unless you make an election to maintain cover notwithstanding inactivity. We'll let you know if you're at risk of losing cover, and what your options are.

WARNING: Insurance terms and conditions (in particular, eligibility criteria, cover cessation circumstances and exclusions) may affect your entitlement to insurance cover or the payment of insured benefits so you should read the Superhero Insurance Guide or Superhero MySuper Insurance Guide for further information about insurance cover and other insurance related documentation available to you before deciding whether the available insurance cover options are appropriate for you.

You should read the important information about insurance including when cover starts and ends, eligibility criteria for commencement of cover and payment of insured benefits, the level and types of cover available, premium costs, exclusions and other important terms and conditions before making a decision about whether the insurance is appropriate for you. Additional information is available in the Superhero Super Insurance Guide or Superhero MySuper Insurance Guide. Go to superhero.com.au/support. The information relating to insurance may change between the time when you read this PDS and the day when you acquire this product.

9. How to open an account

Superhero MySuper

Your employer is able to open an account on your behalf, so there's no need to complete an application form. In order to access the member portal, you will need to click the link in your welcome email to claim your account.

Superhero Super

If you choose to open an account and become a member of Superhero, you must:
- complete an online application form available at superhero.com.au, where you will be provided a range of investment options to choose from;
You are not required to rollover any existing super however there may be investment restrictions and you may not receive certain benefits until you have an account balance.
It is a condition of membership that you provide your TFN. You cannot be compelled to provide your TFN but if you do not choose to do so your application will not be accepted.
When you apply, you must also give a direction as to how you want your account balance invested.

Cooling off

If you change your mind after you apply to open an account and you have not exercised any right or power in relation to this product, you can cancel your account within 14 days from the end of the 5th day after the account is opened or from when you receive confirmation of the account's establishment (whichever is earlier).

This is called your 'cooling off' right. Upon exercising this right your investment amount will be refunded after making allowance for any investment fluctuations, fees, costs, taxes and insurance premiums, as permitted by law. In some cases, the investment amount can only be refunded by being retained within an accumulation account in Superhero Super or by transfer to another superannuation fund (that is, by 'cooling off' you will not necessarily be able to receive the investment amount in cash because the law sometimes requires that the investment amount is retained in the superannuation system until you satisfy a condition of release).

You may not be able to exercise your 'cooling off' rights if you have taken a payment or exercised certain other rights in relation to your account.

Complaints

If you have a complaint relating to the Product, contact Superhero:

Email	**super@superhero.com.au**
Online Chat	**superhero.com.au**
Phone	1300 675 148 9am – 5pm (AEST), Monday to Friday
Mail	Superhero Super PO Box R1055 Royal Exchange NSW 1225

We aim to resolve all complaints quickly and fairly. If you are not satisfied with the handling of your complaint or its decision, or the complaint is not dealt with within 45 days or other timeframe as prescribed by legislation, you may lodge a complaint with the Australian Financial Complaints Authority:

Online	**afca.org.au**
Email	**info@afca.org.au**
Phone	1800 931 678 9am – 5pm (AEST), Monday to Friday
Mail	Australian Financial Complaints Authority GPO Box 3 Melbourne VIC 3001

You should read the important information on how to open an account in Section 9 of the Additional Information Guide available at superhero.com.au before making a decision.