



Reference Guide:

General information

This Reference Guide was issued on 1 July 2023.

The information in this document forms part of:

- Product Disclosure Statement (PDS) for Accumulate Plus for Group Employee, Retained Benefit and spouse members dated 1 July 2023
- Retirement Access dated 1 July 2023.

This document was prepared and issued by Commonwealth Bank Officers Superannuation Corporation Pty Limited (ABN 76 074 519 798, AFSL 246418, RSEL L0003087), the trustee of Commonwealth Bank Group Super (the fund) (ABN 24 248 426 878, RSER R1056877, USI (for Accumulate Plus) and SPIN OSF0001AU).

We may change features of the fund as described in this Reference Guide at any time. We'll notify you of changes that adversely affect you, as required by law. If changes aren't materially adverse, we may issue an Update Notice before or after the change occurs instead of updating the Reference Guide. It's possible that changes may occur in the future without prior notice to you.

The information in this Reference Guide is general information only and doesn't take into account your individual objectives, financial situation or needs. You should consider the information contained and how appropriate it is to your own objectives, financial situation and needs before making a decision about the product.

You can obtain the most recent PDS, Reference Guides and Update Notices free of charge from our website oursuperfund.com.au/pds, or call our Helpline for a copy. You should seek professional advice tailored to your personal circumstances from an authorised financial adviser.

The target market for these products can be found in the product's Target Market Determination at oursuperfund.com.au/tmd.



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How our fund is managed

Our fund is managed by a corporate trustee. The trustee is responsible for making sure the fund operates in a fair manner and in accordance with the trust deed and relevant laws.

Our corporate trustee has a board of nine directors. The trustee board is comprised of three independent directors, three directors appointed by Commonwealth Bank as the fund’s employer sponsor and three directors elected by eligible voting members.

The trustee, assisted by a range of service providers and other professionals, is also responsible for investing the fund’s assets and communicating with members.

Our contact details are provided on page 1.

You can also find out more about the trustee and the fund on our website oursuperfund.com.au.

Member information you receive


When you join Accumulate Plus or Retirement Access and throughout your membership, we provide you with information to help keep you up to date.

Welcome kit

When your account is opened, we send you a welcome letter from us. We email this to you if we have an email for you; otherwise we post it to you. This letter contains important information about your account, so you should keep the letter in a safe place.

Your welcome letter contains your account number and key member details we have for you, plus other important information. This includes; the way your account is invested, set up instructions for Group Super Online and the Group Super App, and a link to the Member Guide (Product Disclosure Statement (PDS) for your account.

For Accumulate Plus accounts, your welcome letter also includes information about insurance, including whether you’re eligible for default cover. If you are eligible, we explain how you can opt in to begin this cover or when it may be turned on automatically.

 Read our *Reference Guide: Insurance cover (Death & TPD)* from oursuperfund.com.au/pds for more.

For Retirement Access accounts, your welcome letter also confirms your pension payment amounts and options.

If you already have an Accumulate Plus account with us

Having more than one open Accumulate Plus account means you pay administration fees and costs for each account. To help minimise the fees you pay, we have the following processes for managing multiple accounts.

If you’re re-hired by the Group and begin receiving employer contributions, we take steps to identify whether you hold an existing Accumulate Plus account. If we match your details to an open account, we’ll allocate your new Group employer contributions into this existing account. We will also update your records to reflect your current employment status.

If we find a similar but not exact account match, we may set up a new account and then contact you to confirm the match. Then if the existing account also belongs to you, consider whether you’d like to merge the two accounts. We won’t automatically merge any accounts unless you instruct us to do so.

If we notify you that a new account has been opened and you already have an account, you can also contact our Helpline. The Helpline team can help merge these accounts for you.

Once per year we also look at all Accumulate Plus accounts to try to identify members with more than one account. If we find multiple accounts for you, we write to you to ask for your instructions about whether you’d like to merge the accounts. We won’t automatically merge any accounts unless you instruct us to do so.




Retained Benefit transfer letter for Accumulate Plus

If you leave employment with the Group, the great news is that there are only a few things about your account that change. You become a Retained Benefit member in Accumulate Plus automatically and your account number and most of your account details all stay the same. This means you can continue to check your account through Group Super Online or the Group Super App and make transactions as normal.

You also continue to enjoy the same competitive fees and have access to the same range of investment options.

Any insurance cover you had for death or disability continues when you become a Retained Benefit member. However, there may be some changes to the way any existing insurance is calculated. You also retain any eligibility to receive default cover if that cover hasn't yet started at the date you become Retained Benefit member.

 Read our *Reference Guide: Insurance cover (Death & TPD)* from oursuperfund.com.au/pds for more.

You don't need to let us know directly that you've left employment – the Group lets us know after your last day. We then send you a confirmation, with information about our Retained Benefit membership category. Please update any phone and email details with us so we can continue to contact you quickly and easily with information about your account.

Communication preferences for benefit statements and other information

Receiving communications from us electronically makes it easier for you to access it from any device and helps us be more environmentally friendly.

For new accounts, if we have an email address for you, we automatically set your account to receive all fund communications electronically. If we don't have an email address for you then we will post your benefit statement and other important information. If you provide your email address at later stage, unless you tell us otherwise we'll send all fund communication electronically. If you'd prefer to receive some types of communications by post or opt out of some types of communications, you can update your communication preferences. You can do this via Group Super Online or the Group Super App, or by calling our Helpline.

Benefit statements

We provide you with a benefit statement effective 30 June each year. A statement helps you stay up to date with important features of your account, including your balance, transaction history, fees, investments, insurance and beneficiaries.

You can choose whether to receive your statements electronically or by post. However, you can't opt out of receiving statements completely, as we're required by law to provide a statement to you each year. If you prefer electronic statements but we receive an auto-reply that your email is invalid or undeliverable, we'll remove that email address from our records. Then we will send you statements by post.

Transaction confirmations

For Accumulate Plus members, we send you confirmation by email (or by post if you change your contact details), at the time of most account transactions. This excludes regular fee and insurance premium deductions and contributions. You can see details of all transactions in your online account and benefit statement at any time.

For Retirement Access members, we will send you information about your new minimum and maximum pension amounts. These amounts are also available in your online account at the beginning of each financial year. If you're under age 60 for part of a financial year, we send you a PAYG Payment Summary at the end of the financial year for tax purpose.

Additional information about your membership and our fund

Throughout each year, we also provide you with different types of information to help you get the most out of your membership with us.

We publish the fund's Annual Report following the end of each financial year. We generally make this available via our website, oursuperfund.com.au/annualreport, and we also let you know that it's available, e.g. through a newsletter or your benefit statement.

We may also send you newsletters, significant event notices for product or other changes, news about our fund or superannuation, or member surveys. If we don't hold a valid email address for you, you may not receive these communications. You can provide your email address through your 'Personal details' page in your online account. Similarly, you can also change your communication preferences at any time through your 'Personal details' page. Please note, member statements and significant event notices will be sent to you, as providing these communications is required by law. You cannot opt-out of member statements or significant event notice.

Looking for more information?

It's important that you understand the features of your account with us and how super works. This helps you to make the most of your super and maximise the savings you have to support your retirement.

The easiest place to find information is to start with our website oursuperfund.com.au. Or you could read our Member Guide (PDS) for either Accumulate Plus or Retirement Access at oursuperfund.com.au/pds or call us for a copy.

Our website also has other tools, resources, fact sheets and other information to help you learn more about super. Plus, you have access to Group Super Online or the Group Super App to find information about your account and transact online.

We also provide certain information about the fund and trustee. This includes, the trust deed and rules, audited financial statements, actuarial reports, procedures for appointing directors, the trustee's constitution, and details of executive remuneration. You can generally find this type of information at oursuperfund.com.au/aboutus or you can call our Helpline for a copy.



Your super is at your fingertips

You can view your account via our secure Group Super Online website or the Group Super App. You can also view investment and insurance details, your periodic statements, and make some transactions online.

Group Super Online

Go to oursuperfund.com.au/login and then click the login button. The first time you try to login, you need to activate your account by adding or confirming your email address and setting your password. Once you've logged in, you'll see a dashboard to view or access key information for your account.

Group Super App

To get started with our app, download the 'Group Super App' from your device's app store. You need your Group Super Online login details to access the app for the first time, so make sure you've activated your online account.

Within the app you can create a 4-digit device PIN and biometric authentication (for compatible devices).

If you don't use the app for more than 90 days, you'll be asked to re-enter your login details to restart the app for security reasons.

Full terms and conditions for using your online account either via the website or the Group Super App are available on the fund's website.

Terms and conditions of transacting with us

When you have an Accumulate Plus or Retirement Access account with us and you instruct us by phone or electronically, certain terms and conditions apply. You can find these on your Group Super Online and Group Super App login page under 'Terms of use & disclaimer'. It's important that you read and understand these conditions carefully before providing us with any instructions.

Use of telephone and electronic communications

Security of phone and electronic requests

- Our procedures reduce the risk of fraud. However, 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 instructions that you have not authorised but which appear to be authorised by you.
- All our members are automatically given access to communicate with us by phone or electronically. You need to tell us if you don't want us to accept instructions over the phone or electronically by sending us an original signed request.
- We will block access to your account for phone and electronic instructions by the second business day after we receive that request. Until this happens, these terms and conditions for phone and electronic communications will still apply to your account.

Information received by phone or electronically

- If your details provided over the phone or electronically do not match the details that we have recorded for the account, then we don't proceed with the request.
- We don't process a request if the instructions we receive are incomplete or illegible, or appear to contain errors. This is to ensure that the transaction we perform is exactly what you were requesting.
- We can change or cancel these terms for phone and electronic communications 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.
- If you do not accept changes to these terms, you may permanently stop instructing us by phone or electronically without fee or charge. You'll just need to provide us with an original signed request, as outlined under the heading 'Security of phone and electronic requests'.

Important: We recommend that you check the terms and conditions for transacting with us via phone or electronically 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.



Splitting super in the event of divorce or separation

The *Family Law Act 1975* and *Family Law (Superannuation) Regulations (FLSR)* enable all or part of a super benefit to be split from one spouse to the other in a property settlement in any Australian state or territory if a marriage or de facto relationship breaks down.

! Laws relating to family law and splitting super benefits are complex. You should seek your own professional, independent financial and/or legal advice to help you feel more confident about the decisions you make.

Splitting super payments

Under the FLSR, the following super benefits can be split, and may be paid to or on behalf of a member:

- accumulation super benefits, e.g. Accumulate Plus accounts
- account-based pensions, including transition to retirement income streams, e.g. Retirement Access accounts
- defined benefit super
- lifetime pensions or other complying pensions and annuities.

Some benefits may not be split payments and therefore can't be split under family law, including:

- a super benefit valued at less than \$5,000
- payments to a member on compassionate grounds or as a result of severe financial hardship
- regular payments to a member as a result of total but temporary incapacity within two years of the first payment. For example, salary continuance benefits; payments made after two years are not exempt
- death benefits paid to or in respect of a child of the member where the child is under 18 years old. Or the child is over age 18 but is in full-time education or requires special care as a result of physical or intellectual disability.

Superannuation splitting process

Requesting information

In considering super as part of a property settlement, one of the first steps is generally to determine the value of the benefit.

Either you or your legal or de facto spouse can request information about a super benefit in our fund. In the case of a binding financial agreement prior to a relationship, the person intending to enter into the agreement with you can also request information.

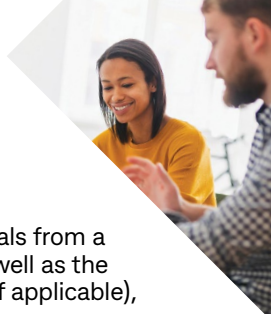
Information must be requested in writing on our *Request for information* form (oursuperfund.com.au/forms). A request can be made as part of a binding financial agreement prior to or during the relationship, or as part of the relationship breakdown process.

The information we provide about your super interest will only be provided to the eligible person who makes the request. The information can be used by the parties involved or a court to determine the splitting instructions. Your legal and financial advisers can also make recommendations based on the information.

The information we provide varies depending on whether you have a super or pension benefit. However we may include your account balance, taxation components, preservation status, and other information to allow the person or their financial adviser to accurately value the benefit. The information won't include your address or contact details.

The person completing the request for information form can nominate a date the information should apply. If no date is nominated, we provide the information as at the date we complete the request.

If someone makes a family law request about your account, we're legally not permitted to inform you that the request has been made.



Flagging a super account

A payment flag is an optional step that prevents us from making any split payments from the super account. A flag is most likely to be used where you're nearing retirement and a benefit is about to become payable. Or a flag could be a precaution if a settlement can't be reached immediately. It may also be used in cases where a benefit can't be split immediately, such as a defined benefit.

A flag can be placed by a Superannuation Agreement between the two parties or by a Court Order. A legal adviser can help with the documentation needed to flag an account.


A flag continues to operate even if either spouse dies.

An account is flagged within the period specified in a valid Court Order, or within 4 business days after a valid Superannuation Agreement is served on us. We'll notify you and your spouse once the flag is in place.

A flag doesn't stop all payments or withdrawals from a super account. Some types of payments, as well as the deduction of fees and insurance premiums (if applicable), can still be paid from a flagged account.

It may not be possible to flag or split some types of benefits or accounts. For example, if a death benefit has become payable, in which case a benefit could become payable even if the account is flagged. You should speak to your financial adviser if you think this may apply to you.

A flag can be removed by Superannuation Agreement or Court Order. If you and your spouse agree to lift a flag, you need to provide evidence that you've both sought legal advice about the implications.

 Read our *Family law and superannuation* fact sheet (oursuperfund.com.au/factsheets) for more information on how a benefit can be split by a property settlement through a Superannuation Agreement or Court Order.

Privacy

We're committed to protecting the personal and sensitive information that we hold about you. Our privacy policy complies with the Australian Privacy Principles and the Privacy Act 1998. Both the Australian Privacy Principles and the Privacy Act govern the way we collect, use, exchange and secure information about you.

The information in this section is a summary but we encourage you to find out more about how we use and protect your personal information. You can do this by reading our *Privacy Policy* at oursuperfund.com.au/privacy, or you can request a copy free of charge by contacting us.

The information that we collect about you may come directly from you or may indirectly come from other people, such as your employer. In some cases, we may exchange this information with our service providers, some of which may be based overseas. Please read our *Privacy Policy* for more detail.

Under super and other laws, we need to request and hold certain information to enable your super benefits to be properly administered. We're careful about how we use your information. Information collected and held in connection with the fund is used primarily for the purpose of managing fund affairs and helping our members maximise their super benefits. We also use your information for other reasons, such as to better understand you and your needs. 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. Or your information may be required to ensure we comply with our legal obligations. If we need to collect sensitive information, which includes health information such

as where insurance cover is provided, we'll ask for your permission, except where otherwise allowed by law.

As a member, you generally have the right to request access to any information we hold about you. There's no fee to make a request but an access charge may apply to cover the cost of providing the information. If applicable, we'll let you know of any charge before acting on a request.

If you don't give us the personal information we request, we may not be able to properly administer your super benefits. It's important that we hold correct information about you, otherwise it can affect our ability to manage your account or comply with our legal obligations. You can ask us to correct any inaccurate information at any time and we'll take all reasonable steps to do so. There's no charge for these requests.

If you think there's a breach of your privacy, you can contact our privacy officer on 1800 023 928 to discuss this.

Exchanging member information with the Commonwealth Bank Group

We have a relationship with Commonwealth Bank (the Bank), as our sponsoring employer. Some of the information we hold about you is exchanged with the Bank, as well as other Group entities, for the purposes of managing the fund.



Enquiries and complaints

We have a formal process for handling complaints about our fund's operation or management. In the event that our internal process doesn't achieve a timely resolution, the process also includes escalation to an external independent complaints resolution body.

For enquiries or complaints, you should contact us by phone, online form or in writing (page 1) and we'll acknowledge that we've received your complaint.

If you feel that you've been treated unfairly or disadvantaged by a decision from our fund's administrators or insurer, you can refer your complaint to us. Please send complaints to the Complaints Officer at our mailing address.

We make every effort to respond to your complaint as soon as possible. However, please understand that in some cases it may take us time to collect any relevant information.

We endeavour to resolve your complaint within 45 days, or within 90 days if your complaint is about a death benefit allocation. These timeframes are allowed under super law.

If it takes longer than the defined timeframe to issue you with a response, we will write to you explaining why. Part of this communication will include an updated timeframe. We'll keep you informed of progress and provide you with the Australian Financial Complaints Authority (AFCA) contact details.

Any information collected while dealing with your complaint is handled in accordance with our privacy policy (see above).

Alternatively, you may choose to lodge your complaint directly with AFCA. AFCA is an independent government dispute resolution body that helps members and other beneficiaries resolve certain types of complaints with super funds. There are timeframes that apply to lodging a complaint with AFCA.

For more information, a copy of our *Enquiries and complaints* fact sheet is available from oursuperfund.com.au/complaints or by calling our Helpline.

Minimum account balance

** Applies to Accumulate Plus only.*

A minimum balance of \$1,500 applies to an Accumulate Plus account if both of the following apply to you:

- you're a Retained Benefit member of Accumulate Plus because you've left employment with the Group, **and**
- your account is **not** receiving contributions from any employer.

If these rules apply to you and your balance falls below \$1,500, you need to top it up within 60 days with employer or personal contributions, or by transferring super from another fund.

If your balance remains below \$1,500, your account may be closed and your balance transferred automatically to the Australian Taxation Office (ATO). If this occurs you'll no longer be a member of Accumulate Plus. Any insurance cover you held through your account will end on the day your account is closed.

Please note: This minimum balance requirement doesn't apply to your account if you're a current Group employee or a spouse member of Accumulate Plus.

Processing payment requests

Minimum payment amounts


Cash withdrawals; a minimum of \$1,000 applies for any cash withdrawals from an Accumulate Plus account, or your full account balance if it's less than \$1,000. An account closure would result in the loss of any insurance cover you may have.

KiwiSaver scheme transfers; if you're transferring from Accumulate Plus to a KiwiSaver scheme, you must transfer your whole account balance; partial transfers are not permitted.

Maximum payment amounts

If you are an Accumulate Plus member, and you request a partial payment that will reduce your account balance to less than \$1,500, we may reject your request. Part of the payment request form requires you to consider the impact of your request. You should consider if the request will result in the closure of your account and therefore the loss of any insurance.

If you have a Retirement Access account and you make a lump sum withdrawal, you must leave enough money in your account to satisfy your minimum pension payments for that financial year.

 Read our *Reference Guide: Withdrawing your super* (oursuperfund.com.au/pds) for more on these rules.



Anti-money laundering and counter-terrorism financing laws

We're required to comply with these laws, which include the need to establish your identity and the identity of anyone else associated with your account. For example, beneficiaries in the case of payment of a death benefit.

We need to verify your identity before we pay any super benefits to you in cash, as a lump sum or a pension. You can provide these identification requirements at any time. However if the existing certified Identification Document (ID) details or bank account details change then a new certified ID such as a certified copy of your driver's licence, passport or birth certificate will be required. If you have a Retirement Access account, after providing your initial certified ID, we only need new certified ID if your details change or you request a commutation. Your original certified ID must be sent to us by post.

Identification and verification

The list of the parties who can certify copies of the documents is set out below. To be correctly certified we need the ID documents to be clearly noted as 'True copy of the original document'. The party certifying the ID documents also needs to state what position they hold and sign and date the certified documents. If this certification does not appear, you may be asked to send in new certified identification documents.

List of people who can certify documents¹

- Justice of the Peace
- Your financial adviser with two or more years of continuous service
- Police Officer
- Employee of Australia Post with two or more years continuous service
- Solicitor
- Australian consular officer or an Australian diplomatic officer (within the meaning of the Consular Fees Act 1955)
- Magistrate
- Your accountant with two or more years of continuous membership to a professional accounting body
- Notary Public (for the purposes of the Statutory Declaration Regulations 1993)
- An officer of a bank, building society or credit union with two or more years continuous service

You will need to provide one of these acceptable primary ID documents:

- Australian state/territory driver's licence containing a photograph of the person
- Australian passport (a passport that has expired within the preceding two years is acceptable)
- Card issued under a state/territory for the purpose of proving a person's age and containing a photograph of the person

- Foreign passport or similar travel document containing a photograph and the signature of the person²

If the applicant or member does not own and therefore cannot provide any primary ID documents, then these are the acceptable secondary ID documents.

One valid option from this section:

- Australian birth certificate
- Australian citizenship certificate
- Pension card issued by Department of Human Services (previously known as Centrelink)

And one valid option from this section:

- A document issued by the Commonwealth or a State or Territory within the preceding 12 months that records the provision of financial benefits to the individual and which contains the individual's name and residential address
- A Notice of Assessment issued by the Australian Taxation Office within the preceding 12 months that contains the individual's name and residential address
- A document issued by a local government body or utilities provider within the preceding three months that records the provision of services to that address or to that person – the document must contain the individual's name and residential address
- If under the age of 18, a notice that was issued to the individual by a school principal within the preceding three months; and contains the name and residential address; and records the period of time that the individual attended that school

There are certain acceptable foreign ID documents, which should only be provided if individual does not own a document from the list of primary ID documents.

Both documents from this section must be presented:

- Foreign driver's licence that contains a photograph of the person in whose name it is issued and the individual's date of birth^{1,2}
- National ID card issued by a foreign government containing a photograph and a signature of the person in whose name the card was issued^{1,2}

From time to time, we may also 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 affect your investment and could result in a loss of income and principal invested.

¹ There are additional people who can certify documents – a full list is available from [oursuperfund.com.au](https://www.oursuperfund.com.au)

² Documents that are written in a language that is not English must be accompanied by an English translation prepared by an accredited translator. An accredited translator is any person who is currently accredited by the National Accreditation Authority for Translators and Interpreters Ltd (NAATI) at the level of Professional Translator or above. Refer to www.naati.com.au for further information.