

Financial Services Guide (FSG)

**LCA Nominees Pty Ltd (ACN 008 204 939)
("LCAN")**

**AFSL 240571, RSE Licence No L0002103
[Date of issue: 1 January 2019]**

What is the purpose of this FSG?

The purpose of this FSG is to assist you in deciding whether to use any of the services offered by LCAN in relation to superannuation interests in Lutheran Super. This FSG provides information on:

- the services we offer employers, members and potential members;
- any remuneration or commission which we receive or our employees, or anyone else may receive in relation to the financial service offered;
- any potential conflict of interest we may have in providing the financial service; and
- our internal and external dispute resolution procedures and how you can access them.

What financial service does LCAN provide?

LCAN is a holder of an Australian Financial Services Licence (AFSL). Under its AFSL, LCAN is licensed to provide the following services:

- to provide general financial product advice in respect of superannuation. This means that LCAN and its representatives (where permitted by LCAN) are authorized to provide general financial product advice about superannuation to potential and existing employers, members and beneficiaries of Lutheran Super; and
- to deal in superannuation products. This means that LCAN and its representatives (where permitted by LCAN) are authorized to issue, apply for, acquire vary or dispose of interests in superannuation funds, and, in particular in Lutheran Super.

General financial product advice is financial product advice that does not take into account any of your personal objectives, financial situation or particular needs. If you would like advice that takes into account your personal objectives, financial situation and needs, you should contact an appropriately licensed financial adviser.

LCAN holds professional indemnity insurance cover that satisfies the requirements for compensation arrangements as required by the *Corporations Act 2001*. The cover is intended to fund compensation for loss or damage suffered because of breaches of relevant financial services laws by LCAN, its employees and representatives.

LCAN is the trustee of Lutheran Super, a public offer superannuation fund. LCAN acts in its capacity as trustee of the Lutheran Super when it provides these financial services to you.

Lutheran Super permits employers to meet their superannuation guarantee requirements by contributing to Lutheran Super. Lutheran Super also allows members of the public to join and contribute to the Fund for their retirement.

When must we give you further information?

We will also provide you with a Product Disclosure Statement (PDS). This is because we are either proposing that you become a member of Lutheran Super or you are already a member and we are required to give you a PDS within three months of you becoming a member. We need to give you all the information you need to know about becoming a member of Lutheran Super, including the fees and charges that you will incur and the rights and obligations you have by becoming a member of Lutheran Super. The PDS provides a summary of the key information for the Fund. It contains references to important information which also forms part of the PDS.

Some aspects of the operation of Lutheran Super are outsourced to a specialist professional organization. In particular, LCAN has delegated certain administration and member services to the Fund's administrator, Mercer Outsourcing (Australia) Pty Ltd ABN 83 068908912 AFSL 411980 (**Mercer**), a wholly owned subsidiary of Mercer (Australia) Pty Ltd. These services are provided by Mercer on behalf of the Trustee and include providing Lutheran Super Helpline and maintaining our website.

When you contact Lutheran Super Helpline (1800 635 796) or visit our website www.lutheransuper.com.au, you will be dealing with Mercer. As Mercer's staff will also be representatives of Mercer, if required by legislation, Mercer will also provide its FSG to you.

LCAN has also entered into an agreement with Mercer Financial Advice (Australia) Pty Ltd ABN 76 153 168 293 AFSL #411766 (a related company of Mercer) to provide financial planning advice services and personal advice to members. If you take up this service, Mercer Financial Advice (Australia) Pty Ltd will issue you with a separate FSG. You will also receive a Statement of Advice when personal advice is provided. Any personal advice provided by Mercer Financial Advice (Australia) Pty Ltd or its representatives is not endorsed by LCAN and is not provided under LCAN's AFSL.

Does LCAN receive benefits in providing financial product advice?

LCAN is not remunerated for financial services it provides. The costs and expenses of operating the Fund are paid out of the Fund. Details of the costs and expenses of operating the Fund and how these costs and expenses are recouped, such as by way of fees debited to member accounts, are set out in the PDS.

Directors of LCAN receive a fixed fee for performing their duties as directors.

LCAN's employees do not receive any commission or other benefits for providing this advice to you, other than a fixed annual salary paid to all employees of Lutheran Super.

The amount of salary the employee may receive is not linked in any way to the financial services provided to you, or any decision you make in respect of Lutheran Super. For example, the employee who provides general financial product advice to you does not receive any benefit whether you decide to become a member of the Fund or contribute more money to the Fund.

LCAN pays Mercer a fee for providing administration services, including Lutheran Super Helpline and maintaining our website. This fee is not conditional on you using these services or acting on the information or any advice provided through these services. The fee paid to Mercer is broadly based on the number of Fund members and transaction volumes.

Mercer employees are paid a salary and only certain employees may receive performance-related bonuses, but these are paid when a range of employment key performance indicators (KPI's) are met and are not related to the services provided to you.

No entity or person receives any remuneration, commission or other benefits for referring you to LCAN or Lutheran Super.

Does LCAN have any associations or relationships with other entities or person which may influence the advice you receive?

LCAN and its representatives do not have any associations or relationships with other entities and persons which may influence the financial services it provides to you.

All the services that LCAN provides are in LCAN's capacity as trustee of the Fund and, accordingly, this will have some influence on the financial services we provide to you.

What should you do if you have a complaint?

If you have a complaint about the service we provide you should contact the Fund's Complaints Officer.

You can make your complaint by:

- telephoning the Complaints Officer on 08 8267 7338 and making your complaint verbally; or
- by putting your complaint in writing and addressing it to:

The Enquiries & Complaints Officer
Lutheran Super
197 Archer Street
NORTH ADELAIDE SA 5006

The matter will be investigated by the Complaints Officer. You will be advised of LCAN's decision within 90 days of receipt of your complaint by LCAN.

Please remember to include an address to which the response can be mailed.

If you are not satisfied with the outcome, or the matter cannot be resolved, you may be able to take the matter to the Australian Financial Complaints Authority (**AFCA**). Time limits apply to some complaints and in all cases we encourage you to go through our internal dispute resolution process first before you escalate a dispute to AFCA.

For more information about requirements and time limits, you can call the AFCA:

Phone: 1800 931 678

Mail: Australian Financial Complaints Authority
PO Box 3

Melbourne VIC 3001

Email: info@afca.org.au

Website: www.afca.org.au

Should you have any question about any of the issues raised above please contact the Fund's Help Line on 1800 635 796.

Issued by LCA Nominees Pty Ltd ABN 61 008 204 939, AFS Licence No 240571, RSE Licence No L0002103 as Trustee for Lutheran Super RSE Registration No R1005707 ABN 93 371 348 387.