IAG & NRMA Superannuation Plan

Retirement Income Streams

Product Disclosure Statement — Issued 30 September 2017 (V9)

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Plan contact details

Plan Helpline: 1300 424 676
Mail: GPO Box 4303, Melbourne Vic 3001
Plan website: www.iagnrma.superfacts.com

The application form for a retirement income stream is included at the end of this PDS. The other forms referred to in this PDS can be found on the Plan website, or by calling the Plan Helpline.

Read this

This Product Disclosure Statement (PDS) provides a summary of significant information about the retirement income streams available from the IAG & NRMA Superannuation Plan. It contains references to factsheets which also form part of this PDS. You should consider all this information before making a decision about a retirement income stream from the Plan. You can obtain a copy of this PDS (including the factsheets) free of charge, by calling our Plan Helpline on 1300 424 676 or visiting our website.

While the information contained in the PDS is up-to-date at the time of its preparation, details can change from time to time. If the updated information is not materially adverse, it will be published on our website and, on request, a paper copy of any updated information will be provided, free of charge.

The information provided in this PDS is general information only and does not take into account your personal financial situation or needs. You should obtain financial advice that is tailored to your personal circumstances.

Issued by IAG & NRMA Superannuation Pty Limited ABN 77 000 300 934 Australian Financial Services Licence #439233 as the Trustee of the IAG & NRMA Superannuation Plan ABN 58 244 115 920
1. About the IAG & NRMA Superannuation Plan

The IAG & NRMA Superannuation Plan (the Plan) is an employer-sponsored superannuation fund for current and former employees and officers of participating employers who become members of the Plan. The participating employers are:

- companies in the Insurance Australia Group (IAG); and
- National Roads and Motorists’ Association Limited and its related bodies corporate (NRMA).

In some cases the spouse of a member may also become a member of the Plan.

This PDS contains information about the retirement income streams available from the Plan.

The Plan provides superannuation services and benefits to over 15,000 members across Australia and manages around $2.0 billion in assets. The Plan is not-for-profit and operates only to benefit members. No commissions or fees are paid to financial advisers.

The Plan has a range of investment options from which you must choose for the investment of your retirement income stream account.

Mercer Outsourcing (Australia) Pty Ltd (Mercer) AFSL #411980 administers the Plan on behalf of the Trustee. Mercer also provides the Plan Helpline and Plan website. Mercer Financial Advice (Australia) Pty Ltd (Mercer Financial Advice) AFSL # 411766 provides general advice to members via the Plan Helpline.

The Plan’s website also includes a section which sets out information which must be disclosed under superannuation laws (such as disclosure of trustee and executive remuneration). This is available through the About the Plan section - under Prescribed disclosure.

Transfer Balance Cap

There is a limit in the amount an individual can transfer into a “retirement phase” account (explained in section 2). This limit is known as the Transfer Balance Cap.

The Transfer Balance Cap is currently $1.6 million. This amount will be indexed in increments of $100,000 when the accumulated indexation reaches this amount.

Any amounts transferred to a “retirement phase” account from 1 July 2017, together with the balance of any “retirement phase” account at 1 July 2017, are counted against the Transfer Balance Cap.

2. How a retirement income stream works

Retirement income stream accounts are types of superannuation accounts that enable a member to commence receiving an income via a gradual drawdown from their superannuation savings. Unlike traditional pensions, income payments are not guaranteed during your lifetime, or for a specified period.

Depending on your age and employment circumstances, there are two types of retirement income streams available to members of the Plan:

- A transition to retirement income stream (TRIS) – this is a “retirement phase” account for members who have reached their preservation age but are continuing to work, and
- An allocated pension (AP) – this is a “retirement phase” account for members who have ceased employment and whose super is no longer subject to preservation, or for those members who have at least $50,000 of unrestricted non-preserved super.

As an allocated pension account is classified as a “retirement phase” account, the amount you can transfer into an allocated pension account is limited by the Transfer Balance Cap.

As an allocated pension account is a “retirement phase” account, no tax is payable on the investment earnings of an allocated pension account.

For TRIS accounts the investment earnings are subject to 15% tax. Super invested in a retirement income stream account is subject to age-based minimum drawdown requirements on an annual basis. Additionally, any super invested in a TRIS is also subject to a maximum annual drawdown (10% of the opening balance each year).

Retirement income streams are tax-effective and flexible to suit your lifestyle, and, once you are over age 60, your income payments are tax-free.

You should read the important information about how a retirement income stream works in Factsheet A, IAG & NRMA Superannuation Plan and your retirement income stream which forms part of this PDS and is available on the Plan website, www.iagnrma.superfacts.com.

The material relating to how a retirement income stream works may change between the time you read this PDS and the day you acquire the product.
3. Benefits of investing with the IAG & NRMA Superannuation Plan

Sound investment management

The Plan has a history of sound investment management. The Plan’s long-term performance (over five and ten years) and more recent investment returns are shown on the Plan website, www.iagnrma.superfacts.com – see the Returns page of the Investment section.

A range of investment options

You can choose from four investment options, with the option to mix them to suit your own preferences. Different investment options are available for TRIS and allocated pension accounts to allow for the different tax that applies to investment earnings. The investment options for TRIS and allocated pension members have the same investment objectives and asset allocations and the investment returns will only vary in respect of the different tax treatment.

Online access to your retirement income stream account

You can view your up-to-date account information at any time on the Plan website, www.iagnrma.superfacts.com.

You have the convenience of being able to make a range of different transactions online, including updating your personal details or changing your investment choice.

Help when you need it

If you have questions about your super, you can call the Plan Helpline on 1300 424 676. You can obtain general advice (at no extra cost) on the Helpline. This advice is provided by Mercer Financial Advice.

The Plan website, www.iagnrma.superfacts.com contains a wealth of information about investment markets and super generally, as well as online planning tools and calculators to help you manage your super.

Communication

We send you an annual statement and if you provide your email address, we’ll send you regular superannuation and market updates, which are also published on the Plan website, www.iagnrma.superfacts.com

4. Risks of super

All investments carry some risk and this is also the case for your super in the Plan, including your retirement income stream account. When making decisions about your super, it’s important that you take the following significant risks into consideration:

- the value of investments will vary
- the level of returns for each investment option will vary (up and down) and future returns may differ from past returns
- investment returns are not guaranteed and you may lose some of the money you have invested
- your retirement income stream may not provide you with an income for the rest of your life and, when it is fully paid out, your retirement income stream account will close
- your retirement income stream may not be enough to adequately cover your retirement needs
- the level of risk that is appropriate for each person will vary depending on a range of factors such as age, investment timeframes, where other parts of the person’s wealth are invested and their personal risk tolerance
- superannuation laws and tax laws may change in the future.

Each of the investment options available in the Plan for retirement income stream accounts invests in one asset class or a combination of asset classes – for example, cash, fixed interest, property and shares – each of which has a different level of risk. The risk profile of each of the four pension investment options is explained in section 5 below.

How long a period of time your super will be invested in the market is an important consideration in choosing investments and strategy – asset classes with the highest expected long-term returns also may carry the highest level of short-term risk. It is important to consider your investment timeframe, taking into account your life expectancy, your retirement income needs and any plans you have requiring large withdrawals from your super.

You should read the important information about the significant risks of investing in superannuation in Factsheet B, Your retirement income stream investment options before making a decision. This factsheet forms part of this PDS and is also available on the Plan website, www.iagnrma.superfacts.com.

The material relating to additional information about significant risks of investing in superannuation may change between the time you read this PDS and the day you acquire the product.
5. How we invest your money

You must choose one, or a mix of the investment options summarised in Table 1 for the investment of your retirement income stream account.

Table 1

<table>
<thead>
<tr>
<th>Investment option</th>
<th>Pension Growth / TRIS Growth</th>
<th>Pension Balanced / TRIS Balanced</th>
<th>Pension Conservative / TRIS Conservative</th>
<th>Pension Cash / TRIS Cash</th>
</tr>
</thead>
<tbody>
<tr>
<td>Investment objective</td>
<td>Aims to achieve a net investment return* of at least 3.0% p.a. above inflation (CPI) over rolling ten year periods.</td>
<td>Aims to achieve a net investment return* of at least 2.0% p.a. above inflation (CPI) over rolling five year periods.</td>
<td>Aims to achieve a net investment return* of at least 1.0% p.a. above inflation (CPI) over rolling three year periods.</td>
<td>Aims to achieve a net investment return* that matches the return on the S&amp;P/ASX Bank Bill Index over rolling one year periods.</td>
</tr>
<tr>
<td>Risk profile (if historical patterns are repeated) **</td>
<td>High</td>
<td>Medium to high</td>
<td>Low to medium</td>
<td>Very low</td>
</tr>
<tr>
<td>Growth/Defensive split</td>
<td>Growth 70% Defensive 30%</td>
<td>Growth 50% Defensive 50%</td>
<td>Growth 25% Defensive 75%</td>
<td>Growth 0% Defensive 100%</td>
</tr>
</tbody>
</table>

* The net investment return is calculated after the investment fee and indirect cost ratio (and allowing for the effect of tax). Note that the net investment return does not take into account the administration fee. For information on fees and costs, see Factsheet C, Fees, costs, tax and your income stream available on the Plan website, www.iagnrma.superfacts.com.

** These risk profile ratings are based on the Standard Risk Measure specified by the Australian Prudential Regulation Authority for use by superannuation funds.

More details of the investment options are set out in Factsheet B, Your retirement income stream investment options which forms part of this PDS.

We may change the asset classes for an investment option and add or remove investment options, at any stage. If we do this, we will give you at least 60 days notice of the change.

Investing responsibly

The Plan has an Environmental, Social and Governance (ESG) Investment Policy which is available on the Plan website, www.iagnrma.superfacts.com on the Documents and forms page, under Policies and guidelines. We consider ESG issues (but not labour standards and ethical issues) in the Plan’s investment decision-making and ownership practices. The aim is to enhance the sustainability of long-term returns delivered to members.

We have signed the United Nations Principles of Responsible Investment and are committed to implementing these principles when consistent with our fiduciary responsibilities as Trustee.

Changing your investment choice

You can switch the investment option(s) in which your retirement income stream account is invested or, if you have chosen more than one option, you can change the investment option(s) from which income payments are made. You can make an investment switch through your online account on the Plan website, www.iagnrma.superfacts.com – see the Investments page – or by completing a Changing your investment options (Pension members) form.

⚠️ Before selecting one, or a combination of, investment options for your retirement income stream account, you must carefully consider the likely investment return, the risks in the investment option and your own investment timeframe.

You should read the important information about the Plan’s investment options and making an investment choice in Factsheet B, Your retirement income stream investment options before making a decision. This factsheet forms part of this PDS and is also available on the Plan website, www.iagnrma.superfacts.com

The material relating to making an investment choice may change between the time you read this PDS and the day you acquire the 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 retirement income stream 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.

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) website (www.moneysmart.gov.au) has a superannuation calculator to help you check out different fee options.

We negotiate with service providers to ensure fees to members are as low as possible without compromising on quality of service. You pay no contribution fees and the Plan does not pay fees to financial advisers. You cannot negotiate to pay lower management fees under the Plan.

Main fees and costs for the Pension Growth / TRIS Growth option

This section provides a summary of the main fees and costs for the Pension Growth / TRIS Growth option, as set out in Table 2. This information can be used to compare costs between different superannuation products.

Table 2

<table>
<thead>
<tr>
<th>TYPE OF FEE</th>
<th>AMOUNT</th>
<th>HOW AND WHEN PAID</th>
</tr>
</thead>
<tbody>
<tr>
<td>Investment fee</td>
<td>0.60%* of your account balance per year</td>
<td>Deducted daily before the final unit price for the option is set.</td>
</tr>
<tr>
<td>Administration fee</td>
<td>Account fee of $150 p.a.</td>
<td>Account fee – deducted from your account periodically during the year.</td>
</tr>
<tr>
<td></td>
<td>Plus Asset fee 0.09% of your account balance per year</td>
<td>Asset fee – deducted daily before the final unit price for the option is set.</td>
</tr>
<tr>
<td>Buy-sell spread</td>
<td>Nil</td>
<td>Not applicable</td>
</tr>
<tr>
<td>Switching fee</td>
<td>Nil</td>
<td>Not applicable</td>
</tr>
<tr>
<td>Exit fee</td>
<td>$100</td>
<td>Withdrawal fee – if you request a lump sum withdrawal from your retirement income stream. The fee is deducted from your account at the time of the withdrawal.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Termination fee – if you close your retirement income stream account before it reduces to $0 in the normal course of retirement income stream payments. The fee is deducted from your account at the time of the last withdrawal.</td>
</tr>
<tr>
<td>Advice fees relating to all members investing in a particular investment option</td>
<td>Nil</td>
<td>Not applicable</td>
</tr>
<tr>
<td>Other fees and costs</td>
<td>A service fee in relation to Family Law matters may apply – see Factsheet C, Fees, costs, tax and your income stream available on the Plan website <a href="http://www.iagnma.superfacts.com">www.iagnma.superfacts.com</a></td>
<td></td>
</tr>
<tr>
<td>Indirect cost ratio</td>
<td>0.58%* of your account balance per year</td>
<td>Deducted daily before the final unit price for the option is set.</td>
</tr>
</tbody>
</table>

* These amounts have been calculated based on the investment fee and indirect cost ratio for the Pension Growth / TRIS Growth investment option in the last financial year. The investment fee and indirect cost ratio for the 2017-18 financial year are likely to be different.

For definitions of the above fees, and further information, see Factsheet C, Fees, costs, tax and your income stream on the Plan website, www.iagnma.superfacts.com

If we introduce a new fee, or increase a fee, we will notify you no later than 30 days before the change occurs. This does not apply to the investment fee and indirect cost ratio or the indirect cost ratio, as the amount shown in Table 2 are based on the fees and indirect costs actually incurred for the Pension Growth/TRIS Growth investment option in 2016-17. The investment fee and indirect cost ratio payable for the 2017-18 financial year are likely to be different as a result of varying investment performance and any changes to the mix of investment managers.

For a better understanding of the impact of fees and costs on account balances, you can use the calculators provided by ASIC on its Moneysmart website, www.moneysmart.gov.au
Example of annual fees and costs for the Pension Growth / TRIS Growth option

Table 3 gives an example of how fees and costs for the Pension Growth / TRIS Growth option can affect your retirement income stream investment over a one year period. You should use this table to compare this product with other superannuation products. This example assumes that all of your account balance is invested in the Pension Growth / TRIS Growth option.

**EXAMPLE – the Pension Growth / TRIS Growth option**

<table>
<thead>
<tr>
<th>BALANCE OF $50,000</th>
</tr>
</thead>
<tbody>
<tr>
<td>Investment fees for the Pension Growth / TRIS Growth option</td>
</tr>
<tr>
<td>PLUS Administration fees</td>
</tr>
<tr>
<td>PLUS Indirect costs for the Pension Growth / TRIS Growth option</td>
</tr>
<tr>
<td><strong>EQUALS</strong> Cost of the Pension Growth / TRIS Growth option</td>
</tr>
</tbody>
</table>

* Please note that the retirement income stream account fee is only payable once irrespective of the pension investment option(s) in which your account is invested.

** Additional fees may apply. A withdrawal fee of $100 applies if you request a lump sum withdrawal from your retirement income stream account or close your retirement income stream account before it reduces to $0.

7. How a retirement income stream is taxed

Your income payments from your retirement income stream account are tax free when you are aged 60 and over. Before age 60, your pension payments are assessable income and are taxed at your marginal income tax rate, although a portion may be exempt from tax. Additionally you may qualify for a 15% tax offset on the assessable portion of any income payment.

Any lump-sum payments you receive from your retirement income stream account prior to reaching age 60 are also subject to tax.

How investment earnings are taxed will depend on the type of retirement income stream account you have:

- investment earnings for allocated pension accounts are tax free.
- investment earnings for transition to retirement income stream accounts are subject to tax at 15%.

Please refer to Factsheet C, *Fees, costs, tax and your retirement income stream* for more details.
8. How to open a retirement income stream account

If you have reached your preservation age or have otherwise met a condition of release (please see Factsheet A, IAG & NRMA Superannuation Plan and your retirement income stream for information on preservation and conditions of release) you can open a retirement income stream account. You will need to transfer a minimum of $50,000 from a superannuation account in the Plan to commence a retirement income stream.

Simply follow these steps:

1. Read this PDS and the other important information referred to in the PDS. Factsheet D, Opening a retirement income stream account and other information, explains in detail how to open your account and the cooling off period that applies.

2. Decide how much you want to transfer to your retirement income stream account in the Plan.

3. Complete the Application for a Retirement Income Stream form included with this PDS to let us know your choices. If you don’t complete the form then we may not be able to open your account. You can make choices for the investment of your account, the amount and frequency of the regular income payments you wish to receive and who you wish to receive your super in the event of your death and whether this is in the form of a continuing income stream or a lump sum.

4. If you are aged less than 60 you should provide the Plan with a Tax File Number declaration. This form is available from the ATO online. Whilst the Plan may already have your Tax File Number, additional information is required to enable the Plan to determine the rate of tax to deduct before commencing to pay your retirement income stream.

If you would like help with making decisions for your retirement income stream, you can call the Plan Helpline on 1300 424 676 for general advice provided by Mercer Financial Advice at no extra cost over the phone.

5. Start receiving your retirement income stream.

You will receive a letter from the Plan confirming your retirement income stream details. You will receive a separate PIN letter which, together with your member number, will give you access to your online retirement income stream account. You can change your PIN online at any time.

9. Other information

If you have an enquiry or complaint

If you have an enquiry or feel we are not dealing with you as you would like, your enquiry or complaint can be directed to:

- Enquiries Officer
  IAG & NRMA Superannuation Plan
  Level 26, 388 George Street
  Sydney NSW 2000

- Complaints Officer
  IAG & NRMA Superannuation Plan
  Level 26, 388 George Street
  Sydney NSW 2000

If the Trustee has not responded to a complaint within 90 days, or you are not satisfied with the Trustee’s decision, you may be able to take the matter to the Superannuation Complaints Tribunal.

You can contact the Superannuation Complaints Tribunal on 1300 884 114 or by email, info@sct.gov.au

⚠️ Please note: You cannot add to a retirement income stream account which is already in operation, but you can open an additional retirement income stream account(s). (If you open more than one retirement income stream account, you will incur additional fees.)

If you have other superannuation money that you wish to use for a retirement income stream from the Plan, you can consolidate these monies in a Plan superannuation account before opening a retirement income stream account.
THIS PAGE HAS BEEN LEFT BLANK INTENTIONALLY
About this form
We need you to fill out this form to let us know:
• your details
• how much you’d like to invest
• which investment options you’d like your money invested in
• the preservation status of your super
• the amount and frequency of your regular income payments
• your bank account details

Step 1 – Complete your personal details

Title
• Mr
• Mrs
• Ms
• Miss
• Other

Given names

Surname

Residential address (must be provided)

Suburb

State

Postcode

Postal address (if different to above)

Suburb

State

Postcode

Daytime Telephone

Mobile

Work email - see note below

Home email - see note below

Providing your email address

In the future the Trustees anticipates providing information such as annual reports, member statements, exit statements and notices of any material changes or occurrence of significant events electronically, rather than in written form as we do at the moment. If this format becomes available and you’d like to receive this information electronically please advise your email address.

Once you’ve finished the form, don’t forget to sign it and return it to IAG & NRMA Superannuation Plan, GPO Box 4303, Melbourne, VIC 3001.

Before making decisions about your super, you should consider seeking advice from a licensed or appropriately authorised financial advisor.

Issued by IAG & NRMA Superannuation Pty Limited - ABN 77 000 300 934 AFSL #439233 as Trustee of the IAG & NRMA Superannuation Plan - ABN 58 244 115 920
Phone: 1300 424 676
GPO Box 4303, Melbourne VIC 3001
Step 2 – Make your initial investment

Total initial investment minimum $50,000 $ , , , , ,

Note: This amount will be transferred from your Super account in the IAG & NRMA Superannuation Plan. You should consider consolidating any other Super into the Plan before applying for a retirement income stream.

I wish to establish a: (Select one option only) ✓

- Transition to Retirement Income Stream
- Allocated Pension

Step 3 – Preservation status of your super

I declare that: (Select one option only) ✓

- I have reached my “Preservation Age”* and wish to establish a Transition to Retirement Income Stream.
- I have reached my “Preservation Age”* and retired. I am not intending to rejoin the workforce at any time in the future.
- I am at least 60 years of age and I have ceased employment with an employer since turning 60.
- I am at least 65 years of age.
- I am permanently incapacitated or otherwise satisfying a condition of release (the Trustee will advise whether you qualify).
- None of the above - I am using unrestricted non-preserved superannuation to establish this retirement income stream.

*See Factsheet A for information on Preservation Age.

Step 4 – Choose your investment options for your account balance

You can choose one or more investment options up to a total of 4 options. Please ensure the total adds to 100%.

If you don’t make a valid selection your form will be rejected and we’ll return it to you.

I wish to have my initial investment allocated between the following investment strategies:

<table>
<thead>
<tr>
<th>Percentage to be invested</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pension Growth / TRIS Growth</td>
</tr>
<tr>
<td>Pension Balanced / TRIS Balanced</td>
</tr>
<tr>
<td>Pension Conservative / TRIS Conservative</td>
</tr>
<tr>
<td>Pension Cash / TRIS Cash</td>
</tr>
<tr>
<td>TOTAL</td>
</tr>
</tbody>
</table>

You should also be aware that the following rules will apply to draw down instructions:

- If you never make a draw down instruction your payments will be made according to your latest valid balance investment instructions.
- If an investment option is drawn down to zero, then future payments will be made proportionally from your remaining investment options in the same proportions as your account balance is invested at that time. This draw down approach will then apply until you provide a revised investment instruction.

Step 5 – Choose which option your payments are made from

You can choose which investment option or combination of options you would like your payments to be drawn from. Please ensure that all the percentages add to 100%.

<table>
<thead>
<tr>
<th>Percentage to be drawn down</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pension Growth / TRIS Growth</td>
</tr>
<tr>
<td>Pension Balanced / TRIS Balanced</td>
</tr>
<tr>
<td>Pension Conservative / TRIS Conservative</td>
</tr>
<tr>
<td>Pension Cash / TRIS Cash</td>
</tr>
<tr>
<td>TOTAL</td>
</tr>
</tbody>
</table>

You should also be aware that the following rules will apply to draw down instructions:

- If you never make a draw down instruction your payments will be made according to your latest valid balance investment instructions.
- If an investment option is drawn down to zero, then future payments will be made proportionally from your remaining investment options in the same proportions as your account balance is invested at that time. This draw down approach will then apply until you provide a revised investment instruction.
Step 6 – Decide on your regular income payment amount

**Amount**
I wish to receive (before tax) a regular income payment as follows:  
(Select one option only) ✓
- Minimum amount permitted
- Nominated amount* of $________

* If this amount is less than the minimum permitted, a “top-up” payment will be made at the end of the financial year to ensure the minimum payment requirements are met. Please refer to Factsheet A, IAG & NRMA Superannuation Plan and your retirement income stream – “Minimum income payments from your retirement income stream account” for information on minimum payment amounts.

**Frequency**
I’d like to receive my regular income payments:  
(Select one option only) ✓
- monthly
- quarterly
- half yearly
- annually

Please note:
If you have not ticked an option under both Amount and Frequency above, payments will be made monthly at the minimum amount permitted.

Step 7 – Complete your bank account details

My bank account details are as follows:
Name of institution
Branch name
Branch BSB number
Branch address
Account name
Account number

Step 8 – Reversionary beneficiary nomination

Before your retirement income stream starts, you can nominate your spouse as a reversionary beneficiary. This means that if you die with money in your account, your spouse will continue to receive your pension (or have the option of cashing out your account as a lump sum), as long as he or she is your spouse at the time of your death. You cannot change your reversionary beneficiary once your retirement income stream starts.

If you wish to nominate a reversionary beneficiary please provide details below.
Family name
Given name
Birth date [DD/MM/YYYY]
Relationship to applicant

Page 3 of 6
Step 9 – Who will receive your super if you die?

If you have nominated a reversionary beneficiary (Step 8), go to Step 10.
If you have not nominated a reversionary beneficiary, it is important to think about who you would like to receive your retirement income stream account balance on your death.
You have two options:
• you can make a nomination of preferred beneficiaries – this is a way to let the Trustee know who you would prefer your retirement income stream account balance to be paid to on your death, and in what proportions, but it is not binding on the Trustee. Use the Nominating your preferred beneficiaries form
or
• you can make a non-lapsing death benefit nomination – the Trustee is bound to follow a non-lapsing death benefit nomination to the extent that the nomination is in favour of one or more of your dependants or your legal personal representative. Use the Non-lapsing death benefit nomination form.
For more information about these options, read page 5 of Factsheet A, IAG & NRMA Superannuation Plan and your retirement income stream.

Step 10 – Attach proof of identity

For identification purposes, you MUST attach a certified copy of either your Driver’s Licence or Passport (or acceptable alternatives). See the “Completing proof of identity” section for details of certification and acceptable alternative documents. Failure to provide appropriate proof of identification may result in delays in the processing of your payment(s).

Step 11 – Sign the form

Your application will not be accepted unless you have signed this declaration.
• I apply to commence a Retirement Income Stream from the IAG & NRMA Superannuation Plan.
• I have attached a completed Tax File Number declaration form from the Australian Tax Office (this is required if you are aged less than 60 and is available from most newsagents).
• I acknowledge that I have read and understood the attached Product Disclosure Statement and agree to be bound by it.
• I acknowledge that I have received all information I require in order to exercise the choices I have made.
• I accept that I will be bound by the provisions of the trust deed and rules which govern the operation of the IAG & NRMA Superannuation Plan.
• I understand that my personal information will be used by the Trustee to provide and manage my super and that without this information it may not be able to provide and manage my super. For this purpose, I understand my personal information may pass between the Trustee of the IAG & NRMA Superannuation Plan and its administrator, professional advisers, insurers, government agencies and other parties as required, including the Trustee of any other super fund that my super is transferred to. I consent to the use of my personal information in this manner. I understand I can access my information by contacting the Privacy Officer of the IAG & NRMA Superannuation Plan.
• I acknowledge that if I’ve provided my email address details in this application form and superannuation law permits, the Trustee may use that email address to send information, including any member and exit statements and notices of any material changes or the occurrence of significant events, by electronic means.

Signature

Date

Please return your completed form together with your proof of identity and, if applicable, Tax File Number Declaration form to IAG & NRMA Superannuation Plan, GPO Box 4303, Melbourne, VIC 3001.
Completing proof of identity

Primary photographic identification
You will need to provide a copy of one of the following primary identification documents:

- Current Australian or foreign driver's licence (including the back of the driver's licence if your address has changed)
- Australian passport
- Current foreign passport1, or similar document issued for the purpose of international travel1
- Current card issued under a State or Territory for the purpose of proving a person's age
- Current national identity card issued by a foreign government for the purpose of identification1

Identification documents must not be expired (excepting an Australian passport which may be expired within 2 years).

Alternative identification
If you are unable to provide any primary photographic identification, you will need to provide two identification documents, one from each of the following lists:

- Birth certificate or birth extract1
- Citizenship certificate issued by the Commonwealth
- Pension card issued by the Department of Human Services (Centrelink) that entitles the person to financial benefits
- Letter from the Department of Human Services (Centrelink) or other Government body in the last 12 months regarding a Government assistance payment
- Tax Office Notice of Assessment issued in the last 12 months
- Rates notice from local council issued in the last 3 months
- Electricity, gas or water bill issued in the last 3 months
- Landline phone bill issued in the last 3 months (mobile phone bills will not be accepted)

Name change
If you have changed your name, you must provide a certified copy of the relevant name change document1, for example, a Marriage Certificate issued by the Registry of Births Deaths & Marriages, Decree Nisi or Deed Poll (in addition to the above identification).

If your legal name or date of birth does not match exactly to our records (excluding aforementioned name changes), please contact us for further instructions.

Signing on behalf of another person
If you are signing on behalf of the applicant you will need to provide the following:

- A certified copy of the Guardianship papers or Power of Attorney; and
- A certified copy of the appropriate proof of identity for the holder of the Guardianship or Power of Attorney.

Note: ID is not required for the member – only for the Power of Attorney

1 Translation
If your identification is written in a language other than English, the identification must be accompanied by an English translation prepared by a translator accredited by the National Accreditation Authority for Translators and Interpreters Ltd. (NAATI) at the level of Professional Translator or higher (or an equivalent accreditation), to translate from a language other than English into English.

How to certify documents
After sighting the original and the copy and making sure both documents are identical, the certifier must include on EACH page:

- Written or stamped ‘certified true copy’
- Signature and printed full name
- Qualification (such as Justice of the Peace, Australia Post employee, etc)
- Date (the date of certification must be within the 12 months prior to our receipt)

Certified true copy
J. Sample
Mr John Sample
Justice of Peace
Registration No. 123456789
Date: 01/02/2012

A clear copy of the document that identifies you (i.e. your driver's licence (front and back) or passport)

Write or stamp ‘certified true copy’ of the original document

The authorised person's signature

Full name, qualification and registration number (if applicable) of the authorised person

Date of certification (within 12 months of receipt)

Verification
A verification of the certifying party may be performed. If a discrepancy arises, you may be requested to re-certify documentation.

Important Note
The information in this document is a guide only and we may request additional documentation prior to any payment.
Who can certify documents in Australia?

- Permanent employee of the Australian Postal Corporation with 2 more years of continuous service who is employed in an office supplying postal services to the public
- Agent of the Australian Postal Commission who is in charge of an office supplying postal services to the public
- Australian Consular Officer or Australian Diplomatic Officer (within the meaning of the Consular Fees Act 1955)
- Bailiff
- Bank officer, building society officer or credit union officer (with two or more continuous years of service)
- Commissioner for Affidavits or Declarations
- Court Officer, Registrar or Deputy Registrar of a Court, Judge, Clerk, Magistrate, Master of a Court, Chief Executive Officer of a Commonwealth Court
- Fellow of the National Tax Accountant’s Association
- Finance Company Officer (with two or more continuous years of service with one or more finance companies)
- Justice of the Peace
- Legal practitioner
- Marriage celebrant (registered under Subdivision C of Division 1 of Part IV of the Marriage Act 1961)
- Medical practitioner, chiropractor, dentist, nurse, optometrist, physiotherapist, psychologist
- Member of Chartered Secretaries Australia
- Member of Engineers Australia (other than at the grade of student)
- Member of the Association of Taxation and Management Accountants
- Member of the Australasian Institute of Mining and Metallurgy
- Member of the Australian Defence Force (who is an officer; or a non-commissioned officer within the meaning of the Defence Force Discipline Act 1982 with two or more years of continuous service or a warrant officer within the meaning of that Act)
- Member of the Institute of Chartered Accountants in Australia, the Australian Society of Certified Practising or Member of the Institute of Public Accountants
- Member of Commonwealth Parliament, State Parliament, Territory Legislature or a Local Government Authority (State or Territory)
- Minister of Religion (under Subdivision A of Division 1 of Part IV of the Marriage Act 1961)
- Notary Public
- Officer with, or Authorised Representative of an Australian Financial Services Licensee (who has had at least two years of continuous service with one or more licensees)
- Officer with, or a credit representative of, a holder of an Australian credit licence (who has had at least two years of continuous service with one or more licensees).
- Permanent employee of the Commonwealth (or Commonwealth Authority) or a State or Territory (or State or Territory Authority) or a Local Government Authority with two or more years of continuous service
- Person before whom a statutory declaration may be made under the law of the State or Territory in which the declaration is made
- Pharmacist
- Police Officer, Sheriff or Sheriff’s Officer
- Senior Executive Service Employee of the Commonwealth (or Commonwealth Authority) or a State or Territory (or State or Territory Authority)
- Teacher employed on a full-time basis at a school or tertiary education institution
- Trade marks attorney
- Veterinary surgeon

Who can certify documents outside of Australia

- an authorised staff member of an Australian Embassy, High Commission or Consulate
- an authorised employee of the Australian Trade Commission who is in a country or place outside Australia
- an authorised employee of the Commonwealth of Australia who is in a country or place outside Australia
- a Member of the Australian Defence Force who is an officer or a non-commissioned officer with 5 or more years of continuous service
- a Notary Public from a country ranked 129 or below in the latest Transparency International Corruptions Perception Index: http://www.transparency.org