



Financial Services Guide

Issued 20 May 2024



Purpose of this Financial Services Guide

This **Financial Services Guide (FSG)** is issued by Commonwealth Superannuation Corporation (**CSC**) (ABN 48 882 817 243), Australian Financial Services (**AFS**) licence No. 238069 and Mercer Administration Services (Australia) Pty Limited (Mercer) ABN 48 616 275 980, AFSL No. 245591.

This FSG is designed to assist you in deciding whether to use any of the financial services referred to in this FSG, and is provided to inform you about:

- the financial services provided by CSC and Mercer in relation to:
 - the Public Sector Superannuation accumulation plan (**PSSap**) (ABN 65 127 917 725);
 - Australian Defence Force Superannuation Scheme (**ADF Super**) (ABN 90 302 247 344); and
 - the Commonwealth Superannuation Corporation retirement income (**CSCri**), a pension product provided by CSC through PSSap;
- remuneration arrangements;
- insurance arrangements; and
- complaints resolution processes.

The Product Disclosure Statements (**PDSs**) for PSSap, ADF Super and CSCri are available on the [CSC website](#) and should be considered before making any decision whether to acquire an interest in PSSap, ADF Super or CSCri (if eligible).

In addition to being made available to you on the CSC website, you may obtain a copy of the relevant scheme's PDS if you request one from the contact centre or, if you have joined or are eligible to join the relevant scheme, from your employer. The PDSs include information about the features, benefits and risks of PSSap, ADF Super or CSCri, as well as the applicable fees and costs so that you can make informed decisions about your super, including whether to join (if eligible).



Any financial product advice provided in this Financial Services Guide is general advice only and has been prepared without taking account of your personal objectives, financial situation or needs. Before acting on any such general advice, you should consider the appropriateness of the advice, having regard to your own objectives, financial situation and needs. You may wish to consult a licensed financial advisor. You should obtain a copy of the relevant Product Disclosure Statement and consider its contents before making any decision regarding your super.

Target Market Determination

To ensure that CSC is keeping customers at the centre of our approach to the design and distribution of our products, a Target Market Determination (TMD) has been made for ADF Super, PSSap and CSCri. A TMD describes the types of customers a financial product is appropriate for, based on their likely needs, objectives and financial situation (target market), and it establishes the conditions and restrictions in relation to how the product can be distributed to customers. The TMD also describes our reporting requirements, and events or circumstances where we may need to review the TMD.

Commonwealth Superannuation Corporation (CSC) ABN: 48 882 817 243 AFSL: 238069 RSEL: L0001397

Trustee of the Australian Defence Force Superannuation Scheme (ADF Super) ABN: 90 302 247 344 RSE: R1077063

Trustee of the Public Sector Superannuation accumulation plan (PSSap) ABN: 65 127 917 725 RSE: R1004601

Commonwealth Superannuation Corporation retirement income (CSCri) is offered by CSC, the trustee of the Public Sector Superannuation accumulation plan (PSSap) ABN: 65 127 917 725 RSE: R1004601

About CSC and Mercer

CSC is a corporate Commonwealth entity and an AFS licensee. CSC acts as trustee in relation to a number of superannuation schemes, including PSSap (through which CSCri is also provided) and ADF Super.

Mercer is a specialist superannuation administration services provider. Prior to its acquisition by the Mercer Group, the administration was provided by Pillar Administration. Mercer holds an AFS licence and provides certain services to customers of PSSap, ADF Super and CSCri.

Mercer's services include specialist administration services such as operating a contact centre and responding to enquiries from members, maintaining members' accounts, processing member & employer contributions and making benefit payments.

The financial services provided

CSC is authorised by its AFS licence to provide General Advice regarding superannuation and life products.¹ On this basis, CSC provides General Advice about PSSap, ADF Super, CSCri and on selected life products offered by third party providers. General Advice means advice that is given without considering any of your objectives, your financial situation or your needs. As an AFS licensee, CSC acts for itself in providing, and is responsible for, any General Advice provided by it.

If you contact the contact centre for PSSap, ADF Super or CSCri, you will be put in touch with a Mercer Customer Service Officer who can provide you with information about those products.

In responding to your queries, Mercer Customer Service Officers may provide you with factual information about PSSap, ADF Super, CSCri and on selected life products offered by third party providers. Mercer may also arrange for you to perform certain transactions in relation to your PSSap, ADF Super or CSCri account (including by providing you with relevant forms). Mercer Customer Service Officers might also provide you with General Advice about PSSap, ADF Super or CSCri which does not take into account your objectives, financial situation or needs.

Mercer's AFS licence authorises it to provide General Advice and to apply for, acquire, vary or dispose of superannuation products on behalf of another person. As an AFS licensee, Mercer acts for itself in providing, and is responsible for, any financial services provided by it.

Remuneration

Except as described in the 'Personal Advice services' section below, neither CSC nor its directors or employees receive any remuneration in respect of, or which is attributable to, any factual information or General Advice provided to you. CSC's directors are remunerated by way of allowances set by the Remuneration Tribunal, the independent statutory authority that determines the remuneration of key Commonwealth offices. Employees of CSC and Mercer are paid on a salary basis and, while they may be eligible for variable remuneration, it is not related in any way to factual information or General Advice provided to you.

Mercer is paid for the provision of services to CSC in accordance with an administration services contract between Mercer and CSC. These payments are not for the provision of financial services by Mercer to you.

Neither CSC nor Mercer pay any fees or commissions to any third parties related to the provision of financial services as outlined in this Guide with respect to PSSap, ADF Super or CSCri, or for referring people to CSC or Mercer.

Personal advice services

As a CSC customer you have access to CSC's authorised financial planners* who provide personalised fee-for-service financial advice, that takes your objectives, financial situation and needs into account. A summary and fixed quote for the comprehensive advice and service you receive will be outlined to you before commencing work on your financial plan and is subject to your agreement. If you already have your own financial planner, we recommend that you speak to them first. At CSC we don't pay any commissions to financial planners and there are no hidden fees. To arrange an appointment for personal financial advice call 1300 277 777 during business hours, or visit Financial planning on our [website](#).

***Our authorised Financial Planners are authorised to provide advice by Guideway Financial Services (ABN 46 156 498 538, AFSL 420367). Guideway is a licensed financial services business providing CSC Financial Planners with support to provide customers with specialist advice, education and strategies.**

Compensation arrangements

CSC and Mercer both have professional indemnity insurance in place to cover any breach of their own AFS licence, including:

- in the case of CSC's insurance, a breach of its licence by CSC, or any of its employees; or
- in the case of Mercer's insurance, a breach of its licence by Mercer or any of its employees.

CSC's insurance arrangements also cover losses sustained as a result of work done for CSC by its employees even after they cease to work for CSC.

Mercer's insurance arrangements also cover losses sustained as a result of work done for Mercer by its employees even after they cease to work for Mercer.

The requirements applicable to CSC and Mercer for compensation arrangements under the *Corporations Act 2001* (Cth) are satisfied by their respective insurance arrangements.

¹ Life Products are limited to investment life insurance products as well as any products issued by a Registered Life Insurance Company that are backed by one or more of its statutory funds.

What to do if you have a complaint

CSC is committed to handling complaints from customers of PSSap, ADF Super and CSCri promptly and fairly, and within a maximum of 45 days (or 90 days for complaints about death benefit distributions) from when the complaint is made.

Complaints relating to PSSap, ADF Super or CSCri (including complaints about the conduct of CSC or Mercer in connection with these products) can be made by contacting us using the relevant contact details below:

ADF Super **PHONE** 1300 203 439
EMAIL complaints@adfsuper.gov.au
MAIL ADF Super Complaints Officer
Locked Bag 20116
Melbourne Vic 3001, Australia
WEB The easiest way to lodge a complaint is via our [online feedback form](#) or through your [CSC navigator account](#).

CSCri **PHONE** 1300 736 096
EMAIL complaints@cscri.com.au
MAIL CSCri Complaints Officer
Locked Bag 20115
Melbourne VIC 3001, Australia
WEB The easiest way to lodge a complaint is via our [online feedback form](#) or through your [CSC navigator account](#).

PSSap **PHONE** 1300 725 171
EMAIL complaints@pssap.com.au
MAIL PSSap Complaints Officer
Locked Bag 20117
Melbourne VIC 3001, Australia
WEB The easiest way to lodge a complaint is via our [online feedback form](#) or through your [CSC navigator account](#).

If your complaint is not resolved to your satisfaction, or if you do not receive a response within 45 days from when the complaint is made (or 90 days for complaints about death benefit distributions), you may refer the matter to the Australian Financial Complaints Authority (AFCA) in one of the following ways:

WEB afca.org.au

EMAIL info@afca.org.au

PHONE 1800 931 678

POST Australian Financial Complaints Authority
GPO Box 3, Melbourne VIC 3001

Time limits may apply to complaints to AFCA and so you should act promptly or otherwise consult the AFCA website to find out if or when the time limit relevant to your circumstances expires.

Contact details



If you wish to contact us or provide instructions to us please contact a Customer Service Representative in one of the following ways:

ADF Super **PHONE** 1300 203 439
EMAIL members@adfsuper.gov.au

CSCri **PHONE** 1300 736 096
EMAIL members@cscri.com.au

PSSap **PHONE** 1300 725 171
EMAIL members@pssap.com.au

Mercer's corporate address: 100 Barangaroo Avenue, Sydney NSW 2001

Phone: 02 8864 6800

Your privacy

CSC and Mercer are committed to protecting your privacy. Your personal information will be collected, held, used and disclosed in accordance with CSC's privacy policy.

Your personal information will be disclosed to Mercer (for the purposes of establishing, administering and releasing your account). If Mercer holds your personal information for the purpose of administering PSSap, ADF Super or CSCri, you can complain to the Office of the Australian Information Commissioner about Mercer's acts or practices in relation to that personal information.

The Office of the Australian Information Commissioner may investigate such complaints and has the power to award compensation against Mercer in appropriate circumstances. Complaints can be made to the Office of the Australian Information Commissioner at:

POST GPO Box 5218
Sydney NSW 2001

PHONE 1300 363 992

EMAIL enquiries@oaic.gov.au

A full copy of CSC's privacy policy as well as the privacy complaint process is available at csc.gov.au/privacy-policy or call us. Mercer's Privacy Policy is available at mercer.com.au



Where can I get more information?



**Australian
Defence Force
Superannuation**

EMAIL members@adfsuper.gov.au

PHONE 1300 203 439

FAX 1300 204 314

MAIL ADF Super
Locked Bag 20115
Melbourne VIC 3001

WEB csc.gov.au



**CSC
retirement
income**

EMAIL members@cscri.com.au

PHONE 1300 736 096

FAX 1300 304 241

MAIL CSCri
Locked Bag 20117
Melbourne VIC 3001

WEB csc.gov.au



**Public Sector
Superannuation
accumulation plan**

EMAIL members@pssap.com.au

PHONE 1300 725 171

FAX 1300 364 144

MAIL PSSap
Locked Bag 20116
Melbourne VIC 3001

WEB csc.gov.au