

Living Super Product Disclosure Statement

USI 13 355 603 448 001
1 February 2016



Important Information and Issuer Information

Important information

This *Product Disclosure Statement (PDS)* is a summary of significant information and includes a number of references to other important information (which forms part of the *PDS*), namely the *Living Super Product Guide (product guide)* and *Living Super Defined Fees Guide (defined fees guide)*.

Italicised terms not defined in the body of this *PDS* are defined in the glossary in section 12 of the *product guide*.

The information in the *PDS*, *product guide* and *defined fees guide* may change. If the change is material, members of ING DIRECT Living Super will be communicated to about this change. To obtain a copy of the *PDS*, *product guide* and *defined fees guide* or to access information on [changes](#) to these documents that are not materially adverse, please go to ingdirect.com.au or call us.

You should consider the important information in the *PDS*, *product guide* and *defined fees guide* before making a decision about ING DIRECT Living Super. By investing in ING DIRECT Living Super, you agree to be bound by the terms of this *PDS* (including the *product guide* and *defined fees guide*), the *trust deed* and rules of ING DIRECT Living Super. In the event of any inconsistency between this *PDS* and the *trust deed* and rules, the terms of the *trust deed* and rules prevail.

Warning: The information in the *PDS* is of a general nature and doesn't consider your particular investment objectives, circumstances, financial situation or needs. Whilst this *PDS* is up to date as at the time of preparation, the rules and regulations that govern superannuation may change from time to time. You should consider obtaining financial advice tailored to your personal circumstances from a licensed financial adviser before deciding to join ING DIRECT Living Super.

As permitted by the *trust deed* and the relevant law which governs superannuation funds in Australia, we reserve the right to change the terms and conditions of ING DIRECT Living Super at any time.

So that we can continue to meet your investment and insurance needs, we will monitor the investment options and the insurance cover provided through ING DIRECT Living Super. Therefore we may add, close or terminate investment options, replace or add new investment managers or change investment strategies, asset classes, benchmarks or ranges of investment options without prior notice to you. We may also change the insurance offering.

We will notify you of any material changes to ING DIRECT Living Super in accordance with the legislative requirements.

Issuer / trustee

This *PDS* is issued by The Trust Company (Superannuation) Limited ABN 49 006 421 638, AFSL 235153 RSE L0000635, the *trustee* of the ING DIRECT Superannuation Fund ABN 13 355 603 448 (*fund*).

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ING DIRECT Living Super is a product issued out of the *fund*, SPIN TCS0012AU, USI 13 355 603 448 001.

To satisfy capital requirements under superannuation legislation, the *trustee* has the benefit of an approved guarantee of \$5 million from a financial institution. You can inspect the approved guarantee at the *trustee's* offices.

The *trustee* is required to disclose certain *trustee* and *fund* information and documentation on a website. Accordingly, when applicable, the *trustee's* website (www.ccs.com.au) contains the required information and documentation. The information and documentation is expected to include, but is not limited to, the following: the *trust deed*, the *PDS*, the most recent Annual Report and the names of each material outsourced service provider to the *fund*.

Promoter

ING DIRECT is a division of ING Bank (Australia) Limited ABN 24 000 893 292, AFSL 229823. ING DIRECT is the *promoter* of the *fund*. The *promoter* has consented (and not withdrawn its consent) to the inclusion of statements made by and referring to it in the form and context in which they appear. An investment in ING DIRECT Living Super is neither a deposit nor liability of ING Bank (Australia) Limited or any of its related corporations and none of them stands behind or guarantees the *fund*.

Insurer

The insurance cover offered by ING DIRECT Living Super is provided by MetLife Insurance Limited ABN 75 004 274 882, AFSL 238096 (*insurer*). The *insurer* has consented (and has not withdrawn its consent) to the inclusion of statements in this *PDS* which relate to insurance, in the form and context in which they appear.

Eligibility

The invitation in this *PDS* to become an ING DIRECT Living Super member is only available to persons receiving this *PDS* in Australia. ING DIRECT Living Super is open to Australian residents (that are not U.S. Persons) aged 13 years or older with an Australian address and phone number and a valid email address.

¹ SuperRatings does not issue, sell, guarantee or underwrite this product. Go to www.superratings.com.au for details of its ratings criteria.

² Canstar 5 Star rating awarded in September 2015.

1. About ING DIRECT Living Super

ING DIRECT Living Super offers a wide range of investment and insurance options.

Whether you are looking for the safety of cash and Term Deposits or *managed investments* or real time share trading, ING DIRECT Living Super has been structured to give you great flexibility and convenience. More information on the investment options is set out in section 5 of this *PDS* and section 5 of the *product guide*.

The investment and insurance options are offered through three types of *accounts*.

They are the:

- *Super account* (no minimum initial investment);
- *Transition to retirement (TTR) account* (a minimum initial investment of \$20,000 is required); and
- *Pension account* (a minimum initial investment of \$20,000 is required).

ING DIRECT Living Super is independent from your *employer*, so if you change jobs, you can remain in ING DIRECT Living Super and continue enjoying its benefits.

2. How super works

Superannuation is a long-term investment, designed to help you in your retirement. Understanding how your super *fund* works enables you to maximise and protect your retirement savings.

Some super *contributions* are compulsory *contributions* made by your *employer* and include *contributions* made under an award, or superannuation guarantee (SG) *contributions*. You can usually ask your *employer* to pay the SG *contributions* to a super fund of your choice.

Boosting your super

In addition to SG *contributions*, if you have a super account you can increase your retirement savings by making the following *contributions*:

- Voluntary personal *contributions*;
- Salary sacrifice *contributions*;
- Spouse *contributions*; and
- *Contributions* if you are self-employed.

Tax concessions are provided by the Government, however you need to carefully monitor the dollar amount of super *contributions* you make as the government has set dollar limits on the total value of the super *contributions* you can make each financial year before additional tax is imposed. There is more detail about the *contribution* caps in section 7 of this *PDS* 'How super is taxed'.

Consolidation of other super accounts

If you have a number of superannuation accounts you may be paying fees for each account. You should consider if it is beneficial for you to consolidate your superannuation accounts into ING DIRECT Living Super. You may also have money in 'lost super' accounts which could be transferred into ING DIRECT Living Super.

You should read the important information about consolidating your super accounts before making a decision. Go to the [product guide](#) and read the 'How your ING DIRECT Living Super account works' and 'How super works' sections. The material relating to *contributions* may change between the time when you read this *PDS* and the day when you acquire this product.

Accessing your super benefits

There are restrictions on when you can access your super. Generally, you cannot withdraw your super until you reach your preservation age and retire or you turn 65 (regardless of whether you retire). If you are using the *TTR account* option, you can access some of your super after you reach your preservation age if you are still working. The current preservation age is between 55 and 60 (inclusive), depending on your date of birth.

You should read the important information about accessing your super benefits before making a decision. Go to the [product guide](#) and read the 'How super works' section. The material relating to accessing your super benefits may change between the time when you read this *PDS* and the day when you acquire this product.

3. Benefits of investing with ING DIRECT Living Super

ING DIRECT Living Super is a flexible super solution that offers a wide range of investment and insurance options, as well as other features to give you greater control over your super.

With ING DIRECT Living Super you can:

- Choose from no and low fee options including:
 - The Balanced investment option with no administration or investment fees.³
 - No fees on Cash and Term Deposits held with ING DIRECT.³
- Tailor your investment mix with access to a wide range of *managed investments*, and real time share trading for even greater flexibility.
- Cover the risks in your life through cost-effective insurance including death cover, *total and permanent disablement (TPD)* cover and *income protection (IP)* cover.
- Understand your fees, as we provide transparency around any fees that we charge.

Simple and straightforward to use

ING DIRECT Living Super makes it easy with:

- a simple online or phone *application* process. You can also open an *account* through an ING DIRECT accredited financial adviser;
- mobile access so you can view your Living Super balances along with your other ING DIRECT accounts;
- online access so you can manage your super and insurance, as well as switch investments and trade shares, ETFs and LICs;
- our contact centre is available 24x7 and we have super specialists available between 8am – 8pm, Monday to Friday and 9am – 5pm Saturday (AEST/AEDT);
- the ability to *rollover* and consolidate your super online;
- access to personal advice through our *advice provider* on your super should you need some help with your investment and insurance decisions;
- access to online tools and research that give you greater control of your super.

You should read the important information about the benefits of ING DIRECT Living Super before making a decision. Go to the [product guide](#) and read the 'Benefits of ING DIRECT Living Super' section. The material relating to the benefits of investing with ING DIRECT Living Super may change between the time when you read this *PDS* and the day when you acquire this product.

³ Living Super rates are available at ingdirect.com.au. Buy-sell spreads and other incidental transaction costs apply to all *managed investment* options, including the Balanced option. Buy-sell spreads and other transaction costs are retained within the *managed investment* and are not fees paid to ING DIRECT or the *trustee*. The *trustee* may replace one or more of the underlying investment managers which may affect the fee structure for the investment options. The *trustee* may vary the fees for ING DIRECT Living Super without your consent by giving at least 30 days' notice where an increase applies.

4. Risks of super

Investment risks

ING DIRECT Living Super offers a range of investment options each of which carry a different level of risk, depending on the assets that make up the option. As a result, the potential for the value of your investment to increase or decrease will differ for each investment option.

When considering how to invest in super, it is important you understand that:

- all investments carry risk;
- different strategies may carry different levels of risk; depending on the assets that make up your investment strategy;
- investment returns are not guaranteed, and you may lose some of your money;
- the level of returns will vary, and future returns may differ from past returns;
- the value of your super can fluctuate depending on the investment options and risks associated with those investment options;
- investment options and other investments may be closed or terminated at any time;
- past performance is not an indicator of future performance;
- laws affecting your super may change and affect the return and level of risk of your investment;
- the amount of your future super savings (including *contributions* and returns) may not be enough to provide adequately for your retirement; and
- assets with the highest long-term returns may also carry the highest level of short term risk.

Other significant risks to your investment are the impact of inflation, interest rates, exchange rates, liquidity and market movement. The level of risk acceptable to each person will vary

depending on a range of factors. To help you determine how comfortable you are with risk, you should take into consideration your age, your planned retirement date, any other investments you may have and your overall risk tolerance.

You should ensure that you consider your investment options and preferences carefully and consider seeking financial advice, where necessary.

You should read the important information about investment risks of super before making a decision. Go to the [product guide](#) and read the section about 'Risks in super'. The material relating to risk may change between the time when you read this PDS and the day when you acquire this product.

General risks

Changes in legislation

Laws regarding super may change and this may have an impact on how you can invest your super, the amount or type of *contributions* you may make or other matters.

Changes in the trust deed

The *trustee* may make changes to the *trust deed* and rules of the *fund*.

Duty of disclosure

When completing your application for insurance, if you do not comply with your *duty of disclosure* as set out in the *product guide*, the *insurer* may not pay if you make an insurance claim, or may only pay a portion of your claim.

You should read the important information about investment risks of super before making a decision. Go to the [product guide](#) and read the section about 'Risks in super'. The material relating to risk may change between the time when you read this PDS and the day when you acquire this product.

5. How we invest your money

With ING DIRECT Living Super you can pick from a range of investment options that are straightforward, cost effective and provide flexibility for all life stages. You can invest in one or mix and match to suit your personal risk preferences. In addition to the investment options your account has a *Cash Hub* which must hold a minimum balance (detailed in the table below).

As part of the *application* process, you will be asked to elect the Balanced Option or *Cash Hub*.

- If you opt for the Balanced option, your money will be invested 100% in this option (subject to the *Cash Hub* minimum requirements).
- If you opt for the *Cash Hub*, your money will be invested 100% in the *Cash Hub*. You can then choose your preferred mix from the range of investment options (see the table below).

Warning: When you are choosing your investment options, you should consider the likely investment return, risk and how long you will be investing your super. If necessary you should seek financial advice.

Investment categories	Safe	Smart	Select	Shares	Cash Hub
Investment options	<ul style="list-style-type: none"> • Cash option • Term Deposits <ul style="list-style-type: none"> - 3 months - 6 months - 1 year - 2 year (2 year Term Deposit only available to super accounts) 	<ul style="list-style-type: none"> • Balanced 	<ul style="list-style-type: none"> • Growth • High Growth • Australian Shares • International Shares • International Shares (Hedged) • Australian Fixed Interest • International Fixed Interest (Hedged) • Australian Listed Property 	<ul style="list-style-type: none"> • S&P/ASX 300 Shares • Exchange Traded Funds • Listed Investment Companies 	<ul style="list-style-type: none"> • <i>Cash Hub</i> (the transaction account)
Minimums	\$1,000 in each Term Deposit	\$5,000 total account balance (waived when regular <i>contributions</i> are made to your account)	No minimum	\$10,000 total account balance required before you can invest in the Shares investment category	The <i>Cash Hub</i> must hold a minimum of \$500 or 1% of your account balance (whichever is greater and capped at \$10,000), plus the <i>insurance premiums</i> and <i>pension</i> payments (if applicable) due to be paid in the following two months

You should read the important information about the different investment options including switching between investment options, how we may change the investment options, the extent to which labour standards or environmental, social or ethical considerations are taken into account before making a decision. Go to the [product guide](#) and read the 'Investment options' section. The material may change between the time when you read this PDS and the day when you acquire the product.

Living Super – Growth option

Strategy and return objective

The long term asset allocation of the Growth option is 70% *growth assets* and 30% *defensive assets*. This investment option invests in cash, Australian and international shares (hedged and unhedged), and Australian listed property. The option can invest directly or indirectly via *managed investments*. This option aims to achieve a 3.0% average annual return above inflation (CPI) over 6 years before fees and taxes.

Investment horizon

At least 7 years.

Risk label

High – The Growth option will most likely suit if you seek a medium to long term investment and moderate – high returns, and accept the possibility of losses in capital.

Target asset allocation (benchmark and range)		
Asset Class	Ranges	Target
Australian shares	20 - 50%	35%
International shares	10 - 40%	15%
International shares (Hedged)	10 - 40%	15%
Australian listed property	0 - 40%	5%
Australian fixed interest	0 - 20%	10%
Cash	10 - 30%	20%

Living Super – Balanced option

Strategy and return objective

The long term asset allocation of the Balanced option is 50% *growth assets* and 50% *defensive assets*. This investment option invests in cash, Australian and international shares (hedged and unhedged) and can invest directly or indirectly via *managed investments*. This option aims to achieve a 2.5% average annual return above inflation (CPI), before fees and tax, over a 4 year period.

Investment horizon

At least 4 years.

Risk label

Medium/high – The Balanced option will most likely suit you if you seek medium to long term capital growth and accept the possibility of negative returns or capital losses over shorter periods.

Target asset allocation (benchmark and range)		
Asset Class	Ranges	Target
Australian shares	15 - 45%	30%
International shares	0 - 20%	10%
International shares (Hedged)	0 - 20%	10%
Australian fixed interest	0 - 10%	0%
Cash	20 - 60%	50%

6. Fees and costs

Did you know?

Small differences in both investment performance and fees and costs can have a substantial impact on your long term returns. For example, total annual fees and costs of 2% of your account balance rather than 1% could reduce your final return by up to 20% over a 30 year period (for example, reduce it from \$100,000 to \$80,000). You should consider whether features such as superior investment performance or the provision of better member services justify the higher fees and costs. Your employer may be able to negotiate to pay lower administration fees. Ask the fund or your financial adviser.

To find out more

If you would like to find out more, or see the impact of fees and costs 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.

Fees and costs for Living Super's Growth option[^]

The following information can be used to compare costs between different superannuation products.

Select – Growth Option		
Type of fee	Amount	How and when paid
Investment fee	0.25% p.a. on the account balance in Growth investment option	Calculated daily and factored into the unit price
Administration fee	0.50% p.a. on the account balance in Growth investment options capped at \$1,000 p.a.	Calculated daily, deducted from the Cash Hub monthly on the last day of the month or when you close your account
Buy-sell spread	Estimated to be between 0.13% and 0.15% when buying or selling units	Included in the unit price
Switching fee	Nil	Not applicable
Exit fee	Nil	Not applicable
Advice fees* relating to all members investing in the applicable investment option	Nil	Not applicable
Other fees and costs*	Nil	See section below 'Additional Explanation of Fees and Costs'
Indirect cost ratio	Nil	Not applicable

Fees and costs for Living Super's Balanced option[^]

The following information can be used to compare costs between different superannuation products.

Smart – Balanced option		
Type of fee	Amount	How and when paid
Investment fee	Nil	Not applicable
Administration fee	Nil	Not applicable
Buy-sell spread	Estimated to be between 0.08% and 0.09% when buying or selling units	Included in the unit price
Switching fee	Nil	Not applicable
Exit fee	Nil	Not applicable
Advice fees* relating to all members investing in the applicable investment option	Nil	Not applicable
Other fees and costs*	Nil	See section below 'Additional Explanation of Fees and Costs'
Indirect cost ratio	Nil	Not applicable

[^]All fees and costs expressed in this PDS, with the exception of the Member Advice Fee, are inclusive of GST less any reduced input tax credits.

* See the section below 'Additional explanation of fees and costs' for further information about other costs such as the Member advice fee, brokerage fees and, if applicable, Family Law fees, service fees and insurance premiums.

You can find similar detailed information about the other investment options in section 6 of the product guide.

Example of annual fees and costs for Living Super's Growth option

The table below gives an example of how the fees and costs for the Growth option can affect your super investment over a one year period. You should use this table to compare ING DIRECT Living Super with other super products.

Example - Living Super's growth investment option		Balance of \$50,000
Investment fees	0.25% p.a. on the account balance in Growth investment option	For every \$50,000 you have in this investment option you will be charged \$125 each year
PLUS Administration fees	0.50% p.a. on the account balance in Growth investment options capped at \$1,000 p.a.	And , for every \$50,000 you have in this investment option you will be charged \$250 each year capped at \$1,000 p.a.
PLUS Indirect costs for the Living Super's growth option	Nil	And , indirect costs of \$0 will be deducted from your investment
EQUALS Cost of product		If your balance was \$50,000, then for that year you will be charged fees of \$375** for this investment option

** Additional fees may apply.

Example of annual fees and costs for Living Super's Balanced option

The table below gives an example of how the fees and costs for the Balanced option can affect your super investment over a one year period. You should use this table to compare ING DIRECT Living Super with other super products.

Example - Living Super's balanced investment option		Balance of \$50,000
Investment fees	Nil	For every \$50,000 you have in this investment option you will be charged \$0 each year
PLUS Administration fees	Nil	And , you will be charged \$0 in administration fees regardless of your account balance
PLUS Indirect costs for the ING DIRECT Living Super's Balanced option	Nil	And , indirect costs of \$0 will be deducted from your investment
EQUALS Cost of product		If your balance was \$50,000, then for that year you will be charged fees of \$0** for this investment option

** Additional fees may apply.

The terms used in the fee tables above have the meanings given to them in the Superannuation Industry (Supervision) Act 1993 (Cth) and Corporations Regulations 2001 (Cth). You can view those definitions in section 12 of the *product guide* and the defined fees guide (www.ingdirect.com.au/pdf/Living_Super_Fees_Guide.pdf).

Additional explanation of fees and costs

Member advice fee

Warning: If you choose to consult a financial adviser about your super, you can agree to pay them a fee and have that fee deducted from your ING DIRECT Living Super account.

The fee will be outlined in the Statement of Advice provided by your financial adviser. The Member Advice Fee requested is inclusive of GST but not RITC. RITC and other tax rebates may reduce the net amount payable by you.

See 'Personal advice when you need it' in section 2 of the *product guide* for more information.

Administration fees

There are no administration fees for the Balanced option, *Cash Hub*, Cash option and Term Deposits.

Investment fees

There are no investment fees for the Balanced option, *Cash Hub*, Cash option and Term Deposits. However, investment options other than the Balanced option, *Cash Hub*, Cash option and Term Deposits will be subject to investment fees, payable to the investment manager. Investment management fees are based on a number of variable factors and will vary from time to time. Please see section 6 of the *product guide* for details of this information.

Buy-sell spread

Transaction costs (e.g. fund level brokerage and other incidental transaction costs) are incurred when buying and selling units in *managed investment* options. These fees will also include costs incurred when rebalancing the investments against their benchmarks. The buy-sell spread is retained within the *managed investments* (that is, it remains an asset of the relevant fund or other investment) and is not a fee paid to ING DIRECT or the trustee. For more detail on this and associated brokerage costs, please see section 6 of the *product guide*.

Brokerage costs for the Shares category

Brokerage costs are deducted from the *Cash Hub* trade of listed securities is requested. For more detail on this, please see section 6 of the *product guide*.

Insurance premiums

If you have insurance cover, the cost of your *insurance premiums* is deducted from your *Cash Hub* on the last day of every month or, if this is not a *business day*, the next *business day*, and paid to the *insurer*. For more information, see section 8 of this *PDS*, and section 9 of the *product guide*.

Taxes

Applicable taxation information (including information as to whether any tax deduction is passed on to you in the form of a reduced fee or cost) is set out in section 7 of this *PDS*, and section 7 of the *product guide*.

Service fee for premium market research

If you have subscribed to premium market research, you may be charged an additional service fee. This will be deducted from the *Cash Hub* on the first *business day* of the month.

Changing fees

The fees set out on the previous page may be varied without your consent. However, we have no intention of introducing new fees for the *Cash Hub*, the Cash option, Term Deposits and Balanced option. We will give you at least 30 days' notice of any proposed increase to the fees for ING DIRECT Living Super.

You should read the important information about fees and other costs before making a decision. Go to the *product guide* and read the section relating to 'Fees and other costs'.

Definitions of the fees are also available in the *defined fees guide*. The material relating to fees and other costs may change between the time when you read this *PDS* and the day when you acquire this product.

7. How super is taxed

The super account

Investing in super generally offers taxation advantages.

Tax on contributions

When you make your contribution – Contributions tax

All *employer contributions* made from your pre-tax (gross) salary (including amounts that have been salary sacrificed), and any *personal contributions* for which a tax deduction is claimed, are subject to a 15% *contributions tax*. These *contributions* and certain other amounts are known as *concessional contributions*.

Personal *contributions* that are not claimed as a tax deduction and *spouse contributions* are not taxed. These *contributions* and certain other amounts are known as *non-concessional contributions*.

Tax on *contributions*, where applicable, is deducted each time a contribution is made to your super *account*.

Low *income* taxpayers may be entitled to a contribution from the Government of up to \$500.⁴ Effective 1 July 2012, anyone earning more than \$300,000 (conditions apply) may be subject to an additional 15% *contributions tax* on excessive *concessional contributions*.

The amount of your contribution – Contribution caps

The Government has set dollar limits (or caps) on the amount that can be contributed to your super each year before additional tax becomes payable. These limits are called contribution caps.

The amount of the contribution cap depends on whether the *contributions* are *concessional* (for 2015/16 \$30,000 per annum for individuals under age 49 at 30 June 2015 and \$35,000 per annum for individuals age 49 and over at 30 June 2015) or *non-concessional* (generally \$180,000 per annum although a cap of \$540,000 may be available in certain circumstances) and also your age. If you exceed the *concessional contribution cap* for a financial year, the excess will generally be assessed against your *non-concessional contribution cap*. (An exception may arise where you elect to release the excess *concessional contributions* from your super *account*).

WARNING: If you exceed the relevant contribution cap for a Financial year, you may be assessed by the ATO as having to pay an *excess contributions tax*. *Excess concessional contributions* will be included in your *assessable income* for the corresponding financial year and taxed at your marginal tax rates plus the Medicare levy less a 15% offset. In addition, you will be liable for the *excess concessional contributions charge*. If you exceed the *non-concessional contributions cap*, you may be subject to *excess non-concessional contributions tax*. You have a choice of how your *excess non-concessional contributions* will be taxed. You can choose to release the amount from your *superannuation account*, pay the *excess non-concessional contributions tax* or advise the ATO you have no money in *superannuation*. You elect your choice by completing the ATO *excess non-concessional contributions (ENCC) election notice* and returning to the ATO. Once you have made your election it cannot be changed.

Things you should know: You need to monitor contributions made to all your super funds.

On investment earnings

Investment earnings are taxed at a maximum of 15%. Investment earnings applied to your super *account* are net of tax and certain investment fees and may be offset by tax credits such as *franking credits*.

When you take your money out

How much tax is charged on the withdrawal of your super benefits will depend on the following factors:

- your age;
- the amount of the withdrawal;
- the type of benefit; and
- whether your benefit contains a taxable component.

For example: if you receive a lump sum benefit payment from your *account* on or after age 60, the payment will generally be tax free. However, the tax treatment of benefit payments paid in other circumstances (e.g. if you are under age 60, if you die, if you become *disabled*, etc.) may be different.

When you transfer your money to another super fund

Generally, if your benefit is rolled over or transferred to another complying super fund, no tax will be payable.

The Transition To Retirement (TTR) and pension account

When you have a *TTR* or a *pension account*, there may be some tax benefits that apply to *income* withdrawn from these accounts. The tax benefits include:

- No lump sum tax on *rollovers* – when you *roll over* your super benefit into your *pension* or *TTR account*, generally no tax is payable on your benefit.
- No tax on investment earnings – investment returns on your *pension* or *TTR account* are tax-free while kept in your *pension* or *TTR account* and you may receive the benefits of *franking credits*.⁵

Things you should know: tax may be payable on transfers from some super funds (For example 15% *contributions tax* may be payable on an untaxed element (if any) within your benefit rolled over from another complying super fund).

If you are under age 60

- Part of each *pension* payment may be paid to you tax-free. This “tax-free amount” represents part of the tax-free component of your super *account*.
- You may also be eligible for a 15% tax offset (rebate) on the taxable portion of *income* payments. This offset generally applies if you’re aged between *preservation age* and 60 or are *disabled*.

If you are over age 60

- No tax is payable on *pension* or lump sum payments from your *pension account*, as all of your *income* payments and lump sum withdrawals are tax free.

Tax File Numbers

When you join ING DIRECT Living Super we will ask you to provide your TFN.

You do not have to quote your TFN. However, if ING DIRECT Living Super does not receive your TFN, *contributions* cannot be accepted by ING DIRECT Living Super. Further, additional tax may be imposed on your benefit payments. For more information, please refer to sections 4 and 7 of the *product guide*.

To find out whether we have your TFN on record, please log into ingdirect.com.au and go to ‘My Account Details’ or to provide us with your TFN, call us. **If we don’t have your TFN, you should provide it to us.**

You should read the important information about how super is taxed before making a decision. Go to the *product guide* and read the section ‘How super is taxed’. The material relating to how super is taxed may change between the time you read this *PDS* and when you apply for or acquire this product.

⁴ The Low Income Super Contribution will not be payable in respect of concessional contributions made on or after 1 July 2017.

⁵ Prior to the commencement of your TTR or pension your account balance will be taxed as a super account.

8. Insurance in your super

Insurance cover through your ING DIRECT Living Super *account* may be a tax-effective way to financially protect you and your family.

The different ways to be insured through ING DIRECT Living Super are:

- You could be eligible to receive a basic level of death and *TPD* cover, called Automatic Cover, when you open a *super account*.
- You can tailor your Automatic Cover by applying for more death and *TPD* cover, called Tailored Cover.
- *Income protection* insurance – You can also apply for *income protection* in addition to either Automatic or Tailored Cover.

Types of insurance

Death cover provides a lump sum for your *dependants* or your legal personal representative. *TPD* cover provides you a lump sum if you become *totally and permanently disabled*. *Income protection* provides regular monthly payments, if you become *disabled or partially disabled* as a result of *injury or illness*, and are temporarily unable to work.

Automatic Cover

Automatic cover provides you with a pre-approved level of death and *TPD* cover when you open up a *super account*, subject to eligibility, up to a maximum of \$300,000. Your benefit and premium will be based on your gender, age and *occupation*.

To be eligible you must be between 15 and 64 for death and *TPD* cover, and between 65 and 69 for death cover only. Exclusions for pre-existing conditions and high risk *occupations* apply. More information can be found in the *product guide*.

If eligible, cover will commence and premiums will be deducted once you have a positive balance in your *super account* within 120 days after opening the *super account*. If you do not wish to proceed with Automatic Cover, you can cancel this cover before you have a positive balance in your *super account* to ensure no premiums are deducted. You can cancel your insurance at any time by logging into your Living Super *account* at ingdirect.com.au and completing the online form or by calling us.

Tailored Cover and Income Protection Cover

Options for Tailored Cover include Fixed Premiums, Level of Cover or Life Stage cover. More information can be found in the *product guide*.

With Tailored Cover you can apply for a maximum of \$5 million *TPD* cover. No maximum amount applies for death cover. The maximum benefit for *income protection* is \$30,000 per month.

Cost of insurance

There are costs associated with insurance cover. The premium you pay depends on the amount of cover, type of cover and other factors such as gender, age, *occupation*, and your health declaration. Your *insurance premiums* will be deducted from your *Cash Hub* on the last day of every month or the next *business day*. The premium is calculated based on the information in your *application form*, and any additional information required by the *insurer*. To help you work out how much your cover may cost, use the calculator called 'Insurance Quote' at ingdirect.com.au or call us. You should read the information in section 9 of the *product guide* about the costs of cover before deciding whether the insurance is appropriate.

You should read the important information about the costs of insurance cover, terms and conditions of insurance cover through ING DIRECT Living Super before making a decision as these may affect your entitlement to insurance cover. Go to the *product guide* and read the section 'Insurance in your super'. The material relating to insurance in your super may change between the time

Bring your insurance to Living Super

Just like rolling over your super, you can also apply to bring your insurance cover across from another super fund by logging into your Living Super *account* at ingdirect.com.au and completing the online *application form*. You can transfer up to a maximum of \$2 million death and/or *TPD* cover, and up to \$20,000 per month *income protection*. These maximums are inclusive of any existing cover you have with ING DIRECT Living Super. You should read the information in section 9 of the *product guide* for more information.

9. How to open an account

To open an account in ING DIRECT Living Super you can apply online by visiting our website ingdirect.com.au, by contacting us on 133 464 between 8am – 8pm, Monday to Friday and 9am – 5pm Saturday (AEST/ AEDT) or through your ING DIRECT accredited adviser.

Cooling off period

The cooling off period is 14 days from the earlier of the date you receive confirmation from us that funds are received into your account, or the end of the fifth day that we first issue you with units or a dollar balance in your investment option(s). During the cooling off period you can have your investment repaid or transferred to another complying super product if the funds are preserved.

The amount that is repaid may be adjusted to take into account any transaction and administration costs and any increase or decrease in the value of your investment in ING DIRECT Living Super during the period of joining and cancelling your *account*.

Resolving issues

At ING DIRECT Living Super we will try our best to solve your issues over the phone in a prompt manner. Please call us and let us know if you have an issue or a complaint. If it cannot be dealt with over the phone, you can send us a message via Online Banking and selecting My Messages or write to:

ING DIRECT
Reply paid 4307
Sydney NSW 2001

Complaints Officer

Our Complaints Officer will review your complaint and work with the *trustee* to resolve the problem as soon as possible. If, after review or a period of 90 days has passed, we cannot assist you and you would like to take the matter further, you may contact the Superannuation Complaints Tribunal by the following means:

Phone: 1300 884 114

Address: Locked Bag 3060,
Melbourne VIC 3001

Email: info@sct.gov.au

Website: www.sct.gov.au

The Tribunal is an independent body established by the Government to help account holders of super funds resolve complaints.

Privacy

We are committed to ensuring the confidentiality and security of your information. We may provide information to service providers engaged by the *trustee* to assist it in the administration and operation of your ING DIRECT Living Super account. We are bound by the privacy legislation to guide us in our responsible handling of personal information. A copy of the ING DIRECT Superannuation Fund Privacy Policy is available [here](#) or at www.ingdirect.com.au/pdf/INGD_Super_Privacy_Policy.pdf

You should read the important information about privacy before making a decision. Go to the [product guide](#) and read the section relating to 'Privacy' in the 'Additional information' section. The material relating to privacy may change between the time when you read this *PDS* and the day when you acquire this product.

At your service



Visit

ingdirect.com.au



Call

133 464

8am – 8pm Monday to Friday
9am-5pm Saturday (AEST/AEDT)



Mail

Reply paid 4307
Sydney NSW 2001