



Self Managed Superannuation Administration Services Guide

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SuperIQ provides an intuitive service that brings together the all the facilities you need to make the best possible decisions about your financial future

The service includes establishment of your new SMSF or the transfer of your existing Fund, regular accounting and reconciliation of your Fund, completion of all accounting, regulatory and ATO compliance requirements and access to online reporting and management tools

Contents

About SuperIQ	1
Key Features of the SuperIQ Service	2
The SuperIQ Service	3
Getting Started	6
Ongoing Administration	8
Using the Service	9
Fees and Other Costs	10
Terms & Conditions	12

About SuperIQ

SuperIQ has transformed the way that Self Managed Superannuation services are provided and we intend to keep driving innovation to make it easier for more Australians to take control of their retirement savings and their financial futures

The background to SuperIQ

The team at SuperIQ saw the opportunity to revolutionise the Self Managed Superannuation industry by providing Trustees and Members with timely and intuitive information to help them make decisions about their financial future. After all, that is why people use Self Managed Superannuation funds.

The SuperIQ team have tremendous experience with Self Managed Superannuation and Superannuation generally. We have used this experience to build a solution that works for Trustees and Members and for their accountants and advisers. It really is about making things easier for everyone involved.

Transformation of Self Managed Superannuation

We have transformed the way that Self Managed Superannuation Funds are established. It is no longer about reams and reams of paper, endless signatures and duplicated information. Our establishment process is almost entirely online and can be completed in minutes.

We have transformed the way Self Managed Superannuation Funds are managed and administered. It is no longer about waiting until the financial accounts are prepared each year and lodging a tax return. Our management process relies on electronic data feeds (where ever possible) and daily reconciliations. So you always know where you stand.

We have also transformed the management of Trustee obligations. It is no longer about remembering dozens and dozens of rules about what you need to do. Our system prompts you to complete the tasks that are necessary to satisfy your obligations and many of these tasks can be completed online quickly and easily.

Our people

Our management team are some of the most experienced self managed superannuation experts in the industry. Between them, our Technical Services specialists have decades of experience in helping Trustees and their advisers and accountants make the most of their self managed superannuation fund and resolve problems with Funds.

Our accountants and administrators are also incredibly well qualified and experienced. Our administration team are virtually all degree qualified accountants, almost one third of the team hold postgraduate qualifications and half of them either hold or are studying toward CA or CPA qualifications. If your Fund is being looked after by SuperIQ it is being looked after by someone who is very well qualified for the job.

Ongoing innovation

Our intent is to continue driving innovation in the Self Managed Superannuation industry to make it easier and easier for more Australians to take control of their retirement savings and their financial future.

Key Features of the SuperIQ Service

SuperIQ provides an intuitive SMSF Service that brings together all the things you need to take control of your superannuation and retirement savings - you can concentrate on investment decisions and making the most of your Fund while we help you look after the administrative and compliance activities

For New Funds - Fund Establishment

For new Funds, we will establish the Fund for you by providing a trust deed, a notice of election to become a regulated Fund, registering your Fund for an Australian Business Number (ABN) and a Tax File Number (TFN) and for GST. We will generate the Trustee minutes required to establish the Fund. We will also manage rollovers from other superannuation Funds for you.

For Existing Funds – Fund Transfer

For existing Funds, will facilitate the transfer of your Fund from the current administrator, upgrade the Fund's deed to our standard trust deed, prepare accounts and tax returns required for any prior periods and bring the Fund up to date in the current financial year. If we identify any problems with your Fund we will work with you, your accountant, adviser and previous administrator to resolve them as quickly as we can.

For All Funds - Ongoing Accounting, Tax and Administration services

We will perform all the ongoing accounting, tax and administrative functions required for the ongoing operation of your SMSF. We will work with you, your adviser or your accountant to make sure you have the information you need to make decisions about your retirement savings and so that you know exactly what needs to be done to ensure your Fund meets its compliance requirements.

We will process transactions and events for your Fund on a daily basis and we will regularly reconcile your Fund. If there are transactions or events that we don't have sufficient information to process we will ask you to provide us with that information.

We will provide you with online reporting about your Fund at all times during the year – so you will know exactly where you stand.

We will prepare your Fund's financial statements, arrange for your Fund to be audited and complete and lodge your Fund's tax return each year.

For All Funds - Online Management and Reporting

As part of our service we will provide you with access to our unique Member Dashboards. Your Dashboard will provide you with continuous access to near real time information about your Fund and online reporting and management tools. The Dashboard will also provide you with a convenient way to interact with the Accountant that is looking after your Fund.

Our online Dashboards will provide you with access to up to date balance information and asset values, contributions and contribution caps, pension payments and minimum and maximum pension payment requirements, your investment strategy and current asset allocation and any outstanding tasks you are required to complete.

The SuperIQ Service

SuperIQ provides an intuitive and comprehensive service for both new Funds and transferring Funds – serving the needs of Trustees, Members, accountants and advisers

Overview of the SuperIQ Service

The SuperIQ SMSF Service includes establishment of your new SMSF or the transfer of your existing Fund, regular accounting and reconciliation of your Fund, completion of all annual accounting, regulatory and ATO compliance requirements and online access to tools and resources to assist you with your SMSF compliance and administration obligations.

Who Can Use the Service

The service has been designed with SMSF Trustees in mind along with professional advisers and financial planners. You can establish a new SMSF under the service or transfer your existing Fund. Regardless of whether you are establishing a new Fund or transferring an existing Fund you will be supported by our highly skilled Accountants, Administrators and Technical Services Specialists.

What is Included in the Service?

The SuperIQ service caters for the needs of both newly established Funds and existing Funds that you wish to transfer to the SuperIQ service.

For New Funds - Fund Establishment

To help you establish your Fund we will provide all the required documentation including trust deed, Trustee declarations, application to become a regulated Fund, ABN and TFN application, and establishment minutes.

If you decide to use a Corporate Trustee we will establishment the Trustee company for you.

If you have superannuation Funds to be rolled over from other superannuation Funds we will manage this for you.

For Existing Funds – Fund Transfer

To help you transfer your Fund to the SuperIQ service we will liaise with your previous administrator to source historical documentation and Fund details.

We will prepare and lodge accounts and tax returns for prior periods, where required, and bring the Fund up to date in the current year (there may be an additional charge for prior periods).

We will also upgrade your existing trust deed to our highly flexible and compliant trust deed.

The SuperIQ Service cont'd

What Assets and Asset Classes Can I Invest In?

The SuperIQ service provides you with the full flexibility of a self managed superannuation Fund. You can invest in any asset allowable under the superannuation legislation. We also provide convenient access to a range of products and services that you may wish to use for your Fund. Because the accounting and administrative support will vary based on how you invest we divide assets into two categories – Linked and Non Linked.

Linked Investments

Linked investments include cash accounts, term deposits and ASX listed securities purchased or traded through a number of selected product or service providers. These include:

- Cash accounts: AMP Bank
- Term Deposits: Australian Money Market
- Listed Securities: Desktop Broker

These providers generally allow accounts to be established electronically for SuperIQ clients and also provide SuperIQ with electronic data feeds to ensure our accounting and administration processes are timely and efficient. This in turn allows us to set fixed administration fees for Funds with only Linked Investments.

Non Linked Investments

All investments other than Linked Investments are considered Non Linked Investments.

Examples of Non Linked Investments include cash accounts with non linked providers, listed securities with non linked brokers and assets such as property and collectibles.

While there are no restrictions on Funds investing in Non Linked Investments, generally speaking you will be required to complete a separate application process with the relevant product or service provider to invest in these assets. The investment provider may also not provide SuperIQ with a daily electronic data feed of investment transactions and values. The extra effort required to administer Non Linked Investments will generally result in a higher administration fee than where a Fund invests only in Linked Investments.

Ongoing Accounting, Tax and Fund Administration

Our ultimate goal is to make sure that you have continuous access to up to date information about your Fund. In order to do this we will process any transactions your Fund completes on a daily basis. Where we don't have sufficient information to process a transaction we will contact you for additional information.

We will also work with you to put in place the appropriate authorities so that we can get regular electronic data feeds about the investments you hold in your Fund. These electronic data feeds make the accounting and reconciliation of your Fund much more efficient and will help us ensure that your Fund information is always up to date.

Where an Actuarial Certificate is required for your Fund we will arrange for an independent Actuary to prepare the certificate.

We will complete end of year financial statements for your Fund. We will also arrange for an independent, registered SMSF auditor to conduct an annual audit of your Fund. Following completion of the annual audit we will prepare and lodge your Fund's tax return.

During the course of the year we will manage all of the routine events likely to occur for your Fund. You can make contributions to your Fund, rollover money from another superannuation Fund into your SMSF, start a pension and receive pension payments – all at no additional cost.

When it comes time to wind up your Fund we will work with you to reconcile final balances, prepare all the necessary documentation and advise you of any transactions or payments you need to make to wind up the Fund.

If at some point you choose to appoint another administrator to look after your Fund we will work as quickly as we can to reconcile your Fund, lodge any outstanding returns, package up the records for your Fund and transfer them to the new administrator in accordance with your instructions.

The SuperIQ Service cont'd

You Decide How To Interact with Us

The SuperIQ service allows you to choose how you want to manage your Fund and interact with us. You can choose for notifications and alerts about your Fund to be sent to you through your Dashboard only, through a combination of your Dashboard and email, a combination of your Dashboard and SMS or by post. The choice is yours.

We do recommend that you make as much use of the Dashboard as possible. It is great technology that is designed to make things easy and efficient for you, for your accountant or adviser, for the auditor of your Fund and for us.

Support from SMSF Specialists

Whilst we will always provide you with access to great technology, we also understand the importance of providing you with access to great people. We will provide you with direct access to a dedicated Client Services representative and/or the Accountant who looks after your Fund – by phone or email. This ensures that you can always talk directly with someone who knows you and knows your Fund.

You will also have access to our Technical Services Specialists to help you with any more complex compliance, structuring or tax related issues. The Technical Services team can also help you plan for changes you are making in investments, membership or the structure of your Fund. If you have an adviser or an accountant our Technical Services team will work with them to ensure you have the best advice possible.

You will also receive our Trustee newsletter which will keep you informed of changes in tax, legislation and other things affecting SMSFs. Where ever we can we will help you understand the changes, what you need to do in response to them and what opportunities the changes may represent for your Fund.

Billing and Minimum Term

Fees for all SuperIQ services are paid by direct debit from the main cash operating account of the Fund. When your Fund is established or transferred you will be required to sign a direct debit authority form allowing SuperIQ to deduct fees from the account. We may also use the account to make other required payments, such as tax payments, for you.

Administration fees are generally payable monthly in arrears.

Other fees are generally charged as incurred.

The minimum term for the SuperIQ service is 12 months. If you choose to transfer your Fund to another administrator or otherwise cancel your arrangement with SuperIQ within 12 months we may charge you an administration fee equal to the remainder of 12 months administration fee. We will generally charge this fee at the point you notify us that you are leaving the service.

Please refer to the Fee section for further information on billing.

Getting Started

Getting started with the SuperIQ service is easy – you can establish a new Fund or transfer an existing Fund to the SuperIQ service from our web site at www.superiq.com.au

Setting up and New Fund

The SuperIQ SMSF service has taken the usual complicated and time consuming process of setting up an SMSF and made it intuitive and fast.

Our online setup process which is available from the SuperIQ website (www.superiq.com.au) steps you through the entire process of setting up a new SMSF and takes care of all the paperwork including:

- trust deed, Trustee minutes and resolutions
- Member applications
- declaration of capacity to be Trustees/Trustee directors
- declaration of understanding of responsibilities by Trustees/Trustee directors
- investment strategy
- statement of compliance

As soon as you submit your application to establish a new Fund one of our New Business Specialists will call you to help you through the remainder of the Fund establishment process.

Transferring an Existing Fund

If you have an existing SMSF, you may transfer this Fund into the SuperIQ SMSF service.

You can complete the transfer process by using the SuperIQ web site (www.superiq.com.au).

We will assist by writing to your previous administrator to collect the historical accounting records for your Fund.

We will then transfer the Fund to our systems, bring the Fund up to date and provide you with access to your Member Dashboard.

As soon as you submit your application to transfer your Fund to the SuperIQ SMSF Service one of our New Business Specialists will call you to help you through the transfer process.

Selecting Financial Products & Services to be used by your Fund

SuperIQ has worked with a number of organisations to make it easy to apply for and use a number of different financial products and services with your Fund. Often you can apply for these financial products and services during the Fund establishment or Fund transfer process. You may also be able to apply for them directly from the Member Dashboard. In most cases the application process is online and paperless. Of course, there is absolutely no obligation to use these financial products and services and your Fund can make use of any financial products and services allowable under the law.

Financial products and services we can help you apply for include:

- Cash accounts
- Term Deposits through a Term Deposit Management facility
- Pension Card and Pension Cash Account
- Online Share Trading
- Death, TPD and Salary Continuance Insurance

We can also help you with a range of other services including:

- Limited Recourse Borrowing structures and documentation
- Technical Advice about the structure of your Fund
- Tax advice for your Fund

Getting Started cont'd

Using Your Member Dashboard

After we have established your SMSF, we will issue you with a login and password so you can access information about your Fund through your online Member Dashboard. On the Dashboard you will find:

- Establishment documents related to your Fund
- Any requests for additional documents / information that we need

We will use the Dashboard to provide you with information about your Fund and to communicate with you about things you need to complete to ensure your Fund remains up to date and compliant with legal requirements.

You can also create additional logins for your professional advisers including your Financial Planner or Accountant.

Signing and Returning Documents to us

On your Dashboard you will find instructions about the tasks you need to complete to finalise the establishment of your Fund or the transfer of your Fund to the SuperIQ SMSF service.

Many of the documents required to setup or transfer your Fund can be signed electronically through the Dashboard. Some do require printing for physical signature.

Please attend to these tasks as quickly as possible so we can finalise the establishment of transfer of your Fund and start providing you with the full benefits of the SuperIQ service.

Welcome to SuperIQ

When the establishment and transfer tasks are completed your Fund is ready to operate. At this point we will assign you a dedicated Fund Accountant and a Client Services Representative who will be your primary points of contact with SuperIQ. Please refer to the 'Ongoing Administration' section for further information about the ongoing services you will receive.

Ongoing Administration

After your Fund has been established or transferred to the SuperIQ service we will assign you a dedicated Fund Accountant and Client Services Representative who will be your key points of contact with SuperIQ – you will always know who to talk to

Ongoing administration and record keeping

SuperIQ will record and maintain records of:

- Member details
- Financial transactions
- The Fund's investment strategy
- Investment income
- Insurance arrangements

Statutory paperwork

SuperIQ will take care of statutory paperwork including:

- Preparation of ATO returns
- Lodgement of statutory report forms
- Preparation of minutes for the Trustees to sign
- Arranging actuarial calculations and certificates as required

Ongoing monitoring

SuperIQ will monitor the activities of the Fund and notify Trustees of issues such as:

- Movements of assets outside of the Fund's investment strategy
- The need for revaluation of non-standard assets
- The need for actuarial certificates
- Upcoming Trustee obligations.

Contribution caps and pension alerts

SuperIQ will send you alerts via your choice of email, text message or post to:

- Help you manage your contributions caps
- Help make sure you always meet the minimum pension withdrawal requirements and don't exceed your maximum pension withdrawal limit

Online reporting

Your Member Dashboard will provide access to up to date reporting for your Fund including:

- Investment income reports
- Capital gains tax reports
- Financial statements including Balance Sheet, Income Statement and Member Statements

Managing your investment strategy

As your circumstances change, you can select another investment strategy that more effectively meets your needs as a Member by updating the Investment Strategy through the Member Dashboard facility from the SuperIQ web site (www.superiq.com.au). Our system will automatically produce an Investment Strategy document and Trustee minutes to reflect the change

Trustee Obligations and Minutes

SuperIQ will help with the ongoing administration and compliance of your Fund by making you aware of your obligations as a Trustee including:

- Preparation of minutes of meetings including transaction minutes
- Advising Trustees of asset movements that are outside the Fund's investment strategy
- Advising Trustees of any new obligations
- Monitoring non-standard assets and advising Trustees when revaluations are required

Record Keeping

SuperIQ will help with the ongoing administration and compliance of your Fund by helping you keep appropriate records for your Fund including:

- Retention of digital records
- Daily transaction processing
- Monthly Fund reconciliation
- Member records, including balances, contributions, and the allocation of contributions and drawdowns to the correct components
- Reserve account monitoring
- Multiple pension account monitoring

Using the service

To ensure we provide you with the best possible service, we have outlined the key things you need to do to make the most of your relationship with SuperIQ and the SuperIQ service. Your dedicated Fund Accountant and Client Service Representative will always be available to help you

Automated data feeds from investment providers

We reconcile your investment transactions with your cash account daily. To do this as efficiently as possible we require electronic data feeds of investment information from any banks, brokers and investment platforms used by your Fund. We will provide you with Third Party Authority forms to authorise the establishment of these data feeds. Please complete these and return them to us as soon as possible.

Transferring Existing Assets

Where permitted by superannuation law, existing assets may be transferred into your Fund to consolidate your superannuation without needing to sell them. Assets are transferred into the name of the Trustee/s (as Trustee/s of the Fund). This may result in stamp duty being incurred.

The asset information you provide will be used in the ongoing administration of your Fund. To ensure this information is reliable, we must be able to obtain details of the assets, including their CGT history, in a form acceptable to us at the time the assets are transferred.

Mailing address for your investments

For investments that provide an electronic data feed to us we do not require paper copies of statements or documents. For these products please instruct the investment provider to turn off paper statements and documents or have such documents sent to you.

Where we are unable to source electronic data feeds for an investment you may either send us copies of such documents or have these documents addressed directly to us. We will use the documents to complete the administration of your Fund and scan the documents and upload them to your Member Dashboard.

If we need a document that we do not have we will create a task and request it via the Member Dashboard. Depending on your communication preferences you may be informed of this by SMS, email or post. Please provide us with such documents as quickly as possible so that we can complete the administration of your Fund.

Reports and Statements

During the course of a year we'll provide you with the following information via your Member Dashboard (we will generally only send you printed material when you specifically request it):

- Comprehensive online reporting
- Notification of actions we require you to complete
- Current contribution details
- Current pension details
- Alerts for all important matters via SMS, email or post
- An annual report for each financial year which summarises the contributions, benefits and other payments and the net earnings on your Member account within your Fund over the year
- A copy of the Fund's annual financial statements
- A copy of the Fund's annual income tax and regulatory return

This information can also be made available to your financial adviser or accountant via their Adviser Dashboard.

Depending on the circumstances of your Fund, we also send you various types of communications during the year such as an annual pension details notice, or a request for information as to whether you are claiming a tax deduction for your personal contributions to the Fund.

Fees and other costs

The following fees and charges apply to Funds using the SuperIQ service

Service	Fee		Fees are payable
	Linked Services Only	Using Other Services	
Fund Set Up or Transfer			
New Fund set up		\$550	Upfront
Trust deed fee		\$330	
or Fund transfer fee		\$220	
SMSF Trustee Company Incorporation (optional)		\$880 (includes ASIC Fee)	Upfront
Catch up processing fee for current financial year (if required)		\$183	Per month
Catch up processing fee for previous financial years (if required)		\$1,650	Per year
Administration Service			
Annual Fee	\$2,200	\$2,850	Monthly instalments
Non data fed investments	1 permitted for \$300	1 included then \$300 each	Monthly instalments
Non core cash account	\$100	-	Monthly instalments
SMSF Borrowing Administration fee (for assets other than property where a separate borrowing entity is involved)		\$110 per month	Monthly instalments
Segregated assets		\$1,000 per segregation	Monthly instalments
Audit		\$440	When incurred
Audit Re-work fee		\$330	When incurred
Re-audit fee		\$330	When incurred
Actuarial certificate (where required)		\$220 – account based \$440 – defined benefit	Annually when required
Trust Deed update fee (from earlier version of SuperIQ Trust Deed)		\$220	When incurred
Trust Deed update fee (from non SuperIQ Trust Deed)		\$330	When incurred
Early termination fee (within first 12 months)	Up to \$2,200	Up to \$2,850	When incurred

Service	Fee	Fees are payable
Additional services		
Borrowing Arrangement – Commercial Lender	\$880	When incurred
Borrowing Arrangement – Related Party	\$1,540	When incurred
Remedial & other services	\$220 / hour	When incurred
Technical Advice	\$350 / hour	When incurred
Fees payable to regulators and other parties		
SMSF Supervisory Levy	Refer to ATO website	Annually
Adviser Service Fee	As agreed between you and your financial adviser	-

Payment of Fees

The fees you pay will depend upon your choice of underlying investments and the nature of your SMSF. We deduct the fees from the cash account of your Fund (in accordance with the Direct Debit Agreement) unless stated otherwise. This will generally occur on or around the 15th day of the month following the provision of the service.

All fees are in Australian dollars and are inclusive of GST where applicable.

Remuneration paid by service providers to SuperIQ

Where SuperIQ arranges for your Fund to apply for financial products and services, SuperIQ may receive remuneration from the provider of the financial product or service. This remuneration is paid by the provider of the financial product or service, it is not an additional fee paid by you, or by your Fund.

Service	Amount
AMP Bank	0.2727% of account balance
Adelaide Bank	0.275% of account balance
Macquarie Bank	0.275% of account balance
Australian Money Market (AMM) Term deposits	Up to 0.1% of account balance
Desktop Broker	\$5 or 0.04% of the value of the trade
National Australia Bank Super Lever	0.11% on the average monthly debit balance of your loan

Terms & Conditions

Definitions

Administration Services Guide means the document titled “Administration Services Guide” in relation to the SuperIQ SMSF service to which these terms and conditions are attached

Fund means the proposed or registered self managed superannuation fund

Primary Contact means the person nominated during the establishment or transfer of the Fund to receive all correspondence relating to the Fund

Service means the SuperIQ SMSF service provided by SuperIQ

SuperIQ, we, us means SuperIQ Pty Ltd ABN 27 147 105 164 and, where relevant, its employees and agents

Terms and Conditions means the terms and conditions of the Service(s) set out in this guide and the Application Form

You, Your means the Trustees of the Fund (in their personal capacity and as Trustee (as applicable)) as outlined during the establishment or transfer of the Fund, or as amended from time to time, or any Member of the Fund or other person authorised to use the Service(s) on your behalf (e.g. a financial adviser, agent or accountant)

Terms and Conditions of the Service

SuperIQ provides the Service to you in accordance with the information contained in any brochures provided by SuperIQ or located at www.superiq.com.au in relation to the SuperIQ SMSF Service (**Service Material**), Fund establishment or transfer process and these current Terms and Conditions. You agree to be bound by the Service Material and these Terms and Conditions of the Service.

The Service is provided to you on condition that you pay the fee (including any costs, expenses or charges) for the Service, which are set out in the Service Material on the SuperIQ website www.superiq.com.au

You must make your own assessment and take professional advice to ensure that the Service provided is appropriate and suitable for your circumstances and that you comply and continue to comply with all relevant laws. While all reasonable skill and diligence has been taken by SuperIQ in providing the Service to you, SuperIQ is not responsible or liable for any loss or damage (whether direct or indirect) you or anyone else may incur as a consequence of the Service being inappropriate or unsuitable for your circumstances.

While all reasonable skill and diligence has been taken by SuperIQ, SuperIQ does not warrant the appropriateness or suitability of the information provided in relation to the Service. You must make your own assessment of the information provided and rely on it wholly at your own risk. In particular, SuperIQ disclaims any and all warranties, including without limitation any warranties concerning the accuracy or content of information, products or Services to the extent any information is provided to SuperIQ by a third party; and any warranties concerning the appropriateness of the information or Services to your circumstances.

You agree to indemnify and hold SuperIQ, its partners, agents, affiliates and content partners harmless from any dispute which may arise from a breach of these Terms and Conditions. You agree to hold SuperIQ harmless from any claims and expenses, including reasonable attorney’s fees and court costs, related to your breach of these Terms and Conditions.

You acknowledge that the Service or material provided in the provision of the Service(s) contains intellectual property rights that SuperIQ exclusively owns the rights to distribute. You agree to not do anything to challenge or diminish those rights or in any way to use those intellectual property rights other than as expressly permitted by SuperIQ or these Terms and Conditions.

SuperIQ may, in its absolute discretion, modify or amend the Terms and Conditions. Subject to any notification requirements, such modifications will be effective once displayed on the SuperIQ website www.superiq.com.au. Where you are receiving an ongoing Service from SuperIQ, you should regularly check the Terms and Conditions displayed on this web site.

These Terms and Conditions are governed by and construed according to the laws of New South Wales, Australia without giving effect to any principles of conflicts of law. You agree to submit to the jurisdiction of the courts and tribunals of New South Wales.

If any provision of these Terms and Conditions is held invalid, unenforceable or illegal for any reason, the Terms and Conditions will remain otherwise in full force apart from that provision which will be deemed deleted.

SuperIQ may immediately terminate or discontinue the provision of the Service if you do not comply with the Terms and Conditions. Where any Service is discontinued, you agree to pay to SuperIQ any fees, expenses or charges incurred by you or on your behalf as at the date of termination.

Termination of the Service (as outlined above) does not affect SuperIQ’s rights under these Terms and Conditions that have arisen prior to the date of termination.

Your obligations

By using the SuperIQ SMSF service you acknowledge and agree that:

- You (as the Trustee(s)) are responsible for the control and actions of the Fund. SuperIQ has no authority to deal with assets of the Fund
- The Fund’s activities and instructions in relation to the Service will be in compliance with relevant laws, including superannuation and taxation laws and the Fund’s Trust Deed
- You will assist us by, within a reasonable time and without any unnecessary delay, providing us with any other documents or information that we may reasonably request from you that is necessary for the provision of the Service
- You will notify SuperIQ as soon as practicable where any information previously supplied to SuperIQ has changed or you believe is incorrect. SuperIQ does not take responsibility for any loss that may occur as a result of incorrect or outdated information provided by you (or other Members of the Fund)
- We are authorised to take instructions from your nominated representative as if those instructions were given by you and we will act on those instructions without consulting you. The instructions may be provided by post, email, phone, fax or the SuperIQ SMSF online services (Dashboard)
- You consent to your nominated representative receiving information on your behalf and agree not to hold SuperIQ responsible in any way for any transactions entered into by your nominated representative on your behalf
- You will notify us of any new investment acquisitions as soon as possible in order for us to establish a new data feed authority to access information about the investment

Trustee acknowledgments

You acknowledge that we are not:

- responsible for reviewing or advising you on your Fund's investments
- obliged to monitor, enquire or ensure that investments of your SMSF are authorised investments of the Fund. We are not liable to you or any other person if any of the investments of your Fund are not authorised investments
- responsible for the accuracy or completeness of any information received from you or third parties including where the information is passed to you, or the third party
- obliged to institute or defend legal proceedings and
- responsible for the management or compliance of your Fund with the law and we do not provide advice on aspects of Fund compliance with the law to you
- liable to investors for any losses relating to the Service except to the extent that the liability directly results from the fraud, wilful default, dishonesty or negligence of us.

You agree that you are responsible for providing all tax records necessary for us to establish and maintain CGT records for a Fund transferring into the Service. You also agree that we aren't responsible or liable for the accuracy of that information for your Fund.

You acknowledge that if tax records necessary for us to record reconstructed CGT records are not provided to us, then we are unable to accept responsibility for ongoing tax information relating to your Fund and that our ability to perform the services may be limited or adversely affected.

You acknowledge that you have either received professional advice in relation to this agreement and its tax implications or you have had the opportunity to obtain such advice and have decided not to.

You acknowledge and agree that we are authorised to deduct from the cash account of the Fund:

- our fees and reimbursed expenses in relation to the Service
- adviser fees payable by you to your adviser that you have told us to collect and pay to them
- other professional service provider fees that you have told us to collect and pay to them such as audit, actuarial and trust deed amendment costs
- payments required to be made to regulators for the continued operation of the Fund

You agree that we are released from any liability that may arise from any breach of the Fund's governing rules or any inconsistency with this Administration Services Guide.

Trustee undertakings

You and your fellow Trustees undertake to us to:

- ensure that all Fund investments are registered in the Trustee's name or name of the Fund, and we receive a copy of all relevant correspondence, unless otherwise agreed in writing with us
- ensure that the investments of your Fund are administered solely by us
- provide us on request with any documents, information or instructions we reasonably require to enable us to perform our obligations as detailed in this Administration Services Guide or imposed by the law, and to ensure that any such information will be accurate
- notify us in writing as soon as practicable after you become aware of the occurrence of any circumstances which would give rise to the winding up of your Fund
- immediately notify us in writing if you cease or propose to cease for any reason or at any time to be the Trustee of your Fund and will procure any new Trustee of the Fund to execute in our favour such covenants, deeds and other

Access to SuperIQ SMSF online services

You agree that:

- these Terms and Conditions govern your access to the SuperIQ SMSF online services feature
- you will have appropriate computer systems, hardware, software and internet access to allow your access to SuperIQ SMSF online services
- we take no responsibility for you obtaining or maintaining the appropriate computer based systems so you can access SuperIQ SMSF online services
- we cannot guarantee continuous uninterrupted access to SuperIQ SMSF online services and that, despite our reasonable efforts, access may be temporarily interrupted or permanently cease due to force, major events partially or completely outside our reasonable control, and should such an event occur, we do not accept responsibility or liability to you or any other person for your inability to access SuperIQ SMSF online services during that downtime
- you will use SuperIQ SMSF online services only if permitted by us and for legitimate purposes, and you will not copy or otherwise interfere with or damage any part of SuperIQ SMSF online services including any code, data or software, and you will not attempt to do any of those things, and you will tell us immediately in writing if you become aware of any other person's attempt to do any of those things
- we own the right to distribute SuperIQ SMSF online services and the intellectual property rights in SuperIQ SMSF online services and you will not do anything to challenge or diminish those rights or to in any way use those intellectual property rights in any way other than as expressly permitted by this Agreement
- you are responsible for keeping confidential and secure the User Name and the Password that we provide you to access the Fund's information on SuperIQ SMSF online services and also the Fund's information that you extract from SuperIQ SMSF online services
- your nominated representative may receive and access your personal information in SuperIQ SMSF online services for the purposes of managing the Fund's investment portfolio within the terms of the authority agreed between us, and where there is any change to this authority or relating to your nominated representative, you will notify us of the change.

Instructions

Generally, we should receive all instructions for your Fund from you, your adviser or another person who will instruct us on your behalf. Please send your instructions to:

Administration Team
SuperIQ Pty Ltd
PO BOX 1984
NORTH SYDNEY NSW 2059

We'll act according to your instructions or the instructions of your nominated representative or authorised adviser, except as indicated below.

Fax instructions

All instructions must be given in writing and bear an original signature. Your adviser can arrange for your instructions to be provided to us by an appropriately signed fax, except for instructions to join the Service.

Email instructions

All instructions must be in writing and originate from an email address that we recognise to be yours or that of your authorised adviser or nominated representative.

Phone instructions

We will also accept your instructions via telephone once we are reasonably satisfied that it's you, your authorised adviser or nominated representative.

Acting on your instructions – limitations

You agree to release us from, and indemnify us against, all losses and liabilities arising from any payment or action we make or undertake based on any instruction (even if not genuine) that we receive, whether by fax, email or phone as set out above, which is apparently yours or that of a nominated representative or authorised adviser.

Instructions we won't act upon

We're not obliged to effect instructions if:

- they relate to implementing any investment transactions for your Fund
- it's contrary to our agreement with you, the law or any market practice
- the instructions are incomplete or are, in our opinion, not clear
- you are, or we suspect that you are, in breach of the terms of the Service or superannuation law
- you have not made arrangements which we consider satisfactory for payment of any unpaid amounts or amounts which we consider will become payable
- we doubt the instructions are genuine
- you have not provided us with relevant documents or other authorities, or information we consider necessary to act on your instructions
- we're not satisfied that we are sufficiently indemnified against possible liability arising from acting on your instructions
- your participation in the Service is suspended or terminated or in the process of being terminated.

To the extent permitted by law we don't accept liability (including liability for negligence) for instructions we don't implement in these circumstances and you release us from and indemnify us against all such liability.

What we'll do without instructions

We can do any of the following on an ongoing basis without instructions:

- seek and act upon the advice of legal and other experts on matters in connection with the observance of our obligations under this agreement
- make deductions from your Fund's cash account from time to time to satisfy any obligation or outstanding amount (including our fees).

If we receive instructions and:

- have not acted on them (according to this agreement)
- subsequently receive further instructions which conflict with the earlier instructions

we will take no action and, as soon as is practicable, contact you, your adviser or nominated representative to clarify the instructions that are to be followed.

Authorising an adviser and/or nominated representative

You can appoint an authorised adviser and/or nominated representative to act as the main point of contact for providing us with instructions regarding administration matters for your Fund. The application form for the Service provides for you to do this.

You can cancel the appointment of your authorised adviser and/or nominated representative at any time by giving us written notice.

Your authorised adviser or nominated representative can do everything that you can do in respect of the Service, except:

- terminate this agreement
- appoint other representatives

Conditions of authorising an adviser and appointing a nominated representative

Conditions that apply when providing an adviser and/or a nominated representative authority to give instructions on the Trustees' behalf for the Fund are:

- Your appointment of an authorised adviser and/or nominated representative must be in writing, signed by both you and the nominated parties, dated and provided to us.
- You may cancel the appointment of an authorised adviser and/or nominated representative at any time by providing us with written notice.
- If your nominated representative loses capacity then their appointment lapses and they can no longer act on your behalf in relation to the Service.
- You are responsible for anything that your authorised adviser and/or nominated representative do on your behalf. You agree to fully indemnify us for any act or omission of your authorised adviser and/or nominated representative and you release and discharge us, SuperIQ and its associates against any and all losses, liabilities (including liability for negligence) and claims arising from any act or omission of your authorised adviser and/or nominated representative.
- If someone whom we reasonably believe to be your authorised adviser and/or nominated representative acts on your behalf, we'll treat it as if you had personally acted.
- If your authorised adviser and/or nominated representative is a company, each of its directors or authorised officers can act as the nominated representative.
- If your authorised adviser and/or nominated representative is a partnership, each partner can act severally as the nominated representative.

Fees

By using the SuperIQ SMSF service you acknowledge and agree that you will pay the fee(s) for the Service when they fall due by providing us with, and maintaining, a Direct Debit Authority (DDA) which authorises SuperIQ to deduct the relevant fees and expenses directly from the nominated Fund Operating Account under the DDA.

SuperIQ reserves the right to amend fees at any other time subject to providing a minimum of one calendar month's written notice to the representative of the Fund. An updated Fee Schedule and any changes to the Service Material will be published on www.superiq.com.au

Termination of SuperIQ SMSF Services

Either party may terminate the Service by providing one (1) calendar month notice to the other party.

SuperIQ may immediately terminate or discontinue the provision of the Service if you do not comply with the Terms and Conditions (including but not limited to where the Direct Debit Authority is not maintained and fees remain outstanding, or you do not co-operate with SuperIQ in the provision of the Service as outlined in the Service Material).

Where any Service is discontinued, you agree to pay to SuperIQ any fees, expenses or charges incurred by you or on your behalf as at the date of termination.

If you terminate the Service prior to the minimum term, an Early Termination Fee is payable as outlined in the Fee Schedule contained within the Administration Services Guide available on www.superiq.com.au.

On termination, provided that fees are paid up to date:

- If not already completed, SuperIQ will complete the annual return and reporting obligations up to the preceding 30 June.
- The ATO Annual Return will not be lodged until all fees are settled; and
- SuperIQ will provide a copy of Fund correspondence received in the current financial year to your nominated representative.
- SuperIQ will arrange for any authorities in place, including transaction feeds and Direct Debit Authorities to be cancelled.

On termination the Trustee(s) are responsible for:

- amending the postal address for Fund correspondence, and
- arranging an alternative provider for the completion of the next financial year's Fund annual return and reporting obligations.

Termination of the Service(s) (as outlined above) does not affect either party's rights under these Terms and Conditions that have arisen prior to the date of termination.

Privacy

In providing the Service(s) outlined in the Service Material, SuperIQ may collect your personal information and information about the Fund for the purpose of:

- providing the Service
- considering your request for the Service
- contacting you about other services offered by SuperIQ or related bodies corporate
- complying with the relevant laws, regulations and regulatory codes. In providing the Services, SuperIQ may be required
- to disclose your personal information, or information about your Fund, to third parties including:
 - related bodies corporate of SuperIQ;
 - service providers and financial institutions in relation to administering your Fund, such as professional advisers, accountants, lawyers and auditors;
 - regulatory bodies, government agencies, law enforcement bodies, courts and other parties SuperIQ is required by law to disclose information to; and
 - your nominated adviser, authorised agent, executor or legal personal representative.

To access or correct your personal information or information about the Fund, you should contact SuperIQ. SuperIQ manages any personal information obtained in accordance with our Privacy Policy which is available on our website www.superiq.com.au

Contact Us

Phone: 1300 660 598

Fax: 1300 660 528

Web: www.superiq.com.au

Email: info@superiq.com.au

Post: PO Box 1984, NORTH SYDNEY NSW 2059

The logo consists of a solid green square on the left and the text 'SUPER IQ' in a white, bold, sans-serif font on the right, positioned at the bottom right of the green square.

SUPER IQ