

Additional Information Booklet

Dated 1 July 2017

Panorama Super

This Additional Information Booklet ('Booklet') has been prepared by the issuer of Panorama Super:

BT Funds Management Limited

ABN 63 002 916 458 AFSL 233724 USI 39 827 542 991 002

275 Kent St, Sydney, NSW 2000

Super fund details:

Retirement Wrap ABN 39 827 542 991

Panorama Super is part of the super fund known as Retirement Wrap ABN 39 827 542 991 (RSE1001327).

Panorama Super is issued by BT Funds Management Limited ABN 63 002 916 458 AFSL 233724, the trustee of Retirement Wrap ('BTFM', 'we', 'us', 'Trustee'). The Administrator of Panorama Super is BT Portfolio Services Ltd ('the Administrator') ABN 73 095 055 208 AFSL 233715. The details of any relevant Distributor of Panorama Super are set out in the Product Disclosure Statement ('PDS') for Panorama Super.

Before applying, it's important you consider the PDS together with this Booklet and the Investment Options Booklet. These disclosure documents are available free of charge from your adviser or by contacting us.

General Advice Warning

The information in this Booklet is general information only and does not take into account your individual objectives, financial situation or needs. Consequently, before acting on the information, you should consider whether it is appropriate for you in light of your objectives, financial situation and needs.

To obtain advice or more information about Panorama Super or the investments offered through Panorama Super, you should speak to an Australian financial services licensee or an authorised representative.

Investment in Panorama Super







The Trustee and the Administrator are subsidiaries of Westpac Banking Corporation ABN 33 007 457 141 AFSL 233714 ('Westpac'). Apart from any interest investors may have in underlying bank accounts held at Westpac through their cash account, any interest you may have in Westpac term deposit products or Westpac securities acquired through Panorama Super, an investment in Panorama Super is not an investment in, deposit with, or any other liability of Westpac or any other company in the Westpac Group. As with all investments, investments in Panorama Super are subject to investment risk, including possible delays in payment of withdrawal proceeds and income payments, and loss of principal invested. None of the Trustee, Westpac or any other company in the Westpac Group stands behind or otherwise guarantees the capital value or investment performance of Retirement Wrap or any investments in Panorama Super.

Basis of the PDS and incorporated material

The PDS and this accompanying Additional Information Booklet have been prepared in accordance with the Trustee's obligations under the *Corporations Act 2001* (Cth) ('Corporations Act') and do not form the basis of contractual relations between you and the Trustee except where this is specifically intended to be the case.

Other than as specified by legislation including the Corporations Act, the PDS and this Booklet do not confer you with any additional rights. The Trustee reserves the right to change the features and provisions relating to this product as contained in the PDS and this Booklet but will provide you with notice of any such change or the ability to access such information pursuant to the Corporations Act (refer to the 'Updated information' section of the PDS and to 'Communications' in the 'Other important information' section of this Booklet to generally find out more about how the Trustee will keep you informed).

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Contributions, rollovers and payments

Contributions

You can add money to your account¹ through:

- **Contributions:** money deposited to your super account by you, your employer, your spouse or the Government. The section below details the different types of contributions, caps (or limits) on contributions, and when we can accept them.
- **Rollovers:** benefits you transfer from another complying super fund.

Please ensure you quote your Tax File Number (TFN) on your account application. While it is not an offence if you choose not to provide your TFN, we will not open your account or accept any contributions or rollovers to your account made by you or on your behalf unless your TFN has been provided. If, at any time, you revoke your TFN from us (including revoking it from any other product administered on the Panorama operating system ('Panorama platform')), you will not be able to continue to hold your Panorama Super account.

For contributions made to your account via direct credit, the following references will need to be included by the person making the contribution to ensure the reference is classified correctly. If no reference is provided, the contribution will be treated as a personal contribution. Alternatively, if the reference does not match one of the following, we may contact you.

Contribution type	Reference
Super Guarantee (SG)	Employer
Personal Contribution	Personal
Spouse Contribution	Spouse
Personal Injury Contribution	Personal Injury
CGT Contribution – Retirement Exemption	CGT Retirement
CGT Contribution – 15 Year Exemption	CGT 15 Year
Superannuation Rollover	Rollover

Acceptable contributions

We can accept contributions from the following:

Your employer

You can generally choose your own super fund for Superannuation Guarantee ('SG') and award contributions, if you are eligible under superannuation law. This is sometimes referred to as 'super choice' or 'choice of fund'.

If you are eligible for choice of fund and would like to have your SG contributions paid into your account, all you need to do is complete a standard choice form available from your employer or the ATO at ato.gov.au, and provide your employer with the following key details:

- USI 39 827 542 991 002 and
- your account number

Please note, there may be limited circumstances where your employer is not required to accept your choice of fund request, for example if you have already exercised super choice in the last 12 months.

You may be able to arrange salary sacrifice contributions with your employer. These are additional employer contributions made from your pre-tax salary.

Voluntary employer contributions are those made by an employer that are in addition to any award or SG requirements and do not affect your take home pay like salary sacrifice contributions.

You

You can personally make the following types of contributions:

- Contributions from your after-tax income. In some cases you may be able to claim a personal tax deduction for these contributions.
- Contributions made from proceeds from the disposal of certain small business assets eligible for capital gains tax (CGT) concessions, subject to limits.
- Contributions from the proceeds of certain payments for personal injury where eligibility conditions are met. The personal injury payment must be in the form of a structured settlement, an order for a personal injury payment, or lump sum workers' compensation payment.

¹ You cannot add to your pension account once you commence a pension without starting a new pension. Please refer to 'Pension' in this section of this Booklet.

Your spouse

Your spouse may make contributions to your super, as long as the contribution is paid from an account in the name of your spouse or a joint account where your spouse is an account holder.

Your spouse includes:

- your husband or wife via marriage or
- a person with whom you are in a relationship that is registered under certain state or territory laws or
- another person who, although not legally married to you, lives with you on a genuine domestic basis in a relationship as a couple.

More information

There may be a clearance period on some deposits (for example direct debit deposits and cheques) before the money is available for you to invest. This is generally 3 business days for direct debits and up to 3 business days for cheques from Australian banks and longer for cheques from international banks.

Summary of age restrictions on contribution types

Your eligibility to contribute is based on your age and the type of contribution that you, your employer or spouse wishes to make on your behalf. The following table summarises when contributions can be made.

Your situation	Employer Contributions		Other contribution types	
	SG and Award	Salary sacrifice and Voluntary	Personal ¹	Spouse
You are under age 65	✓	✓	✓	✓
You are aged between 65 and 69 inclusive and are:				
➤ gainfully employed ²	✓	✓	✓	✓
➤ NOT gainfully employed ²	✓	✗	✗	✗
You are aged between 70 and 74 inclusive and are ³ :				
➤ gainfully employed ²	✓	✓	✓	✗
➤ NOT gainfully employed ²	✓	✗	✗	✗
You are 75 years of age or older	✓	✗	✗	✗

1 If eligible, you may be able to claim a tax deduction for your personal contributions. You must complete a 'Notice of intent to claim or vary a deduction for personal super contributions (Personal Tax Deduction Notice)' and receive an acknowledgment from us before claiming personal contributions as a tax deduction in your tax return. Please refer to the 'Taxation' section of this Booklet for further information.

2 Gainfully employed means employed or self-employed (for gain or reward) for at least 40 hours in a period of not more than 30 consecutive days in the financial year in which the contribution is made.

3 Other than for mandated employer contributions, the contribution must be received on or before the day that is 28 days after the end of the month in which you turn 75 (ie if your birthday is in February, the contribution must be received by 28 March).

The Government

If you are eligible, the Government may make contributions into your account. These types of contributions include the Government co-contribution, the low income superannuation tax offset ('LISTO'), which is payable in respect of eligible contributions made on or after 1 July 2017, and the low income superannuation contribution ('LISC'), which is payable in respect of eligible contributions made prior to 1 July 2017.

For further details on these Government contributions refer to ato.gov.au.

Contribution Splitting

As at the date of the PDS, we do not accept applications to split your contributions.

Additional information for certain contributions

Contributions relating to CGT small business concessions

Certain proceeds from the disposal of qualifying small business assets can be contributed to your account and may be assessed under the CGT cap rather than the non-concessional cap. If you are eligible you must advise us before or at the time you make the contribution that you are electing to use the CGT cap for all or part of the contribution by completing and providing the 'Capital gains tax cap election' form. This form is available from the ATO or by signing in at panorama.com.au. The rules for claiming small business CGT concessions and contributing under the CGT cap are complex. You should seek professional tax and financial planning advice in regard to these matters.

Please note that there are timeframes in which contributions made under the CGT cap need to be made.

Contributions from certain personal injury settlements or orders

You may contribute certain payments (personal injury contributions), which are exempt from the contributions caps. The personal injury payment must be in the form of a structured settlement, an order for a personal injury payment or a lump-sum workers' compensation payment. In addition, two legally qualified medical practitioners must certify that as a result of the injury, you are unlikely to ever be able to be gainfully employed in a capacity for which you are reasonably qualified. You will need to seek professional advice about whether your contributions qualify under these rules.

Once you are satisfied that a contribution qualifies under the rules, the contribution must be made within 90 days of the payment being received or the structured settlement or order coming into effect, whichever is later. You must notify us that the contribution is a personal injury contribution at the time of making the contribution by providing a completed 'Contributions for personal injury' election form (available from the ATO or by signing in at panorama.com.au).

Contributions caps

It is important to remember that there are limits on the amount of contributions you are able to make without paying additional tax. The contributions caps change from time to time. Up to date information is available at ato.gov.au. Contributions that exceed your contributions caps may have additional tax applied to them.

Contributions assessed against your concessional contributions cap include:

- employer contributions including SG, Award, voluntary, and salary sacrifice contributions
- personal deductible contributions (ie contributions for which a personal tax deduction is claimed).

Contributions assessed against your non-concessional contributions cap include:

- personal contributions for which you are not claiming a tax deduction (for example, personal contributions made from your after-tax income)
- contributions made by your spouse into your account
- concessional contributions made in excess of the concessional contributions cap that are not released from super under the relevant release authority
- contributions made with proceeds from the sale of small business assets that are in excess of the CGT cap.

Monitoring contributions cap amounts

The contributions caps may change from time to time and it is your responsibility to ensure contributions to super are within your contributions caps as we are not able to monitor your overall position. If the total of all relevant contributions made for you to all your super funds exceeds your contributions cap(s), you may be required to pay additional tax on those contributions. Refer to the 'Taxation' section of this Booklet for further information.

Please speak to your adviser about the level of contributions you can make.

Transaction options

You can choose from a range of flexible transaction options that have been designed to make contributing to and accessing Panorama Super easier. You can contribute to your account while in Super.

Personal and spouse contributions

You can contribute via BPAY®, cheque, direct credit or direct debit.

Direct debit	Direct credit	Cheques	BPAY®
You can set up a direct debit online from a linked account to deposit funds into your account.	Make deposits from your external bank account or building society account using: <ul style="list-style-type: none">➤ BSB: 262-750➤ Your Account Number: provided online once your account is activated.➤ Your Contribution type 'Reference'. Refer to the table under 'Contributions' in this section of the Booklet.	We will also accept contributions by cheque. Cheques should be made out to: Panorama Super <Account Name and Account Number> and mailed to: Panorama Super GPO Box 2861 Adelaide SA 5001 Please provide a cover letter confirming the account number and contribution type. Generally, if you are under 65, all types of contributions can be accepted by your fund. Once you turn 65, some restrictions apply. Please refer to 'Summary of age restrictions on contribution types' in this section of this Booklet for further information.	BPAY into your account using the relevant BPAY Biller Code and your individual Customer Reference Number ('CRN'). Biller Code for personal contributions: 260489 Biller Code for spouse contributions: 260471 CRN: provided online once your account is activated.

Your direct debit contributions can be placed online and processed as a one-off transaction, a one-off transaction scheduled for a future date or as a regular contribution. Your regular contribution will be automatically cancelled if it fails for three consecutive periods (for example if there are insufficient funds in your external linked account).

Employer contributions

Your employer can make contributions directly to your account, including employer superannuation guarantee (SG) contributions and contributions made under salary sacrifice arrangements. It is the responsibility of your employer to ensure they use a payment method that meets the ATO's requirements. You or your employer can visit ato.gov.au for more information on how employers can make contributions.

If you would like to have your SG contributions paid into your account, all you need to do is complete a standard choice form available from your employer, the ATO or by visiting panorama.com.au and provide your employer with the following key details:

- USI 39 827 542 991 002 and
- your account number.

Please note, there may be limited circumstances where your employer is not required to accept your request, for example if you have already exercised choice of superannuation fund in the last 12 months.

Rollovers

Rollovers are benefits you transfer from another complying super fund. Your super benefits from other complying super funds may also be rolled over into your Super account at any time.

By consolidating all of your super into one account you are able to stay in control of your super, reduce paperwork and potentially save on fees. There are a number of ways to rollover funds into your account. For more information please speak to your adviser.

We do not charge any fees for accepting rollovers into your account. However, before requesting a rollover, you should check with your other fund/s to see if there are any exit fees for transferring your benefit, or other loss of benefits (for example, insurance cover). We do not currently accept transfers of super benefits from overseas super funds.

Withdrawals — accessing your money

Before you start a pension

Because super is a long term investment, strict rules apply around how and when you can access your money. Generally, you'll only have access to your super when you meet a condition of release, such as:

- reaching age 65
- ceasing gainful employment on or after age 60
- permanently retiring on or after your preservation age (between age 55 and 60 depending on your date of birth – see the table under 'Preservation age' in this section)

- starting a transition to retirement pension after you reach your preservation age (between age 55 and 60 depending on your date of birth – see the table under 'Preservation age' in this section).
- becoming permanently incapacitated
- becoming temporarily incapacitated
- being diagnosed with a terminal medical condition
- dying
- having been given a release authority by the ATO to pay an amount. Please see 'Release authorities' in the 'Other important information' section of this Booklet for more detail
- qualifying on 'compassionate grounds' as defined in superannuation law
- satisfying severe financial hardship conditions
- temporary residency expiring and permanently departing Australia.

Please note different rules for accessing your benefits may apply if you are a temporary resident. Refer to the 'Temporary residents' section of this Booklet for further information.

Withdrawing money from your account may have social security or taxation implications. You can find out more by speaking to your adviser or visiting [dss.gov.au](https://www.dss.gov.au) or [ato.gov.au](https://www.ato.gov.au).

Generally, you can transfer your account balance at any time to another complying super fund, or to a KiwiSaver account if you have permanently emigrated to New Zealand.

Super funds are usually required to transfer a member's benefits to another fund if requested by the member. However, in some cases we may be delayed from doing so. Refer to the 'Risks' section of this Booklet for further information.

You have a right to ask for information before requesting a rollover or transfer of your benefits. The information you might need to know includes information relating to fees and other costs that may apply to the rollover or transfer, and the effect of the rollover or transfer on your existing entitlements in the fund. If you do not ask for any information, we will assume that you do not require it.

Preservation age

Your preservation age is between 55 and 60 depending on your date of birth. Your preservation age can be determined using the following table.

Date of Birth	Preservation Age
Before 1 July 1960	55
1 July 1960 – 30 June 1961	56
1 July 1961 – 30 June 1962	57
1 July 1962 – 30 June 1963	58
1 July 1963 – 30 June 1964	59
From 1 July 1964	60

Withdrawals or rollovers from your account

Withdrawals and rollovers will not be processed if you do not have sufficient cleared funds in your cash account

to fund the withdrawal or rollover (subject to any applicable drawdown strategy). If you do not have sufficient cleared funds or you wish to close your account, you should arrange for your adviser to submit appropriate transaction instructions to the Administrator on your behalf.

We are only required to transfer or rollover your benefits after receiving all relevant information as set out in the *Superannuation Industry (Supervision) Act 1993* (Cth) ('SIS Act') and related Regulations. Ordinarily, we must rollover your benefits within 3 business days, or in limited circumstances 30 days, of receiving all relevant information that is necessary to process your request. However, in exceptional circumstances, such as if a managed fund becomes illiquid or has withdrawal restrictions, the time taken to get your funds may be much longer. Refer to 'Portability of super benefits' in the 'Risks' section of this Booklet for further information about illiquid investments.

Our Partial Withdrawals form provides you with a list of all the information you need to provide to enable us to complete your withdrawal or rollover. Please note that the Australian Prudential Regulation Authority ('APRA') requires us to collect additional information when transferring your benefit to a self managed super fund.

Lump sum withdrawals can be submitted provided you have met a condition of release. Lump sum withdrawals will be transferred to your selected external linked account. You cannot access any funds in your cash account below your minimum required balance unless you are closing your account.

If you rollover the full amount of your benefits, you will no longer be a member of Panorama Super and any

insurance cover will cease. However, you may have the option to transfer the cover outside Panorama Super. To apply for the transfer, you will need to submit an application to the insurer within 30 days from the date your account is closed.

If you have permanently emigrated to New Zealand, you may be eligible to transfer your superannuation to a KiwiSaver account under the Trans-Tasman portability scheme. Please note, however, we do not currently accept transfers from KiwiSaver accounts.

Value of your benefits

The value of your investment (or your 'benefit') reflects the performance of the underlying investments you have selected and your cash account balance. Any rise or fall in the value of these assets will affect the value of your benefit.

The benefit payable to you on withdrawal (where permitted) from your account will be determined by multiplying the number of units or shares you hold in the underlying investment at the relevant exit or sale price of each investment, plus the value of your balance in the cash account, less any taxes payable, insurance premiums and fund fees/costs.

If you are in Super and take out insurance cover, the benefit paid due to death, a terminal medical condition, permanent incapacity or temporary incapacity may include the amount paid to us by the insurer.

Temporary residents

A temporary resident is a holder of a temporary visa under the *Migration Act 1958*. From 1 April 2009, if you are, or were, a temporary resident and are not an

Australian citizen, New Zealand citizen or permanent resident of Australia, or a holder of a retirement visa (Subclass 405 or 410) and you have departed Australia permanently and your visa has ceased, you can generally only access your preserved super benefits if you become permanently incapacitated, have a terminal medical condition, or your beneficiaries may access your benefits if you die. You may also be able to access your benefit if you satisfied another condition of release under superannuation law before 1 April 2009. For more information on conditions of release, please see the 'Withdrawals – accessing your money' section of this Booklet.

The Australian Government also requires us to pay temporary residents' unclaimed super to the ATO after at least six months have passed since the later of:

- > the date a temporary resident's visa ceased to be in effect, and
- > the date a temporary resident permanently left Australia.

Applications to claim your benefit can be made using the ATO Departing Australia Superannuation Payment ('DASP') online application system. To access this system and full information regarding DASP procedures and current tax rates visit ato.gov.au.

We are permitted under, and rely on, the Australian Securities and Investments Commission ('ASIC') relief under Class Order CO 09/437 to not notify or provide an exit statement to a non-resident in circumstances where we pay unclaimed superannuation to the ATO under Division 3 of Part 3A of the *Superannuation (Unclaimed Money and Lost Members) Act 1999*.

Transferring from accumulation to pension phase

There are 3 different ways to transfer to pension phase:

- **Full transfer from Super to Retirement** Once you have met a condition of release and your benefits are all unrestricted non-preserved monies.
- **Partial transfer from Super to Retirement** If you have met a condition of release but only want to move part of your unrestricted non-preserved monies into a new account to start a pension.
- **Transition to retirement** Once you have met your preservation age and wish to use your preserved benefits to transition to retirement.

If you wish to transfer from accumulation phase to pension phase (including if you are in transition to retirement), you can do this by completing either a 'Full transfer within Panorama Super' form or a 'Partial transfer within Panorama Super' form.

Once you have commenced a pension, matters specified in the PDS and this Booklet as being relevant to a pension (including a transition to retirement pension) account will apply to your existing account (in the case of a full transfer) or your new account (in the case of a partial transfer). Until you commence a pension, matters specified in the PDS or this Booklet as being relevant to Super (accumulation phase) will apply to your account (and will continue to apply to your existing account in the case of a partial transfer).

Retirement

If you meet a condition of release and your benefits are all classed as unrestricted non-preserved monies, you can draw down a flexible income stream and, if you require it, have access to your capital (unless it is a transition to retirement pension). All payments, whether regular payments or one-off payments, are tax-free once you have turned 60. In addition, while in pension phase you enjoy a zero tax rate on investment earnings. A tax rate of up to 15% will apply on investment earnings in transition to retirement if you are under age 65 and haven't met a prescribed condition of release. Refer to the 'Transition to retirement pension' section of this Booklet. If you open an account for the purpose of receiving a pension but have not yet commenced a pension, any investments earnings on funds in that account will be taxed at a maximum rate of 15%.

From 1 July 2017, there is a limit on how much you will be able to transfer to superannuation income streams where earnings are tax exempt. This is known as the 'transfer balance cap'. The general transfer balance cap will be set at \$1.6 million for the 2017/18 financial year, and will be indexed in line with the consumer price index ('CPI') each year, rounded down to the nearest \$100,000.

You may have a personal transfer balance cap which can differ from the general transfer balance cap due to timing and indexation impacts. Modifications to your transfer balance cap may also apply in certain circumstances including where you have made personal injury contributions to super or if you are a child death benefit beneficiary.

Amounts in excess of your transfer balance cap may need to be removed from your superannuation income stream(s) and may attract additional taxes and charges.

For more information about the transfer balance cap and how it applies to your circumstances, speak with your financial adviser or refer to the ATO website at ato.gov.au.

The transfer balance cap does not apply to a transition to retirement pension that is in accumulation phase. See the 'Transition to retirement pension' section of this Booklet.

Funding your pension

You can purchase a pension with:

- unrestricted non-preserved money you have accumulated in superannuation
- rollovers of super benefits classed as unrestricted non-preserved
- rollovers of death benefits from other complying super funds of which:
 - you are the beneficiary; and
 - are to be paid to you as an income stream
- contributions which you are eligible to make and have immediate access to using a condition of release which may include personal contributions, such as contributions relating to small business concessions and contributions from certain personal injury settlements or orders.

If you are making multiple contributions and/or rolling over super benefits to commence your pension, your pension can be commenced online once you are comfortable that all monies have been received.

Once your pension has commenced, we cannot accept any further contributions or rollovers into that account, without re-commencing the pension. As an alternative to commuting and re-commencing the pension, further contributions and rollovers can be used to open a separate account.

Until you commence your pension, any earnings will be taxed as if you are in the accumulation phase.

You should ensure you have considered the tax implications and completed any required Personal Tax Deduction Notice prior to commencing your pension. The law does not permit us to accept Personal Tax Deduction Notices once you have commenced your pension.

How it works

Your pension account provides regular payments until death or your account balance is exhausted (whichever is earlier). It allows you to invest your super savings into a variety of investments, where any investment earnings in a retirement pension are tax free. Investment earnings in a transition to retirement pension are taxed unless a relevant condition of release has been met.

You have access to your capital if you require it (unless you are in a transition to retirement pension). All payments from the pension account are tax-free once you turn 60 years of age.

This product may not provide a pension for the rest of your life. Payments will only continue to be made until the balance of your account is exhausted.

The balance of your pension account is determined by the amount of your initial investment, the returns earned (including any negative returns) by your investments, any

applicable tax and/or tax credits, the fees and other costs charged to your account and the amount of pension payments which have already been paid to you.

If you close your account, the amount you get back will be the balance of your account adjusted for investment returns, any tax and/or tax credits and fees and other costs payable. This may be less than the amount you paid in.

Payments

You can choose the amount of income payments you wish to receive each year (as long as you take the minimum amount specified by superannuation regulations) and can choose to have your payments automatically increased in line with inflation each financial year.

You may also choose to take a lump sum payment if you have unrestricted non-preserved components in your benefit. Any lump sum payment you take from your pension account will not count towards the minimum required income amount.

Additionally, if you choose to commence a transition to retirement pension, maximum income payment restrictions will apply. See the 'Transition to retirement pension' section of this Booklet.

If you commence your pension part-way through a financial year, your payments in the first year (and the prescribed minimum limits) will be proportionately reduced, based on the number of days remaining in the financial year, unless you nominate otherwise.

If you invest after 1 June (but before 1 July), you may choose not to take a payment in that financial year (however, you will still be considered to have commenced a pension from that date). You can vary the amount of

your payments as often as you like, provided the amount you receive is above the prescribed minimum limits. The minimum payment limits are calculated based on your age using the percentages in the table below on the date the pension commences and also on 1 July in subsequent years. Your minimum payment is calculated by applying the relevant percentage for your age, for the first financial year, to your initial investment and in subsequent financial years, to your account balance on 1 July. This is then rounded to the nearest \$10. We will then divide this by the frequency of the payments, and round it to the nearest dollar.

The table below illustrates the standard minimum pension factors that normally apply. Pension factors may change from time to time. Up to date information is available at ato.gov.au.

Age	Percentage of account balance Standard
Under 65	4%
65-74	5%
75-79	6%
80-84	7%
85-89	9%
90-94	11%
95 or more	14%

The minimum limit is recalculated as at 1 July each year based on your age and remaining account balance. You will be able to view your new minimum limit online once

the annual review process has been completed. If you do not request an alteration, you will continue to receive the same payments at the same frequency as the previous year (adjusted to satisfy the Government limit, if required, or increased in line with inflation, if so nominated).

Your payments can be paid directly to your linked account.

Payment timings

You can choose your desired payment frequency — weekly, fortnightly, monthly, quarterly, half-yearly or annually in any month you choose, and select any day of the week or month to be paid.

If you choose to receive your income payment annually within the first seven to ten days of the month of July, you will not receive your payment until we have completed the annual review process. You will be notified prior to 30 June if you are affected by this process.

You have the ability to track your income payment details online at any time.

Accessing your benefits

You may withdraw all, or part of, your pension at any time and choose either an income payment or lump sum (unless you are in a transition to retirement pension). There is currently no minimum lump sum withdrawal amount from your pension account.

Transition to retirement pension

Once you have reached your preservation age (between age 55 and 60, depending on your date of birth) you may access your super by commencing a transition to retirement pension even if you are still working.

Earnings on your investments within the transition to retirement pension are taxed at a maximum rate of 15% until you have satisfied one of four specified conditions of release (refer to 'Reaching age 65 or meeting a specified condition of release' in this section).

A transition to retirement pension allows you to draw down between a minimum and maximum range of income each year. Lump sum withdrawals are not allowed unless you:

- > are age 65 or older, or
- > have met a condition of release, or
- > are withdrawing unrestricted non-preserved amounts from your account.

The maximum income limit for the first financial year is 10% of the purchase price at commencement and in subsequent financial years is 10% of the account balance each 1 July. The maximum limit for the first year is not proportionately reduced based on the number of days remaining in the financial year.

The minimum level of income that must be taken from your transition to retirement pension each year is calculated as described under 'Payments' in the 'Pension' section of this Booklet.

Income payments are funded (in order) from your:

- > unrestricted non-preserved benefits
- > restricted non-preserved benefits
- > preserved benefits.

Reaching age 65 or meeting a specified condition of release

Once you have satisfied one of the four specified conditions of release, being:

- > attaining age 65
- > retiring after reaching preservation age
- > becoming permanently incapacitated, or
- > suffering from a terminal medical condition

then investment earnings are no longer taxable and are tax exempt. The maximum annual income limit and commutation restrictions will also no longer apply to your pension. You will continue to be required to draw down a minimum income amount each year.

The terms governing the transition to retirement pension are similar to those governing the pension described under the 'Retirement' section (and, as a result, a reference to a pension in this Booklet will include a reference to a transition to retirement pension), except in the following respects:

	Retirement pension (Pension phase)	Transition to retirement pension
Taxation of your pension	Earnings and capital gains made on your investments are tax exempt.	Until you satisfy a relevant condition of release ¹ , earnings and capital gains made on your investments are taxed at a maximum rate of 15%. The actual rate may be lower. Once you satisfy a relevant condition of release, earnings and capital gains made on your investments are tax exempt.
Funding your pension	<p>You can purchase a pension with:</p> <ul style="list-style-type: none"> ➤ unrestricted non-preserved money you have accumulated in your account during Super ➤ rollovers of super benefits classed as unrestricted non-preserved ➤ contributions, including contributions made from the sale of certain small business assets, and certain payments for personal injury, to which you have immediate access using a condition of release. 	<p>Provided you have reached your preservation age, you can purchase a transition to retirement pension with any:</p> <ul style="list-style-type: none"> ➤ money accumulated in your account whilst in Super ➤ rollovers of super benefits ➤ contributions, including contributions made from the sale of certain small business assets, and certain payments for personal injury.
Legislatively prescribed payment limits	Superannuation law requires that a minimum payment is made from your pension account each year. After the first year, the minimum amount depends on your age and account balance at 1 July. No maximum pension limit currently applies. Any lump sum withdrawal you take will not count towards your minimum required income payment amount.	Superannuation law prescribes minimum and maximum annual payment limits for transition to retirement pensions. The maximum limit for the first year is 10% of the purchase price at commencement and in subsequent years is 10% of the account balance at each 1 July. You are unable to take lump sum payments unless you have unrestricted non-preserved benefits.
Accessing your benefits	If you decide you no longer require regular payments, or if you need a lump sum amount, you may withdraw all, or part of, your pension at any time because your benefits are unrestricted non-preserved.	<p>You can only withdraw all of your transition to retirement pension once you have met a full condition of release. However you may commute all, or part of, your transition to retirement pension at any time to:</p> <ul style="list-style-type: none"> ➤ purchase another transition to retirement pension ➤ transfer an amount back to Super or ➤ transfer to another complying super fund. <p>Where your transition to retirement pension contains restricted non-preserved benefits or preserved benefits, you will need to meet a condition of release to withdraw or cash these amounts. Any unrestricted non-preserved benefits, however, can be accessed at any time.</p>

¹ The conditions of release that result in a transition to retirement pension being classed as in the 'retirement phase' and therefore exempt from tax on investment earnings and capital gains are: attaining age 65, retirement after reaching preservation age, permanent incapacity and terminal medical condition.

Death benefits

Nominating a beneficiary

You may nominate one or more beneficiaries to receive a benefit (your account balance and any insurance paid on your death) in the event of your death ('death benefit'). Any beneficiary you nominate must be either your Legal Personal Representative (ie the administrator of your estate or executor of your will) or a dependant for the purposes of superannuation law and the Trust Deed that governs Panorama Super at the date of your death. Your dependants include your spouse¹ (including de facto spouse), your children, each individual who is financially dependent on you at your death and each individual with whom you have an interdependency relationship² at your death.

Beneficiaries can be nominated online after your account is opened.

Beneficiaries are able to request the type of benefit they wish to receive (ie lump sum(s), pension(s), or a combination of both), except in the following two circumstances:

- where you select an auto reversionary nomination under Option 3 (described on the following page), or
- where your beneficiary is not eligible to receive your benefit as a pension. In this case, only a lump sum death benefit may be paid.

A death benefit cannot be paid as a pension to:

- someone who is not a dependant,
- a child, unless the child is:
 - under 18 years of age or
 - between 18 and 25 years of age and is financially dependent on you or
 - over 18 and has a prescribed disability³.

In addition, where the death benefit is paid as a pension to a child, the child cannot continue to receive the pension once they reach age 25 (except where they have a prescribed disability).

Different ways to nominate your beneficiaries

Option 1 – Non-lapsing nomination

To give greater certainty about the payment to your beneficiaries, you can make a non-lapsing nomination which is binding on us in most circumstances. This nomination ensures your account balance is paid as you have directed, as long as your nomination is and remains valid. Your previous nomination is taken to be revoked if you give us a new nomination which we accept.

You may nominate one or more of your dependants and/ or your Legal Personal Representative as your nominated beneficiary/ies. You must nominate the proportions of your death benefit each beneficiary is to receive.

On your death, your benefit will be paid to your nominated beneficiaries in the proportions you have nominated if, at the time of your death:

- each nominated person is your dependant or your Legal Personal Representative
- you have not revoked the nomination and
- your nomination is not invalid.

We must determine whether the nomination is valid after being notified of your death. If the nomination is valid, we will give our consent to the nomination. The nomination is then binding on us. The nomination will not be valid if we know that you married, entered into a de facto relationship (or similar relationship) with another person, separated on a permanent basis from your spouse or partner, or have had a child with a person other than your spouse or partner since making your nomination. In this case, we must treat your nomination as a Trustee discretion nomination (see Option 2). It is therefore very important to review your nomination regularly to make sure it reflects your current circumstances/wishes.

¹ Your spouse includes:

- > your husband or wife via marriage or
- > a person with whom you are in a relationship that is registered under certain state or territory laws or
- > another person who, although not legally married to you, lives with you on a genuine domestic basis in a relationship as a couple.

² An interdependency relationship is a close personal relationship between two people who live together, where one or both of them provide for the financial and domestic support and personal care of the other. An interdependency relationship may still exist if there is a close personal relationship but the other requirements are not satisfied because of some physical, intellectual or psychiatric disability.

³ The disability must be of the kind described in subsection 8(1) of the *Disability Services Act 1986*.

If on your death any nominated beneficiary is no longer your dependant or Legal Personal Representative, they will not be entitled to receive a share of your benefit. We will pay the share either:

- to any one or more of your Legal Personal Representative and dependants at the date of your death at our discretion, or
- to the remaining nominated beneficiaries based on their proportional entitlement to your benefit.

If you do not wish to make a non-lapsing nomination, you can choose either option 2 or option 3 below.

Option 2 – Trustee discretion nomination

We will decide who receives your account balance (including any insurance proceeds) and will consider your preferred beneficiaries along with any other dependants, and the financial circumstances and needs of your dependants. We will also take into account whether your circumstances have changed since your nomination, for example whether you have had a child or married. In exercising our discretion we may not follow your nomination. Your previous nomination is taken to be revoked if you give us a new nomination which we accept.

Option 3 – An auto reversionary nomination

This type of nomination can only be made for pension accounts. In this case, following your death, your pension will automatically continue to be paid as an income stream to your nominated beneficiary. Alternatively, your beneficiary will have the opportunity to transfer the benefit to another provider to be paid as an income stream.

Your nominated beneficiary must be, at the time of your death, your spouse, de facto spouse, child under 18 (or over 18 but under 25 and financially dependent on you, or over 18 and has a prescribed disability), or another person who is financially dependent on you or with whom you have an interdependency relationship. You can add, change or remove an auto reversionary nomination at any time.

Where an auto reversionary nomination has been made as your primary nomination you will also be able to advise us of a secondary beneficiary nomination. The secondary nominations will only be considered if at the time of death the auto reversionary nomination is not valid. In this instance we will instead refer to the secondary nominations. Secondary nominations can be either Trustee discretion or Non-lapsing nominations.

If you make an automatic reversionary nomination for your transition to retirement pension, the reversionary income stream will be paid from the pension account as a retirement income stream and not as a transition to retirement pension.

No nomination

If you choose not to nominate a beneficiary, your death benefit will be paid to your Legal Personal Representative.

Transition to pension

Any nominations held by us will remain valid when you transfer in full from Super to Retirement (including transition to retirement), unless you specify otherwise. However, your nominations can be changed online at any time.

The auto reversionary beneficiary option will not be available until you reach Retirement (including transition

to retirement), so you may want to reconsider your beneficiary nomination at this time.

Restriction on transactions

We will place a restriction on transactions in your account in the event of your death. The restriction will remain until we have all necessary information to pay your death benefit.

Retirement members only

Where your pension reverts on your death, your auto reversionary beneficiary has the option to commute the pension to take a lump sum death benefit at any time.

Death benefit pensions and the transfer balance cap

If any of your beneficiaries receive your death benefit as a death benefit pension, the value of the pension on the date it becomes payable to your beneficiary, will generally count towards their own transfer balance cap. Modifications may apply to ensure that an eligible child dependant is able to receive their share of your death benefit as a pension without impacting their future retirement.

The rules around the transfer balance cap and death benefit pensions are complex and we recommend you speak with your adviser in relation to your estate planning options.

Information for reversionary beneficiaries

If you are a reversionary beneficiary, some parts of this Booklet and the account application are either different for, or not relevant to you. You are a reversionary beneficiary if a member of Panorama Super (original member) has died and either:

- you were nominated as an auto reversionary beneficiary by the original member or

- we exercised a discretion to pay a reversionary pension to you in respect of the original member.

You will need to complete an Auto Reversionary Form and generally, you have similar rights and obligations and enjoy the same features of Panorama Super as the original member. However, please note that if you were nominated as an auto reversionary beneficiary, you cannot select another auto reversionary beneficiary.

You are able to commute the pension to take a lump sum death benefit or rollover your reversionary pension to a tax exempt superannuation income stream, however you are unable to combine it with other superannuation monies.

We will make payments to you based on the nominated payment level and frequency selected by the original member unless you notify us otherwise online. We will notify you in the following July of the prescribed minimum annual pension amount you are required to receive, which is calculated as a percentage of your pension account balance based on your age on 1 July each year.

For information regarding the tax treatment of your pension, refer to the 'Taxation' section of this Booklet.

After your pension commences, your account will remain invested in the same investments selected by the original member unless we receive an alternative investment instruction from you.

For child pensions, a Child Pension Form needs to be completed for the pension.

Privacy

By agreeing to your account application, you also agree to ensure that any person you nominate as your beneficiary is made aware that:

- you have nominated them as your beneficiary
- the Trustee, the Administrator and their related entities hold their personal information
- the Trustee, the Administrator and their related entities will use their personal information in determining to whom and in what proportion your superannuation benefits will be paid upon your death, and to the extent that such information is not provided, your death benefits may not be paid according to your wishes
- the Trustee, the Administrator and their related entities may disclose their personal information to each other and to third parties (including the Distributor and your adviser) that assist the Administrator in the administration of Panorama Super or when required or permitted by law to disclose their personal information, and
- they may contact the Administrator and request access to their information by calling 1300 881 716 or by writing to us.

Family Law

Under the *Family Law Act 1975* (Cth) ('Family Law Act'), super can be divided or 'split' between spouses in the event of a marriage or relationship breakdown by agreement between the parties or by court order. Alternatively, a payment flag may be imposed on a member's super benefit. All are binding on the Trustee.

We may be required under the Family Law Act to provide information about your super benefits to your spouse or other eligible persons (as defined in the Family Law Act), without notifying you that the request for information has been made. We will not provide your address details.

As the Family Law Act provisions regarding the splitting and flagging of super benefits are highly complex, we recommend that you seek financial and legal advice with respect to your own particular circumstances.

Risks

A range of investments are available to meet different risk and return expectations.

Investing involves risk

Risk is often defined as the likelihood that an investment will fluctuate in value. Generally the higher the potential return of an investment, the greater the level of risk of loss.

It is important to note that all investments involve varying degrees of risk and the investment options offered by Panorama Super meet different risk and return expectations. There are a multitude of factors beyond the control of investors that may affect investment returns. The types of risks you may need to consider include:

- **market risk:** markets are subject to a host of factors, including economic conditions, government regulations, market sentiment, local and international political events and environmental and technological issues. Market risk may have different impacts on each investment and investment style. It may mean that the value of your investment falls or that your investments cannot be readily sold.
- **currency risk:** if an investment is held in international assets, a rise in the Australian dollar relative to other currencies may negatively impact investment values or returns.
- **interest rate risk:** changes in interest rates can have a negative impact either directly or indirectly on investment value or returns on all types of assets.

- **investment specific risk:** an investment in a listed security, a managed fund or a managed portfolio option which has exposure to a listed entity may be affected by unexpected changes in that listed entity's operations (due to quality of management, use of technology etc) or its business environment. Similarly an investment in a managed fund or a managed portfolio option may be affected by unexpected changes in the fund's operations or by changes in investment management (or other) personnel.

There are some specific risks relating to investing in term deposits:

- term deposit interest rates are fixed for the term of the investment (until maturity), and as a result you are protected from any fall in interest rates for that term. However, you will also not benefit from interest rate rises that occur during the term.
- early withdrawal of term deposits will generally result in a waiting period before the term deposit proceeds are paid to you.
- an interest rate adjustment may apply if you or we terminate the term deposit before maturity (including if you close your account).

- **liquidity risk:** the risk that you will not be able to realise an investment available through Panorama Super within the timeframe you need. Refer to 'Suspended managed funds or BT Managed Portfolios' in the 'Understanding investments' section of this Booklet for more information on how liquidity risk may affect you.
- **taxation and regulatory risk:** the risk that changes to tax laws, industry regulation and other legislation could adversely affect your investment. In particular, changes are frequently made to superannuation law, which may affect your ability to access your investments.
- **operational risk:** the risk that administration, computer and supporting systems may not always work as they should. The effective operation of Panorama Super depends on the integrity of the systems used by the Trustee and Administrator. However, there is a risk that these systems may not be available or operate effectively in certain circumstances. The Trustee and Administrator take risk management seriously, and have procedures in place designed to reduce the risk of systems not working effectively and to respond promptly should problems arise. However, you should be aware that not all of these risks can be foreseen.

- **product risk:** your pension may not provide an income stream for the rest of your life. Payments will only continue until the balance of your account is exhausted.
- **insurance risk:** you may not take out sufficient insurance to provide adequate cover for you or your beneficiaries, which is known as underinsuring. Your adviser may be able to assist you in identifying the appropriate types and amount of insurance cover for your circumstances.
- **derivative risk:** some of the investment options available in Panorama Super could be considered to be derivative instruments or may make use of derivatives. Derivatives (which may be used to reduce risks and buy investments more effectively) may be volatile, speculative, magnify potential losses and reduce potential profits. Risks associated with derivatives include: the risk that changes to the value of a derivative are not in line with changes to the value of the underlying asset, the risk that the management of the assets backing a derivative is not adequate to meet the payment obligations of the derivative and counterparty risk (the risk that the counterparty to the derivative contract cannot meet its obligations under the derivative contract).
- **gearing risk:** some of the investment options in Panorama Super may make use of gearing (borrowing). The use of gearing will magnify the variability of investment return.

Diversification

One of the best ways to help manage risk is to diversify your investment. Diversification means spreading your investment across asset sectors. This helps reduce the risk because it minimises the impact of poorly performing asset sectors, while allowing you to benefit from sectors that are performing well. Thus by spreading your investment, you can help reduce extremes in performance and reduce risk.

You and your adviser can put together a diversified account by selecting sector specific funds that combine to meet your overall investment strategy. Alternatively, you can invest in a diversified managed fund, where the fund manager selects and monitors the proportions invested in each asset class.

Investment timeframe

History shows that the impact of share and property price fluctuations is reduced over longer periods. So while investing in shares for one or two years exposes you to significant loss, the impact of such losses is likely to reduce with every additional year of investment. Consequently, your investment timeframe is a crucial factor in determining your risk/return profile.

Socially responsible investment statement

We do not take labour standards or environmental, social or ethical considerations into account in the selection, retention or realisation of investments available through Panorama Super. However, the issuers or fund managers of managed funds and BT Managed Fund Portfolios available for investment through Panorama Super may have policies detailing the extent to which labour standards or environmental, social or ethical considerations, as well as key financial criteria, are taken into account when selecting, retaining or realising managed fund and BT Managed Portfolios investments. Whether an issuer or fund manager has such a policy, or the contents of any such policy, is not considered by us when deciding whether to make a managed fund and BT Managed Portfolios available for investment through Panorama Super. Further information of any policy maintained by the issuer or fund manager may be obtained by referring to the relevant product disclosure statement or other disclosure document(s) for the managed fund and BT Managed Fund Portfolios concerned.

Important information regarding investments

Your investment in Panorama Super is not guaranteed. The value of your investment can rise and fall depending on the investment returns achieved by the investments you select. You (and your representative, if you have appointed one) are solely responsible for selecting your investments. We and the Administrator are not responsible for the investments you decide to invest in and, to the extent permitted by law, disclaim liability for any loss or damage you may incur as a result of deciding to invest in or withdraw from a particular investment.

An investment acquired using Panorama Super does not represent an investment in, or deposit with the Trustee, the Administrator, the Distributor or other persons involved in Panorama Super (except as otherwise disclosed).

Portability of super benefits

Ordinarily, we must rollover your benefits within 3 business days, or in limited circumstances 30 days, of receiving all relevant information that is necessary to process your request. However, in exceptional circumstances, such as if an investment becomes illiquid, is suspended or has withdrawal restrictions, the time taken to get your funds may be much longer.

By approving your account application, you acknowledge and agree that we may take up to 730 days from the time we receive all the relevant information to finalise a withdrawal request involving illiquid or suspended investments, or, where the investments are illiquid because of withdrawal restrictions, we may take up to 30 days after the withdrawal restrictions end. It is a condition of participation that you give this consent.

The investments considered by us to be illiquid are listed on panorama.com.au or available from your adviser. This information is updated by us from time to time.

If you want more information regarding the transfer of your benefits, please contact your adviser.

Taxation

The information in this section gives a general overview of the taxation of super. As tax is complex, we always recommend you seek professional advice as to how the rules might impact you or your beneficiaries. Additionally, the information and rates in this section can change from time to time. Please refer to ato.gov.au for further information.

Superannuation can be subject to tax on contributions, earnings and benefits.

Tax on contributions

There are generally three types of tax that might apply to contributions:

- 1_Contributions tax.
- 2_High income earners' contributions tax (Division 293 tax).
- 3_Excess contributions tax.

1_Contributions tax

Only some contributions and rollovers attract contributions tax at a maximum rate of 15%.

The following contributions are subject to contributions tax:

- > employer contributions, including SG, Award, salary sacrifice and voluntary employer contributions
- > personal contributions for which you claim a personal tax deduction
- > untaxed amounts of super benefits rolled over from untaxed super funds

Contributions tax will **NOT** be deducted from the following contributions:

- > personal contributions for which no tax deduction is claimed
- > spouse contributions
- > rollovers, except where the rollover contains an untaxed element (generally this would only apply to certain rollovers from public sector funds)
- > Government co-contributions
- > low income superannuation contributions

- > low income superannuation tax offset
- > a personal injury payment which is in the form of a structured settlement, an order for a personal injury payment, or lump sum workers' compensation payment and
- > contributions made from certain amounts arising from the disposal of qualifying small business assets that are assessed under the CGT cap.

2_High income earners' contributions tax (Division 293 tax)

If you're classified as a high income earner, you may need to pay an additional 15% tax on some or all of your contributions. Currently you're considered to be a high income earner if your 'income' is \$250,000 or greater in a financial year. This threshold was higher in previous financial years. The definition of 'income' for the purposes of this measure includes contributions which have had contributions tax applied to them, unless those contributions are excess concessional contributions. If you're liable for this tax the ATO will notify you after the end of the financial year. Further information on this tax is available on the ATO website at ato.gov.au.

3_Excess contributions tax

If your contributions to super exceed your concessional contributions cap and/or your non-concessional contributions cap, you may incur additional tax.

If you exceed a contributions cap, generally additional tax applies as follows:

- excess concessional contributions are taxed at your marginal tax rate, less a 15% offset for the tax already paid by the fund. An excess concessional contributions charge will also apply. Excess concessional contributions not released from super under the relevant release authority also count against your non-concessional contributions cap and if they exceed this cap, may attract tax on the excess non-concessional contributions
- excess non-concessional contributions which are not released from super are taxed at the top marginal rate of tax plus Medicare Levy. Notional earnings on excess non-concessional contributions which are released from super are taxed at your marginal rate, less a 15% offset for the tax already paid by the fund. (The excess non-concessional contributions released are not subject to tax).

You may be able to lodge an election(s) with the ATO to have your excess concessional and/or excess non-concessional contributions (and notional earnings on these) released from super.

The tax consequences will be different depending on whether you leave your excess contributions in super, or you elect to have these released from super. Before making a choice, we suggest you obtain professional advice based on your own circumstances. For further information on the release of excess contributions refer to ato.gov.au.

Please note that it is your responsibility to ensure contributions to super are within your contributions caps as we are not able to monitor your overall position. If the total of all relevant contributions made for you to any super fund exceeds your contributions cap(s), you may have to pay excess contributions tax.

For further information please speak to your adviser or refer to the ATO website ato.gov.au.

Claiming tax deductions for your personal contributions

Generally, if you are eligible to make a personal contribution to your super account you may be able to claim a personal tax deduction for your contribution. Your eligibility can be affected by your age and the level of any concessional contributions, such as SG, salary sacrifice or other employer super contributions made for you. To claim a tax deduction for personal contributions made to your super, you must give a notice to the Trustee of your super fund within certain timeframes (explained below).

If you are eligible and intend to claim a deduction for some or all of your personal contributions to Panorama Super, you are required to notify us in an ATO approved format. You can do this by completing a *Notice of intent to claim or vary a deduction for personal super contribution* (Personal Tax Deduction Notice). Alternatively, you may instruct your adviser to complete and submit it online on your behalf. Before you can claim a deduction in your tax return we need to accept your notice (if we are able to under tax law), and you need to receive an acknowledgement of your notice from us. Contributions tax of 15% will apply to contributions for which a valid notice is provided.

All personal contributions will be treated as personal (after-tax) contributions until you or your adviser (on your behalf) submit a complete and valid Personal Tax Deduction Notice.

If you would like to submit a Personal Tax Deduction Notice, it's important you complete it **BEFORE** any of the following events occur:

- 1 you lodge your tax return for the financial year in which the contribution you intend to claim a tax deduction for was made
- 2 30 June of the financial year following that in which the contribution was made (for example, 30 June 2019 for contributions made in the 2017/18 financial year)
- 3 you close your account or cease to be a member of the Fund
- 4 we no longer hold the contributions (for example, if a partial rollover or cash withdrawal has been made)
- 5 we begin to pay an income stream to you using any amount of your super benefit (ie you commence a pension including a Transition to retirement pension).

You may vary an earlier notice in certain circumstances but only so as to reduce the amount you intend to claim as a tax deduction (including to nil). In order to vary an earlier notice, you must also notify us in an ATO approved format or, alternatively, you can instruct your adviser to notify us online. It is important to note that a variation must generally be lodged within the same timeframe as

the original deduction notice and we will generally be unable to accept a variation to an earlier notice after any of the above events has occurred.

We suggest you obtain professional tax advice if you are considering claiming a deduction for your contributions. Further details about the tax treatment of personal deductible contributions are available earlier in this section.

Tax on exceeding your transfer balance cap

From 1 July 2017, if you invest more than your transfer balance cap in superannuation income streams in the retirement phase, you will be required to remove the excess amount by either transferring the amount back to a superannuation accumulation account or cashing it out of the super system. Notional earnings will start to accrue until the excess is removed and will be determined by the ATO based on the general interest charge.

You will generally be liable for excess transfer balance tax on the notional earnings. For 2017/18, the tax rate on notional earnings will be 15%. From 1 July 2018, the tax rate on notional earnings will be 15% for the first breach and 30% for subsequent breaches.

The ATO may direct Panorama Super to remove an excess transfer balance amount from your pension on your behalf. If we are directed to withdraw an amount from your pension account by the ATO under a commutation authority and we are unable to contact you for further instructions, we will transfer the excess

amount to your existing Panorama Super account in accumulation phase if you have one or a new Panorama super account we will commence on your behalf.

Tax on earnings — Super

Investment earnings of accounts in Super (accumulation phase), including capital gains received from managed funds or realised from disposing of listed securities or managed funds, are taxed at a maximum rate of 15%. Some capital gains may be taxed at the concessional rate of 10%.

Tax on earnings - Transition to retirement

Until you satisfy a relevant condition of release¹, investment earnings of Transition to retirement accounts (including capital gains received from managed funds or realised from disposing of listed securities or managed funds) are taxed at a maximum rate of 15%. Once you have satisfied a relevant condition of release, investment earnings and capital gains are tax exempt.

Tax on earnings — Retirement

Currently there is no tax on investment earnings while your money remains in your account in Retirement (pension phase). You may also receive an annual refund of tax for franking credits received on dividends or distributions.

¹ The conditions of release that result in a transition to retirement pension being classed as in the 'retirement phase' and therefore exempt from tax on investment earnings and capital gains are: attaining age 65, retirement after preservation age, permanent incapacity and terminal medical condition.

Please note, if you open an account in order to commence a pension but have not yet commenced a pension, any investments earnings on funds in that account will be taxed as if you are in the accumulation phase.

You are able to invest up to the transfer balance cap (\$1.6 million for 2017/18) in super income streams classed as being in the retirement phase, thus limiting the amount of tax-free investment earnings you can access. This includes accounts in Retirement (pension phase) and accounts in transition to retirement where you have satisfied a relevant condition of release¹. This limit also applies to existing pensions.

How tax is paid

Tax on contributions and investment earnings is deducted through monthly instalments at the PAYG instalment rate (this rate is reviewed monthly, and is generally equal to 15% or less). The balance of tax is paid or refunded after Panorama Super's tax return is lodged. An adjustment may also be made before a full withdrawal or transfer to a pension within Panorama Super. If tax is payable on untaxed rollovers, it is deducted at the time of the rollover. We may deduct tax at a higher rate if required to do so by changes in the tax laws.

We lodge the Fund's annual tax return in the financial year following the relevant income tax year. As part of this process, a calculation is performed for the Fund as a whole and any final tax adjustments for the year are

made. If the amount of tax deducted from your account throughout the financial year is higher than required, a tax credit is paid directly to your account. Conversely, if an insufficient amount of tax has been deducted during the year to meet your individual tax liability, an additional amount will be deducted from your account.

Tax on benefits

If you have more than one account in Super (accumulation phase) in Panorama Super, you should be aware that tax law may require us to look at all your accounts when calculating the tax payable on lump sum cash withdrawals and the tax components of rollovers. You should discuss your overall tax position with your adviser.

Rolling over your super to another fund

There is no lump sum tax payable when a benefit is rolled out of Panorama Super into another super fund (any outstanding tax applicable will be deducted prior to roll over).

Taking a cash lump sum benefit

If you are aged 60 or over, withdrawals from your account are generally tax-free. If you are under 60, you will generally be taxed as follows:

Age	Taxable component (taxed element)	Tax-free component
Under preservation age	A rate of 20% (plus the Medicare Levy)	Nil
Preservation age to 59	Amount up to the low rate cap ¹ : Nil Amount above the low rate cap ¹ : a rate of 15% (plus the Medicare Levy)	Nil

If you are under age 60 and the TFN provided for you is incorrect, we are required to deduct tax on the taxable component of a lump sum benefit paid to you at the highest marginal tax rate plus the Medicare Levy.

Tax-free component

Your tax-free component may consist of the following elements:

- > personal contributions for which you did not claim a tax deduction
- > spouse contributions
- > Government co-contributions
- > tax-free components rolled over from other funds
- > any tax-free amount crystallised as at 1 July 2007 (or at certain trigger events for some pensions).

¹ The low rate cap is \$200,000 for 2017/18, indexed to Average Weekly Ordinary Time Earnings (AWOTE) and rounded down to the nearest \$5,000 in subsequent years. Please refer to ato.gov.au for more information.

Your tax-free component is a fixed dollar component which will not increase or decrease with investment performance and generally only changes as a result of:

- benefits added to your account such as after-tax contributions and rollovers containing a tax-free component or
- benefit payments or rollovers from your account.

Taxable component

This is the remainder of your balance, after the tax-free component has been subtracted.

Different tax rates may apply for temporary residents taking a super cash lump sum. Refer to 'Temporary residents' in the 'Contributions, rollovers and payments' section of this Booklet for further information.

Taking a partial cash withdrawal or rollover

To determine the tax-free and taxable components of a partial cash withdrawal or rollover, the proportion of tax-free and taxable amounts in your total account balance is determined as at the date of your partial withdrawal. This proportion is then applied to the amount of your partial withdrawal. You will not have the ability to choose the components which make up your partial withdrawal.

Taking a cash lump sum as a result of disability (permanent incapacity)

If your benefit is a lump sum disability superannuation benefit, the tax-free component may be increased by an amount calculated under tax law, potentially reducing the overall amount of tax you will pay.

A disability superannuation benefit is a benefit that is paid to a member because he or she suffers from ill-health (whether physical or mental); and two legally qualified medical practitioners have certified that, because of the ill-health, it is unlikely that the member can ever be gainfully employed in a capacity for which he or she is reasonably qualified because of education, experience or training.

Taking a cash lump sum as a result of a terminal medical condition

A super lump sum payment will be exempt from tax where a member suffers from a terminal medical condition.

A member will be viewed as suffering from a terminal medical condition if two registered medical practitioners certify that the member suffers from an illness, or has incurred an injury that is likely to result in their death within a period of 24 months ('the certification period'). One of these medical practitioners must be a specialist practising in an area related to the member's injury or illness.

If a member satisfies this condition of release, all benefits which have accrued up to this time become unrestricted non-preserved. This condition of release also covers the certification period, meaning that any further benefits accrued within the 24 months certification period will also be treated as unrestricted non-preserved benefits.

If you withdraw your entire superannuation benefit you will lose any insurance you currently have. If you want your insurance to continue you will need to leave sufficient balance in your account to fund future premiums. Before making a withdrawal you should speak

to your adviser about the impacts this could have on your insurance entitlements. For more information, please see the BT Protection Plans PDS and Policy Document.

What if you received a cash lump sum under another condition of release?

If you received a super lump sum payment after 1 July 2007 under another condition of release and you have a terminal medical condition, you may be entitled to a refund of the tax withheld.

You will need medical certification stating that you had a terminal medical condition (as outlined above):

- at the time the payment was made or
- within 90 days of receiving the payment.

If you are applying for a refund after 30 June of the financial year in which you received the payment, you will need to apply for a refund from the ATO. More information can be found on their website at ato.gov.au.

Tax on pension payments

The amounts you use to purchase your pension may consist of two components: tax-free and taxable. A percentage will be set for each of these components when you purchase the pension and the tax-free amount of every payment from the pension will be determined by the tax-free proportion determined at purchase date.

Once you are aged 60 or over, you will pay no tax on any payments made from your pension or your transition to

retirement pension. You will not need to include any of your payments in your income tax return.

If you are under age 60, the taxable component of each regular payment will be subject to your marginal rate of tax (plus the Medicare Levy). In addition, if you have reached your preservation age (refer to ‘Preservation age’ in the ‘Contributions, rollovers and payments’ section of this Booklet), or if your pension is a disability superannuation benefit, you will be entitled to a 15% tax offset on this taxable portion. Further, if you are under 60 years of age and have not provided a valid TFN, we are required to deduct PAYG withholding tax on the taxable component of your payments at the highest marginal rate plus the Medicare Levy, unless you have a specific exemption (such as a pensioner exemption).

All payments from your pension will be treated as income payments, unless you inform us at the time of the particular payment request that you wish the amount to be treated as a lump sum cash withdrawal. For the tax treatment of lump sum cash withdrawals refer to ‘Taking a cash lump sum benefit’ in this section.

Tax payable on death benefits

Death benefits paid as a lump sum

Death benefits paid as a lump sum to your dependants (for tax purposes) are tax-free. A dependant for tax purposes includes your spouse or former spouse, your children under 18, a person who was wholly or substantially financially dependent on you at the time of

your death and a person with whom you were in an interdependency relationship¹ at the time of your death.

Death benefits paid as a lump sum to a non-dependant for tax purposes will be taxed in the following manner:

Tax-free component	Tax-free
Taxable component (taxed element)	Taxed at 15% (plus the Medicare Levy)
Taxable component (untaxed element)	Taxed at 30% (plus the Medicare Levy)

An untaxed element will arise where a death benefit is payable and the Trustee has claimed a tax deduction for insurance premiums paid, or a future liability to pay benefits. The amount of the untaxed element is calculated using a statutory formula. Tax on the untaxed element will only be payable, however, where the lump sum death benefit is paid to a non-dependant for tax purposes.

Death benefits paid as a lump sum to your estate are taxed within the estate depending on whether the beneficiaries are your dependants or non-dependants for tax purposes. The Medicare Levy is not payable by the estate.

Death benefits paid as a pension

Death benefits can be paid as pensions only to your dependants for tax purposes. If either you or your beneficiary are aged 60 or over at the time of your death, all payments made from the pension to your beneficiary

will be tax-free. If neither you or your beneficiary are aged 60 or over at the time of your death, the tax-free component of all payments will be tax-free and the taxable component of all payments will be subject to your beneficiary’s marginal rate of tax (plus the Medicare Levy). In addition, your beneficiary will be entitled to a 15% tax offset on this taxable portion.

Where a death benefit is paid to a child, the Trustee has the discretion to pay the benefit as a lump sum, and in certain circumstances as a pension. A death benefit can only be paid as a pension to a child of the deceased if the child at the time of death:

- is under the age of 18 or
- is over age 18 but under the age of 25 and financially dependent on the member or
- has a disability of the kind described in subsection 8(1) of the *Disability Services Act 1986*.

The entire pension must be taken as a tax-free lump sum at or before the child’s 25th birthday, unless the child has a disability as described in the third bullet point above. No partial lump sums will be possible.

Tax File Number (‘TFN’)

We are authorised to collect your TFN under the SIS Act, from a range of sources including yourself, your employer or the Australian Taxation Office (ATO). You can, however, notify us in writing not to record your TFN.

¹ An interdependency relationship is a close personal relationship between two people who live together, where one or both of them provide for the financial and domestic support and personal care of the other. An interdependency relationship may still exist if there is a close personal relationship but the other requirements are not satisfied because of some physical, intellectual or psychiatric disability.

If you do provide your TFN to us, it will be used for lawful purposes only. This includes finding or identifying your super benefits (including multiple accounts) in the fund, calculating tax on any benefit you may be entitled to or seek to withdraw, and providing information to the ATO. These purposes may change in the future as a result of legislative change.

It is not an offence if you choose not to provide your TFN. However, we will not open your account or accept any contributions or rollovers to your account made by you or on your behalf unless your TFN has been provided or unless you have a retirement or transition to retirement account and have a specific exemption, such as a pensioner exemption. Further, giving us your TFN will have the following advantages which may not otherwise apply:

- we will be able to accept all types of contributions to your Panorama Super account
- the tax on contributions to your Panorama Super account will not increase
- other than the tax that may ordinarily apply, no additional tax will be deducted when you start drawing down your super benefits, and
- it will make it much easier to trace different super accounts in your name so that you receive all your super benefits when you retire.

If you provide your TFN to us, we may disclose it to another superannuation or retirement savings account provider, when your benefits are being transferred to them, unless you notify us in writing not to forward your TFN. Your TFN may also be given to the ATO.

We may, with your consent, use your TFN and other relevant information to search ATO records to locate superannuation amounts held on your behalf by other superannuation funds or by the ATO.

Panorama Super is administered on the Panorama operating system, which offers a range of products. You will have a single user profile (including a single TFN) when investing in one or more products on the Panorama operating system. If you provide your TFN to us:

- we may, on your behalf, provide that TFN to the issuer of any product that you invest in on the Panorama operating system and
- where you invest in an additional product(s) on the Panorama operating system and you provide a new TFN with respect to that product, you authorise us to replace the previous TFN that you provided to us with the new TFN you provide, such that you continue to have a single user profile across all Panorama operating system products.

If you withdraw your consent to use your TFN for any product that you invest in on the Panorama operating system, your TFN will be removed from your user profile and we will no longer be able to continue to use your TFN. Without a TFN, you will not be able to continue to hold a Panorama Super account.

Panorama Super is a part of Retirement Wrap. If your TFN is provided in respect of your Panorama Super account, we may apply your TFN to your accounts held in other plans within Retirement Wrap. We may also disclose your TFN to our related entities where you provide your consent, or where otherwise permitted by law.

Our reporting obligations

We are required to identify tax residents of countries other than Australia in order to meet account information reporting requirements under local and international laws.

If at any time after account opening, information in our possession suggests that you may be a tax resident of a country other than Australia, you may be contacted to provide further information on your foreign tax status. Failure to respond may lead to certain reporting requirements applying to the account.

By completing an application for a Panorama Super account you agree that if at any time there is a change to your foreign tax status details, you will inform us.

Fees and costs

Additional explanation of fees and costs

Defined fees

The following are regulatory definitions of the fees and other costs for superannuation products. A number of these fees apply to Panorama Super and have been referred to throughout this section and the PDS.

Activity fees	<p>A fee is an activity fee if:</p> <ul style="list-style-type: none">(a) the fee relates to costs incurred by the trustee of the superannuation entity that are directly related to an activity of the trustee:<ul style="list-style-type: none">(i) that is engaged in at the request, or with the consent, of a member, or(ii) that relates to a member and is required by law, and(b) those costs are not otherwise charged as an administration fee, an investment fee, a buy/sell spread, a switching fee, an exit fee, an advice fee or an insurance fee.
Administration fee	<p>An administration fee is a fee that relates to the administration or operation of the superannuation entity and includes costs incurred by the trustee of the entity that:</p> <ul style="list-style-type: none">(a) relate to the administration or operation of the entity, and(b) are not otherwise charged as an investment fee, a buy/sell spread, a switching fee, an exit fee, an activity fee, an advice fee or an insurance fee.
Advice fees	<p>A fee is an advice fee if:</p> <ul style="list-style-type: none">(a) the fee relates directly to costs incurred by the trustee of the superannuation entity because of the provision of financial product advice to a member by:<ul style="list-style-type: none">(i) a trustee of the entity, or(ii) another person acting as an employee of, or under an arrangement with, the trustee of the entity, and(b) those costs are not otherwise charged as an administration fee, an investment fee, a switching fee, an exit fee, an activity fee or an insurance fee.
Buy/sell spreads	<p>A buy/sell spread is a fee to recover transaction costs incurred by the trustee of the superannuation entity in relation to the sale and purchase of assets of the superannuation entity.</p>
Exit fees	<p>An exit fee is a fee to recover the costs of disposing of all or part of members' interests in the superannuation entity.</p>
Indirect cost ratio	<p>The indirect cost ratio (ICR), for an investment offered by a superannuation entity, is the ratio of the total of the indirect costs for the investment, to the total average net assets of the superannuation entity attributed to the investment.</p> <p>Note: A dollar-based fee deducted directly from a member's account is not included in the indirect cost ratio.</p>

Investment fees	<p>An investment fee is a fee that relates to the investment of the assets of a superannuation entity and includes:</p> <ul style="list-style-type: none"> (a) fees in payment for the exercise of care and expertise in the investment of those assets (including performance fees), and b) costs incurred by the trustee of the entity that: <ul style="list-style-type: none"> (i) relate to the investment of assets of the entity, and (ii) are not otherwise charged as an administration fee, a buy/sell spread, a switching fee, an exit fee, an activity fee, an advice fee or an insurance fee.
Switching fees	A switching fee is a fee to recover the costs of switching all or part of a member's interest in the superannuation entity from one class of beneficial interest in the entity to another.

Investment manager fees

The managed funds and BT Managed Portfolios offered through Panorama Super are managed and operated by parties that charge fees and other costs for the management and administration of the managed funds. The investment returns for each managed fund are net of fees and other costs. That is, the fees and other costs are deducted from the value of the managed fund before the unit price is calculated.

A Fee Measure for each managed fund and managed portfolio option is included in the Investment Options Booklet. The Fee Measure provides a useful measure of the ongoing fees and other costs of investing in a managed fund. It includes the management fee and other expenses but not transaction costs. The Fee Measure for each managed fund may vary from year to year.

In addition to the ongoing fees and other costs reflected in the Fee Measures for the managed funds and managed portfolio options, some fund managers charge

contribution and withdrawal fees. These may be charged either:

- as an amount added (or subtracted) as part of the entry (or exit) price, when you acquire (or dispose of) an investment (depending on whether a contribution or withdrawal fee is being charged) or
- by deducting an amount from your account balance, when you acquire (or dispose of) your investment.

The amount of these fees varies between fund managers. For further information regarding the Fee Measure and the fees and other costs for each managed fund and managed portfolio option, refer to the Investment Options Booklet and the product disclosure statements or other disclosure document(s) for these managed funds.

Performance fees

Some of the Investment manager fees disclosed in the 'Fees and other costs' table within the PDS include performance fees. The method for calculating these performance fees varies between the managed funds

and details are set out in the product disclosure statement or other disclosure document(s) for the relevant managed funds. If charged, typical performance fees are estimated to be between 15% and 30% of the fund's out-performance of a defined benchmark, but actual performance fees may fall outside this range. Performance fees may change from time to time in accordance with the rules specified by the relevant product issuers.

Buy/sell spread

When buying and selling units in unlisted managed funds, the fund manager is generally entitled to charge the unit holder an amount representing a contribution to the cost of purchasing or selling the underlying assets. These costs include things like brokerage and stamp duty. The charge is usually reflected in the difference between the entry price and exit price of a unit and is commonly referred to as the buy/sell spread. The buy/sell spread is charged by the fund manager and is applied before the unit price is provided to us. The buy/sell spread has two components:

- an amount added as part of the calculation of the entry price, payable when you acquire an investment and
- an amount subtracted as part of the calculation of the exit price, payable when you dispose of your investment.

For example, if the entry price for a managed fund is \$1.00 and the exit price is \$0.996, the buy/sell spread you would incur if you invested \$50,000 in units in that managed fund and immediately redeemed those units would be \$200, or 0.40% of the total of your investment.

The buy/sell spread is an additional cost to you. Generally the buy/sell spread is retained by the relevant managed fund and applied to defray transaction costs; it is not a fee paid to the fund manager. Further information regarding the amount of buy/sell spread for each managed fund is provided in the product disclosure statement or other disclosure document(s) for the relevant managed fund. These may be obtained on request and free of charge from your adviser.

When carrying out a managed fund transaction, the Administrator may offset your instructions to buy or sell assets against another investor's instructions to sell or buy those assets so that only net transactions are acted on. This process is known as 'netting'. The Administrator may retain any benefit that may be secured from netting. These include the fees and charges that would have applied had the transaction been processed without netting.

Transaction costs

The Administrator may receive up to 100% of the transaction fee charged for listed security transactions placed with the online broker.

If you use an external broker they will negotiate a fee directly with you. This fee will be reflected in the acquisition or disposal cost and will be deducted from your cash account at the time of settlement. If the trade cannot settle, any dishonour fee charged by your broker, and any costs associated with the failed trade that are passed onto the Administrator, will be deducted from your cash account. These fees are deducted at the time the trade fails to settle, or at the time they are passed on to the Administrator.

Transaction costs are an additional cost to you.

Expense recovery

The Trustee is entitled to be reimbursed for expenses it incurs including the payment of statutory charges, licensing fees, registry costs, audit fees, government duties, government levies, the cost of complying with legislative and prudential requirements and various other disbursements. These expenses (referred to as expense recovery) may be passed on to all members in the Fund in accordance with superannuation law, and are deducted from your cash account at the time the expense is applied. Expense recovery is payable to the Trustee and will not be passed on to your adviser.

Over recent years, the Australian Government has implemented a number of reforms affecting superannuation funds, including the Future of Financial Advice ('FOFA'), Stronger Super and the Operational Risk Financial Requirement ('ORFR').

The ORFR requires the Trustee to maintain sufficient capital to address losses arising from operational risks such as a computer system failure, human error in administration processes, or the risk of external events, such as a fraud. If an operational risk event occurs, this capital can be used to compensate members for losses. The Trustee incurs expenses to maintain the capital held for the ORFR.

The reforms described above have required the Trustee to undertake a significant program of work, and have generated additional and ongoing expenses. In addition to the Trustee's duties and responsibilities to protect your superannuation, APRA charges the Trustee a levy for APRA's role in supervising the superannuation industry.

Most of these expenses are recovered as a flat dollar amount from each member's account. The ORFR expense is recovered as a percentage based expense, based on your account balance and calculated at the time the expense is applied. The estimated expense recovery is set out in the PDS. The exact amount deducted from your account will be confirmed in your Annual Statement and online.

Fees and expenses in association with Family Law Act requirements

We may decide to impose reasonable fees, and pass on any expenses we incur, where your investment is affected by requirements under the Family Law Act. These may include, but are not limited to, fees for implementing the splitting of, or the application of a payment flag on, your super investment. If your super investment becomes affected by the requirements under the Family Law Act, you will be notified of any fees that may be charged by us.

Other fees and costs

All government and other fees and costs (including bank fees, stamp duty, cheque dishonours, and penalty interest), incurred as a result of a contribution or withdrawal, will be on-charged to you.

Insurance premiums

Insurance premiums are charged by the insurance provider to supply you with your insurance cover. The premium depends on a number of variables, including the premium option chosen, the type of insurance you have, any optional benefits, the amount of insurance you have for each benefit, your age, gender, smoking status, health, occupation and pursuits, the frequency at which you choose to pay your premium and any loading specified in your policy schedule. It also includes a policy fee and stamp duty if applicable. Further details are

disclosed in the BT Protection Plans PDS and Policy Document. If you elect to take up the insurance offering, insurance premiums will be deducted at a frequency chosen by you, from your cash account based on the coverage selected.

Taxes

Information regarding some taxes relevant to your account is set out in the 'Taxation' section of this Booklet.

Changes to fees and other costs

Generally, the amounts of the fees and other costs that will apply to your account will be as disclosed in the PDS unless we give you 30 days' notice of any increase or introduction of fees. We may, at our discretion and with the consent of the Administrator and the Distributor, either generally or on request from you, your adviser or their dealer group, reduce or waive any of the fees and other costs that apply to your account.

Any such discretionary waiver or reduction of fees and other costs will cease to apply, and those fees and other costs will revert to the standard level on 30 days' notice, or else without notice if you cease to be advised by your adviser or their dealer group.

Fees and other costs for existing members

Different fees and other costs may apply to members who established their account in Panorama Super before the date of this Booklet, in accordance with the terms that applied at the date their account was established as modified in accordance with those terms or by subsequent agreement.

Third party payments – Platform service fees and other payments

As at the date of this Booklet, the Administrator may receive service fees or other payments of up to \$21,500 pa per responsible entity (or in some cases per fund manager) (which are subject to annual review and may increase by up to \$500 pa) plus up to \$8,600 pa per managed fund (which are subject to annual review and may increase by up to \$200 pa) from responsible entities and/or fund managers whose funds are available through Panorama Super. The fees quoted are exclusive of GST.

The amount of these payments may change from time to time and are paid by the responsible entities and/or fund managers (as applicable) out of their own resources and are not paid by you.

Register of alternative forms of remuneration

We maintain a register that records details of the non-monetary benefits of small value that we receive (including such benefits from providers of some of the products that are available through Panorama Super). The register is available for inspection by you and you can obtain a copy by contacting the Administrator on 1300 881 716.

Related party investment arrangements and transactions

Some of the managed funds and term deposits available through Panorama Super are issued by companies which are part of the Westpac Group and they receive fees for doing so. Members of the Westpac Group may also hold on deposit and manage the monies of your cash account on a daily basis and may perform other services in relation to assets (such as underwriting their issue). Related parties will receive fees for services they provide. All arrangements are on an arm's length (or better) basis.

Investing and transacting with Panorama Super

This section provides more information on investing and transacting through Panorama Super.

Applying for an account

You become an investor in Panorama Super at the later of when we accept your application and when we receive the initial deposit into your account. We reserve the right to reject your application and/or your initial deposit. Please ensure you quote your Tax File Number ('TFN') on your account application. For further information on providing your TFN, please refer to the 'Tax File Number ('TFN')' section of this Booklet.

Service interruptions

While we try to ensure our online services are available 24/7, there may be times when they're not available.

If our online services are not available, you may contact us during business hours on 1300 881 716 to discuss account information (however, we will not be able to perform transactions on your behalf). In times of service interruptions, statements or reports may be provided to you via email.

If our online services aren't available, we are not responsible for any loss because you were unable to perform transactions during that time.

Who can transact on your account

Your adviser is the primary authorised user of your account to perform transactions and provide instructions in relation to your account.

Their access is first set up during your account application and will need to be approved by you. By approving your account application, you give your adviser authority to manage your account, perform all transactions and submit notices and requests on your behalf, including authority to:

- > transact on any linked account saved online
- > set up and initiate pension payments
- > initiate a rollover
- > submit a Personal Tax Deduction Notice on your behalf
- > submit transactions in relation to our investments (for example, investment and withdrawal instructions)
- > nominate beneficiaries.

You will still be able to view your account online. If you are set up with linked account access, you may also be able to:

- > make contributions, or
- > make ad hoc payments

depending on the super phase you are in.

Your adviser will also be able to manage your details – including keeping your address and contact details up to date. The exceptions to this are your primary email address and primary mobile phone number (the mobile phone number used for SMS security codes). This number and your email address cannot be changed by your adviser – only by you.

If you are invested in Tailored Portfolios, your adviser's dealer group can also provide instructions to us in relation to your account.

Online and transaction security

You are responsible for the use and security of your online password. You must not disclose it to any other person, including your adviser.

We use your mobile phone number to help keep your account secure. Some transactions will require an SMS security code to be confirmed online before the request can be submitted. This occurs, for example, when you change your payment limits.

Updating your primary mobile number or email

If your mobile phone number or email changes please call us to change it, otherwise you may not be able to continue performing transactions.

Adding a linked account

When you add a linked account, it must be in your name or be a joint account where your spouse is the other account holder. The linked account details can be saved online so they can be viewed and transacted on at a later date. Only you can amend your linked accounts.

Consolidating your accounts

By consolidating all of your super into one account, you are able to stay in control of your super, reduce paperwork and potentially save on administration fees. All you need to do is complete the Request to Transfer Form and forward it to your other super fund.

We do not charge any fees for accepting rollovers into your account. However, before requesting a rollover, you should check with your other fund/s to see if there are any exit fees for moving your benefit, or loss of other benefits (for example, insurance).

Pension

It is possible for investors to consolidate multiple pensions into one account rather than operating two or more separate accounts. This is only permitted where you establish a new pension by way of transferring funds from existing superannuation accumulation or pension accounts (from external funds or Panorama Super), and/or making a personal or spouse contribution. As commencing a new pension may impact you or your partner's Social Security or Department of Veterans' Affairs entitlements, you should consult your adviser prior to making such a decision.

Note that death benefit income streams cannot be combined with other superannuation monies.

The cash account

Your cash account is not a separate bank account and is part of your investment in Panorama Super. Your cash will be pooled and deposited in one or more underlying bank accounts, maintained by the Administrator at Westpac, which may include term deposits. These accounts are designated as trust accounts. Your cash account represents your interest in the underlying pool of bank accounts.

The Administrator manages the balances in the underlying bank accounts by (among other things) pooling and moving money between the various Westpac accounts. These movements of money may occur independently of your instructions. Your cash account balance is recorded at all times by the Administrator as your interest in the pool of underlying bank accounts and will not be affected by money moving between the underlying bank accounts.

Transacting with your cash account

Your cash account facilitates many of the transactions that can be performed on your account.

Income received from your investments may be credited to the balance in your cash account and all fees, costs, expenses and tax will be deducted from the balance in your cash account¹. Any pension payments will be made from the balance in your cash account.

Contribution/rollover and payment requests can be made at any time. However we may not be able to process some requests on the same business day if they are submitted after 5.00pm (Sydney time). Where a deposit or payment request is made after 5.00pm (Sydney time), it may be processed on the following business day. Payments from your account can be made as a one-off, a one-off scheduled for a future date or as a repeating payment. You will need to meet a condition of release before you are able to withdraw money from your account.

For some of your deposits, such as cheques and direct debits from other accounts, there may be a clearance period of up to 3 business days (for direct debits) and 3 days (for cheques) before they are available in your account for you to access.

Generally, one-off investment transactions and withdrawals will not be processed if there are not enough funds available in your cash account to maintain the minimum required balance in your cash account. However, the Administrator may, at its discretion, permit the processing and settlement of certain transactions if funds are available to cover the amount of the transaction and your cash account balance is or falls below the minimum required balance.

To help you meet your payments and maintain the minimum required balance, your investments will be sold down in accordance with one of three drawdown strategies. For further information, refer to the 'Drawdown strategies' section of this Booklet.

¹ Income from BT Managed Portfolios will be paid into the cash allocation of the portfolio.

Your cash account can be linked to up to 5 linked accounts (your linked accounts must be in your name or be a joint account where your spouse is the other account holder). Contributions to and permitted withdrawals from your cash account are transferred via your nominated linked account. When the money is received, it will be credited to your cash account and deposited into one or more underlying bank accounts maintained by the Administrator at Westpac.

Managing your cash account balance

Your cash account has a minimum required balance of \$2,000. This is to ensure you have sufficient money available to cover costs such as fees, corporate actions and any other payments.

Understanding investments

Features of your investments

This section contains details on some key features (referred to in the PDS) of investing in the following investments through Panorama Super:

- term deposits
- managed funds
- listed securities
- BT Managed Portfolios
- Tailored Portfolios

and how to invest in those investments.

Please note that certain types of investment options, such as listed securities, may not be available to you. You should check with your adviser to see which types of investment options are available to you.

Term deposits

Panorama Super offers a range of term deposits with a selection of rates and terms and a minimum of \$5,000 per term deposit. Term deposits can be purchased online at any time using your account balance in your cash account.

Requests to invest in term deposits can be completed online at any time. However, we may not be able to process the request on the same business day if it is submitted after 5.00pm (Sydney time). Where a request is made after 5.00pm (Sydney time), it may be processed on the following business day and will receive the rate and terms applicable on that day.

You should obtain and consider the applicable terms and conditions for the term deposit before making any investment decision. Early withdrawal of term deposits may result in a reduction in the rate applicable to your term deposit and/or a waiting period before your term deposit is paid to your cash account. Refer to the relevant term deposit terms and conditions for more information.

We may deal with your term deposits in certain circumstances including if:

- you have, or would have, insufficient funds in your cash account to maintain the minimum balance (and you do not have any interests in managed funds,

BT Managed Portfolios or listed securities in your account), or

- where the Trust Deed permits.

It will generally take 31 days to cancel a term deposit and any amounts owed by you will continue to accrue until funds become available. You should refer to the terms and conditions of the relevant term deposit for information on how cancellation costs are calculated.

Additional information on managed funds and BT Managed Portfolios¹

Panorama Super provides you with a range of diversified and single sector investment strategies to choose from. Each investment strategy comprises a number of managed fund/managed portfolio options that fall within that strategy.

The Trustee may change the investment strategies and the investments made available in Panorama Super at any time. If the Trustee removes an investment that you are invested in, you or your adviser will be notified. In these circumstances your investment may be sold and the net proceeds will be deposited into your cash account.

Our broad range of investments allows you to select the investment strategy that's right for you along with the appropriate investments within that strategy. For more information on the investment strategies available, refer to the Investment Options Booklet or speak with your adviser.

¹ Managed funds and BT Managed Portfolios may not be available to every investor. You can obtain a copy of the Investment Options Booklet from your adviser or by contacting us.

Quick guide to investing in managed funds and BT Managed Portfolios:

You should obtain a copy of the product disclosure statement for the investment option you wish to invest in. This will contain the relevant details you should consider before making a decision about whether to invest and includes fees and other relevant information.

- The BT Managed Portfolios PDS is available, without charge, by contacting your adviser or at panorama.com.au.
- You can obtain copies of the product disclosure statements for the managed funds available to you through Panorama Super, online, free of charge on request from your adviser or by contacting us.

Read the relevant product disclosure statement carefully before deciding to invest. Once you've selected your investment option/s, your investment instructions can be placed online and the Administrator will invest in BT Managed Portfolios or a selected managed fund on your behalf.

How to invest in and withdraw from managed funds and BT Managed Portfolios

Instructions to apply to invest in or withdraw from a managed fund or BT Managed Portfolios can be provided to us online at panorama.com.au. If we receive a completed and valid transaction instruction (for either an investment or withdrawal):

- for BT Managed Portfolios – before 10.00am (Sydney time) on any business day, your instruction will generally be processed on the same business day.
- for a managed fund – before 11.00am (Sydney time) on any business day, your instruction will generally be placed with the fund manager on the same business day.

The time it then takes the responsible entity of the managed fund or BT Managed Portfolios to process your transaction, and the price at which your transactions are processed, will vary depending on:

- the administration requirements of the relevant manager
- the pricing frequency of the managed fund
- market liquidity and volatility of the underlying assets in a managed fund or managed portfolio option.

Instructions may be placed online to apply to withdraw only a part of your investment in a managed fund or managed portfolio. However, instructions to withdraw more than 90% but less than 100% of the total value of a managed portfolio or managed fund will result in you needing to close the managed portfolio or managed fund investment, or reduce the requested withdrawal amount to below 90% of the current value of the managed portfolio or your interest in the managed fund.

A later instruction may not be processed by us until the transactions to implement the earlier instruction have been completed.

There may be delays in applying for or withdrawing from a managed fund or managed portfolio option – for example, if a managed fund or managed portfolio option is suspended or there are delays in selling some assets. For further information, refer to the relevant product disclosure statement.

Neither the Trustee nor the Administrator accepts any responsibility or liability for any movement in asset prices or costs as they relate to any delay in investing or withdrawing from a managed fund or BT Managed Portfolios and neither make any representation on the suitability of those investments either generally or in your particular personal circumstances.

Distribution reinvestments¹

Any distributions you receive in respect of a managed fund will be paid in cash into your cash account when we receive them from the relevant fund manager. Where you or your adviser (on your behalf) has nominated for your distributions in respect of a managed fund to be used to acquire new units in that managed fund (in circumstances where the Administrator chooses to allow it), the cash will be reinvested in the relevant managed fund generally on the same business day or the following business day after the distributions are paid to your cash account. The unit price at which distributions are reinvested may differ from the price that would apply if you participated directly in the fund manager's distribution reinvestment plan. The Administrator will apply the most recent nominated distribution option for a fund prior to a cut-off date determined by the Administrator. This cut-off date will be prior to the

¹ This does not apply to BT Managed Portfolios. Income from BT Managed Portfolios will be paid into the cash allocation of the relevant portfolio.

distribution date for the relevant fund in order to allow time for the processing of your nomination. If you change your nomination after the cut-off date the new nomination will only take effect for future distributions.

Where you have nominated for your distributions to be reinvested, any distributions in respect of units you acquire after the cut-off date will not be eligible for reinvestment and will be kept as cash in your cash account. Please note, the nomination will apply to all future distribution payments and your next distribution payment will therefore be reinvested.

Regular investment plans

Our regular investment plan allows you to make automated regular investments from your cash account into existing managed portfolio options, Tailored Portfolios or managed funds. Your regular investment plan commencement date must be a future business day and it will generally be processed on that business day. If your regular investment plan scheduled transaction falls on a non-business day, the Administrator will generally process your plan on the next business day.

If you decide to fully withdraw from a managed fund, Tailored Portfolio or managed portfolio option, the regular investment in respect of that particular investment will cease until you subsequently choose to invest in that managed fund, Tailored Portfolio or managed portfolio option, at which time the regular investment will automatically recommence (unless you cancel it). While there are still current holdings in other assets that form part of the plan, the plan will continue to invest in those assets. If a direct debit is used to fund part or all of a regular investment plan and the direct debit fails, your regular investment plan will also fail. Where a regular

investment plan is not funded by a direct debit and there are insufficient funds in your cash account, your regular investment plan will fail. It will recommence at the next date for regular investment provided there are sufficient funds in your cash account.

Sufficient cleared funds must be available in your cash account to fund a regular investment plan. Where there are insufficient funds in your cash account, your regular investment plan will fail. It will recommence at the next date for regular investment provided there are sufficient funds in your cash account. A regular contribution can help top up your cash account balance.

There may be delays in applying for a managed portfolio option or managed fund investment as part of a regular investment plan (for example, if a managed fund or managed portfolio option is suspended or there are delays in purchasing some assets). If a particular asset within a regular investment plan is unable to be acquired, the remaining cash will remain in the cash account balance. The cash will not be reallocated to other assets.

To the extent that a managed fund or managed portfolio option suspends applications, regular investment plans in respect of the managed fund or managed portfolio option will also be suspended and not be completed.

The regular investment plan will continue automatically once applications in the relevant fund reopen. However, if you no longer wish to participate in a regular investment plan in respect of this investment, this investment should be removed from your plan by your adviser (on your behalf).

Suspended managed funds or BT Managed Portfolios

A managed investment scheme suspension occurs when the responsible entity of a managed fund or managed portfolio option suspends one or more of the following:

- > applications, or
- > withdrawals.

There are various reasons why a responsible entity of a managed fund or managed portfolio option may suspend applications or withdrawals, including, for example, if:

- > the managed fund or managed portfolio option is no longer liquid within the meaning of the *Corporations Act 2001* (Cth) ('Corporations Act'). The responsible entity is prohibited from allowing withdrawals from the managed fund or managed portfolio option unless it is in accordance with a withdrawal offer
- > the responsible entity determines that a suspension is necessary to protect the value of the assets in the managed fund or managed portfolio option from being devalued due to a large quantity of withdrawals from the managed fund or managed portfolio option, or
- > the responsible entity determines that a suspension is otherwise necessary to comply with its obligations to act in the best interests of members.

Where the application of a drawdown strategy would involve the disposal of a suspended managed fund or managed portfolio option, the drawdown strategy will not apply to that suspended asset, and the next asset will be sold or cancelled in the order of the applicable drawdown strategy (see the 'Drawdown strategies' section of this

Booklet). To the extent that a managed fund or managed portfolio option suspends applications, regular investment plans in respect of the managed fund or managed portfolio option will not be completed. If you wish to continue with a regular investment plan in the managed fund or managed portfolio option once applications re-open, then you do not need to take any action. However if you no longer wish to invest in this managed fund or managed portfolio option, you should instruct your adviser to remove the managed fund or managed portfolio option from your regular investment plan.

Withdrawals from suspended managed funds or managed portfolio options may be allowed from time to time during withdrawal windows declared by the responsible entity of the suspended managed fund or managed portfolio option. The Administrator will notify you or your adviser if a fund manager notifies us of an upcoming withdrawal window for a suspended managed fund or managed portfolio option you hold. A withdrawal request can then be placed within the withdrawal window. If the total amount of withdrawal requests for the suspended managed fund or managed portfolio option exceeds the amount available for that particular scheme, requests may be met on a pro rata basis by the relevant responsible entity. Each withdrawal window has different conditions that will be communicated to you or your adviser.

The Administrator will automatically participate in withdrawal offers on your behalf if you have requested to close your account but continue to hold a suspended managed fund or managed portfolio option within your account. Note that unless you instruct us otherwise, all

amounts received in respect of the suspended managed fund or managed portfolio option (including distributions) will be retained within your cash account until we are able to realise the full amount of your investment in that particular scheme.

Without limiting any other rights, where the total value of the holdings in a suspended managed or managed portfolio option held by members through Panorama Super is less than \$100,000 (or any other amount determined by the Trustee from time to time), the Trustee may approve the sale of all members' holdings in that fund to a related entity of the Trustee. The purchase price will generally be determined by reference to the unit price provided by the relevant manager or liquidator (as applicable), as well as other additional considerations. Your adviser will be notified in advance of any such purchase.

Managed fund fee rebates

In some cases, a fund manager may provide a partial rebate of the investment costs for the managed funds you invest in to the Administrator. Any rebate the Administrator passes on to you will be paid into your cash account or applied to reduce the administration fees deducted from your cash account.

In general, your entitlement to the rebate will be based on your holding of the managed fund at the payment date of the rebate. However, where you close your account prior to the processing by the Administrator of a rebate, you will not be entitled to that rebate.

Disclosure documents for underlying funds

When investing in an underlying managed fund through Panorama Super, you have a right to receive a PDS that the issuer of the underlying managed fund has prepared.

It is a condition of your continued membership of Panorama Super and you making new contributions or new contributions being made on your behalf, or you giving the Administrator investment or switching instructions on or after the date of the PDS, that:

- you agree to receive all information about underlying managed funds electronically or through your adviser where this is or may become permissible under the Corporations Act (refer to the 'Communications' section of this Booklet for more information about electronic notification) and
- you (or your adviser) issue the Administrator with revised investment instructions if your previous instructions cease to be appropriate.

When you have elected to use the regular investment plan or make ongoing contributions, you agree that where you have an existing holding through Panorama Super of each managed fund to which your regular investment plan or ongoing contributions relate at the time of an additional acquisition of an interest in the underlying fund, you may not have received:

- the current PDS for the relevant fund or

- information about material changes and significant events that affect the relevant fund (that the fund trustee is required to give a person who acquired an interest in the fund directly, unless exceptions apply).

If the Trustee becomes aware that the relevant underlying fund has been affected by a materially adverse change or significant adverse event, the Trustee will give you (or where permitted by the Corporations Act, provide access to) an updated disclosure document (or equivalent information in another form permitted by the Corporations Act) for the relevant fund. Such disclosure documents can be provided to you electronically (refer to the 'Communications' section of this Booklet for more information about electronic notification). Where this occurs, you will be able to select a new investment.

Please note:

- the purchase of managed funds will continue to be made under the arrangement until instructions are given to the Administrator to the contrary or the arrangement is terminated and
- the Administrator may (but it is not obliged to) cease to act on any instructions, including under the regular investment plan, if the Administrator is not reasonably satisfied that the relevant information has been provided or made available to you prior to investing.

Investing in listed securities

Quick guide to investing in listed securities:

Investing in listed securities online with Panorama Super is straightforward.

- Investment instructions can be provided to us online.
- The Administrator will invest in listed securities on your behalf.
- Transaction confirmations will be provided once the transaction is complete.

Please note, Panorama Super gives you the flexibility to trade your listed security transactions using an approved external broker and have them settled to your Panorama account. If you use an external broker, it will be that broker's responsibility to confirm transactions to you.

For further information, see 'Selecting a broker' in this section.

Trading in listed securities online

Trades may only be placed in relation to the listed securities set out in the Investment Options Booklet¹. For listed securities other than hybrid securities, instructions to buy or sell listed securities can be set with a limit on the price at which you are willing to buy or sell or you can accept the market price at the time the broker we appoint ('online broker') executes your instruction. For hybrid securities, only limit order instructions can be submitted. Once your trade occurs, it will be settled using funds from your cash account.

Where there is insufficient cash available in your cash account to place your buy order (taking into account your cash account balance and any unsettled listed securities sell orders) your order may be 'queued'.

Queuing is the process that allows listed security buy orders to be 'queued' by the Administrator until sufficient cash becomes available (as a result of the sell orders being executed in the market or other funds becoming available). Once sufficient funds become available, buy orders will be processed by us and submitted to the online broker.

If sufficient funds are not available at the end of the trading day, any queued orders will be cancelled and we will notify you or your adviser.

If you buy a listed security, from the point at which the order is executed (and prior to settlement date), it can be sold in the market.

If an instruction is provided outside of market hours:

- 'limit' price orders will be processed by us and sent to the online broker when the market opens
- instructions in respect of 'market' orders cannot be placed out of market trading hours and will be rejected.

It needs to be specified whether the instruction is 'Good for day' or 'Good till cancel'. 'Good for day' orders will expire at the end of the trading day. 'Good till cancel' orders will expire 30 calendar days from when the order is first submitted to market. If the expiry date falls on a

¹ The Investment Options Booklet may not set out details of corporate actions relating to listed securities or approved Initial Public Offerings of securities prior to their listing on the ASX. Please refer to your adviser for the availability of these and any applicable Investment Limit.

non-trading day the order will expire on the following trading day.

Your orders are vetted by the online broker and in some instances may be rejected (for example, if they breach or may breach market vetting rules).

We may set a maximum individual order size in respect of each instruction placed online. If a maximum is set, orders over this size cannot be placed. Your order can be split into smaller parcels online or contact us on 1300 881 716. In this case and other instances where the order is rejected, it may be requested that the order be 'managed by the online broker' and a higher transaction fee will apply to the instruction. Refer to the 'Additional explanation of fees and costs' section of the PDS for more information.

Orders can be cancelled or amended for any listed security instructions which have not been executed between the hours of 7.00am and 7.00pm Sydney time. Outside of these hours the Administrator is unable to process order amendments or cancellations.

The length of time it takes for a transaction to be executed will depend on market conditions. In some cases, an order may not be filled (or completely filled) and may be rejected by the online broker to the extent it is not completely filled. Any filled order will be settled according to the market settlement rules and market practice.

We will notify you or your adviser if:

- your request to amend or cancel an instruction has been rejected

- a queued buy instruction has expired
- the online broker rejects or cancels an order.

Selecting a broker

You have the flexibility to choose to transact:

- through the online broker (being the broker selected by the Administrator), or
- through an approved external broker.

If you choose to transact through an external broker, you authorise the Administrator to rely on instructions from any person that the Administrator reasonably believes to be your broker (or to be acting on behalf of your broker) as if the Administrator had received those instructions from you. If you choose to use an external broker, they alone are responsible for the services they provide to you. External brokers must be approved by the Administrator.

Online broker

Neither the Trustee nor the Administrator is a market or clearing participant of the ASX or a broker. Accordingly, an online broker has been arranged to provide a broking service in relation to your instructions to buy or sell listed securities. When instructions relating to listed security transactions are entered online, you authorise and instruct the Administrator to instruct the online broker to execute those instructions in respect of the listed securities that are (or which will be) held in custody for the Administrator by the sub-custodian (the Administrator in turn holds the beneficial interest for the Trustee). These transactions will be reflected in your account.

The Administrator's agreement with the online broker, and the online broker's obligations as a market participant, require the online broker to endeavour to provide the best execution for these instructions. As the trading agreement is between the Administrator and the online broker, the online broker will not act on any instructions it receives directly from you in relation to the listed securities held in connection with your account.

The Administrator may, as the client of the online broker, be entitled to make a claim against the National Guarantee Fund under Part 7.5 of the Corporations Act if the online broker becomes insolvent, makes an unauthorised transfer, or defaults on its obligations to settle a transaction. In general terms, the National Guarantee Fund is a compensation fund that may be available to guarantee the completion of certain failed sales and purchases of ASX listed securities, provided the transaction is a 'reportable transaction' entered into by a 'dealer' on behalf of a client (each as defined in the Corporations Act). Under the Corporations Act, if a person is entitled to claim, they must generally serve a written claim on the Securities Exchange Guarantee Corporation within six months after the day on which the person first became entitled to make the claim. If the Administrator makes a claim, it will pass on to you the benefit of any such entitlement or claim, net of any costs incurred in making that claim.

Control over corporate actions

Corporate actions are actions undertaken by a listed entity that affect your investment such as notices of meetings, voting rights, dividends or distributions, bonus issues and rights issues.

When a corporate action is announced, we will make a decision on the action to take and, where possible, you will be given the option to participate in the corporate action. We are not, however, required to seek your approval. Should we allow investors to participate in a corporate action, notification will be provided to your adviser outlining the options for participation. If no instructions are received for your account prior to the specified cut-off date, our default option will be assumed (generally for voluntary actions this means no action). Your adviser is responsible for providing instructions on your behalf.

If a corporate action requires payment from your account (for example, in relation to a share purchase plan), your cash account will be debited prior to lodgement with the registry.

Online corporate actions

Corporate actions can be managed online by your adviser on your behalf or in relation to Tailored Portfolios, by your adviser's dealer group. This includes (but is not limited to):

- viewing corporate actions
- providing us with instructions in respect of certain corporate actions, and
- viewing the status of any corporate actions related to your account.

Making a corporate action election

The Administrator may notify you or your adviser via the Panorama website or email of any upcoming corporate actions requiring an election. You won't receive communications from share registries. As the primary authorised user of your account, it is your adviser's responsibility to pass details of those corporate actions on to you. You can then direct your adviser to instruct us in respect of the corporate action.

Instructions relating to corporate actions need to be provided online to us prior to the 'Panorama close date'. The Panorama close date will be specified in the notice provided, but is generally two business days before the relevant registry close date. Your election can be changed at any time before the Panorama close date.

On the Panorama close date, the Administrator will instruct the sub-custodian to execute the corporate action in accordance with your instruction.

If a corporate action requires a cash payment (for example a rights offer or share purchase plan), the Administrator will reserve the cash in your cash account for the corporate action when your instruction is submitted, so that it can't be used for other purposes. The cash can be unreserved only to the extent the election is changed prior to the Panorama close date.

Your entitlement on a corporate action may be rounded up or down to the nearest whole number of securities.

In some circumstances, we may not allow you to make elections to participate in all corporate actions available in respect of your listed securities. In addition, in the event that an issuer instructs the share registry to close a

corporate action early, your instruction in relation to that corporate action may not be able to be executed. Please note, if we do facilitate your participation in corporate actions, we may place limitations around your ability to do so.

All listed securities are held in the name of the Administrator. This means you forego your voting rights for any investments and will not receive notices of shareholder meetings or other communications. We have control over all corporate actions relating to the listed securities (refer to the 'Control over corporate actions' section of this Booklet for further information).

Where we receive listed securities in connection with Panorama Super accounts following a corporate action:

- the number of those securities (if any) allocated to your account will initially be rounded down to the nearest whole number of securities we receive that are referable to your account (as will the number of the relevant listed securities that are referable to other accounts)
- we will then aggregate the remaining securities that have not been allocated (which will include the number of relevant securities by which any Panorama Super account has been rounded down), and use that aggregate amount to allocate one whole security to the accounts we determine have been rounded down by the greatest amount, until there are no more remaining securities to allocate.

For example, if we receive 100 shares in relation to a total of three Panorama Super accounts following a corporate action (Accounts A, B and C), and based on each account's existing holding of the relevant securities in our records:

- 20.60 shares are referable to Account A
 - 30.85 shares are referable to Account B, and
 - 48.55 shares are referable to Account C,
- then:

Step 1 – the shares allocated to each account will be rounded down to the nearest whole number, such that:

- 20 shares are allocated to Account A,
- 30 shares are allocated to Account B, and
- 48 shares are allocated to Account C.

Step 2 – of the remaining two shares following the allocation of those 98 shares in Step 1:

- firstly, one whole share will be allocated to Account B (since the allocation to Account B was rounded down by the greatest amount, namely 0.85 of a share), and
- finally, the remaining whole share will be allocated to Account A (given that the allocation to Account A was rounded down by the next greatest amount, namely 0.60 of a share).

There is no further allocation to Account C.

- if the listed security allocation relating to two or more accounts has been rounded down by the same amount, and there are insufficient remaining securities to allocate a whole security to each account, the accounts to which any remaining whole securities will

be allocated will be randomly selected from those equally affected accounts.

Drawdown strategies

A drawdown strategy describes the order and manner in which your investments will be sold to generate sufficient cash to be able to fund the payments due or maintain the minimum required balance. If you are invested in listed securities, managed funds or BT Managed Portfolios, to help maintain the minimum required balance in your cash account, a drawdown strategy will be applied to your account to facilitate the payment of:

- any fees or costs payable to the Trustee or the Administrator
- fees you have directed us to pay on your behalf (such as adviser fees)
- payments you have scheduled
- an amount under a release authority given to us by you or the ATO
- an amount in your pension account to an accumulation account under a commutation authority given to us by the ATO, and
- any tax, insurance premiums or pension payments as they fall due.

There are three automated drawdown strategies available:

- **A drawdown from the highest value asset in your account**

The Administrator will sell your investments in the following order:

- First, managed fund investments (other than BT Managed Portfolios or Tailored Portfolios) in order of decreasing value, starting with the managed fund investment with the highest portfolio value
- Second, BT Managed Portfolios or Tailored Portfolios in order of decreasing portfolio value, starting with the BT Managed Portfolio or Tailored Portfolios with the highest value
- Third, listed securities, in order of decreasing value, starting with the highest value.

➤ A pro rata drawdown of your assets across your investment options

The Administrator will sell your investments in the following order:

- First, managed fund investments (other than BT Managed Portfolios or Tailored Portfolios), in the proportion that each managed fund investment bears to the total value of all managed funds in your account
- Second, BT Managed Portfolios or Tailored Portfolios, in the proportion that each BT Managed Portfolio or Tailored Portfolio bears to the total value of all portfolios held for you
- Third, listed securities, in the proportion that each listed security bears to the total value of all listed securities in your account.

➤ **A drawdown from individual assets you nominate**

The Administrator will sell the specific assets you nominate in the order you nominate. Listed securities, managed funds, BT Managed Portfolios and Tailored Portfolios can all be added to this drawdown strategy. If nominated assets are not able to be sold, for example, if they are suspended from redemptions, the strategy will skip those assets and move onto the next tradeable assets in accordance with the drawdown strategy.

If those specific assets have been exhausted and further cash is required, the Administrator will then sell your investments in accordance with the 'highest value asset' drawdown strategy.

We will automatically exclude certain non-daily priced funds from the operation of the applicable drawdown strategy.

The 'highest value asset' drawdown strategy is the default and this will apply to your account. If you would like the 'pro rata' drawdown strategy or the 'individual asset priority' drawdown strategy to apply to your account, you must instruct us directly or through your adviser.

Term deposits will not be sold down as part of any of the automated drawdown strategies. However, we may, in some circumstances, cancel your term deposits as described in the 'Term deposits' section of this Booklet.

Please note that you are responsible for any taxes that may arise as a result of a drawdown of your investments, and you should consider this in maintaining the minimum

required balance in your cash account and in deciding your drawdown strategy. You should consult your tax and/or financial adviser.

Please note the following in connection with this drawdown facility:

- Transaction fees will not apply to transactions processed under the facility but any listed securities transactions will be placed with the online broker and the listed security transaction fee will still apply.
- Managed fund investments that are illiquid, priced monthly, or have withdrawal restrictions will not be included in your drawdown strategy as withdrawals from such managed funds may not be processed under the facility in time to fund the relevant payment. The Administrator may remove these funds from your drawdown strategy.
- If separate transaction instructions are received by the Administrator or an unrelated payment is processed after a sell-down of investments under the facility has commenced, it is possible that the proceeds of the sell-down may be appropriated to the subsequent transaction or payment. If this occurs, the payment to which the sell-down relates may not be processed. The Administrator may then sell additional holdings to make those payments.

Where reasonably practicable, application of each drawdown strategy will involve a forecast of cash shortfalls based on scheduled payments of which we are aware and the sale of assets prior to the forecasted shortfall date. In some circumstances drawdowns may

not be processed prior to a payment date due to factors including (but not limited to):

- additional or unscheduled payments made from your account that we are not aware of, or
- cash proceeds from asset sales not settling in time, in which case insufficient cash will prevent any scheduled payments being made.

Tailored Portfolios

Your adviser's dealer group may use Tailored Portfolio tools to construct portfolios covering various investment strategies. Your adviser will work with you to determine which investment strategy is appropriate for you, based on your desired objectives.

These tools (if available to your adviser's dealer group) enable:

- your portfolio to remain tailored to your investment strategy,
- the monitoring of underlying investments held as part of a Tailored Portfolio,
- rebalancing to realign your holdings to defined allocations, and
- the application of investment preferences you specify (for example by excluding assets to align with ethical considerations or other investment requirements you may have).

We will act on instructions provided by you through your adviser's dealer group through the Tailored Portfolio tools, as if you had given them to the Administrator directly.

The Administrator will make no enquiry as to whether you have given your adviser's dealer group specific instructions prior to acting on the instructions received from your adviser's dealer group provided through the Tailored Portfolio tools.

Each Tailored Portfolio option will have a minimum asset allocation to cash investments, which will be used to help cover any fees, duties and trading shortfalls that are payable in connection with the assets within your Tailored Portfolio from time to time. The minimum cash allocation of your Tailored Portfolio will be held by us in your cash account, or any other cash product nominated by us from time to time.

There are some investments that cannot be included in your Tailored Portfolio.

Term deposits or investments that have withdrawal restrictions are not able to be included in your Tailored Portfolio. This is because it may not be possible to process withdrawals from such investments in time to ensure the efficient rebalancing of your Tailored Portfolio.

Investment Holding Limits and Limit Buffers

The Trustee imposes certain limits on the amount of your account that may be invested in particular investments. Where an Investment Holding Limit applies, if at any time the value of your holding in the investment, as a percentage of your account, exceeds the Investment

Holding Limit, you will not be permitted to purchase any further holdings in that investment or investment strategy until such time as the value of your holdings, as a percentage of your account, moves below the Investment Holding Limit. However, the Trustee doesn't take into account any regular investment plan, corporate actions or listed securities purchased through an external broker or through the Tailored Portfolio tools, and it is the responsibility of your adviser to ensure you don't breach the required limits.

Each quarter the Trustee will monitor your account to ensure that the value of your holding, in any investment or across any investment strategy where an Investment Holding Limit applies, does not, as a percentage of the total value of your account, exceed the Investment Holding Limit plus the Limit Buffer for the investment or investment strategy.

If at any of these times the value of your holding does exceed the Investment Holding Limit plus the Limit Buffer, you or your adviser will be notified by the Trustee, and the Trustee may sell your assets without your consent.

The applicable Investment Holding Limit and Limit Buffer for each investment are set out in the Investment Options Booklet.

Other important information

About Panorama Super

Panorama Super is a part of Retirement Wrap, a complying super fund constituted under the Retirement Wrap Trust Deed dated 1 February 1999 as amended from time to time ('Trust Deed'). Retirement Wrap is made up of a number of plans, in addition to Panorama Super. Panorama Super comprises multiple sub-plans.

These plans and sub-plans are not separate super funds. As such, the assets of every plan and sub-plan are available to meet the liabilities of any other plan or sub-plan. The assets of one plan or sub-plan may be called upon to meet the liabilities of another plan or sub-plan in the event that the assets of that plan or sub-plan are insufficient to meet its liabilities. Given the type of investments held in Panorama Super and the investment restrictions in place, the Trustee does not believe that this event is likely to occur.

The Trustee may transfer your membership and benefit to another plan or sub-plan if it is satisfied that your rights under the new plan or sub-plan are, considered as a whole, no less favourable than your rights under your existing plan or sub-plan. As a member of Panorama Super, you own an interest in each and every one of the assets of Panorama Super. However, this does not provide rights to any particular asset or the right to participate in the management of Panorama Super.

Your rights in relation to Panorama Super are governed by the Trust Deed, which overrides any provisions in the PDS and this Booklet. The main provisions of the Trust Deed include:

- › management of Panorama Super
- › termination of Panorama Super
- › alteration and amendment of the Trust Deed
- › Trustee's powers and indemnities
- › fees and other costs
- › timing of placing managed fund requests and
- › redemptions from Panorama Super.

If you require further information, you may obtain a copy of the Trust Deed, free of charge, by calling the Panorama Support Team on 1300 881 716 from 8.00am to 6.30pm, Monday to Friday (Sydney time).

Eligibility

Panorama Super is only available to investors who receive the PDS in Australia and have an Australian licensed or authorised adviser who is registered to distribute Panorama Super. The Trustee and the Administrator may at their discretion refuse to accept applications from particular persons or classes of persons.

Generally, to purchase a pension or transition to retirement pension, you must be an Australian or New Zealand citizen, a permanent resident of Australia or hold an Australian retirement visa (Subclass 405 or 410). If you are or have been a holder of a temporary visa under the *Migration Act 1958*, you may be ineligible to purchase a pension or transition to retirement pension. You should seek advice before applying for a pension or transition to retirement pension.

Cooling-off period

To ensure you are happy with your initial investment, you have a 14 day cooling-off period to check that it meets your needs. This 14 day period starts on the earlier of the date you receive your transaction advice or five days after your investment is accepted. Within this period, you may withdraw your investment (if it is classed as an unrestricted non-preserved benefit) or transfer it to another fund. If you do not nominate a super fund or your nominated super fund does not accept the transfer, the Trustee may transfer your investment to an eligible rollover fund it selects. Please note this cooling-off period ceases to apply when you exercise your rights or powers under Panorama Super, such as when you receive a pension payment.

Any fees that you have paid in your account, other than reasonable administrative and transaction costs that relate to your investment and your requested withdrawal, will be refunded if you decide to withdraw or transfer your investment during the cooling-off period. However, your account balance will be adjusted to reflect changes in the value of your investments. As a result, the amount withdrawn or transferred may be less than the amount you invested.

You may withdraw by writing to the Trustee at Panorama Super, GPO Box 2861, Adelaide SA 5001 or by sending an email to support@panorama.com.au. The letter/email must include your name, address, date of birth, amount(s) invested and, if known, your account number and date of deposit.

Regulation of your adviser

Services that your adviser may provide in relation to Panorama Super may also be regulated under the Corporations Act.

Those services provided by your adviser do not form part of Panorama Super and neither the Trustee nor the Administrator is responsible for them. In providing such services your adviser will be required to comply with disclosure, licensing and other obligations under the Corporations Act and will also be regulated by ASIC under the terms and conditions of applicable ASIC policy and relief.

From 1 July 2013, if an ongoing fee arrangement exists between you and your adviser and/or you and your adviser's dealer group, your adviser or adviser's dealer group will be required to give you a Fee Disclosure Statement on an annual basis.

Where you have terminated an ongoing fee arrangement, it is you and your adviser's responsibility to notify the Administrator to cease payment of the relevant fees/remuneration.

Security of Panorama Super assets

The Trustee and Administrator keep the assets of the Panorama Super Plan separate from their own assets. This is required by law. The controls around the security of investor money, ie the separation of assets, are audited by an external auditor each year. As such, regardless of whether the Trustee or Administrator enters financial difficulties, the assets in the Panorama Super Plan

accounts are not available to creditors of the Trustee or Administrator.

However, as discussed in the 'About Panorama Super' section of this Booklet, the assets of the Panorama Super Plan are available to meet the liabilities of any other plans or sub-plans of Retirement Wrap. However, the Trust Deed provides that where a liability of the Trustee relates to one or more plans, the Trustee's right of indemnity out of the assets of Retirement Wrap must be satisfied from the assets attributable to that plan or those plans if and to the extent that there are sufficient assets attributable to that plan or those plans.

Security of investor money from fraud is controlled through a separation of duties so that the potential for fraud is minimised.

The contractual arrangements between the Trustee and the Administrator stipulate that the Administrator is responsible for any matters arising from its own failure to act with reasonable care and diligence, dishonesty, fraud or wilful default. If an investor suffers a loss as a result of such conduct, the Trustee will seek compensation from the Administrator under the contract to ensure the investor is compensated.

Changing your details

We use your mobile phone number and your email address to help keep your account secure. It is important you call us if these details change, so we can update your details and maintain your security and so you can continue performing transactions.

A range of forms are available online to help you facilitate other essential changes and instructions on your account. You can nominate or change your adviser by writing to us but you can only change to another adviser authorised to use Panorama Super. They are your agent and we will rely on their instructions as if they were given by you.

Communications

You agree that the Trustee or the Administrator may give you any notice, document or other information required to be given to you under law (or the agreement with you) in one of the following ways (where permitted by law):

- by sending it to an email address you have provided for you or your adviser
- by sending you or your adviser an email or other electronic communication providing a website reference or hypertext link to the notice, document or information
- by making the notice, document or information available on the Panorama website or such other website as notified to you or your adviser from time to time.

You agree not to request to receive any notice, document or other information in paper form, unless we are required by law to give it to you in paper form.

You are deemed to receive any notice, document or information sent by the Trustee or the Administrator to you or your adviser:

- if sent by email, one business day after the email is sent
- if given by sending you or your adviser a website reference or hypertext link, one business day after the email or other electronic communication containing the reference or link is sent
- if given by being made available on a website notified to you or your adviser, at the time the notice, document or information is made available on the website.

Where we become aware that our communications by the above means have failed, we will take reasonable steps to contact you or your adviser.

Important information about your investment in Panorama Super may be sent to the email address that you nominate in your account application. It is important you nominate a current and active email address and notify us immediately if the email address provided changes.

When instructions will not be acted on

Your instructions may not be acted on in exceptional circumstances, such as:

- if you provide more than one instruction and there are not sufficient cleared funds in your account available to pay for them, the Trustee or Administrator can choose which ones are acted on (in whole or part)
- if there are not sufficient cleared funds available in your account to pay for your purchases (while maintaining

the required minimum balance), or in the case of a sale of or withdrawal from an asset, sufficient assets to sell or give effect to the withdrawal

- when acting is against the law or the agreement with you
- when the Trustee or Administrator is not reasonably satisfied that all necessary documentation has been received, is not defective and is properly completed
- where the person acting on your instruction cannot act or believes that the instruction is not genuine or properly given (although the Trustee and Administrator do not enquire as to whether this is the case)
- if your adviser, your adviser's dealer group, the external broker or the Distributor breaches their participation conditions or is considered unacceptable by us or any Westpac Group company
- if the meaning of your instruction is uncertain or not in an acceptable form, or the person acting on your instruction is not indemnified to their satisfaction.

Release authorities

A release authority is a document the ATO gives to an individual or their superannuation fund, which generally allows an amount to be released from their super account.

If we are given a release authority, by you or the ATO, it may direct us to pay an amount from your account.

Upon receiving a release authority, we will generally deduct the amount from your cash account where legislation permits.

If there is an insufficient amount available in your cash account to process the release authority payment, we may:

- contact your adviser to place an investment trade, and/or
- use the drawdown strategy to sell down an investment amount. Please see 'Drawdown strategies' in the 'Investing and transacting with Panorama Super' section of this Booklet for further information.

If there is an insufficient amount available in your account to pay the release authority, we are obliged to deduct amounts from any other account you may hold in Retirement Wrap, which may include accounts in other products.

Financial crimes monitoring

The Trustee and Administrator are bound by laws about the prevention of money laundering and the financing of terrorism as well as sanctions obligations, including the *Anti-Money Laundering and Counter-Terrorism Financing Act 2006* ('AML/CTF laws'). By approving your application, you agree that:

- the Trustee and Administrator are required to carry out procedures that verify your identity before providing services to you, and from time to time thereafter
- you are not investing under an assumed name

- any money you invest is not derived from or related to any criminal activities
- any proceeds will not be used in relation to any criminal activities
- you will not initiate, engage in or effect a transaction that may be in breach of AML/CTF laws or sanctions (or the law or sanctions of any other country)
- if the Trustee or Administrator asks, you will provide any additional information they may reasonably require for the purposes of AML/CTF laws or sanctions. This could include information about you, your estate, about anyone acting on your behalf or the source of funds used in connection with a contribution
- in order to comply with AML/CTF laws and sanctions, the Trustee or Administrator may be required to take action, including delaying or refusing the processing of any application or any transaction related to your account if they believe or suspect that the application or transaction may breach any obligation of, or cause them to commit or participate in an offence under any AML/CTF laws or sanctions. Neither the Trustee nor Administrator will incur any liability in doing so
- where legally obliged to do so, the Trustee and the Administrator may disclose the information gathered to regulatory and/or law enforcement agencies or other entities. They may share this information with other members of the Westpac Group.

If you are in default of your obligations under your account with us, we can close your account without

notice if we have reasonable grounds to suspect that there is a breach of any of the conditions set out above, such as unsatisfactory conduct by you or if you fail to provide required information and documentation as requested within a stipulated time period, or if we have reasonable grounds to consider that we need, subject to the provisions of the SIS Act, to close your account for any other reason in order to manage appropriately any risks to which we are exposed (including the risk of damage to our reputation).

Bankruptcy and super

Trustees in bankruptcy are able to access for the benefit of creditors, certain contributions made on or after 28 July 2006 into super funds on behalf of people who subsequently become bankrupts.

Eligible rollover fund for Panorama Super

The eligible rollover fund ('ERF') currently selected for Panorama Super is:

SuperTrace Eligible Rollover Fund
Locked Bag 5429
Parramatta NSW 2124.

If your benefit is transferred to SuperTrace:

- you will cease to be a member of Panorama Super and any insurance cover provided will also cease

- you will need to contact the SuperTrace Administrator on 1300 788 750 in order to claim your benefit back or deal with your benefit
- you will not be able to make contributions to the ERF
- you will not have any investment choice — the trustee of the ERF will nominate the investment strategy that will apply
- the ERF will normally ensure that your benefits will not be eroded by administration fees and other costs, however, other fees may apply. Refer to the ERF's product disclosure statement for more information.

Currently your benefit may be transferred to the ERF in the following circumstances:

- if your cash account balance falls below the minimum required balance (unless you are in Retirement or Transition to Retirement and the total value of your pension is below the minimum amount). If this happens, you will be requested to make an additional investment or sell down investment holdings to increase your balance over the minimum. If you do not increase your balance, your benefit may be transferred to the ERF
- if you request to transfer your benefit to another fund and that request cannot be processed due to insufficient information, or the other fund returns the money to Panorama Super because they have been unable to process the request
- if the Distributor ceases to distribute Panorama Super

- if circumstances discussed in the 'Cooling-off period' section apply
- in any other circumstances permitted under superannuation law.

Unclaimed money

In some circumstances, if an amount is payable to you or your dependant(s) and we are unable to ensure that you or your dependant(s) will receive it, we may be obliged to transfer the amount to the ATO. We may also be required to transfer your account balance to the ATO if you become a 'lost member'.

If your superannuation is transferred to the ATO, you, or your dependants where relevant, will be able to reclaim it from the ATO.

For more information on unclaimed super money please refer to ato.gov.au or speak with your adviser.

Information in the disclosure documents

The information in disclosure documents for Panorama Super (including the PDS, this Booklet and the Investment Options Booklet) is given in good faith and has been derived from sources believed to be accurate. However, to the extent permitted by law, the Trustee disclaims any liability for any loss or damage arising because of any error or omission contained in the disclosure documents.

Internet service

By approving your account application, you will be given access to the internet service panorama.com.au and the mobile application which is available for download and use on certain mobile devices ('the services'). The following conditions apply to the facilities:

- A confidential password will give access to panorama.com.au. A confidential password or code, or your fingerprint, will give you access to the mobile application. You remain responsible for the confidentiality of your password or code.
- Access will be given to any person who uses your password code or complies with any other security procedures that may be instituted by the Administrator or Trustee from time to time. Any action by that person will be taken to be by you.
- The Administrator or Trustee may suspend access to or cancel the facilities at any time generally or for a member, without notice. If the services are suspended or cancelled, we are not responsible for any loss suffered as a result (including if you suffer loss because you were unable to perform transactions during that time).
- The Administrator or Trustee may vary these conditions at any time after giving you notice through panorama.com.au (or notice by email or any other electronic communication).

- You acknowledge that any password or code that is issued or reissued to you will be delivered electronically.
- You must tell the Administrator immediately if you lose your password or code or think someone has knowledge of either of them.
- You agree that the facilities will be used to provide you with confirmation of transactions within Panorama Super.

You release the Administrator and Trustee from and indemnify the Administrator and Trustee against all losses and liabilities arising in connection with all actions, claims, proceedings, costs and demands, arising directly or indirectly out of your use of the facilities.

Conflicts

In the course of managing Panorama Super, the Trustee may face conflicts between the duties it owes as Trustee of Panorama Super, duties it owes as trustee of other plans or funds, and its own interests. The Trustee has policies and procedures in place to ensure that it manages these conflicts through either controlling, avoiding or disclosing the conflicts. The Trustee will resolve such conflicts fairly and reasonably between investors and in accordance with the law, ASIC policy and its own policies.

Direct Debit Request Service Agreement

This is your Direct Debit Service Agreement with BT Portfolio Services Ltd ABN 73 095 055 208 User Id 509502.

It explains what your obligations are when undertaking a Direct Debit arrangement with us. It also details what our obligations are to you as your Direct Debit provider.

Please keep this agreement for future reference. It forms part of the terms and conditions of your Direct Debit Request ('DDR') and should be read in conjunction with your DDR authorisation.

Definitions

account means the account held at *your financial institution* from which *we* are authorised to arrange for funds to be debited.

agreement means this Direct Debit Request Service Agreement between *you* and *us*.

banking day means a day other than a Saturday or a Sunday or a public holiday listed throughout Australia.

debit day means the day that payment by *you* to *us* is due.

debit payment means a particular transaction where a debit is made.

direct debit request means the DDR between *us* and *you*.

us or **we** means BT Portfolio Services Ltd ABN 73 095 055 208, (the Debit User) *you* have authorised by requesting a *direct debit request*.

you or **your** means the customer who has signed or authorised by other means the *direct debit request*.

your financial institution means the financial institution nominated by *you* on the DDR at which the *account* is maintained.

1. Debiting your account

1.1 By signing a *direct debit request* or by providing *us* with a valid instruction, *you* have authorised *us* to arrange for funds to be debited from *your account*. *You* should refer to the *direct debit request* and this *agreement* for the terms of the arrangement between *us* and *you*.

1.2 We will only arrange for funds to be debited from your account as authorised in the *direct debit request*.

or

We will only arrange for funds to be debited from *your account* if *we* have sent to the address nominated by *you* in the *direct debit request*, a billing advice which specifies the amount payable by *you* to *us* and when it is due.

1.3 If the *debit day* falls on a day that is not a *banking day*, we may direct *your financial institution* to debit *your account* on the following *banking day*. If *you* are unsure about which day *your account* has or will be debited *you* should ask *your financial institution*.

2. Amendments by us

We may vary any details of this *agreement* or a *direct debit request* at any time by giving *you* at least **fourteen (14) days** written notice.

3. Amendments by you

You may change¹, stop or defer a *debit payment*, or terminate this *agreement* by providing *us* with at least 2 days notification by:

updating *your account* online at panorama.com.au

or

telephoning *us* on 1300 881 716 during business hours;

or

arranging it through *your own financial institution*, which is required to act promptly on *your instructions*.

¹ Note: in relation to the above reference to 'change', your financial institution may 'change' your debit payment only to the extent of advising us, BT Portfolio Services Ltd, of your new account details.

4. Your obligations

- 4.1 It is *your* responsibility to ensure that there are sufficient clear funds available in *your account* to allow a *debit payment* to be made in accordance with the *direct debit request*.
- 4.2 If there are insufficient clear funds in *your account* to meet a *debit payment*:
- (a) *you* may be charged a fee and/or interest by *your financial institution*;
 - (b) *you* may also incur fees or charges imposed or incurred by *us*; and
 - (c) *you* must arrange for the *debit payment* to be made by another method or arrange for sufficient clear funds to be in *your account* by an agreed time so that *we* can process the *debit payment*.
- 4.3 *You* should check *your account* statement to verify that the amounts debited from *your account* are correct.

5. Dispute

- 5.1 If *you* believe that there has been an error in debiting *your account*, *you* should notify *us* directly on 1300 881 716 GPO Box 2861 Adelaide SA 5001 and confirm that notice in writing with *us* as soon as possible so that *we* can resolve *your* query more quickly. Alternatively *you* can take it up directly with *your financial institution*.

5.2 If *we* conclude as a result of our investigations that *your account* has been incorrectly debited *we* will respond to *your* query by arranging for *your financial institution* to adjust *your account* (including interest and charges) accordingly. *We* will also notify *you* in writing of the amount by which *your account* has been adjusted.

5.3 If *we* conclude as a result of our investigations that *your account* has not been incorrectly debited *we* will respond to *your* query by providing *you* with reasons and any evidence for this finding in writing.

6. Accounts

You should check:

- (a) with *your financial institution* whether direct debiting is available from *your account* as direct debiting is not available on all accounts offered by financial institutions.
- (b) *your account* details which *you* have provided to *us* are correct by checking them against a recent *account* statement; and
- (c) with *your financial institution* before completing the *direct debit request* if *you* have any queries about how to complete the *direct debit request*.

7. Confidentiality

- 7.1 *We* will keep any information (including *your account* details) in *your direct debit request* confidential. *We* will make reasonable efforts to keep any such information that *we* have about *you* secure and to ensure that any of *our* employees or agents who have access to information about *you* do not make any unauthorised use, modification, reproduction or disclosure of that information.
- 7.2 *We* will only disclose information that *we* have about *you*:
- (a) to the extent specifically required by law; or
 - (b) for the purposes of this *agreement* (including disclosing information in connection with any query or claim).

8. Notice

- 8.1 If *you* wish to notify *us* in writing about anything relating to this *agreement*, *you* should write to:
- GPO Box 2861
Adelaide SA 5001
- 8.2 *We* will notify *you* by sending a notice in the ordinary post to the address *you* have given *us* in the *direct debit request*.
- 8.3 Any notice will be deemed to have been received on the third *banking day* after posting.

panorama.com.au

 **BT Panorama**



Call our contact centre on
1300 881 716



Email a query to
support@panorama.com.au



GPO Box 2861
Adelaide SA 5001

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