Verve Super

Financial Services Guide

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About this Guide

This Financial Services Guide **(FSG)** is designed to assist you in deciding whether or not to use any of the services offered and promoted by Verve Superannuation Pty Ltd (ABN 65 628 675 169; AFS CAR No. 001268903), operating as a Corporate Authorised Representative of True Oak Investments Ltd (ABN 81 002 558 956; AFSL 238184), and also to inform you about remuneration that may be paid to Verve Superannuation in relation to the services offered and promoted.

This FSG will provide you with an understanding of what to expect from your interactions with us, including when or if you can expect to receive a Product Disclosure Statement or other documentation, how to contact us, our business relationships, details of any potential conflicts, and information on our procedures for dealing with complaints and how you can access those procedures.

If you need more information, please contact us by phoning **1300 799 482** or emailing hello@vervesuper.com.au

Our Services

Verve Superannuation Pty Ltd is the Founder and Sub-Promoter of Verve Super, a sub-plan of the Future Superannuation Fund (ABN 45 960 194 277).

Our role is to promote Verve Super, assist in providing services to Verve Super members, and assist the trustee of Verve Super in ensuring that Verve Super remains true to label.

We are authorised by True Oak Investments Ltd to provide the following financial services:

- Provide general financial product advice to retail and wholesale clients in relation to superannuation and life insurance products; and
- Deal in a financial product, by applying for, acquiring, varying or disposing of a financial product on behalf of another person, in relation to superannuation and life insurance products, for retail and wholesale clients.

Generally, when we provide financial services, we act on our own behalf. However, we may act on behalf of others when we deal in a financial product (for example, we may act on behalf of the Issuer (the Trustee) when arranging for a client to acquire an interest in Verve Super).

General Product Advice Only

Any advice we provide to retail clients will be **general product advice only.** This means that we will not take into account your personal financial objectives, situation or needs in relation to any advice that we provide. Accordingly, a Statement of Advice will not be provided, but before you make a decision about Verve Super, we will either send to you directly, or make available to you on our website, the following documents which contain important and detailed information about Verve Super: Product Disclosure Statement (PDS), Additional Information Booklet, Insurance Guide, and Privacy Policy.

We will not give personal advice in our regular updates or marketing material. We will not give personal advice when you visit our website, visit our social media platforms, receive emails, see us at events, or contact our Member Services Team.

It's important to do your own research and consider things like fees, investment performance, insurance cover, your risk profile, and Verve Super's alignment with your values when considering if Verve Super is appropriate for you. Consider getting in touch with a professional adviser if you need some help determining if Verve Super lines up with your financial needs.

Instructing Us

You can contact us directly with any instructions relating to the financial products we promote. This includes giving us instructions electronically (including via your Verve Super account) or by phone or in writing. We will need to be satisfied that we have verified your identity before proceeding.

We will ask you to confirm your instructions via recorded phone call, online or in writing. You can ask us for a copy of this instruction at any time.

The Issuer of Verve Super

Verve Super is a sub-plan of the Future Superannuation Fund. The Future Superannuation Fund is issued by an independent Trustee called Diversa Trustees Limited (ABN 49 006 421 638, AFSL 235153). The Trustee ensures that the Verve Super is managed in a compliant way and in the best interests of members. The Trustee holds appropriate trustee liability insurance.

Related Parties and Service Providers

The Promoter of the Future Superannuation Fund is Future Super Investment Services Pty Ltd (ABN 55 621 040 702, AFS CAR No. 001271441), a Corporate Authorised Representative of Future Superannuation Holdings Pty Ltd (ABN 90 167 800 580; AFSL 482684). There is a Sub-Promoter Agreement in place between Future Super Investment Services and Verve Superannuation, in respect of the promotion of Verve Super.

The Investment Management of the Future Superannuation Fund, including Verve Super as a sub-plan, is also provided by Future Super Investment Services Pty Ltd.

The Administration of Verve Super is provided by OneVue Super Services Pty Limited (ABN 74 006 877 872; AFSL 246883). Insurance cover is provided to eligible members by AIA Australia Limited (ABN 79 004 837 861; AFSL 230043).

The contracts for Administration, Investment Management and Group Life Insurance are held between the Trustee and the relevant provider.

How We're Paid

SUB-PROMOTER FEE

As the Sub-Promoter of Verve Super, we receive a portion of the Fees and Costs as set out in section 6 of the Verve Super PDS. This fee is estimated to be between 0.294% to 0.311% of your account balance per annum which is accrued and reflected in the calculation of the unit price, plus half of the annual flat dollar administration fee of $93.60 per annum, for the 2020–2021 financial year.

REFERRAL FEE

Verve Superannuation may pay a referral fee to third parties who refer individuals to Verve Super. This is not an additional fee directly payable by you. Information about the referral fee will be disclosed by the third-party recipient as part of their communications with you.

STAFF REMUNERATION

Our staff receive a salary plus superannuation and may receive bonuses or other benefits from time to time. Staff do not receive a commission or bonus if you choose to make an investment with Verve Super.

Professional Indemnity Insurance

Verve Superannuation is covered by the Professional Indemnity (PI) insurance held by the Future Super Group, which provides cover for claims arising from the conduct of representatives who are or were employed by us, where we are found to have liability for financial loss suffered by a person to whom we have provided a financial service.

We understand that these arrangements satisfy the compensation arrangements required under section 912B of the Corporations Act 2001 (Cth). You do not have a direct right to claim under this insurance.

Your Privacy

We respect your privacy and have developed a Privacy Policy which embodies our legal obligations in respect of collecting, using, storing, disclosing and maintaining your personal information. Our Privacy Policy is available on our website at www.vervesuper.com.au, or else you can contact us directly for a copy by phoning **1300 799 482** or emailing hello@vervesuper.com.au.

Enquiries and Complaints

We want to ensure that you have a good experience with us. If you are dissatisfied with the advice or service that we have provided, or you have a complaint, please contact our Complaints Officer by phoning **1300 799 482** or emailing hello@vervesuper.com.au.

We'll acknowledge your complaint within 2 working days and aim to resolve your complaint within 45 days. A written response will be made within the 90-day limit prescribed by superannuation legislation.

If you are not satisfied with our response to your complaint or with how your complaint has been handled, you may contact the Australian Financial Complaints Authority (AFCA) (an independent and free dispute resolution body established by the Government).

The contact details for AFCA are:

AUSTRALIAN FINANCIAL COMPLAINTS AUTHORITY
WEBSITE: WWW.AFCA.ORG.AU
EMAIL: INFO@AFCA.ORG.AU
TELEPHONE: **1800 931 678** (FREE CALL)
POST: GPO BOX 3 MELBOURNE VIC 3001

Complaints may be submitted by both current and former members, and their beneficiaries, and will largely be dealt with by correspondence. AFCA can deal with complaints that relate to a decision or a failure to make a decision by a trustee or a person acting for a trustee, in relation to a particular individual. AFCA cannot deal with certain complaints, for example, complaints about the management of a fund as a whole. Time limits may apply to complain to AFCA and so you should act promptly or otherwise consult the AFCA website to find out if or when the time limit relevant to your circumstances expires.