

# Financial Services Guide

## VERVE SUPERANNUATION PTY LTD

Verve Superannuation Pty Ltd (“VS”) (ABN65 628 675 169) is an Authorised Representative (Authorised Representative No.001268903) of Future Group Financial Services Pty Ltd (“the Licensee”, “Future Group Financial Services”).

VS is also the promoter of the Verve Superannuation Fund (Verve Super) including life and disability insurance available via this product offered through the Fund to current or prospective members.

VS and Future Group Financial Services are owned by Future Group Australia Holdings Pty Ltd (ABN 68 618 367 927) (“Future Group”).

References to “our”, “we”, “us”, “me” and “I” refer to VS.

## INTRODUCTION

This Financial Services Guide (FSG) provides you with important information about the financial services that we may provide you with.

As well as giving you important information that will help you decide if you want to use any of these services, this FSG provides important information about:

- who we are and how to contact us,
- the financial services we offer to help you evaluate and make an informed decision about whether to use the services described in this FSG,
- the process we follow to provide financial services,
- the remuneration that we and relevant persons receive for the services,
- any arrangements which may influence our advice to you,
- how we protect your privacy, and
- how we handle your complaints if you are not satisfied with the services provided.

Please take the time to read this FSG and keep it safe with your other documents. If there is anything you do not understand, or have questions about, please contact us.

## WE ACT FOR YOU

When we provide services to you, we act for you, on our authority issued by Future Group Financial Services.

## WHO IS RESPONSIBLE FOR THE ADVICE YOU ARE GIVEN?

VS is responsible for the advice provided to you under its Corporate Authorised Representative Agreement in place with Future Group Financial Services Pty Ltd.

## WHAT SERVICES ARE AVAILABLE FROM VSS?

We are authorised to deal in superannuation products to retail clients.

We are also authorised to provide financial product advice on superannuation.

## WHAT TYPES OF ADVICE SERVICES ARE AVAILABLE?

### General Advice

**General advice** is a general recommendation or opinion given without taking into account your individual objectives, financial situation or needs.

You should consider the appropriateness of the general financial product advice you receive in light of your own personal circumstances and obtain and read the Product Disclosure Statement before making a decision.

### Personal Advice

**Personal advice** is a recommendation or opinion given after taking into account your individual objectives, financial situation or needs.

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

We recommend you seek professional financial advice when considering if joining Verve Super is appropriate to your own financial objectives, situation or needs.

## OTHER DOCUMENTS YOU MAY RECEIVE

You are entitled to receive a Product Disclosure Statement (PDS) whenever you are provided with advice relating to the acquisition, or possible acquisition, of a financial product in Future Super (including life and disability insurance available via this product).

The PDS will contain the main features, costs and benefits of the financial product, which you should consider before making a decision whether to acquire that product.

## HOW CAN YOU INSTRUCT US?

You can give us instructions to provide products and services by telephone, email, or other means agreed to by us.

## HOW ARE WE PAID?

General advice is part of your membership. There are no additional fees for providing these services.

## OTHER WAYS WE MAY RECEIVE REMUNERATION

### Staff remuneration

Our staff receive a salary and superannuation and may receive other benefits from time to time including participation in Future Group's employee share ownership program. Staff do not receive commissions or bonuses if you choose to open an account with any of the products promoted by VS.

### Promoter fee

In our role as the Promoter of Verve Super, Future Group receives the annual flat dollar member fee and also receives a portion of the asset-based administration fee (which is accrued and reflected in the calculation of the unit price). These fees are set out in the Verve Super Product Disclosure Statement.

## CONFLICTS OF INTEREST

Conflicts of interest may arise in circumstances where some or all of your interests as our client are, or may be, inconsistent with some or all of our interests.

We have a conflicts of interest policy and procedure, including training and monitoring, to ensure we are aware of and manage any conflicts of interest. Our company, staff and our representatives must comply with this policy and procedure.

Where a conflict is unavoidable, we will consult with

you and manage the conflict in such a way as to avoid prejudice to any party.

## ABOUT THE LICENSEE

Future Group Financial Services Pty Ltd, ABN 90 167 800 580, Australian Financial Services Licensee No. 482684

Registered office:

3<sup>rd</sup> Floor Customs House  
31 Alfred Street  
Sydney NSW 2001

The Licensee has:

- Approved the distribution of this Guide, and
- Authorised us to provide advice and other services as described in this Guide.

## ABOUT FUTURE GROUP

Future Group is the parent company of Future Group Investment Management Pty Ltd (FGIM) (ABN 55 621 040 702) which is the Investment Manager of the Verve Superannuation Fund. FGIM is also the Investment Manager of the Future Super Fund (ABN 45 960 194 277), Guild Retirement Fund (ABN 22 599 554 834), the Smart Future Trust (ABN 68 964 712 340) and Cruelty Free Super, sub-fund of OneSuper (ABN 43 905 581 638; RSE R1001341)

Verve Superannuation Pty Limited (ABN 65 628 675 169), AR no. 001294184, is the promoter and sponsor of the Verve Superannuation Fund (ABN 68 160 463 652), a division of the Future Super Fund. There is a Sub-Promoter Agreement in place between Future Super Services Pty Ltd and Verve Superannuation Pty Ltd, in respect of the promotion of Verve Super.

The trustee of the Verve Superannuation Fund is Equity Trustees Superannuation Limited (ABN 50 055 641 757, AFSL 229757, RSE Licence L0001458), a specialist trustee services provider and an entity independent of VS.

## SERVICE ISSUES AND COMPLAINTS

We are committed to providing quality services to our clients. This commitment extends to providing easy access to people and processes that can resolve a service issue or complaint.

If you have a complaint about the service we have provided to you, you can contact The Complaints Officer, Verve Super as follows:

Phone: 1300 799 482

Email: [hello@vervesuper.com.au](mailto:hello@vervesuper.com.au)

Mail: GPO Box 2753 Brisbane QLD 4001

We will aim to acknowledge your complaint within 1 business day of receiving it and to resolve it within the required timeframes (being 30 or 45 days, depending on the nature of the complaints).

For complaints related to the distribution of a superannuation death benefit, our Trustee will provide a response no later than 90 calendar days after the expiry of the 28-calendar day period for objecting to a proposed death benefit distribution.

If we are unable to respond to your complaint within the timeframes specified above, we will send you an Internal Dispute Resolution Delay Notification.

If you are dissatisfied with the final response to your complaint, you may be able to refer your complaint to the Australian Financial Complaints Authority (AFCA) as detailed below.

### **Australian Financial Complaints Authority**

AFCA is an independent external dispute resolution scheme approved by ASIC and its services are free to you. Future Group Financial Services Pty Ltd is a member of this scheme, and we agree to be bound by its determinations about a dispute.

## CONTACT US

**Verve Super**

GPO Box 2753

Brisbane Queensland 4001

p. 1300 799 482

**w. [vervesuper.com.au](http://vervesuper.com.au)**

Please note that before AFCA can investigate your complaint, they do require you to have first provided us with the opportunity to address the complaint.

Further details regarding AFCA can be obtained from their website ([www.afca.org.au](http://www.afca.org.au)), or alternatively you can contact AFCA as follows:

Phone: 1800 931 678 (free call)

Email: [info@afca.org.au](mailto:info@afca.org.au)

Mail: Australian Financial Complaints Authority  
GPO Box 3, Melbourne VIC 3001

## PROFESSIONAL INDEMNITY INSURANCE

In accordance with the requirements of the Corporations Act 2001 (Cth), we maintain adequate Professional Indemnity insurance. This insurance cover extends to claims in relation to our conduct as an Australian Financial Services Licence holder, and our employees and representatives both past and present, to compensate clients or their beneficiaries for loss or damage suffered if we provide negligent advice.

## PRIVACY

We value the privacy of personal information and are bound by the Privacy Act 1988 (Cth) when we collect, use, disclose or handle personal information to offer, provide, manage and administer the many financial services and products we and our group of companies are involved in (including those outlined in this FSG).

Further information about our privacy practices can be found in our Privacy Policy that can be viewed on the websites listed below or alternatively, a copy can be sent to you on request. Please contact us or visit our website if you wish to seek access to, or to correct, the personal information we collect or disclose about you.