



Product Disclosure Statement

Issue date: 30 November 2018

Contents

1. About Verve Super	page 2
2. How super works	page 2
3. Benefits of investing with Verve Super	page 3
4. Risks of super	page 3
5. How we invest your money	page 4
6. Fees and costs	page 5
7. How super is taxed	page 7
8. Insurance in your super	page 7
9. How to open an account	page 8

Important: Issued by Diversa Trustees Limited [ABN 49 006 421 638, AFSL 235153, **RSE Licence L0000635**] ("Trustee") as trustee of the Future Super Fund (the "Fund") ABN [45960194277] [R1072914]. Verve Super is a sub-plan of the Future Super Fund. The information in this Product Disclosure Statement (PDS) is up to date at the time of preparation. However, information in this PDS is subject to change from time to time. The Trustee reserves the right to update information that is not materially adverse at any time. Updated information can be obtained by going to our website at www.vervesuper.com.au or calling us on 1300 799 482. You may request a paper copy of this PDS and any updated information at any time, free of charge. This PDS is a summary of the significant information which you need to consider before making a decision about Verve Super. It includes references to important information that forms part of the PDS and is included in the Additional Information Booklet and the Insurance Guide dated 16 November 2018. The Additional Information Booklet and Insurance Guide can be found on our website or by contacting us on 1300 799 482. Information in the PDS is general information only and does not take account of your personal financial situation or needs. You should obtain financial advice that is tailored to your personal circumstances. In this document, 'we' means Diversa Trustees Limited ABN 49 006 421 638 as trustee for the Future Super Fund.

Section 1 About Verve Super

Verve is an ethical, community minded superannuation fund created by women with services especially designed for women. We welcome anyone who wants to feel part of a supported community of members committed to increasing their personal wealth while using the power of superannuation to build a better and more equal world.

Our mission is to support our members to improve their retirement outcomes while using the collective power of superannuation to build the financial power of all women. We do this by: (i) providing services that are designed and delivered by women and tailored for women such as free financial coaching materials and resources, (ii) investing ethically in companies which have a positive impact for women and our broader community and planet, and (iii) utilizing the power of our membership to advocate and create changes which improve the retirement outcomes of our members and all women.

It is important to us that you feel empowered to make a great decision about your super. We have taken every effort to ensure this Product Disclosure Statement (PDS) is as transparent and easy to read as possible while including all the legally required information. Please call us on 1300 799 482 if you would like more information to help with your decision.

At Verve, we strongly believe that there is no need to sacrifice your superannuation returns for your ethics and values. Research shows, that over the long term, ethical companies and activities out perform the market. By investing in ethical companies, we can help build a better and more equal world for women, our family members and future generations to enjoy.

Verve avoids investment in companies that: abuse women's rights or labor rights in their supply chain; exclude women from their Board of Directors; provide services for the offshore detention of asylum seekers; make money from animal cruelty; profit from gambling; mine, extract, burn or provide services to significant fossil fuel projects; or are involved in other socially or environmentally damaging business activities like tobacco, nuclear weapons and armaments. We work with our Fund Managers to actively seek out investments that support women and make the world a better place.

When we spot companies in our portfolio doing the wrong thing, our approach is to engage and request that the harmful practices are halted. Where that fails, we will shift money away from companies doing the wrong thing towards more positive investment opportunities.

You can find the product dashboard for Verve Super, and any other information we are required to make available to members on Verve Super's website, at www.vervesuper.com.au.

To access information regarding Trustee details and policies that a trustee must make available on the Fund's website, please visit: www.vervesuper.com.au/trustee.

Verve Super offers a single investment strategy – Verve Super Balanced Growth. The Fund does not offer a MySuper product; therefore, we are unable to accept contributions on your behalf unless an Application Form has been completed.

By completing an application form for Verve Super you will be authorising 100% of your account balance to be invested in the Verve Super Balanced Growth Investment Strategy.

Verve Super has sought out expert partners who share our passion for making investments which have a positive impact. These partners include: Future Super Services Pty Ltd (ACN 619 076 023, Authorised Representative No. 1255665, authorised rep of Future Super Asset Management Ltd. AFSL 238184) who is the promoter of the Fund. Verve Superannuation Pty Ltd (Authorised rep of Future Super Asset Management Ltd. AFSL 238184) has been appointed as the sub-promoter of Verve Super. Future Super Asset Management Ltd. (Future Investment Services) (ABN 81 002 558 956 AFSL 238184) is the investment manager for Verve Super. OneVue Superannuation Services (ABN 74 006 877 872) is the administrator for Verve Super. OneVue Superannuation Services is a related party of the Trustee. The Trustee of the Fund is Diversa Trustees Limited (ABN 49 006 421 638 AFSL 235153). Insurance cover is provided to eligible members by AIA Australia Limited (ABN 79 004 837 861 AFSL 230043).

For more information about Verve Super, see the Additional Information Booklet available at www.vervesuper.com.au or call us on 1300 799 482. You should read the important information in the Additional Information Booklet before making a decision. The material/information relating to Verve Super may change between the time when you read this PDS and the day you acquire this product.

Section 2 How super works

Superannuation is a tax effective way to save for your retirement and it is, in part, compulsory. For many Australians, superannuation will be their main source of retirement income. The Government provides tax concessions and other benefits which generally makes superannuation one of the best long-term investment products.

Generally, your employer must make regular compulsory contributions to your superannuation fund, known as Superannuation Guarantee contributions. Most people can choose the super fund for these contributions, called "Choice of Fund". It is important to tell your employer which super fund you prefer, otherwise you will be placed into a "My Super" fund or your employer's default fund. It's important you take an interest in your super and help it grow into a healthy retirement nest egg. Contact your employer to check whether you can make a Choice of Fund. Further information is available from www.ato.gov.au.

You can make additional superannuation contributions. Even small amounts can help grow your superannuation balance over time. You can make additional contributions by:

- salary sacrificing – asking your employer to deduct additional contributions from your pay before tax is deducted;
- making personal contributions from your own savings or after-tax earnings;
- self-employed contributions – self-employed members may be able to claim a tax deduction for their superannuation contributions; and
- transferring the superannuation, you have in another fund to Verve Super.

When you make additional personal contributions, you may also be entitled to a co-contribution from the Government. Annual limits apply to the amount of contributions that can be paid into your super fund – both from your employer and personally. Further information is provided in the Additional Information Booklet.

By combining the accounts, you have with different super funds, you may save on fees and more easily keep track of your investments. You can combine your super into your Verve Super account by completing the Rollover Form available on the Verve Super website or through your online member portal. We recommend you seek financial advice and consider any fees or loss of insurance or other benefits before combining your accounts.

Superannuation is intended to provide for your retirement and you usually cannot access your superannuation until you reach your preservation age (between ages 55-60, depending on your date of birth). There are some circumstances when you can withdraw your super earlier, such as severe financial hardship. General information about super is available from www.moneysmart.gov.au.

For more information about how super works, see Section 1 in the Additional Information Booklet available at www.vervesuper.com.au or call 1300 799 482. You should read the important information about how super works before making a decision. The information relating to how superannuation works may change between the time you read this PDS and the day when you acquire this product.

Section 3 Benefits of investing with Verve Super

INVESTING FOR OUR FUTURE

Verve is Australia's first publicly available superannuation fund tailored specifically to meet the needs of women. At Verve, we believe that by providing services tailored specifically for women, and through nurturing and serving a strong community of women, we can work together to help our members increase their retirement savings, while supporting efforts to help close the retirement savings gap for all women.

We seek to support our members by: (i) providing services such as free financial coaching materials, resources and events, that are designed and delivered by women for women, (ii) investing ethically in companies which have a positive impact for women and our broader community and planet; and (iii) utilising the power of our membership to advocate and create changes which improve the retirement outcomes and financial power of our members and all women.

At Verve we believe that there is an enormous potential for all Australians to invest their super in a way that provides a competitive financial return for retirement, and at the same time helps create a better more equal world for future generations to come. Verve is a fund for anyone who wants to grow their wealth through investing ethically in companies and assets that have a positive impact for women, our broader community and our environment.

ENGAGING WITH OUR MEMBERS

We want Verve Super members to feel empowered to manage their financial lives and inspired to invest with a community of people using the power of their super to create a better more equal world. We do more than just send our members statements with numbers on a page. We seek new ways to inform, connect, engage and actively support our members.

Other features of Verve Super include:

- you can monitor your superannuation balance and make changes to your account through the online member portal;
- insurance options where premiums can be paid from your account; and
- flexible ways to make super contributions.

For more information about the benefits of investing with Verve Super, see Section 2 in the Additional Information Booklet available at www.vervesuper.com.au or call 1300 799 482. You should read the important information about the benefits of investing with Verve Super before making a decision. The information relating to the benefits of investing with Verve Super may change between the time you read this PDS and the day when you acquire this product.

Section 4 Risks of Super

Superannuation, like all investments, carries risks.

Verve Super invests in different types of assets, including Australian shares, international shares, property, alternative assets and fixed interest. The Fund may gain exposure to these assets via investment in Exchange Traded Funds listed on the Australian Stock Exchange. Different asset classes behave differently over time and inherently have different levels of risk. Assets with the highest long-term returns may also carry the highest level of short-term risk.

The appropriate level of risk for you will depend on a range of factors including your age, your investment timeframes, your risk tolerance and what other investments you hold. You need to assess your personal situation carefully before making any investment decision.

When considering your investment in super, it is important to understand that:

- the value of your investment will go up and down dependent on the market prices of the assets held by your investment option;
- returns are not guaranteed and will vary so future investment returns may differ from past returns;
- you may lose some or all of your money;
- the amount of your super savings (including contributions and returns) may not be enough to provide adequately for your retirement; and
- superannuation laws may change in the future.

When considering an investment in Verve Super, you should also bear in mind:

- that ethical funds have different risk and returns profiles to other super funds.
- based on research, the Verve Super investment team believes that in the long term ethical funds will outperform the market.

For more information about the risks of investing with Verve Super, see Section 3 in the Additional Information Booklet available at www.vervesuper.com.au or call 1300 799 482. You should read the important information about the risks of investing with Verve Super before making a decision. The information relating to the risks of investing with Verve Super may change between the time you read this PDS and the day when you acquire this product.

Section 5 How Verve Super invests your money

Verve Super offers Verve Super Balanced as the investment option which considers the environment, social issues, ethical issues and labor standards in the investment process.

When joining Verve Super it is important to consider the likely investment return and risk, to ensure the fund best suits your age, investment timeframe, risk tolerance, and where other parts of your wealth are invested.

Verve Super Balanced Strategy

INVESTMENT RETURN OBJECTIVE: Verve Super Balanced aims to track or outperform the Consumer Price Index (CPI) + 3% over rolling 10 year periods after fees and taxes

Verve Super – Balanced aims to invest in a diverse mix of assets with the majority in the growth assets such as shares, and a modest investment in defensive assets such as cash and fixed interest.

The option’s exposure to these asset classes will be obtained primarily by holding assets directly, including Exchange Traded Funds.

This option aims to provide investors with the highest possible returns consistent with a ‘balanced’ investment strategy, through investment in companies and assets.

Specific allocations may vary but the Fund will retain a broad 65/35 split between growth and income assets and a bias toward Australian assets.

Asset Classes and Benchmark Allocations:	Upper Limit	Lower Limit	Benchmark
Australian Shares*	60%	25%	40%
International Shares	35%	15%	25%
Alternatives - Other**	15%	0%	0%
Total Growth			65%
Australian Fixed	4%	15%	30%
Cash	20%	2.5%	5%
Total Defensive			35%

Suitability: Members comfortable with accepting short term market/performance volatility in order to achieve higher returns.

Recommended minimum investment timeframe: 4 - 6 years

Standard Risk Measure - Medium

* Includes property securities and REITs

** Alternatives - Other may include externally managed funds in non-traditional asset such as hedge funds, alternative asset types and absolute return funds

Performance and portfolio information

We may make changes to Verve Super from time to time, including changes to the types of investments. We will notify members of these changes. You can also keep up to date with Verve Super’s unit price, performance and portfolio holdings at www.vervesuper.com.au.

Verve Super values

Verve Super is designed to provide ethically and community minded people who care about equality, with a way of building retirement savings without supporting and investing in businesses that are abusing women and worker rights in their supply chain, excluding women from leadership, or engaged in businesses which are harming our community, animals or our environment. The table below, demonstrates the types of companies that we think are worth investing in, as well as those we actively avoid and refuse to invest in.

 <p>The negative screening process of the Fund seeks to avoid investment in the following activities and to exclude these activities from the Fund’s investments:</p> <ul style="list-style-type: none"> • Exclusion of women from the most senior levels of leadership • Slave labor, or women’s rights/labor rights abuses in the supply chain • fossil fuels • gambling • tobacco • armaments and militarism, support for regressive regimes or operations in countries of concern • nuclear and uranium • old growth forest logging • live animal export and animal cruelty • intensive agriculture • environmental destruction (including the destroying or wasting of resources) • polluting and carbon intensive activities • social harm • harmful financing (the financing or support of activities that cause environmental or social harm) • poor corporate governance 	 <p>The positive screening process of Verve Super actively seeks out investments in companies with the following activities:</p> <ul style="list-style-type: none"> • strong labor standards and corporate governance • ethical treatment of people and animals • sustainable products, ethical procurement and fair trade • production of healthy foods and support for healthy lifestyles • community finance, local enterprise or social enterprise including women led entrepreneurs’ • renewable and efficient energy production • recycling and waste re-use • water and resource conservation, and protection of natural environments • green buildings, social infrastructure • sustainable timber production • healthcare and wellbeing • education • efficient transport
---	---

The Trustee, with the assistance of its service providers, takes the above environmental, social, ethical and labor standards into account, in the selection, retention or realisation of investments. Verve Super’s Investment Committee draws on internal and external specialists to construct an approved investment list for the Investment Manager, and to ensure Verve Super’s investments are consistent with these Verve Super Values.

For more information about investments or how we invest your money (including the extent to which labor standards or environmental, social or ethical considerations are taken into account), please see Section 4 in the Additional Information Booklet available at www.vervesuper.com.au or call 1300 799 482. You should read the important information about investments before making a decision. The information relating to investments may change between the time you read this PDS and the day when you acquire this product.

Section 6 Fees and Costs

Did you know?

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

You or your employer, as applicable, may be able to negotiate to pay lower fees. Ask the fund or your financial adviser.

To find out more:

If you would like to find out more or see the impact of the fees based on your own circumstances, the Australian Securities and Investments Commission (ASIC) website (www.moneysmart.gov.au) has a superannuation calculator to help you check out different fee options.

This section shows fees and other costs that you may be charged. These fees and other costs may be deducted from your account balance or from investment returns.

Verve Super Balanced option

TYPE OF FEE	AMOUNT	HOW AND WHEN PAID
Investment Fee	0.30% per annum	Accrued and reflected in the unit price when the unit price is calculated and paid in arrears. *

Administration Fee	\$93.60 per annum (\$1.80 per week)	Deducted directly from your account balance on a monthly basis, payable in arrears.
	Plus	
	0.79%	Accrued and reflected in the unit price when the unit price is calculated and paid in arrears. *
Buy-sell spread	0.07% buy + 0.07% sell	Taken into account when the unit prices for payments in and benefit payments/transfers out are calculated**
Switching fee	N/A	N/A
Exit fee	Nil	N/A
Advice fee relating to all members in the investment option	Nil	The Trustee of Verve Super does not provide or charge for advice. If you have a financial planner, you can agree to pay a fee to the adviser deducted from your account balance monthly and paid to your adviser quarterly in arrears.
Other fees and costs[^]	Varies	Other fees and costs may apply. Refer to the “Additional Explanation of Fees and Costs” in the Additional Information Booklet for more detailed information.
Indirect cost ratio	0.10%	Deducted from the Investment Return of the Underlying Investments.
Other fees and costs may apply. Refer to the “Additional Explanation of Fees and Costs” in the Additional Information Booklet for more detailed information.		

* Unit prices are calculated every business day.

** The buy-sell spread is a mechanism to recover transaction costs incurred by the Trustee in relation to the purchase, or sale, of assets for Verve Super when monies move in to, or out of an investment option in Verve Super.

The \$93.60 per annum Administration Fee is not charged when a member’s balance is lower than \$1000.

Other fees, such as activity fees, advice fees for personal advice and insurance fees, may also be charged, but these will depend on the nature of the activity, advice or insurance chosen by you. Taxes, insurance fees and other costs relating to insurance are set out in sections 7 and 8 of this document.

You should read all the information about fees and costs because it is important to understand their impact on your investment. You can also use this information to compare costs between different superannuation products.

Warning: If you consult a financial adviser, additional fees may be payable to the adviser. You should refer to the Adviser’s Statement of Advice for details.

For more information about fees (including the relevant definitions), see Section 5 in the Additional Information Booklet available at www.vervesuper.com.au or call 1300 799 482 . You should read the important information about fees before making a decision. The information relating to fees may change between the time you read this PDS and the day when you acquire this product.

Example of annual fees and costs

This table gives an example of how the fees and costs for this superannuation product can affect your superannuation investment over a one year period. You should use this table to compare this superannuation product with other superannuation products.

EXAMPLE – Verve Super Balanced Growth		BALANCE OF \$50,000
Investment fees	0.30%	For every \$50,000 you have in the Verve Super Balanced Growth, you will be charged \$150.00 each year
PLUS Administration fees	\$93.60 (\$1.8 per week) Plus 0.79% p.a.	And, you will be charged \$488.6 in administration fees.
PLUS Indirect costs for the superannuation product	0.10% p.a.	And, indirect costs of \$50 will be deducted from your investment
EQUALS Cost of the product		If your balance is \$50,000 then for that year you will be charged fees of \$688.60 for the superannuation product.

Note: Additional fees may apply. And, if you leave the superannuation entity, you may be charged an exit fee of \$0 and a buy/sell spread which also applies whenever you make a contribution, rollover or investment switch. The buy/sell spread for exiting is 0.07% (this will equal to \$35 for every \$50,000 you withdraw or contribute).

The Trustee can change the amount of fees without your consent. Any material increases in fees must be notified at least 30 days in advance.

You should read the important information about the fees and costs before making a decision. Go to Section 5 of the Verve Super Additional Information Booklet available by going to www.vervesuper.com.au or call 1300 799 482. The material relating to fees and costs may change between the time you read this PDS and the day when you acquire this product.

Section 7 How super is taxed

In Australia, superannuation may be taxed at three distinct phases:

- When contributions are made to a superannuation fund;
- On earnings that are generated for or by the superannuation fund; and
- When withdrawals are made from the superannuation fund.

Contributions to your superannuation¹

Type of Contribution	Comments	Tax Rate
Concessional (Before-tax contributions e.g. employer contributions, salary sacrifice contributions, contributions by those who are substantially self-employed)	The concessional contributions cap is \$25,000.	15% - If the contribution cap is exceeded, the rate is the top marginal rate plus Medicare Levy
Non- Concessional (After-tax contributions, e.g. personal contributions, spouse contributions)	For those under 75 years of age, the maximum per financial year is \$100,000 or \$300,000 over a three-year period if you are under 65 years of age ² .	Nil - If the contribution cap is exceeded, the rate is the top marginal rate plus Medicare levy.

¹This information relates to the financial year 1 July 2018 to 30 June 2019.

Tax on Fund Earnings:

The earnings in the Fund for accumulation member accounts will be taxed at a maximum rate of 15%, however the rate may be lower than the maximum rate due to tax credits or other tax rebates.

In cases where any tax is deducted from your superannuation contributions or balance, it is forwarded to the ATO.

Warning: You should provide your TFN when acquiring this product. If we don't hold your TFN then: higher tax will apply to your concessional contributions; we cannot accept member contributions for you; the tax on superannuation benefits may be higher; and it may be more difficult to locate any lost super benefits or consolidate your superannuation. The Trustee has also determined that it will not accept (or will refund within 30 days) any concessional contributions received for a member where a TFN is not held for that member. Further information about tax is available from www.ato.gov.au.

Withdrawals as a lump sum from your Super*

Type of withdrawal component	Comments	Tax Rate
Taxable component	Up to preservation age	20 % + Medicare Levy
	Preservation age to 59 years of age	No tax up to \$205,000 then 15% + Medicare Levy on the balance
Tax-free component	60 years of age and over;	Nil
	No tax is payable	Nil

*This information relates to the financial year 1 July 2018 to 30 June 2019.

****For more information about tax (including contribution caps), see Section 6 in the Additional Information Booklet available at www.vervesuper.com.au or call 1300 799 482. You should read the important information about tax before making a decision. The information relating to tax may change between the time you read this PDS and the day when you acquire this product.**

Section 8 Insurance in your super

The main types of insurance available to you as a member are:

- Death only cover
- Death and Total & Permanent Disablement (TPD cover)
- Income Protection cover

Insurance cover is provided by AIA Australia Limited (Insurer) under an insurance policy issued by the Insurer to the Trustee.

Insurance cover is optional with Verve Super. Information about the insurance offered and how to apply is available in the Insurance Guide. The Insurance Guide is available at www.vervesuper.com.au or by contacting Verve Super on 1300 799 482 or email to hello@vervesuper.com.

You should read the important information in the Insurance Guide before making a decision. The information relating to insurance may change

between the time you read this PDS and the day when you acquire this product. Insurance cover only commences once the Insurer has accepted your application.

Insurance cover ceases in certain circumstances including when the maximum insurable age is reached or there is insufficient money in your account to pay for cover.

There are costs associated with insurance cover. Different premium rates apply to different types of cover based on your personal circumstances including your age, gender, occupation, health status and amount of cover. You are responsible for paying the insurance costs. Insurance premiums, calculated in accordance with the relevant insurance premium table, and taking into account any loadings which may apply specifically to you, are deducted from your account monthly and may be adjusted for any changes to your cover during a financial year. We remit premiums to the Insurer monthly.

You can change the amount and type of your insurance cover at any time (for example, you can increase your cover). For information about changing your level of cover, please refer to the Insurance Guide available on our website.

For more information about insurance (including when cover starts and ends, eligibility criteria for commencement of cover and payment of insured benefits, the level and types of cover available, premium costs, exclusions, and other important terms and conditions) see the Insurance Guide at www.vervesuper.com.au or call 1300 799 482. You should read the important information about insurance before making a decision. The information relating to insurance may change between the time you read this PDS and the day when you acquire this product.

Warning: insurance terms and conditions (in particular eligibility criteria, cover cessation circumstances and exclusions) may affect your entitlement to insurance cover or the payment of insured benefits so you should read the Insurance Guide before deciding whether the insurance is appropriate for you.

Section 9 How to open an account

There are just 3 easy steps to becoming a member of Verve Super:

1. Read and understand this Product Disclosure Statement, the Additional Information Booklet, and the Insurance Guide. All documents are available at www.vervesuper.com.au.
2. Join online with no paperwork at: www.vervesuper.com.au OR complete and send us the Application Form. The Application Form is available separately from our website or in hard copy on request.
3. You and your employer can then start to make payments into your account by direct debit or BPay.

Cooling off period

If you change your mind there is a 14-day cooling off period. You will need to tell us in writing that you no longer wish to join. The 14-day period starts on the earlier of receiving confirmation that you are invested or five business days after we issue units to you. If you exercise your right to cool off, your money will be returned to you, adjusted for the increase or decrease in the value of the investment at the date we received notification, and reasonable transaction or administrative costs. Note, any preserved and restricted amounts must be transferred to another complying superannuation fund.

Enquiries and Complaints:

Superannuation legislation requires superannuation trustees to have in place arrangements under which members have a right to make enquiries or complaints about the operation or management of complying superannuation funds. The arrangements that we have established are:

Enquiries can be made by telephone to 1300 799 482 or in writing.

- If telephone enquiries cannot be resolved, a written enquiry will be necessary.
- Any enquiry or complaint (other than telephone enquiry) must generally be in writing and addressed to The Trustee, Verve Super, GPO Box 1858, Sydney, NSW 2001.
- As written complaints are received, they will be acknowledged in writing. The complaint will be investigated, and action initiated to resolve the matter.
- A written response will be made as soon as possible but within the 90-day limit prescribed by superannuation legislation.

For any complaint that is unable to be resolved to your satisfaction, or you do not receive a response within 90 days of your complaint, the Government has established an independent body, the Australian Financial Complaints Authority (AFCA) The contact details are:

Australian Financial Complaints Authority
GPO Box 3
MELBOURNE VIC 3001
Telephone: 1800 931 678
Online: www.afca.org.au
Email: Info@afca.org.au

Complaints may be submitted by both current and former members, and their beneficiaries and will largely be dealt with by correspondence. The 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. The AFCA cannot deal with certain complaints, for example, complaints about the management of a fund as a whole.