

Issued 1 November 2018

This Combined Financial services guide (FSG) is provided by H.E.S.T. Australia Ltd ABN 66 006 818 695, AFSL 235 249 (the Trustee) and by Link Advice Pty Limited ABN 36 105 811 836, AFSL 258145 (Link Advice). It includes important information about the services provided by the Trustee and Link Advice and the people who provide services on their behalf ('representatives'). It's designed to help you decide whether to use any of the services offered. It also contains information about remuneration paid to the Trustee, Link Advice and their representatives, and how complaints are handled. If you need more information or clarification of any matter raised in this document please contact us.

## 1. Before you use our services

Who are the Trustee and Link Advice?

H.E.S.T. Australia Ltd is the Trustee of Health Employees Superannuation Trust Australia (the Fund) ABN 64 971 749 321. The Trustee has contracted with Australian Administration Services Pty Ltd (ABN 62 003 429114, ARN 307946) (AAS) to provide member and employer administration services in relation to The Fund. Link Advice is a related body corporate of AAS.

### Who will be responsible for the services provided to you?

The Trustee is responsible for the services provided to you by the Trustee and its representatives. Link Advice is responsible for any services provided by its representatives.

Both the Trustee and Link Advice hold Australian financial services licenses under the Corporations Act 2001 and have liability in respect of services provided. The Trustee and Link Advice have professional indemnity insurance arrangements in place in accordance with the requirements of section 912B of the Corporations Act 2001. The arrangements cover (subject to policy terms and conditions) claims arising from the conduct of the Trustee and Link Advice and the conduct of past and present representatives of the Trustee and Link Advice.

### What financial services are available to you?

The Trustee deals in financial products by issuing, applying for, acquiring, varying and disposing of superannuation products ('HESTA products').

The Trustee may provide factual information, general financial product advice, or personal financial product advice about superannuation products. Financial product advice may be provided to you by the Trustee's representatives, or, by the Trustee directly including through electronic services.

Link Advice is authorised to provide (among other things) factual information and general financial product advice specific to superannuation.

### How will you pay for the service?

- The fees charged for HESTA products are included in the Product Disclosure Statement for the relevant HESTA product.
- The cost of providing all factual information or general financial product advice is included in the fees charged for HESTA products.
- If you obtain personal financial product advice for transition to retirement (TTR) or income stream strategies, a fee of \$695, will be charged through your HESTA account. Other personal financial product advice is included in the fees charged for HESTA products.
- Neither the Trustee nor Link Advice receive any commissions for the advice provided.

### If you receive advice from a representative, how much commission/fee do the Trustee's and Link Advice representatives receive?

- Representatives of the Trustee and Link Advice are employees. They are paid a salary and do not receive commissions. The Trustee pays its representatives salaries out of the fees it charges for HESTA products and out of specific advice fees. Link Advice representatives salaries are paid out of the fees charged to the Trustee by AAS for administration services. Link Advice representatives may qualify for performance based bonuses which are paid by AAS. These bonuses are discretionary and are dependent on achievement of predetermined compliance and service standards and business objectives.

### Do any relationships or associations exist which might influence the Trustee or Link Advice in providing you with financial services?

- The Trustee is the trustee of Health Employees Superannuation Trust Australia (HESTA) ABN 64 971 749 321, in which the products: HESTA, HESTA Personal Super, HESTA Income Stream and HESTA Term Allocated Pension are issued.
- The Trustee is a shareholder of Frontier Advisors Pty Ltd ABN 21 074 287 406, the provider of investment consulting services to the Fund.
- The Trustee is a shareholder of Industry Super Holdings Pty Ltd (ISH) ABN 71 119 748 060.
- IFM Investors Pty Ltd (IFM Investors) ABN 67 107 247 727 is a subsidiary of ISH and manages investments on behalf of the Fund.
- Industry Fund Services Limited (IFS) ABN 54 007 016 195 is a subsidiary of ISH and provides financial planning services to the Fund.
- Industry Funds Investments Limited (IFI) ABN 17 006 883 227, AFSL 229881 is a subsidiary of ISH and manages AUSfund which HESTA uses as its Eligible Rollover Fund (ERF).
- ISH has other subsidiaries with which the Fund transacts. IFS Insurance Solutions Pty Ltd ABN 16 070 588 108 provides insurance services to the Fund. Industry Super Australia Pty Ltd (ISA) ABN 72 158 563 270 provides marketing, advocacy, policy development and research services to the Fund.
- Members Equity Bank Limited ABN 56 070 887 679 AFSL and ACL 229500, is the manager of the Super Members Home Loan program and the Super Loans Trust.
- The Trustee is a shareholder of ISPT Pty Ltd ABN 28 064 041 283, the trustee and manager of five unlisted direct investment property trusts in which the Fund invests. ISPT also provides management services to IIPT Pty Ltd ABN 22 103 498 424 in its capacity as trustee of the ISPT International Property Trust on a cost recovery basis.
- AAS and Link Advice are part of the Link Group of companies. For more information about the Link Group, please visit [linkgroup.com](http://linkgroup.com)

Other than these, the Trustee and Link Advice do not have any relationships or association with any other product issuer that could reasonably be expected to influence the provision of financial services.

## 2. Using our services

### Will we give you advice tailored to your personal investment needs and financial circumstances?

Generally, all contact with the Fund's contact centre will be with a representative of Link Advice (which includes employees of its related bodies corporate). Any information or advice provided by Link Advice will not take into consideration any of your personal objectives, financial situation or needs.

When dealing with the Trustee, advice and information will be provided within a tiered structure:

#### Level 1 – Personal and comprehensive advice:

If one of the Trustee's representatives is unable to provide the type of advice you require, they will refer you to a representative who is authorised to do so.

#### Level 2 – Personal financial product advice - multi-issue, intra-fund advice (limited to HESTA account):

Opinions or recommendations that take into account any of your personal objectives, financial situation and needs. Advice at this level will be provided via a written Statement of Advice.

#### Level 3 – Personal financial product advice - single issue (including contributions, investment or insurance only) intra-fund (limited to HESTA account):

Opinions or recommendations that take into account any of your personal objectives, financial situation and needs. Advice at this level will be provided via a written Statement of Advice.

**Level 4 – General advice:** General opinions or recommendations that will not take into consideration any of your personal objectives, financial situation and needs. Advice at this level will usually be verbal and will be accompanied by a warning that your personal circumstances have not been considered.

You will be informed on which level any service is provided.

### What other documentation can I expect to receive?

You are entitled to receive a Statement of Advice (SoA) whenever we provide you with personal financial product advice.

The SoA will contain the advice, the basis on which it is given and information about fees, commissions and any associations which may influence the provision of the advice.

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. 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.

### What information is kept and can I request access to it?

The Trustee and Link Advice are committed to implementing privacy policies to ensure the privacy and security of your personal information.

The information you provide to the Trustee or its service providers is collected in accordance with the HESTA Privacy Collection Statement. You can obtain copies of the HESTA Privacy Policy and Privacy Collection Statement at [hesta.com.au/privacy](https://hesta.com.au/privacy) or by calling 1800 813 327.

Link Advice is subject to the Link Group Privacy Policy. The Link Group Privacy Policy and Privacy Statement are available from [linkgroup.com/privacy](https://linkgroup.com/privacy)

## 3. Complaints

### Complaints will be handled promptly, fairly and in strictest confidence. If you have a complaint about HESTA products or about financial product advice provided by the Trustee or Link Advice, you can:

1. Raise the issue by contacting the Trustee or Link Advice on the contact details below.
2. If your concern is not satisfactorily resolved, direct your complaint to:  
**HESTA Complaints Officer**      **Attention: Complaints Officer**  
**Locked Bag 5136**                      **hesta@hesta.com.au**  
**Parramatta NSW 2124**  
**1800 813 327**
3. If you are still not satisfied, access external dispute resolution:

#### Australian Financial Complaints Authority (AFCA)

If your complaint results from decisions or conduct of the Trustee or LINK Advice, you may take your complaint to the Australian Financial Complaints Authority (AFCA). AFCA is an independent body set up by the Federal Government that may be able to assist you to resolve your complaint. This service is provided free of charge. Generally, AFCA is able to consider your complaint once you have used our internal dispute resolution process.

#### Australian Financial Complaints Authority

**GPO Box 3**  
**MELBOURNE VIC 3001**  
**1800 931 678**  
**www.afca.org.au**  
**info@afca.org.au**

## 4. Contact details

### H.E.S.T. Australia Limited

Locked Bag 5136,                      1800 813 327  
Parramatta NSW 2124              hesta@hesta.com.au              hesta.com.au

### Link Advice Pty Limited

1A Homebush Bay Drive,      1300 734 007  
Rhodes NSW 2138                  advice@linkadvice.com.au      linkadvice.com.au

## contact us

[hesta@hesta.com.au](mailto:hesta@hesta.com.au) | 1800 813 327 | Locked Bag 5136, Parramatta NSW 2124 | [hesta.com.au](https://hesta.com.au)