

This Financial Services Guide (FSG) is provided by H.E.S.T. Australia Ltd ABN 66 006 818 695, AFSL 235 249 (the Trustee). It includes important information about the services provided by the Trustee and its employees as representatives. It's designed to help you decide whether to use any of the services offered. It also contains information about remuneration, commissions or other benefits paid to the Trustee, 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 is the Trustee?

H.E.S.T. Australia Ltd is the Trustee of HESTA (the Fund) ABN 64 971 749 321.

### 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.

The Trustee holds an Australian financial services license under the Corporations Act 2001 (AFSL No. 235249) and have liability in respect of services provided. The Trustee has a professional indemnity insurance arrangement in place in accordance with the requirements of section 912B of the Corporations Act 2001.

The arrangement covers (subject to policy terms and conditions) claims arising from the conduct of the Trustee and the conduct of past and present representatives of the Trustee.

### What financial services are available to you?

The Trustee provides the following financial services:

- 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.
- Superannuation trustee services by operating the Fund.
- Deal in financial products by issuing, applying for, acquiring, varying and disposing of superannuation products ('HESTA products').

### 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.
- Generally, any cost for personal advice in relation to your HESTA products can be deducted from your HESTA account. This cost will be agreed with you prior to deduction of the fee.
- The Trustee does not receive any commissions for the advice provided.

### What commissions or fees do the Trustee or its representatives receive?

The Trustee may charge an appropriately limited Trustee Fee, currently included in the total administration fees and costs for HESTA products, to build financial resilience of the Trustee and adequately manage financial risks facing the fund. The Trustee Fee is held by the Trustee in the Trustee Capital Reserve, and is separate from Fund assets. Both the Trustee Fee and the Trustee Capital Reserve are subject to caps.

Representatives of the Trustee 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.

### Lack of independence

HESTA is not independent, impartial or unbiased because:

- Representatives are limited to advice about HESTA products,
- Are employees of the issuer of HESTA products, and
- Receive remuneration from the issuer of HESTA products (as detailed above).

### Do any other relationships or associations exist which might reasonably be capable of influencing the Trustee in providing you with financial services?

- The Trustee, in that capacity, is a shareholder of Industry Super Holdings Pty Ltd (ISH) ABN 71 119 748 060. ISH has subsidiaries with which the Trustee may transact, including:
  - IFM Investors Pty Ltd ABN 67 107 247 727, who manages investments on behalf of the Fund.
  - Industry Fund Services Limited ABN 54 007 016 195, who provides financial planning related services to the Fund.
  - Industry Super Australia Pty Ltd ABN 72 158 563 270, who provides marketing, advocacy, policy development and research services to the Fund.
- The Trustee, in that capacity, is a shareholder of Frontier Advisors Pty Ltd ABN 21 074 287 406, who provides investment consulting services to the Fund.
- The Trustee, in that capacity, is a shareholder of ISPT Pty Ltd ABN 28 064 041 283 and a unitholder of ISPT Operations Trust ABN 994 252 179 39, the trustee and manager, respectively, of investment property trusts in which the Fund invests.

Other than these, the Trustee does 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?

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

#### Level 1 – Personal advice

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 (SoA). The advice will be limited to HESTA products.

Advice is available for HESTA members on their super on the following topics:

- Your investment choice
- Making contributions
- Your insurance options
- Commencement of Transition to Retirement Income Stream
- Commencement of a Retirement Income Stream
- Centrelink Age Pension benefits estimates
- Using your superannuation to meet your retirement income goals
- Lump sum withdrawals to meet capital requirements
- Death benefit nominations.

#### Level 2 – 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 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 is 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.

## 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)

## 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, you can:

### 1. Make a complaint verbally or in writing to:

#### HESTA Complaints Officer

Locked Bag 5136  
Parramatta NSW 2124  
1800 813 327  
Attention: Complaints  
[hesta@hesta.com.au](mailto:hesta@hesta.com.au)

#### OR for HESTA for Mercy Complaints Officer

PO Box 8334  
Woolloongabba QLD 4102  
1300 368 891  
[information@hestaformercy.com.au](mailto:information@hestaformercy.com.au)

### 2. If you are still not satisfied, access external dispute resolution:

#### Australian Financial Complaints Authority (AFCA)

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](http://www.afca.org.au) [info@afca.org.au](mailto:info@afca.org.au)  
[info@afca.org.au](mailto:info@afca.org.au)

## 4. Contact details

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

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

#### OR for HESTA for Mercy

PO Box 8334  
Woolloongabba, QLD 4102  
1300 368 891  
[information@hestaformercy.com.au](mailto:information@hestaformercy.com.au)  
[hestaformercy.com.au](https://hestaformercy.com.au)