



# Member guide.

## Superannuation and Personal Super Plan

Product Disclosure Statement 1 April 2020




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## Here to help.

**Call** 1300 467 875, 8am–8pm (AEST), Monday to Friday  
**Fax** 1800 467 875  
**Visit** [hostplus.com.au](http://hostplus.com.au)  
**Email** [info@hostplus.com.au](mailto:info@hostplus.com.au)  
**Mail** Locked Bag 5046, Parramatta NSW 2124

This PDS is a summary only and includes links to important, additional information available at [hostplus.com.au](http://hostplus.com.au). The links are indicated with the symbol . You should read this information before deciding whether to join Hostplus. This PDS was prepared in accordance with Subdivision 4.2B of Division 4 of Part 7.9 of the Corporations Regulations 2001.

**WARNING:** This guide is a summary of significant information and contains a number of references to important information (each of which forms part of the guide). You should consider that information before making a decision about the product. The information in this guide is general information only and does not take into account your personal financial situation or needs. You should obtain financial advice tailored to your personal circumstances.

The information in this guide is correct as at the date of publication. In the event of a material change occurring to any information contained in this guide, irrespective of whether it is adverse or not, the trustee will notify existing members in writing within the time frames required by law. Updated information is available online at [hostplus.com.au](http://hostplus.com.au). Where a change to information in the guide is not materially adverse, for example, changes to the net fund earning rate and individual investment manager options, the trustee will provide updated information at [hostplus.com.au](http://hostplus.com.au).

Issued by Host-Plus Pty Limited ABN 79 008 634 704, AFSL No. 244392, RSEL No. L0000093 as trustee for the Hostplus Superannuation Fund ABN 68 657 495 890, RSE No. R1000054, MySuper No. 68657495890198.

## 1. About Hostplus.

Hostplus is the industry superannuation fund for the hospitality, tourism, recreation and sport industries – but generally, anyone can join. Founded in 1988, we offer low administration fees, we don't pay commissions to financial planners and we're run to benefit our members – you.

You can find important governance information about Hostplus at [hostplus.com.au](http://hostplus.com.au) including:

- Trust Deed and governing rules
- Annual Report
- Financial Services Guide
- Service providers
- Appointment of directors
- Board attendance
- Our directors and executive team, and remuneration.

Hostplus is authorised to offer a MySuper product, which is our default Balanced investment option. You'll find our MySuper Product Dashboard at [hostplus.com.au/dashboard](http://hostplus.com.au/dashboard).

## 2. How super works.

Superannuation (Super) might seem complex but it's basically money put aside for your retirement.

To start with, it's made up of compulsory contributions from your employer called the Superannuation Guarantee (SG). Further, the Federal Government provides certain tax savings for Super. Contributions and investment earnings are generally taxed at a lower rate than the tax on your salary – and they're generally tax-free on withdrawal after you turn 60.

Under Choice of Fund legislation, most workers are eligible to choose what fund their super contributions are paid into. Choosing the right fund now, can make a lifetime of difference later.

### Contributions.

In addition to SG, other ways you can add to your Super include:

- Personal contributions from your after-tax salary (non-concessional contributions)
- Contributions from your before-tax salary (concessional contributions). These include personal contributions for which you have claimed a tax deduction or salary sacrifice
- Government co-contributions, and/or the low income super tax offset (LISTO), if you are eligible
- Spouses can split their before-tax contributions with each other
- Spouses can make contributions for their low income earning spouses. The contributing spouse could receive a tax offset.
- Downsizer contributions from the proceeds of selling your home if you are 65 years old and older.

### Limits on contributions.

There are various limits (or caps) that apply to contributions. Further information can be found in Section 7. How super is taxed.

### Accessing your super.

Generally, you cannot withdraw your super until you reach your preservation age. The current preservation age is between 57 and 60, depending on your date of birth.

**i** You should read the important information about How super works before making a decision. Go to [pds.hostplus.com.au/2-how-super-works](https://pds.hostplus.com.au/2-how-super-works). The material relating to How super works may change between the time when you read this Statement and the day when you acquire the product.

### 3. Benefits of investing with Hostplus.

Hostplus is run to benefit our members.

These are some of the benefits you will enjoy when you join Hostplus.

<b>Low administration fees</b>	You pay a low administration fee of \$1.50 per week (a fee which has remained unchanged since 2004).
<b>Strong performance</b>	Our Balanced investment option is ranked number one over 5, 7 and 10 years to 31 December 2019 (SuperRatings Fund Crediting Rate Survey - SR50 Balanced (60-76) Index, December 2019).*
<b>Insurance to protect you and your family</b>	Protecting your assets is an important part of a smart financial plan. For your peace of mind, Hostplus offers several insurance options to cover you for death and disability – as well as salary continuance, protecting your income if you're unable to work due to illness or injury.
<b>Online access</b>	With your Member Online account you can keep track of your super 24/7. You can update your personal details, make an investment choice, apply to increase or change your insurance cover, and review your account balance and contributions. Visit <a href="https://hostplus.com.au/memberonline">hostplus.com.au/memberonline</a> . You can even access your details by a convenient member card that lives on your mobile phone.
<b>A wide range of investment options</b>	Because everyone has different goals, we offer a wide range of investment options to suit your investment timeframe, long-term goals, and risk profile – from growth asset classes such as equity to defensive asset classes like fixed income and cash.
<b>Talk to a Hostplus financial planner</b>	Hostplus financial planners are here to help our members. Whether it's over the phone or in person, our planners can help you make the most of your opportunities. Talk to us on <b>1300 467 875</b> or visit <a href="https://hostplus.com.au/financial-planning">hostplus.com.au/financial-planning</a> to make an appointment. Hostplus financial planners are licensed by Industry Fund Services Limited ABN 54 007 016 195, AFSL 232514.

\*Past performance is not a reliable indicator of future performance.

**i** You should read the important information about Benefits of investing with Hostplus before making a decision. Go to [pds.hostplus.com.au/3-benefits-of-investing-with-hostplus](https://pds.hostplus.com.au/3-benefits-of-investing-with-hostplus). The material relating to Benefits of investing with Hostplus may change between the time when you read this Statement and the day when you acquire the product.

### 4. Risks of super.

It's important to know that all investments (including super) involve some risk.

To offer members different levels of risk and potential return, Hostplus invests in a range of asset classes such as cash, fixed income, infrastructure, property and equity – which can be further defined as 'defensive' or 'growth'. The mix of growth and defensive asset classes determines the likely net investment return and risk of a negative return for each investment option.

For example, investment options with potentially the highest returns (such as equity), may also have the highest risk of loss over a shorter period of time.

When considering the risks to your investment in Hostplus, you should understand that:

- The value of your investments can go up and down.
- The returns you receive on your investments will vary – they can be positive or negative and previous returns are not indicative of future returns.
- Returns are not guaranteed and negative returns will result in a reduction in your account balance.
- The amount of your future superannuation savings, including contributions and investments, may not be enough to provide adequately for your retirement.

Other significant risks to your investment are the impact of inflation, interest rates, exchange rates, liquidity, derivatives and market failure. There are also legal risks such as changes to superannuation law and changes to insurance terms and conditions.

The level of risk appropriate for you will depend on your age, how long you are investing for, any other investments you may have, and how comfortable you are receiving negative returns in some years.

**i** You should read the important information about the Risks of super before making a decision. Go to [pds.hostplus.com.au/4-risks-of-super](https://pds.hostplus.com.au/4-risks-of-super). The material relating to the Risks of super may change between the time when you read this Statement and the day when you acquire the product.

### 5. How we invest your money.

Hostplus offers a wide range of investment options for you to choose from, each with a different level of risk and return

If you don't make an investment choice, your contributions will be automatically invested in the Balanced investment option, our default option, described opposite. As the MySuper authorised option, it suits people who plan to have their super invested for the long-term (five years or longer).

Hostplus may add new investment options, remove or change an option (for example, its strategic asset allocation or objectives). If any of these changes are significant, we'll write to you or update you via [hostplus.com.au](https://hostplus.com.au).

**!!!** When making your investment choice you must consider the potential risk and return of an investment option and whether it suits your risk profile and timeframe, ie. how much time you have until your retirement.

**Choose from our wide range of investment options.**

Pre-mixed options	
Pre-mixed asset classes offer asset classes mixed to provide different risk/return profiles:	
<ul style="list-style-type: none"> <li>Capital Stable</li> <li>Conservative Balanced</li> <li>Socially Responsible Investment - Balanced</li> </ul>	<ul style="list-style-type: none"> <li>Indexed Balanced</li> <li>Balanced (default)</li> <li>Shares Plus</li> <li>Hostplus Life</li> </ul>
Sector investment options	
Investment in a specific asset class only:	
<ul style="list-style-type: none"> <li>Cash</li> <li>Diversified Fixed Interest</li> <li>Property</li> <li>Infrastructure</li> <li>Australian Shares</li> </ul>	<ul style="list-style-type: none"> <li>International Shares</li> <li>International Shares - Indexed</li> <li>International Shares (Hedged) - Indexed</li> </ul>
Individual manager options	
Investment in an individual investment manager from these asset classes: Equity, Infrastructure, Property and Fixed income.	
<ul style="list-style-type: none"> <li>Various investment options</li> </ul>	
Choiceplus investment option	
Direct investment in shares in the S&P/ASX 300 index, selected Exchange Traded Funds (ETFs), Listed Investment Companies (LICs) and term deposits via the online Choiceplus investment platform at <a href="http://hostplus.com.au/choiceplus">hostplus.com.au/choiceplus</a>	

You can easily change your investment choice at no cost. And you can combine any number of our investment options provided you have a minimum of 1% of your super invested in any selected option.


Please note however, that there are different investment limits within the Choiceplus investment option. Visit [hostplus.com.au/choiceplus](http://hostplus.com.au/choiceplus) to find out more.

Balanced option, our default investment option	
<b>Return target</b>	CPI plus 3% per annum on average over 10 years. CPI plus 4% per annum on average over 20 years.
<b>Level of Investment risk*</b>	Medium to high. Negative returns expected in between 3 to less than 4 out of every 20 years.
<b>Investment style</b>	Investments through a diversified investment portfolio, including some growth assets and some lower risk investments.
<b>Who is this investment suitable for?</b>	This option is diversified across a range of growth and defensive assets and aims to produce consistent returns over time. This option may suit members who have a five year plus investment time horizon.
<b>Minimum Suggested Time Frame#</b>	5 years +

\*The Level of investment risk is based on an industry-wide Standard Risk Measure. It shows the number of expected negative annual returns over a 20-year period. # The Minimum Suggested Time Frame is based on the risk and return profile of this option. The timeframe considers volatility and the likelihood of negative annual returns in any one year.

**Balanced option asset allocation.**

Asset Class	Range	Strategic Asset Allocation Benchmark
Australian Shares	15 – 45%	22%
International Shares - Developed Markets	10 – 30%	22%
International Shares - Emerging Markets	0 – 15%	8%
Property	0 – 30%	13%
Infrastructure	0 – 30%	12%
Private Equity	0 – 15%	8%
Credit	0 – 20%	7%
Alternatives	0 – 20%	8%
Diversified Fixed Interest	0 – 20%	0%
Cash	0 – 10%	0%



76% ■ Growth assets  
24% ■ Defensive assets

**i** You should read the important information about How we invest your money before making a decision. Go to [pds.hostplus.com.au/5-how-we-invest-your-money](http://pds.hostplus.com.au/5-how-we-invest-your-money). The material relating to How we invest your money may change between the time when you read this Statement and the day when you acquire the product.

**6. Fees and costs.**

**Consumer advisory warning.**

**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](http://www.moneysmart.gov.au)) has a superannuation calculator to help you check out different fee options.

Please note: This Consumer Advisory Warning is prescribed by law. However, the statement concerning the possibility of negotiating fees is not applicable to Hostplus. Hostplus may change fees and costs at any time. You will receive at least 30 days' notice before any increase to fees.

## Fees and other costs.

This section provides summary information about the main fees and costs for the Hostplus Balanced option. This information can be used to compare costs between different superannuation products.

Other fees may apply and you should read all the information about fees and costs because it is important to understand their impact on your investment. The fees and other costs for each investment option offered by Hostplus, including definitions for each fee type, are set out at [pds.hostplus.com.au/6-fees-and-costs](https://pds.hostplus.com.au/6-fees-and-costs)

Asset Class	Range	Strategic Asset Allocation Benchmark
Investment fee <sup>1</sup>	0.58% <sup>3</sup>	The investment fee is not deducted from your account balance. It is deducted daily from gross investment earnings before net investment returns are applied to your account.
Administration fee <sup>1</sup>	\$78.00 p.a. (\$1.50 per week)	The Administration Fee is deducted from your account each month and is paid into the Fund's Administration Reserve.
Buy – sell spread	Nil	Not applicable
Switching fee	Nil	Not applicable
Advice fee Relating to all members investing in the MySuper product or investment option	Nil	Not applicable
<b>Other fees and costs<sup>2</sup></b>		
Indirect Cost Ratio (ICR) <sup>1</sup>	0.33% <sup>3</sup>	The ICR is not deducted from your account balance. It is deducted daily from gross investment earnings before net investment returns are applied to your account.


1. If your account balance for a product offered by the superannuation entity is less than \$6,000 at the end of the entity's income year, the total combined amount of administration fees, investment fees and indirect costs charged to you is capped at 3% of the account balance. Any amount charged in excess of that cap must be refunded. 2. See "Additional explanation of fees and costs" at [pds.hostplus.com.au/6-fees-and-costs](https://pds.hostplus.com.au/6-fees-and-costs) for a description of other fees and costs not disclosed in this PDS, such as activity fees, advice fees for personal advice or Choiceplus fees. 3. The Investment fee and ICR – Investment fees and costs are estimated for the financial year ended 30 June 2019. Investment fees (but not ICR) include performance fees which may vary from year to year. Because the investment fees and costs are estimates based on the previous financial year's investment performance, fees and costs payable in respect of each future year may be higher or lower.


## Example of annual fees and costs for a MySuper product.

This table gives an example of how the fees and costs for the default Balanced investment option can affect your superannuation investment over a 1 year period. You should use this table to compare this superannuation product with other superannuation products.

Example - Hostplus Balanced option		Balance of \$50,000
Investment fees	0.58%	For every \$50,000 you have in the superannuation product you will be charged \$290 each year.
PLUS Administration fees	\$78.00 p.a. (\$1.50 per week)	And, you will be charged \$78 in administration fees regardless of your balance.
PLUS Indirect costs for the MySuper product	0.33%	And, indirect investment costs of \$165 each year will be deducted from your investment.
Equals Cost of product		If your balance was \$50,000, then for that year you will be charged fees of \$533 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, exit, rollover or investment switch. The buy/sell spread for exiting is 0% (this will equal to \$0 for every \$50,000 you withdraw). To calculate the effect of fees and costs on your account balance, try the super calculator at [www.moneysmart.gov.au](http://www.moneysmart.gov.au).

 Additional fees may be paid to a financial advisor if a financial advisor is consulted. Refer to the Statement of Advice in which details of the fees are set out

 You should read the important information about Fees and costs before making a decision. Go to [pds.hostplus.com.au/6-fees-and-costs](https://pds.hostplus.com.au/6-fees-and-costs). The material relating to our Fees and costs may change between the time when you read this Statement and the day when you acquire the product.

## 7. How super is taxed.

There are various tax levels that apply at different times on payments into your account (contributions), investment earnings and on the withdrawal of super benefits. Tax is deducted from your super account and paid to the ATO.

### Type of contribution and limits.

Before-tax (concessional) such as employer, salary sacrifice and self-employed contributions: 15% on amounts up to \$25,000 a year cap. Amounts over the cap will be taxed at your marginal tax rate plus an excess concessional contributions charge<sup>1</sup>. You can carry forward unused concessional amounts for 5 years<sup>2</sup>.

After-tax (non-concessional) from your net salary such as personal and spouses contributions: 0% under \$100,000. Over \$100,000 will be subject to tax at the top marginal rate of 47%. If under age 65 you may bring forward your non-concessional contribution of up to three times the yearly non-concessional contributions cap in a single year depending on your total super balance. Your total superannuation balance is the total value of your accumulation and retirement phase interests (including rollover amounts not yet included in those interests) across all of your superannuation accounts.

1. The 2% Medicare levy is also payable. 2. From 1 July 2018, you can carry forward any unused concessional super contributions for 5 years if you have a total super balance of less than \$500,000. After this unused carry forward amounts will expire.

### Tax on contributions 1 July 2019 to 30 June 2020.

If your total income (including your before-tax contributions) is over \$250,000, you may pay an additional tax of 15% (ie. 30% tax) on taxable contributions exceeding \$250,000.



If you exceed the before-tax or after-tax contributions cap, you will pay additional tax to the ATO.

### Tax on withdrawals 1 July 2019 to 30 June 2020.

Component	Tax if you are under 60
Tax-free	No tax payable.
Taxable – taxed element <sup>1</sup>	Below preservation age, taxed at 20% <sup>1</sup> . Preservation age – 59 years, the first \$210,000 <sup>2</sup> is tax-free and the balance is taxed at 15%

1. Plus Medicare Levy. 2. The \$210,000 lifetime limit is the total of all the taxable payments you receive or are paid before you reach age 60 (even if you receive them in different financial years).

### Tax deductions.

If you're eligible, you may be able to claim your personal contributions during the year as a tax deduction. This will turn any after-tax contributions into before-tax contributions.

### Tax on investment earnings.

Investment earnings are taxed at up to 15%. This tax is deducted from the earnings that apply to your super, before the earnings are added to your account.

### Tax File Numbers (TFNs).



It is in your interest to supply your TFN when you join. Generally, higher tax is payable on your contributions and withdrawals if you don't supply your TFN – and Hostplus will not be able to accept your personal contributions. You will also be ineligible for the Government co-contribution incentive.



You should read the important information about How super is taxed before making a decision. Go to [pds.hostplus.com.au/7-how-super-is-taxed](https://pds.hostplus.com.au/7-how-super-is-taxed). The material relating to How super is taxed may change between the time when you read this Statement and the day when you acquire the product.

## 8. Insurance in your super.

Right now, your most valuable assets are your health, family and your income-earning potential. Protecting them against the unexpected should be an important part of your strategy. That's why at Hostplus we offer eligible members automatic insurance with an option to tailor their cover.

Premiums are deducted from your super account and insurance cover continues as long as there are sufficient funds to pay the premiums and eligibility is still met.

For most members, Hostplus insurance cover is provided by MetLife Insurance Limited (MetLife) ABN 75 004 274 882, AFSL 238096.

### Automatic (Default) Death and Total & Permanent Disability (TPD) insurance.

Generally, if you've joined through your participating employer (Industry Members) or joined directly by completing an application (Personal Super Plan Member) you receive automatic, unitised Death and TPD insurance cover at the standard occupation classification.

### Cover commencement.

Your automatic insurance will commence when you first meet the following criteria, provided you are eligible and your account is not inactive\*:

- You are aged at least 25 years; and
- Your account in Hostplus first has a balance of at least \$6,000.

Your automatic insurance will cease if your account later becomes inactive\* unless you elect for it to continue.

Prior to meeting the above criteria, you can also opt-in to have default insurance cover, subject to terms, conditions and eligibility requirements. If you opt-in, your default insurance will commence from the date we receive your opt-in request or the date you become an eligible person, whichever is later. Please note, if you opt-in prior to us receiving a contribution into your account, your cover will not commence until the first contribution is received and you become a Hostplus member (provided you meet all other eligibility requirements).

For full details of the terms, conditions and eligibility requirements for cover, refer to [pds.hostplus.com.au/8-insurance-in-your-super](https://pds.hostplus.com.au/8-insurance-in-your-super).

\*A member's account is considered inactive (for the purposes of insurance) if we have not received a contribution or rollover into that account for a continuous period of 16 months and you have not made a written request or positive election to be provided with cover even where your account becomes inactive.

## Death and TPD insurance: Unitised cover table.

There are costs associated with insurance. The table below shows the default number of units, level of cover per unit and cost per unit you will receive at age next birthday.

Age next birthday	Value per unit of Default Death or TPD Cover	Default units for new insured members	
		Death	TPD
12 to 16	\$28,273	1	0
17 to 19	\$28,273	1	2
20 to 24*	\$28,273	2	4
25	\$28,273	2	4
26 to 30	\$28,273	4	6
31 to 35	\$28,273	5	6
36	\$28,273	6	6
37 to 38	\$28,645	6	5
39	\$28,831		
40	\$29,017		
41	\$26,962	5	5
42	\$24,229		
43	\$21,238		
44	\$18,734		
45	\$15,563	6	6
46	\$13,681		
47	\$11,831		
48	\$10,097	7	7
49	\$8,981		
50	\$7,219	8	8
51	\$6,364		
52	\$5,874		
53	\$5,385		
54	\$4,406		
55	\$3,916	10	10
56	\$3,487		
57	\$2,989		
58	\$2,491		
59	\$2,242		
60	\$1,993		
61	\$1,774	8	8
62	\$1,673		
63	\$1,521		
64	\$1,419		
65	\$1,267		
66 to 70	\$1,267	8	8

\*For ages next birthday 12 to 24 you will need to opt-in to default insurance via Member Online at [hostplus.com.au](http://hostplus.com.au)

For unit cost per week, see table below.

Unit cost per week (based on your occupational rating)			
	Standard	Management	Professional
Death	\$0.26	\$0.18	\$0.13
TPD	\$0.37	\$0.25	\$0.17
Death & TPD	\$0.63	\$0.43	\$0.30

## Restrictions and exclusions that may apply to your automatic insurance cover.

If you are an Industry Member or Personal Super Plan Member and you do not meet the requirements for Full Cover (eg. you are not Actively Employed), your automatic insurance cover may be Restricted Cover which will not cover Pre-existing Conditions for 24 consecutive months. A Pre-existing Condition is an illness, injury, condition or related symptom that you were aware of, or should have been aware of, within the 2 years prior to your cover commencing.

Your Restricted Cover will be replaced with Full Cover after 24 months provided you are Actively Employed for the last 30 consecutive days of the 24 month period. If you are not Actively Employed for the entire 30 day period, Restricted Cover will continue until you have been Actively Employed for 30 consecutive days.

For full terms and conditions, including when cover may be restricted cover, please refer to [pds.hostplus.com.au/8-insurance-in-your-super](http://pds.hostplus.com.au/8-insurance-in-your-super).

Also if you are a Personal Super Plan member, please check that your occupation is not excluded from default insurance cover by the insurer by reading the important information about your insurance at [pds.hostplus.com.au/8-insurance-in-your-super](http://pds.hostplus.com.au/8-insurance-in-your-super).

## Income Protection Cover.

If you are joining Hostplus through an employer who was previously a default employer of Club Super, you may automatically receive Income Protection insurance cover provided by Lloyds-Canopus Syndicate 4444 ("SalarySafe") subject to the cover commencement rules above.

SalarySafe pays a benefit of up to 90% of your average weekly income, for the first 26 weeks of your claim (tapering applies thereafter), if you can't work in your usual occupation due to sickness or injury. A 10% SG contribution, based on the value of your benefit, is paid into Hostplus on your behalf. This cover is not subject to underwriting.

The cost of this cover is based on the value of your employer SG contribution, multiplied by 9.17%.

SalarySafe benefits are payable for a maximum period of two years with a default 28 day waiting period.

To determine if you are eligible for automatic Income Protection cover, either ask your employer or contact us on **1300 467 875**.

Once Hostplus obtains your details from your employer, you will receive confirmation of your insurance arrangements, including any automatic Income Protection cover.

Hostplus also offers eligible members:

- Terminal illness benefits as part of your death benefits.
- Specific life events cover where changes in your life let you boost your cover.

- The option of transferring your insurance from another super fund or retail insurance policy.
- The ability to apply for the waiver of premiums for up to 12 months while taking employer-approved parental leave so long as you are not self-employed.

### Additional cover.

Members can also apply for the following cover changes online via Member Online at [hostplus.com.au](https://hostplus.com.au)

- for additional units of cover,
- to replace your unitised cover with fixed cover, where benefits remain fixed but premiums alter depending on your age, and
- for non-default Salary Continuance cover in case you can't work due to injury or illness.

If you are aged under 65 you can increase your Default Cover (Death and TPD cover) and apply for Salary Continuance cover by answering some simple eligibility questions, when you opt-in to Default Cover via Member Online at [hostplus.com.au](https://hostplus.com.au). To take up the special offer, you must apply within 60 days after the date the Hostplus Welcome Letter is issued to you.

### Cancelling/changing/reducing cover.

Members can cancel, change or reduce their insurance cover at any time online at [hostplus.com.au/insurance](https://hostplus.com.au/insurance) or by contacting us. Please note, if you cancel your cover you will not be eligible for automatic cover in the future.

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**i** You should read the important information about Insurance in your super before making a decision. Go to [pds.hostplus.com.au/8-insurance-in-your-super](https://pds.hostplus.com.au/8-insurance-in-your-super). The material relating to our insurance may change between the time when you read this Statement and the day when you acquire the product.

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## 9. How to open an account.

Generally anyone can join Hostplus, as long as you are an Australian resident for tax purposes or are employed by an eligible Australian employer. Applications made from persons outside Australia who are not employed by an eligible Australian employer will not be accepted.

### Hostplus Industry members.

You can become a Hostplus member if:

- Hostplus is the chosen super fund of your employer and they have become a participating employer. Your participating employer can register you for Hostplus and commence making superannuation payments for you. You are not required to complete any membership forms to join.
- you have requested that your employer become a participating employer, or
- Hostplus is the nominated super fund in your employment agreement or award.

### Hostplus Personal Super Plan members.

You can become a Hostplus Personal Super Plan member if:

- You're eligible for Super Choice,
- You're self-employed, or
- You're not in paid employment,

You can join the Hostplus Personal Super Plan online at [hostplus.com.au](https://hostplus.com.au) or by completing and returning the Personal Super Plan membership form which can be obtained by calling **1300 467 875**.

### Cooling-off period.

A 14-day cooling-off period applies for Personal Super Plan applicants. Full details of the cooling-off period are available at [pds.hostplus.com.au/9-how-to-open-an-account](https://pds.hostplus.com.au/9-how-to-open-an-account)

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**i** You should read the important information about How to open an account before making a decision. Go to [pds.hostplus.com.au/9-how-to-open-an-account](https://pds.hostplus.com.au/9-how-to-open-an-account). The material relating to opening an account may change between the time when you read this Statement and the day when you acquire the product.

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## Other information.

### Super search consent.

If you've had more than one job, you may have more than one super account and you could be paying fees on every one of them. Hostplus can help you find your other super accounts at no cost. By giving us permission to search for your other super using your TFN, we can help you track down and (if you choose), combine your super for you.

You can provide consent at [hostplus.com.au/memberonline](https://hostplus.com.au/memberonline). If we find other super accounts in your name, we'll contact you to ask if you want to join your accounts together in Hostplus. You can search anytime for additional super accounts using your Member Online account.

### Enquiries and complaints.

If you have an enquiry or complaint, just call **1300 467 875**. We'll do everything in our power to attend to your matter promptly and courteously. If you are not happy with the way our matter is handled, we want to know. Please write to us at:

Hostplus  
Resolutions Officer  
Locked Bag 9  
Carlton South VIC 3053  
or email to [resolutions@hostplus.com.au](mailto:resolutions@hostplus.com.au)

If you are not satisfied with either the way Hostplus handles your complaint or its resolution, you may contact the Australian Financial Complaints Authority (AFCA). AFCA provides free, fair and independent financial services complaint resolution to Hostplus members and their beneficiaries. You can contact AFCA via:

Website: <https://www.afca.org.au>  
Email: [info@afca.org.au](mailto:info@afca.org.au)  
Telephone: **1800 931 678**

In writing to:  
Australian Financial Complaints Authority  
GPO Box 3  
Melbourne VIC 3001.

