

Why the Joint FSG?

This is definitely worth a quick read because it will help you understand the joint role of Virgin Money Financial Services Pty Ltd ABN 51 113 285 395 (Virgin Money) and Pillar Administration ABN 80 976 223 967 (Pillar) in bringing you Virgin Superannuation ABN 88 436 608 094 (Virgin Super). It contains information on our services, how we are remunerated and how we deal with complaints and other details to help you decide whether to use the services provided by us.

Separately, the Virgin Super Product Disclosure Statement (PDS) will explain all the details about the products of Virgin Super and will help you decide whether or not to invest. If you haven't seen the PDS or want to receive one, just contact us and we'll send one out, or alternatively you can download a copy from virginmoney.com.au

The following service providers are involved in bringing Virgin Super to you:

- Underlying Fund Manager: Virgin Super invests contributions into funds managed by Macquarie Investment Management ABN 66 002 867 003.
- Administrator: the Superannuation Administration Corporation, a NSW State owned corporation trading as Pillar Administration (Pillar) ABN 80 976 223 967 – a specialist provider of superannuation administration services.
- Trustee: Trust Company Superannuation Services Pty Ltd ABN 49 006 421 638 – one of Australia's largest specialist Super trustees.
- Insurance: ING Life Limited ABN 33 009 657 176.

This FSG is issued by Virgin Money and Pillar and focuses on us and our respective roles.

Getting information on Virgin Super

Who will I be dealing with?

If you contact Virgin Super, a representative from Pillar, who has been trained on all aspects of Virgin Super, will answer your questions about the product. Pillar provides a range of member and employer services which include answering your calls, processing your contributions, benefit payments & insurance as well as other services to ensure your requests are looked after. If Pillar can't answer your questions, then information about our products and services will be given to you by a representative or authorised representative of Virgin Money.

So who is responsible for the information given to me?

Virgin Money and Pillar each separately holds an Australian Financial Services Licence (AFSL) under the Corporations Act 2001 and therefore each has responsibility for the services provided by their own representatives.

What financial services are available to me?

Virgin Money and Pillar can provide you with general financial product advice and reports about Virgin Super. This means that the information that we provide to you is general in nature and is provided without taking into account your particular financial needs, circumstances or objectives. Therefore you should assess your own financial situation before making an investment decision based on this advice.

How can I invest in Virgin Super?

Once you've joined Virgin Super you can invest all types of super contributions by direct debit, cheque or BPAY. Please note that you may also be required to complete and sign a Virgin Super form in order for us to proceed with your instructions.

How do we get paid?

Virgin Money

If you decide to invest in Virgin Super, Virgin Money will receive a \$1 per week Member Fee which covers member administration and communications, as well as the tiered Management Fee. Virgin Money uses the fees to pay the service providers (mentioned above) and keeps what's left. Refer to the Virgin Super PDS for a full description of our fees and a scenario guide.

Virgin Money may also pay a referral fee to companies that have a relationship with Virgin Money in exchange for them helping us to market Virgin Super. The referral fee varies according to the company referrer and the financial products involved. This referral fee does not represent any additional cost to you and is standard practice.

If you're considering insurance, Virgin Money also keeps a commission from the premium; the commissions are not expected to be any more than 15% of the premium. For example, this means that if you pay a premium of \$20, Virgin Money will get no more than 15% or \$3.00. This is not an extra cost as it's already included in the premium that you pay.

Virgin Money and our partner insurer have agreed to share any profit resulting from the operation of the group life insurance pool. This may result in Virgin Money obtaining a benefit from the insurer, but once again, this will not represent any additional cost to you.

Employees of Pillar and Virgin Money and authorised representatives

The representatives you deal with will usually be either employees or authorised representatives of Virgin Money or employees of Pillar.

Employees of Pillar and Virgin Money are paid a salary. In addition, they may receive bonus payments or other benefits that are discretionary and based on pre-determined performance objectives. They do not receive any commissions, fees or bonuses for giving general financial product advice.

Do any relationships or associations exist which may influence Virgin Money or Pillar in providing the financial services to me?

Pillar is contracted by Virgin Money to provide administration services for Virgin Super and is paid a fee for this service.

Other than this, both Virgin Money and Pillar do not have any relationships or associations with any other product issuer that could be expected to influence the provision of this financial service.

Professional indemnity insurance

Virgin Money and Pillar, as Australian Financial Services Licensees, each has professional indemnity insurance (PI Insurance) in place. Each Licensee's PI Insurance covers claims in relation to conduct of the Licensee and its employees and any representatives who work or have worked for the Licensee, where the Licensee is found to have a liability for loss or damage suffered by a person to whom the Licensee provides a financial service. These arrangements satisfy the requirements for compensation arrangements under the relevant provisions of the Corporations legislation.

If you have a problem or a complaint

We want you to be happy. So if you have a complaint about the service provided to you then you can call or write to us at the following:

Call us on:
1300 652 770

Write to us at:
Virgin Money Resolutions Manager
Virgin Super
PO Box 1489
Wollongong NSW 2500

Or email us at:
expert@virginsuperannuation.com.au

Both Virgin Money and Pillar are members of independent external dispute resolution bodies. So if after we have addressed your complaint, you remain dissatisfied with how it was handled, then you may take your complaint to the following independent complaints resolutions bodies depending on the nature of the complaint.

If the complaint is about the fund or its administration and if you are not satisfied with the response provided (or your complaint is not resolved within 90 days), you may take your complaint to the Superannuation Complaints Tribunal (SCT). If the SCT can deal with your complaint, it will attempt to resolve it through conciliation. If that is unsuccessful, the SCT will review the decision or conduct to which the complaint relates. The SCT can be contacted at:

Superannuation Complaints Tribunal (SCT)

Locked Mail Bag 3060
GPO Melbourne VICTORIA 3001

Tel: 1300 780 808 (local call cost in Australia)

If your complaint is outside the jurisdiction of the SCT or regarding Pillar and you do not receive a response within 45 days, you may take your complaint to:

Financial Ombudsman Service Limited (FOS)

GPO Box 3
Melbourne VICTORIA 3001

Tel: 1300 780 808 (local call cost in Australia)

However you should follow our internal dispute process noted above before taking your complaint to any independent complaints resolution body.

You can obtain further information about your rights under the complaints process by calling the Australian Securities and Investments Commission's (ASIC) infoline on 1300 300 630 (local call cost in Australia). Or alternatively you can refer to their website at: fido.asic.gov.au

How do I get in touch?

For superannuation enquiries

Address: Virgin Super
PO Box 1489
Wollongong NSW 2500

Phone: 1300 652 770 or + 61 2 4298 6028 if calling from overseas

Fax: 1300 882 327 or + 61 2 4253 6119 if faxing from overseas

Internet: virginmoney.com.au/super

Email: expert@virginsuperannuation.com.au

Virgin Money Financial Services Pty Ltd

ABN 51 113 285 395
AFSL 286869

Address: PO Box R1801
Royal Exchange NSW 1225

Internet: virginmoney.com.au

Pillar Administration

ABN 80 976 223 967
AFSL 245591

Address: GPO Box 3887
Sydney NSW 2001

Phone: 02 9238 5555

Fax: 02 9238 2630

Internet: pillar.com.au