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Qantas Super Gateway

Member Guide Product Disclosure Statement

Qantas Super Gateway (Gateway) is a division of the Qantas Superannuation Plan ABN 41 272 198 829, RSE R1005486 (Qantas Super). The trustee of Qantas Super is Qantas Superannuation Limited ABN 47 003 806 960, AFSL 288330, RSE licence L0002257 (QSL, we, us, our or Trustee). Insurance in Gateway is provided through group policies with an external insurer, MLC Limited ABN 90 000 000 402, AFSL 230694 (MLC or Insurer). **Gateway is the default division of Qantas Super for most Australian-based employees of Qantas Airways Limited ABN 16 009 661 901 and associated employers (Qantas Group).**

This *Qantas Super Gateway Product Disclosure Statement* (PDS) has been prepared by the Trustee and contains a summary of significant information about Gateway, including a number of references to additional information (each of which form part of the PDS). This additional information is contained in the *Qantas Super Gateway Member Guide Supplement (Member Guide Supplement),* Investment Guide (including the *Which Glidepath Investment Stage Am I Invested In?* fact sheet) and *Voluntary Cover Insurance Guide* which can be viewed or downloaded from www.qantassuper.com.au.

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When you see this icon you will know there is other information to refer to. You should consider that information before making a decision about Gateway. Some terms used in this PDS have a specific meaning which is set out under 'Definitions' in the 'Other information' section of the *Member Guide Supplement.*

The information in this document is of a general nature and is not intended to constitute personal financial product advice as it has not been prepared taking account of your objectives, financial situation or needs. We recommend that before acting on any information contained in this document, you consider its appropriateness and seek financial advice tailored to your personal circumstances from a licensed financial adviser.

Information in this PDS may be subject to change from time to time. Changes that are not materially adverse will be updated and made available on our website. You can request a paper copy of updated information, this PDS or the additional information that forms part of this PDS, at any time free of charge.

QANTAS SUPER

① About Qantas Super Gateway

About Qantas Super

Qantas Super is one of Australia's largest corporate superannuation funds, and exists just for people who are working, or have worked for the Qantas Group, and their spouses. We've been working for members since 1939, and now have almost 32,000 members and over $7.9 billion in assets under management. We don't profit from our members.

About Qantas Super Gateway

Gateway is the default division of Qantas Super for most Australian-based employees of the Qantas Group. Gateway offers different accounts to suit every stage of your life and as such, offers a range of investment options to suit your life stage and risk profile. Glidepath is our MySuper[1] option, and the default for Super Account members who don't actively choose an investment option. The other investment options are: Aggressive, Growth, Balanced, Conservative and Cash. Choose one or a mix of the investment options for your account. Refer to the 'How we invest your money' section for more information.

You can continue your membership in Gateway even after you leave employment with the Qantas Group. And when you're approaching retirement or are ready to retire (subject to eligibility requirements), you may be able to convert your super into an Income Account in Gateway to provide you with regular income payments.

Access to more information about Gateway

Any information we are required to disclose under superannuation legislation (including the product dashboard for each investment option, the register of relevant duties and interests, a summary of each significant event notice or material change notice, and executive remuneration information) is, or will be when required, available under the 'Investment performance' (for product dashboards) or 'Governance' sections on our website at www.qantassuper.com.au.

② How super works

About super

Super is a means of saving for retirement which is, in part, compulsory. The Government provides tax concessions that generally help to make super an effective way of saving for your retirement. There are different types of super contributions including employer contributions, voluntary contributions and government co-contributions. There are limitations on contributions to, and withdrawals from, super. Most people have the right to choose the superannuation fund to which their employer should direct their compulsory contributions.

About contributions

Generally, if you are employed and earn more than $450 before tax in a calendar month (and, if you are under 18, work more than 30 hours a week), your employer is required to make contributions into a super fund for you. These contributions are known as the Superannuation Guarantee (SG). The minimum contributions required are currently 9.5%[2] of your Ordinary Time Earnings (OTE). Your employer may make contributions greater than 9.5%[2].

[1] The Government introduced MySuper as a way to provide default super members access to simpler, lower cost products.

[2] The minimum SG contribution is scheduled to remain at 9.5% of OTE until 30 June 2021 and then will gradually increase to 12% by 1 July 2025. SG contributions are not required for OTE in excess of an indexed quarterly limit.

Gateway is structured to provide you with flexibility in how you make super contributions in addition to your employer's contributions. You can set the level of your contributions to suit your financial needs, taking into account such issues as your current age, personal circumstances and the effects of tax. You can request a change to your regular contributions at any time by completing the relevant online form available on the Qantas intranet (The Terminal) and on our website at www.qantassuper.com.au, or contact Qantas People Services or your payroll department. Any change to regular contributions will generally take effect from your next available pay.

About withdrawing money from your super

Generally, you can only access your super when you permanently retire from the workforce after reaching your preservation age (which is between age 55 and 60, depending on your date of birth).

You should read the important information about *How super works* before making a decision. Go to the 'How super works' section of the *Member Guide Supplement* at our website www.qantassuper.com.au. The material relating to *How super works* may change between the time when you read this PDS and the day when you acquire the product. Please check our website for the latest information.

3 Benefits of investing with Qantas Super Gateway

Key benefits of investing with Gateway

- We exist entirely for the benefit of Qantas Super members and tailor products and services to suit their needs as aviation employees.
- We offer membership for your spouse, including insurance cover.
- We have two types of accounts in Gateway that suit different life stages, so you can enjoy the benefits of Qantas Super over your whole life:
  - **Super Account**: An account where you can build your super.
  - **Income Account**: An account that can be used as part of your retirement or transition to retirement strategy, paying you a regular income from the super you have saved while working.

  You can hold both an Income Account and a Super Account at the same time.
- We offer a range of investment options – choose the investment mix you feel best suits you.
- We provide tailored, flexible insurance cover.
- We offer access to a free, second opinion medical service, Best Doctors, through our insurer, MLC.
- We provide access to a range of financial advice services over the phone or face-to-face with licensed financial advisers who are authorised to provide financial product advice by an external third party but are familiar with Qantas Super.
- We keep you informed through our website, regular communications and education seminars.
- We provide online tools to help you understand how much income you may need in retirement.

You should read the important information about the *Benefits of investing with Qantas Super Gateway* before making a decision. Go to the 'Benefits of investing with Qantas Super Gateway' section of the Member Guide Supplement at our website www.qantassuper.com.au. The material relating to the *Benefits of investing with Qantas Super Gateway* may change between the time when you read this PDS and the day when you acquire the product. Please check our website for the latest information.

④ Risks of super

All investments carry risk. Different investment strategies may carry different levels of risk, depending on the asset classes (for example shares, property, fixed interest and cash) that make up the strategy. Assets with the highest, long-term returns may also carry the highest level of short-term risk.

The likely investment return and the level of risk of losing money may be different for each of the investment options in Gateway depending on the underlying mix of assets. Each of the investment options may also be exposed to specific types of investment risk including market risk, inflation risk, interest rate risk, liquidity risk, currency risk, gearing and derivatives risk, credit risk and counterparty risk.

The risk level of the **Glidepath** option (the MySuper product and default investment option for members with a Super Account in Gateway) depends on the 'investment stage' you are invested in. The risk level is high for *Take-Off* (risk band 6), medium to high for *Altitude* (risk band 5), medium to high for *Cruising* (risk band 5) and medium for *Destination* (risk band 4). Refer to the 'How we invest your money' section for more information.

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

- the value of investments will vary;
- the level of returns will vary, and future returns may differ from past returns;
- returns are not guaranteed, and you may lose some of your money;
- superannuation laws may change in the future; and
- the amount of your future super savings (including contributions and returns) may not be enough to provide adequately for your retirement. An income stream account (such as an Income Account in Gateway) may not provide you with an income for the rest of your life and payments will only continue until the balance of that account is exhausted.

The level of risk that is acceptable for each person will vary depending on a range of factors, including age, investment time frames, where other parts of their wealth are invested, and their risk tolerance.

ⓘ You should read the important information about the *Risks of super* before making a decision. Go to the 'Risks of super' section of the *Investment Guide* at our website www.qantassuper.com.au. The material relating to the *Risks of super* may change between the time when you read this PDS and the day when you acquire the product. Please check our website for the latest information.

⑤ How we invest your money

Gateway offers you a range of investment options so you can choose the option, or mix of options, you feel best meet your investment needs. The investment options are:

- **Glidepath**. Your account is invested in one of Glidepath's four investment stages – *Take-Off*, *Altitude*, *Cruising* or *Destination*. Your investment stage automatically changes over time.
- Aggressive
- Growth
- Balanced
- Conservative
- Cash

You can choose one or a mix of investment options. For **Super Accounts** – If you don't make a choice, your account will be invested automatically in the default investment option, Glidepath, which is summarised on the following pages. For **Income Accounts** – You can choose to invest using our Auto-pilot option (Retirement Members and Beneficiary Members only) or you can choose one or a mix of investment options.

For information on the Auto-pilot option, refer to the *Member Guide Supplement* available on our website. For more information on our investment options, please read the *Investment Guide* available on our website.

ALERT: You must consider the likely investment return, the risk, and your investment timeframe when choosing an option in which to invest.

About the Glidepath option

The Glidepath investment option is designed to provide members with a greater exposure to growth assets early in their career and then to automatically reduce this exposure to growth assets as retirement nears.

Glidepath has four investment stages: *Take-Off, Altitude, Cruising and Destination.* Each investment stage has different investment objectives, asset allocations and levels of risk (see table on pages 6 and 7).

When you first invest in Glidepath, you will be automatically invested in the stage relevant to your **age group** (based on your year of birth). Over time, you will be **automatically** invested in the next investment stage. We will let you know when there is a change to your investment stage, as required by law.

For example, if you were born in 1990, you would join the 1990-1994 age group which, as at the date of this PDS, is invested in the *Take-Off* investment stage. Your account would stay invested in *Take-Off* until your age group is automatically invested in the next investment stage, *Altitude.*

Your account will be automatically invested in the next investment stage when the Trustee determines that the average age of your age group has reached: age 45 to move from *Take-Off* to *Altitude*; age 55 to move from *Altitude* to *Cruising;* or age 64 to move from *Cruising* to *Destination.*

For more information on investing in Glidepath, including the investment stage that your age group is currently invested in, please read the *Investment Guide* and *Which Glidepath Investment Stage Am I Invested In?* fact sheet available on our website.

Glidepath investment stages

	Take-Off	Altitude
Overview	Designed for investors with a time horizon of at least 10 years, who want an investment portfolio predominantly invested in growth assets, with a high degree of risk.	Designed for investors with a time horizon of at least seven years, who want to achieve a high return driven by a large exposure to growth assets, with a medium to high degree of risk.
Minimum suggested time to invest	10 years	7 years
Our investment objective	■ To achieve a return that exceeds CPI by at least 5% pa over a 10 year period, after tax and investment fees; and ■ To limit the likelihood of a negative annual return to less than five in 20 years (or 25% likelihood in each year).	■ To achieve a return that exceeds CPI by at least 4% pa over a seven year period, after tax and investment fees; and ■ To limit the likelihood of a negative annual return to less than four in 20 years (or 20% likelihood in each year).

Asset allocation (percentage)

Take-Off: Asset class	SAA[1]	Range	Altitude: Asset class	SAA[1]	Range
Growth assets	**90**	**80-100**	**Growth assets**	**70**	**60-80**
Equities	70	60-80	Equities	55	45-65
Growth alternatives	20	10-30	Growth alternatives	15	5-25
Defensive assets	**10**	**0-20**	**Defensive assets**	**30**	**20-40**
Defensive alternatives	8	0-18	Defensive alternatives	10	0-20
Fixed interest	0	0-10	Fixed interest	18	8-28
Cash	2	0-12	Cash	2	0-12

	Take-Off	Altitude
Risk level	This investment stage has a high degree of risk (risk band 6).	This investment stage has a medium to high degree of risk (risk band 5).

[1] The strategic asset allocation (SAA) is an indication of the proportion of the investment stage assets that are allocated to each asset class. The actual allocation to each of the asset classes may vary from time to time, but within the ranges indicated above.

Cruising

Designed for investors with a time horizon of at least six years, who want an investment portfolio with growth opportunities, with a medium to high degree of risk.

6 years

- To achieve a return that exceeds CPI by at least 3.5% pa over a six year period, after tax and investment fees; and
- To limit the likelihood of a negative annual return to less than three and a half in 20 years (or 17.5% likelihood in each year).

Asset class	SAA[1]	Range
Growth assets	**60**	**50-70**
Equities	48	38-58
Growth alternatives	12	2-22
Defensive assets	**40**	**30-50**
Defensive alternatives	10	0-20
Fixed interest	25	15-35
Cash	5	0-15

This investment stage has a medium to high degree of risk (risk band 5).

Destination

Designed for investors with a time horizon of at least five years, who want an investment portfolio balanced between growth and defensive assets, with a medium degree of risk.

5 years

- To achieve a return that exceeds CPI by at least 3% pa over a five year period, after tax and investment fees; and
- To limit the likelihood of a negative annual return to less than three in 20 years (or 15% likelihood in each year).

Asset class	SAA[1]	Range
Growth assets	**50**	**40-60**
Equities	40	30-50
Growth alternatives	10	0-20
Defensive assets	**50**	**40-60**
Defensive alternatives	10	0-20
Fixed interest	30	20-40
Cash	10	0-20

This investment stage has a medium degree of risk (risk band 4).

[1] The strategic asset allocation (SAA) is an indication of the proportion of the investment stage assets that are allocated to each asset class. The actual allocation to each of the asset classes may vary from time to time, but within the ranges indicated above.

You should read the important information about Qantas Super's investment options before making a decision. Go to the *Investment Guide* and *Which Glidepath Investment Stage Am I Invested In?* fact sheet at our website www.qantassuper.com.au. The material relating to Qantas Super's investment options may change between the time when you read this PDS and the day when you acquire the product. Please check our website for the latest information.

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.[1]

To find out more

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

[1] Please note the fees and costs in Qantas Super are not negotiable.

The wording shown above is included as it is prescribed by law.

This document shows fees and other costs that you may be charged. These fees and other costs may be deducted from your account, from the returns on your investment or from the assets of Qantas Super as a whole. 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 cover chosen by you. Taxes, insurance fees and other costs relating to insurance are set out in another part of this document.

You should read all the information about fees and other costs because it is important to understand their impact on your investment. The table on the next page can be used to compare costs between different superannuation products.

The fees and other costs for each investment option offered by Qantas Super are set out in the *Member Guide Supplement,* available on our website.

Definitions for each type of fee in the table on the next page and other fees that are, or may be charged, are contained in the 'Fees and costs' section of the Member Guide Supplement available on our website.

Our fees and costs – Glidepath option

Type of fee or cost[1]	Amount	How and when paid
Investment fee[2]	Depends on your Glidepath investment stage and is a % pa of your account balance: – Take-Off 0.42% – Altitude 0.44% – Cruising 0.45% – Destination 0.44%	Deducted from the investment return of each **Glidepath** investment stage before the Credited Interest Rate (CIR) or interim CIR is calculated for the period.
Administration fee	Fixed administration fee of $98 pa[3] ***plus*** asset based administration fee of 0.23% pa[3,4] of your account balance ***plus*** asset based APRA fee of 0.01% pa[4] of your account balance	Calculated and deducted from your account monthly in arrears or when you leave Gateway.
Buy-sell spread	Nil	Not applicable.
Switching fee	Nil	Not applicable.
Exit fee	$120.68 for each withdrawal (indexed on 1 April each year)[5]	Deducted from your account at the time of each withdrawal from your account (does not apply to amounts transferred to another account in Qantas Super, or to income payments and partial withdrawals from an Income Account).
Advice fees *relating to all members investing in the Glidepath option*	Nil	Not applicable.
Other fees and costs[6]	$100 for family law information requests	Paid by the eligible person requesting the information at the time of the request.
Indirect cost ratio[7]	Depends on your Glidepath investment stage and is a % pa of your account balance: – Take-Off 0.68% – Altitude 0.58% – Cruising 0.51% – Destination 0.44%	Deducted from the return of the underlying investments of each Glidepath investment stage before the CIR or interim CIR is calculated for the period.

1 Fees are inclusive of any applicable stamp duty and GST (less any reduced input tax credits) payable by Qantas Super.

2 Includes all investment costs that relate to each investment stage that have been incurred and paid by the Trustee for the 12 months to 30 June 2018 to the extent known (or reasonable estimates if they are not known). Past costs may not always be a reliable indicator of future costs.

3 The total of these components of your administration fee is capped at $1,200 each year ending 30 June for each account you hold.

4 If you hold both a Super Account and an Income Account, and if the asset based administration fee (excluding the APRA fee) exceeds $1,200 in a financial year (totalled across all your Super and Income Accounts), you'll get a refund of any portion of that asset based administration fee you pay over $1,200 into your Super Account in September of the following financial year.

5 This fee will increase each 1 April by the annual increase, if any, in the private sector average weekly ordinary time earnings (AWOTE). This increase is currently based on the change in AWOTE in the 12 months to 30 November of the previous year. Refer to our website for the current exit fee that applies. The exit fee reflects the charge paid to the administrator.

6 Refer to 'Additional explanation of fees and costs' in the 'Fees and costs' section of the *Member Guide Supplement* for more information and details of other fees, such as insurance fees and advice fees for personal advice.

7 This rate may change over time. We will notify you of any changes as required by law.

Example of annual fees and costs for the *Take-Off* investment stage of Glidepath

This table gives an example of how the fees and costs for the *Take-Off* investment stage of the Glidepath option 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 – *Take-Off* stage of the Glidepath option		Balance of $50,000[1]
Investment fees	0.42% pa[2]	For every $50,000 you have in the *Take-Off* stage of the Glidepath option you will be charged $210 each year
PLUS Administration fees	$98 pa[3] fixed fee ***plus*** 0.23% pa[3] ***plus*** APRA fee of 0.01% pa	**And**, you will be charged $218 in administration fees depending on your account balance
PLUS Indirect costs for the *Take-Off* stage of the Glidepath option	0.68% pa[2]	**And**, indirect costs of $340 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 **$768** for the *Take-Off* stage of the Glidepath option.

Note: Additional fees may apply. **And**, if you leave Gateway or make a withdrawal from your Super Account or make a full withdrawal from your Income Account at any time, you may be charged an exit fee of $120.68 (indexed on 1 April each year) for each withdrawal regardless of your account balance. An exit fee does not apply to amounts withdrawn from your account and transferred to another account in Qantas Super, or to income payments and partial withdrawals from an Income Account.

[1] Example balance is for illustrative purposes and is calculated on a fixed balance for the financial year.

[2] Calculated based on both actual and estimated costs incurred for the 12 months to 30 June 2018.

[3] The total of these components of your administration fee is capped at $1,200 each year for each account you hold in Gateway.

Advice fee for personal advice

If you seek advice from an eligible (as determined by the Trustee) licensed financial adviser about your account in Gateway, the fees charged by the financial adviser for this advice may be deducted from your Super Account or Income Account as authorised by you. These fees (if applicable) will be detailed in the Statement of Advice provided by the adviser.

Change in fees

The Trustee has the right to amend the level of fees charged in the future without your consent. Any increase in fees will be communicated to you at least 30 days before it is applicable unless the increase results from an increase in costs incurred by the Trustee, in which case you will be informed within 12 months after the change. Any difference between the estimated investment fees and the actual investment fees and any change in the indirect cost ratio calculated based on the actual costs for each financial year are always costs incurred by the Trustee. We will let you know what the actual investment fee and indirect cost ratio, for each investment option has been for the relevant financial year in the Qantas Super annual report. The exit fee is indexed annually as described in the fees and costs table.

You should read the important information about *Fees and costs* before making a decision. Go to the 'Fees and costs' section of the *Member Guide Supplement* at our website www.qantassuper.com.au. The material relating to Fees and costs may change between the time when you read this PDS and the day when you acquire the product. Please check our website for the latest information.

⑦ How super is taxed

This section is a summary of how Australian taxation legislation may apply to Qantas Super and your benefits.

Tax on contributions

1. **Concessional contributions**: Employer contributions are concessional contributions, as are other contributions made from before-tax salary or contributions for which you claim a personal tax deduction. These are generally taxed at 15%. This tax is deducted directly from your account effective the date your contribution is received, and is called a 'contributions tax'. In addition, if concessional contributions are made to your super above the Government's yearly limit (called the concessional contributions cap), you may be liable to pay additional tax at your marginal tax rate, less the 15% deducted, on the contributions above the cap. An additional 15% tax on contributions within the cap applies to individuals with combined earnings and concessional contributions exceeding $250,000 in an income year. This tax is payable by you personally if applicable but you can have it paid out of your super account balance. The Australian Taxation Office will send you an assessment of the amount payable.
2. **Non-concessional contributions**: Contributions made from after-tax salary are non-concessional contributions where a tax deduction is not claimed. These aren't taxed, except if you contribute an amount above the Government's limit on non-concessional contributions. This limit is called the non-concessional contributions cap.

ALERT: If you exceed these limits you may need to pay additional tax. In some instances the non-concessional contributions cap is nil, such as where amounts have been brought forward from prior years. Some other types of contributions have different tax consequences.

Tax on investment earnings

Investment earnings on a Super Account or on an Income Account (for Transition to Retirement Members[1]) in Gateway are generally taxed at 15%. An allowance for this tax is deducted from your investment earnings before the earnings are credited to your account. Investment earnings on Income Accounts (for Retirement Members and Beneficiary Members) in Gateway are generally tax-free.

Note: There is a maximum limit on the amount you can transfer into the retirement income stream phase (known as a Transfer Balance Cap). For financial year 2018 this maximum is generally $1.6 million.

[1] If you are a Transition to Retirement Member, upon reaching age 65 or meeting another condition of release with a nil cashing restriction, you will automatically become a Retirement Member and investment earnings will generally become tax free. The Transfer Balance Cap will apply to you upon becoming a Retirement Member, and therefore you will be required to withdraw or transfer any portion of your benefit in excess of the cap out of the Income Account.

Tax on withdrawals

Withdrawals from your account are generally tax free if you are age 60 or over. You may be taxed on lump sum withdrawals, and on any regular payments you receive from an Income Account, if you are under age 60. If you have to pay tax, we'll deduct it from the amount payable to you at the time of payment. Transfers from one super fund to another are generally not taxed.

ALERT: You should provide your Tax File Number (TFN) when you become a member of Qantas Super. If you don't, a greater amount of tax may need to be deducted when contributions are made and money withdrawn, or you may not be able to make certain types of contributions. It will also be more difficult to trace any other super you have and you run the risk of not receiving all your super when you retire. However, providing your TFN is not mandatory.

Tax on death benefits

For Super Accounts, the tax payable on a death benefit depends in part on who receives the benefit. Death benefits paid to a dependant (as defined under tax laws) as a lump sum are tax free. Death benefits paid to a non-dependant (under tax laws) may be subject to tax of up to 32% (including the Medicare levy). If some or all of your death benefit is paid to your legal personal representative, the tax payable by the estate will depend on who the benefit is ultimately payable to (a dependant or non-dependant under tax laws). For Income Accounts, the tax payable on a death benefit depends in part on who receives the benefit and how it is paid. Please see the 'How super is taxed' section in the *Member Guide Supplement* for more information. Where required, we will deduct the tax payable from the death benefit at the time of payment.

You should read the important information about how super is taxed before making a decision. Go to the 'How super is taxed' section of the *Member Guide Supplement* at our website www.qantassuper.com.au. The material relating to *How super is taxed* may change between the time when you read this PDS and the day when you acquire the product. Please check our website for the latest information.

8 Insurance in your super

This section only applies if you have a Super Account in Gateway. Insurance is not available as part of an Income Account.

Gateway provides flexible insurance options for eligible members with a Super Account. You are covered 24 hours a day, seven days a week.

There are costs associated with insurance cover which will be deducted from your account monthly.

What cover does Gateway provide?

Basic Cover. Subject to eligibility, if you are:

- an Employee Member – you are automatically provided with Salary-Linked Basic Cover for death (including Terminal Illness), total and permanent disablement (TPD) and income protection when you join Gateway. Conditions apply.
- a Spouse Member – you are automatically provided with $100,000 of Fixed Dollar Basic Cover for death (including Terminal Illness) and TPD. Conditions apply.
- a Retained Member – the amount of any Basic Cover you had in Gateway or Standard Cover you had in another Qantas Super division on the date you ceased employment or your choice of fund election was effected, for death (including Terminal Illness) and TPD, will automatically continue as Fixed Dollar Basic Cover in Gateway when you become a Retained Member.

Voluntary Cover. When it comes to arranging insurance cover at a level you feel is right for you and your personal circumstances, you can get further flexibility with Voluntary Cover for death (including Terminal Illness) and TPD. Any approved Voluntary Cover is separate to any Basic Cover. The circumstances that must be satisfied before any Voluntary Cover amount can be paid to you are detailed in the *Voluntary Cover Insurance Guide* available on our website.

What is Basic Cover?

We offer you Basic Cover in Gateway for:

- **Death**. A lump sum amount is paid, on top of your account balance, if you die while you are a member of Gateway. Conditions apply. (If you meet the definition for Terminal Illness, you may receive an advance payment of this Basic Cover. Conditions and limits apply.)
- **TPD**. A lump sum amount is paid, on top of your account balance, if you become totally and permanently disabled while you are a member of Gateway. Conditions apply.

- **Income protection** (for eligible Employee Members only). Cover for income protection provides you with monthly payments for up to two years if you are temporarily unable to work as a result of Illness or injury. Conditions apply. Cover for income protection is available to employees engaged in Regular permanent or fixed term employment for 15 hours or more a week. Cover is not available for Retained Members, Spouse Members, casual employees, contractors who are not fixed term employees or employees who have exercised choice of fund.

Circumstances that must be satisfied for your Basic Cover to be paid are detailed in the *Member Guide Supplement* available on our website.

Amount of Basic Cover

There are two methods for calculating Basic Cover:

- **Salary-Linked Basic Cover** (Employee Members only). The amount of cover is calculated as a multiple of your Salary for Insurance Purposes[1].
- **Fixed Dollar Basic Cover**. The amount of cover is a fixed dollar amount.

[1] Your Salary for Insurance Purposes is advised to us by the Qantas Group. Contact us if you would like to confirm the amount of Salary for Insurance Purposes that Qantas Super has on record for you, or if you have any questions about how the definition of Salary for Insurance Purposes applies to your insurance cover. If you have questions about how the amount of your Salary for Insurance Purposes has been determined, please contact your relevant payroll department.

ALERT: You are able to reduce or cancel Basic Cover for death and TPD, and/or cancel Basic Cover for income protection (if any) at any time. If you are a Spouse Member, you can also opt out of your Basic Cover for death and TPD at the time of application. Unless you opt out or cancel your cover, the cost of any Basic Cover you have will be deducted from your account monthly.

Salary-Linked Basic Cover

If you are an Employee Member, you are automatically provided with Salary-Linked Basic Cover for death, TPD and income protection when you join Gateway (subject to eligibility). Salary-Linked Basic Cover is not available for Retained Members or Spouse Members.

Death and TPD. Your Basic Cover for death and TPD is calculated as a multiple (based on your age) of your Salary for Insurance Purposes. Use the table below to work out the multiple for your Basic Cover.

Your age at last 1 October	Multiple of your Salary for Insurance Purposes	
	Death	TPD
16–20	1	2
21–25	2	4
26–30	3	4
31–45	5	5
46–50	4	4
51–55	3	3
56–60	2	2
61–64	1	1[2]
65–69	1[2]	Nil from your 65th birthday
From your 70th birthday	Nil	Nil

[2] Please note: Basic Cover for TPD ceases on your 65th birthday and Basic Cover for death ceases on your 70th birthday.

More cover, no medicals!

Increase your Salary-Linked Basic Cover for death and TPD by one extra multiple of your Salary for Insurance Purposes.

If you are eligible for Basic Cover on becoming a member of Gateway, you have 120 days from the date of starting employment with the Qantas Group to increase your Salary-Linked Basic Cover by one extra multiple of your Salary for Insurance Purposes without further medical evidence (subject to certain limits). Premiums apply.

Income protection (for eligible Employee Members only). Your Basic Cover for income protection is equal to 75% of your Salary for Insurance Purposes, **less** any other income you are entitled to from your employer and other sources[1]. It is paid as a monthly payment in arrears after a minimum Waiting Period of 90 days and for a maximum period of two years for the same Illness or injury. Basic Cover for income protection ceases on your 65th birthday. The amount of your Salary-Linked Basic Cover is calculated upon joining Gateway and then on 1 October each year thereafter.

[1] This includes, but is not limited to, any annual or sick leave payments, any disability income from other insurance policies, workers compensation, compensation payments, insurance payments (including loss of licence insurance which will only reduce your monthly payment if you are in receipt of that payment paid under loss of licence), and income from other paid work. If you are entitled to a lump sum, it will be treated as if one sixtieth (1/60) of the lump sum is received monthly for 60 months. Income from other sources does not include:

- income earned from investments;
- payments in respect of medical treatment, rehabilitation and permanent impairment or permanent loss of use of a body part; or
- any lump sum TPD benefit.

Fixed Dollar Basic Cover – death and TPD only

The amount of Fixed Dollar Basic Cover is a fixed dollar amount of cover (and may be subject to Insurer approval). Conditions apply.

Employee Members. You can apply for Fixed Dollar Basic Cover for death and TPD at any time. This is in addition to any Salary-Linked Basic Cover you may have.

Spouse Members. You automatically receive Basic Cover when you join Gateway (subject to eligibility). Your Basic Cover is Fixed Dollar Basic Cover for death and TPD equal to $100,000.

Retained Members. Upon becoming a Retained Member, the amount of:

- Basic Cover (Salary-Linked and Fixed Dollar) for death and TPD you had in Gateway; or
- Standard Cover for death and TPD you had in your previous Qantas Super division;

continues in Gateway as Fixed Dollar Basic Cover. Any Voluntary Cover will also continue as Voluntary Cover. Your Fixed Dollar Basic Cover is equal to the dollar amount of Basic Cover or Standard Cover you had on the date you ceased employment or your choice of fund election was effected.

Cost of cover

Basic Cover

The cost of your Basic Cover (insurance premiums) is deducted from your account each month. Your annual insurance premium is adjusted each year on 1 October, based on your age and the amount of Basic Cover you have.

Your annual insurance premium depends on the premium rate for every $1,000 of Basic Cover you have, depending on your age.

Your age at last 1 October	Annual premium rate for every $1,000 of Basic Cover			
	Death	TPD	Death and TPD	Income protection
16–30	$0.43	$0.13	$0.56	$7.63[2]
31–45	$0.53	$0.53	$1.06	
46–50	$1.09	$1.64	$2.73	
51–55	$1.99	$2.98	$4.97	
56–60	$3.52	$5.29	$8.81	
61–64	$5.74	$8.61	$14.35	
65–69	$7.61	Nil from your 65th birthday	$7.61 (death only from your 65th birthday)	Nil from your 65th birthday
From your 70th birthday	Nil	Nil	Nil	Nil

[2] Includes stamp duty.

Voluntary Cover

If you apply for Voluntary Cover, different insurance premiums apply which are based on the type of cover, amount of approved cover, your age as at the previous 1 July, and your occupational group. Those premiums will also be deducted from your account monthly. Refer to the *Voluntary Cover Insurance Guide* for details.

If you are a Retained Member, any Voluntary Cover for death and TPD you had in Qantas Super on the day prior to you becoming a Retained Member in Gateway continues under the same terms and conditions in Gateway.

Changing your cover

You can request to increase, decrease or cancel your Basic Cover and Voluntary Cover for death only or for death and TPD at any time (conditions apply). Spouse Members can also opt out of Basic Cover when completing the application form. You cannot increase or reduce (except to cancel) the level of your Basic Cover for income protection in Gateway, if you are covered for this. To change your Basic Cover, you will need to complete the relevant form available on our website. To change your Voluntary Cover, please read the *Voluntary Cover Insurance Guide,* available on our website, for terms and conditions and complete the relevant form.

Life events and transfer of cover

If you have Basic Cover for death and TPD, you can apply for an increase in your Basic Cover for death and TPD if you experience a certain life event, without the need to provide any evidence of good health. And if you have insurance cover for death only or for death and TPD with another super fund, or under a group insurance policy or retail policy, you may be eligible to transfer that cover into Gateway. Conditions and limits apply. Please read the *Member Guide Supplement* available on our website for more information.

How to apply for cover

There is no need to apply for Basic Cover – you are automatically provided with an amount of Basic Cover when you join Gateway (subject to eligibility). However, you can apply to increase your insurance cover for death and TPD by applying for more Basic Cover (where applicable) or by applying for Voluntary Cover. Conditions apply.

To apply for more Basic Cover, complete the relevant application form available on our website. To apply for Voluntary Cover, please read the *Voluntary Cover Insurance Guide* available on our website for terms and conditions and then complete the relevant application form.

ALERT: Information about the eligibility for, and cancellation of, Basic Cover, the conditions and exclusions that are applicable, as well as your entitlement to Basic Cover is contained in the 'Insurance in your super' section of the *Member Guide Supplement.* Information about the level and type of Voluntary Cover available, and the costs and other terms relating to Voluntary Cover is contained in the *Voluntary Cover Insurance Guide.* You should read this information to decide whether Basic Cover is adequate for your circumstances or if additional Basic Cover or Voluntary Cover is appropriate for you.

You should read the important information about Insurance in your super before making a decision. Go to the 'Insurance in your super' section of the *Member Guide Supplement* and the *Voluntary Cover Insurance Guide* at our website www.qantassuper.com.au. The material relating to Insurance in your super may change between the time when you read this PDS and the day when you acquire the product. Please check our website for the latest information.

9 How to open an account

Opening a Super Account

New employees. Gateway is the default division of Qantas Super for most Australian-based employees of the Qantas Group. There are no application forms to complete. We will send you a welcome letter with your membership details once your account is opened. You can select another fund to which your employer contributions may be made at any time (this is called 'choice of fund').

Existing employees. If you're a member of any other division of Qantas Super, or if you were not eligible to automatically join Qantas Super when you commenced employment, you may also join Gateway at any time. You simply need to complete the relevant form available on our website.

Retained members. If you are a member of Qantas Super and:

- cease employment with the Qantas Group, or elect choice of fund, you will automatically become a Retained Member in Gateway (regardless of your division in Qantas Super). There are no application forms to complete.
- have an Income Account in Gateway but do not have an existing super account in Qantas Super, you are eligible to open a Super Account as a Retained Member[1] (which can accept non-concessional contributions). There is a minimum balance requirement of $5,000 for Retained Members in Gateway.

[1] Does not apply to Beneficiary Members.

Spouse members. If you're a member of Qantas Super, your spouse may be eligible to join Gateway. You and your spouse simply need to complete the relevant application form available on our website. An initial contribution of a minimum of $1,500 is required.

Opening an Income Account

You can open an Income Account in Gateway if you have retired or are nearing retirement, you are an existing member of any Qantas Super division, and you meet certain eligibility criteria or you are the beneficiary of a death benefit payable in relation to a member of Qantas Super and the spouse of that member. You must complete the relevant application form available on our website. An initial minimum contribution of $30,000 is required. For more information about our Income Account, please read the *Member Guide Supplement* available on our website.

Making a complaint

We are committed to ensuring member inquiries and complaints are resolved promptly and regulatory obligations are met. If you are dissatisfied with your membership in Qantas Super, in any way, you can lodge a complaint by: contacting the Qantas Super Helpline on 1300 362 967 or writing to Superannuation Inquiries Officer, Qantas Super, GPO Box 4303, Melbourne VIC 3001. If you do not receive a response to your complaint within 90 days (or a lesser timeframe if prescribed by the rules of the independent body) or are not satisfied with the outcome of Qantas Super's complaints process, you may contact one of the following independent bodies below:

- Before 1 November 2018 – contact the Superannuation Complaints Tribunal (SCT) on 1300 884 114 or at Locked Bag 3060, Melbourne VIC 3001. The SCT is an independent body set up by the Government to assist members or their beneficiaries to resolve certain types of complaints. If your complaint is outside the jurisdiction of the SCT, you may also have the right to take your complaint to the Financial Ombudsman Service (FOS). For more information, go to www.fos.org.au. The FOS mailing address is, GPO Box 3, Melbourne VIC 3001.
- From 1 November 2018 – contact the Australian Financial Complaints Authority (AFCA) on 1800 931 678, at info@afca.org.au or at GPO Box 3, Melbourne VIC 3001. AFCA provides fair and independent financial services complaint resolution services that are free to you.

10 Other information

You should read the important information about *Other information* (such as privacy, governing Qantas Super and relevant definitions) before making a decision. Go to the 'Other information' section of the *Member Guide Supplement* at our website www.qantassuper.com.au. The material relating to *Other information* may change between the time when you read this PDS and the day when you acquire the product. Please check our website for the latest information.

Contact us

Phone: 1300 362 967 (within Australia)
+61 3 8687 1866 (outside Australia)
Fax +61 3 9245 5827

Postal address: Qantas Superannuation Plan
GPO Box 4303 Melbourne VIC 3001
www.qantassuper.com.au