

Financial Services Guide

The purpose of this Financial Services Guide is to:

- explain who we are, how we can be contacted, what financial services we can provide, details of any potential conflicts of interest, remuneration and details of our internal and external dispute resolution procedures; and
- provide you with information to enable you to decide whether to use the Financial Services we offer.

Who are we?

This is a combined Financial Services Guide, issued by:

- The Trustee of SPEC Super, SPEC(QLD) PTY. LTD. (ABN 60 010 743 405) who holds Australian Financial Services Licence No: 325 122; and
- Independent Fund Administrators & Advisers Pty Ltd (ABN 28 081 966 243) who holds Australian Financial Services Licence No: 238 507.

The Trustee of SPEC Super, is responsible for the management of the Fund, and has appointed Independent Fund Administrators & Advisers Pty Ltd (IFAA) to provide the day-to-day administration of the Fund, including the Call Centre operations and providing written responses to member and employer enquiries.

Who is responsible for the financial services provided?

- 1) SPEC(QLD) PTY. LTD. is authorised to provide general financial product advice in relation to superannuation and is also authorised to deal in a financial product by issuing, applying, acquiring, varying or disposing of superannuation products. Any general financial product advice provided by the Directors of SPEC Super is the responsibility of SPEC(QLD) PTY. LTD.
- 2) IFAA is authorised to provide general financial product advice in relation to superannuation. Any general financial product advice provided by IFAA on behalf of the Fund is the responsibility of IFAA.

Neither the Trustee or IFAA guarantee the investment performance or return of capital invested in SPEC Super. Past performance is not a reliable indication of future performance.

What advice can we provide to you?

Any advice provided is of a general nature and does not take into account your

individual financial situation, objectives or needs. Before acting on any advice you receive, you should consider the appropriateness of the advice, having regard for your own financial situation. Before deciding to acquire a financial product, you should obtain a copy of the relevant SPEC Super Product Disclosure Statement (PDS) relating to that product.

Should you require personal financial product advice, you may be referred to Money Solutions Pty Ltd (ABN 36 105 811 836, AFSL No. 258 145), the Trustees appointed provider of financial advice services to SPEC Super members. If so, and Money Solutions provides financial product advice to you, they will provide you with a copy of their Financial Services Guide.

How do you pay for the service?

Any general advice provided by SPEC Super, its Directors or IFAA is included within the administration fees charged to members.

If you are referred to Money Solutions, you may be charged fees for the provision of personal advice. However, as an introductory offer, the Trustee of SPEC Super have decided to meet the cost of the initial phone advice provided to members from Money Solutions (this offer will be reviewed by the Directors in the future). The cost of receiving detailed advice or subsequent contact with Money Solutions will be payable by you.

How are we remunerated for our services?

SPEC Super is an Industry Superannuation Fund. That means that we have low fees, do not pay commissions to sales agents and is run only to benefit members. IFAA receives a fee for the administration services provided to SPEC Super and IFAA's employees are salaried staff. The Directors of SPEC Super receive meeting fees which are not related to sales or volume of business.

Privacy

SPEC Super may pass your personal information to a range of parties, including:

- insurers and doctors (in the case of a disablement claim);
- the Superannuation Complaints Tribunal (in the event that you complain about the Fund);
- other Funds (in relation to rollovers and locating your benefits in other Funds);
- Money Solutions Pty Ltd, if you are referred for financial advice;
- the ATO for the purposes of finding your lost superannuation in other funds; and
- organisations for the purpose of locating your new address in the event that Fund correspondence is returned unclaimed.

SPEC Super may also provide you with information about benefits provided by third parties, such as home loans or other products and services which are available to you as a member. SPEC Super will not pass your personal information to any organisation for the purposes of direct mailing or marketing.

SPEC Super Product Disclosure Statements

SPEC Super is a 'public offer' Fund and has issued the following Product Disclosure Statements (PDS):

- SPEC Select PDS (for employer sponsored members);
- SPEC Personal PDS (for self employed members, working Directors, spouses and family and friends of existing members);
- SPEC Pension PDS (for members commencing a pension with SPEC Super).

These PDS' provide important information about the features, costs, benefits and investment options available through SPEC Super. Copies of these PDS' are available by contacting SPEC Super administration or visiting the Fund's website.

Financial Services Guide (cont)

Communicating with us

You may communicate with SPEC Super by mail, telephone, e-mail, fax or in person. Generally, communication with the contact centre will involve contact with IFAA representatives. SPEC Super also employs two Fund Services Managers who may visit your workplace and give presentations about the Fund. The Fund Services Managers represent the Fund.

Compensating members for loss or damage

In accordance with the requirements of section 912B of the Corporations Act 2001, the Trustee of SPEC Super has in place adequate Professional Indemnity insurance to compensate members for loss or damages due to any breaches of relevant legislative requirements. IFAA also has in place adequate Professional Indemnity insurance.

Do any relationships exist which might influence the financial services we provide?

SPEC Super has no relationship with any appointed service providers, and monitors the performance of each service provider on an ongoing basis.

The Directors of the Trustee may be members of SPEC Super. The Directors have in place comprehensive governance procedures, and any conflicts of interest are disclosed and recorded in a conflict of interest register.

Complaints

If you have a complaint about any general advice provided by the SPEC Super Directors or IFAA, please contact the call centre on 1300 366 648 or lodge a complaint in writing to:

The Complaints Officer

SPEC Super
PO Box 1109
Milton Qld 4064

Your complaint will then be directed to the relevant party, either SPEC Super or IFAA, who will respond to your complaint in writing as soon as possible.

If your complaint relates to general advice provided by the SPEC Super Directors or a decision made by the SPEC Super Trustee in relation to your entitlements, then if you remain dissatisfied about the decision, you may be able to take your complaint to the Superannuation Complaints Tribunal (SCT). The SCT are an independent body established by the Federal Government to assist members and beneficiaries to resolve certain superannuation complaints. To find out whether the SCT can handle your complaint, you can contact them as follows:

Superannuation Complaints Tribunal
Locked Bag 3060
GPO Melbourne Vic 3001
Phone: 1300 780 808
Fax: (03) 8635 5588
Email: info@sct.gov.au
Website: www.sct.gov.au

If your complaint relates to general advice provided by IFAA, your complaint will be directed to IFAA to respond to. IFAA is committed to providing the speedy and efficient resolution of complaints. IFAA will address your concerns and try to resolve them quickly and fairly. IFAA aims to resolve any complaints as soon as possible, but no longer than 45 days from the date of receipt. If you are dissatisfied with the outcome of your complaint through IFAA's internal complaints process, you may then contact the Financial Ombudsman Service (FOS). FOS is an independent body that has been established to provide free advice

and assistance to consumers to help them in resolving complaints relating to members of the financial services industry. You can contact FOS on 1300 780 808 (for the cost of a local call). Further information can also be obtained from their website; www.fos.org.au.

Contact Details

SPEC Super	Independent Fund Administrators & Advisers Pty Ltd
In person:	
SPEC Super Level 1, 424 Upper Roma St Brisbane Qld 4000	IFAA Level 1, 424 Upper Roma St Brisbane Qld 4000
By mail:	
SPEC Super PO Box 1109 Milton Qld 4064	IFAA PO Box 1917 Milton Qld 4064
By phone:	
1300 366 648	(07) 3238 1200
By fax:	
(07) 3236 0714	(07) 3238 1277
By email:	
info@specsuper.com	info@ifaa.com.au
Visit the Website:	
www.specsuper.com	www.ifaa.com.au

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