

The purpose of this FSG is to help you decide whether to use the financial services offered by the Trustee and its representatives. It provides information about the financial services we provide, how our representatives are remunerated in relation to the financial services offered, and how to make a complaint.

## About this guide

This Financial Services Guide (FSG) is issued by BUSS (Queensland) Pty Ltd (ABN 15 065 081 281, AFSL 237860) as Trustee for the Building Unions Superannuation Scheme (Queensland) (BUSSQ) (ABN 85 571 332 201). The distribution of this FSG has been authorised by the Trustee and its representatives.

## What financial services are available to you?

For retail and wholesale clients we are authorised to:

- provide financial product advice for superannuation;
- deal in financial product issuing, applying for, acquiring, varying or disposing of deposit and payment products limited to non-cash payment products, and superannuation (BUSSQ products);
- provide a superannuation trustee service.

## General advice

General advice is advice that does not take into account your individual objectives, financial situation or needs and as such the advice may not be appropriate for your circumstances. You should assess your own financial situation and needs and read the Product Disclosure Statement (PDS) before acting on general advice.

The Trustee is responsible for general advice, limited to BUSSQ products, provided to you by its employee representatives.

## Personal advice

Personal advice is advice that takes into account your individual objectives, financial situation or needs.

The Trustee has engaged Industry Fund Services Limited (IFS) (ABN 54 007 016 195, AFSL 232514) to provide general advice and limited personal advice and comprehensive personal advice to BUSSQ members. Advice is provided by financial planners who are Authorised Representatives of IFS but employed by BUSSQ. Further information about the advice services that can be provided is set out in the IFS Financial Services Guide, a copy of which is available from your financial planner. IFS is responsible for any advice given to you by its Authorised Representatives.

You will receive a Statement of Advice (SOA) whenever you are provided with personal advice. The SOA will contain the advice, the basis on which it is given and information about fees that apply and any associations which may influence the provision of the advice.

### Lack of independence

BUSSQ's financial advisers are Authorised Representatives of IFS, however they are employed and paid by the Trustee. For this reason, BUSSQ's financial advisers cannot refer to any advice provided to you about BUSSQ products as 'independent', 'impartial' or 'unbiased'.

## Other documents you may receive

You will receive a Product Disclosure Statement (PDS) whenever you are provided with advice relating to the acquisition, or possible acquisition, of a financial product. The PDS contains the main features, costs and benefits of the financial product, which you should consider before making a decision whether to acquire or continue to hold that product.

## How will you pay for the services provided?

The administration fees and costs charged for BUSSQ products are set out in the PDS for the relevant BUSSQ product. There are no additional fees for general advice regarding your BUSSQ account, or for limited personal advice, as the cost of this advice is included in the administration fees and costs.

A fee applies for personal advice that extends beyond limited personal advice, and for comprehensive personal advice. The fee will be agreed with you prior to proceeding with the advice service. The advice fee will be invoiced by the advice provider and cannot be debited directly from your BUSSQ superannuation account.

## How are representatives paid for providing financial services?

The Trustee's employee representatives are salaried and do not receive any fees or bonuses for the financial advice services they provide.

## What other remuneration does the Trustee receive?

The Trustee may charge a Trustee service fee to the Fund's General Reserve. The fee is held in a Trustee Capital Reserve of BUSS (Queensland) Pty Ltd. The purpose of the Trustee Capital Reserve is to ensure the Trustee's ongoing capital adequacy in the event that it needs to pay expenses including any penalties imposed on the Trustee.

The Trustee will monitor the Trustee Capital Reserve on an ongoing basis and assess its target Trustee Capital Reserve amount at least annually.

## What compensation arrangements are in place?

The Trustee has Professional Indemnity insurance which complies with the requirements of section 912B of the Corporations and Act 2001 (Cth). This insurance provides cover for claims involving the conduct of current employee representatives and employees who no longer work for the Trustee but who did at the time of the relevant conduct.

## How is my information protected?

We respect your privacy and protecting your personal information is important to us. We are required to comply with the Australian Privacy Principles in the Privacy Act when we handle your personal information. BUSSQ's Privacy Policy is available at [bussq.com.au](http://bussq.com.au).

IFS is subject to its privacy policy, when providing you with a financial advice service.

## What relationships or associations may influence the advice given to me?

The Trustee, in that capacity, is a shareholder of Industry Super Holdings Pty Ltd (ISH) ABN 71 119 748 060. ISH has the following subsidiaries with which the Trustee may transact:

- Industry Funds Services Limited (IFS) which provides financial advice services to members of BUSSQ
- IFM Investors Pty Ltd (ABN 67 107 247 727) which provides investment management services for BUSSQ

Apart from these, the Trustee does not have any relationships or associations with any other product issuer that might reasonably be expected to influence the provision of financial services.

## How complaints are dealt with?

If you are not happy with any aspect of your contact with BUSSQ and wish to make a complaint, you should contact the Complaints Officer:

The Complaints Officer contact details are:

PHONE 1800 692 877  
MAIL Complaints Officer, BUSSQ, GPO Box 2775,  
Brisbane, QLD 4001  
EMAIL [super@bussq.com.au](mailto:super@bussq.com.au)

Alternatively, you can make a complaint in person to a BUSSQ representative, or online at [bussq.com.au](http://bussq.com.au) or via BUSSQ-owned or controlled social media.

The Complaints Officer will investigate your complaint on your behalf and write to inform you of the results of that investigation no later than 30 calendar days after receiving a financial advice complaint or 45 calendar days after receiving a superannuation trustee complaint (unless the complaint relates to a death benefit distribution, in which case the Complaints Officer will respond no later than 90 calendar days after the expiry of the 28 calendar day period for objecting to a proposed death benefit distribution).\*

If your complaint relates to insurance, the Complaints Officer will provide you with updates at least every 20 business days (unless we agree a different timetable with you).

Our formal response will include:

- The reasons for our decision;
- Your ability to request documents relied on to decide your complaint; and
- Your right to take your complaint to the Australian Financial Complaints Authority (AFCA).

\*Sometimes we will need more time to investigate and respond to your complaint. In such a situation, before the relevant response timeframe expires, we will provide you with an Internal Dispute Resolution (IDR) delay notification which provides reasons for the delay and your right to take your complaint to AFCA.

If you are not satisfied with our response or you have not received a response within the required timeframe, you may take your complaint to AFCA.

## About AFCA

AFCA provides a fair and independent financial services complaint resolution service that is free to consumers. AFCA may be able to help resolve your complaint, but only after you have made a complaint to BUSSQ.

AFCA contact details are:

WEB [www.afca.org.au](http://www.afca.org.au)  
EMAIL [info@afca.org.au](mailto:info@afca.org.au)  
PHONE 1800 931 678 (free call)  
MAIL Australian Financial Complaints Authority  
GPO Box 3 Melbourne VIC 3001

## How to give us instructions

You can give us instructions using our contact details provided below. Some instructions relating to your BUSSQ account can be made in your online account.

## Our contact details

WEB [bussq.com.au](http://bussq.com.au)  
EMAIL [super@bussq.com.au](mailto:super@bussq.com.au)  
PHONE 1800 692 877  
MAIL BUSSQ, GPO Box 2775, Brisbane, QLD 4001  
VISIT BUSSQ, 299 Coronation Drive, Milton QLD 4064