



Quadrant Investment Choice Fund

Member Guide

Product Disclosure Statement
Issued 1 July 2011

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1. About Quadrant Investment Choice

At Quadrant, we're all about helping make sure your retirement is one that you can live with and live on. We offer a complete retirement solution through our competitive superannuation and retirement options combined with friendly Quadrant service. We've been helping our members achieve their retirement goals since 1944 and as a member owned fund, our job is all about working for you.

Quadrant Investment Choice is a division of the Quadrant Superannuation Scheme. To join the fund you need to be employed by a participating employer. Most employers can do this by simply completing a form when you sign up.

2. How super works

Superannuation is a type of investment designed to help you save to support yourself during retirement, and is in part compulsory.

There are different types of contributions that can be made to super:

- employer contributions (including superannuation guarantee contributions)
- voluntary personal contributions
- government co-contributions
- spouse contributions.

Most people have the right to choose which fund their employer should direct their superannuation guarantee contributions to.

Certain limitations have been placed on contributions that you can make to super, including the amount, type and timing of contributions. There are also limitations of when you are able to withdraw from your super.

The government provides tax savings to super. Understanding how these taxes work will help you maximise your benefits.

You should read the important information about contributions, accessing your super (making withdrawals) and tax and super, which is contained in Fact Sheets FS02 - Contributions, FS06 - Accessing Your Super, and FS05 - Tax and Super before making a decision. Go to www.quadrantsuper.com.au > Publications and Forms > Publications > Information Guides and Fact Sheets.

The material relating to contributions, accessing your super and tax and super may change between the time when you read this Statement and the day when you sign the application form.

You can also find more information about how super works at the government operated website www.moneysmart.gov.au/superannuation-and-retirement.

How does my Quadrant account work?

What goes into your Quadrant Account		What comes out of your Quadrant Account
Superannuation contributions paid by you, on your behalf or your employer	Plus/Less Investment earnings credited or debited based on the movement in the unit price of the investment option/s you select	Applicable fees and costs
Rollovers from your other funds		Insurance premiums
Government co-contributions		Applicable tax
Internal transfers between the divisions of Quadrant		Withdrawals

Quadrant will purchase or sell units in the investment option/s you select. The value of each unit is referred to as its 'unit price' and reflects the investment performance of an individual option at a particular time. Quadrant's unit prices are normally calculated weekly.

This document is the Product Disclosure Statement (PDS) for the Quadrant Investment Choice Fund (known as 'Quadrant') and summarises what you need to know about investing with Quadrant, the main features, benefits, costs and risks. Quadrant Investment Choice Fund is a division of the Quadrant Superannuation Scheme, and is run by a trustee company, Quadrant Superannuation Pty Ltd known as 'Quadrant Trustee', according to its governing legal document, the trust deed and superannuation laws. The Quadrant Trustee is responsible for the overall management and operation of the Scheme.

This PDS is a summary of significant information and contains a number of references to other important information, each of which form part of this PDS. The other important information can be downloaded

from the Quadrant website at www.quadrantsuper.com.au > Publications and Forms > Publications > Information Guides and Fact Sheets. You should consider all information before making a decision about Quadrant.

The information in the PDS, Information Guides and Fact Sheets is general information only and does not take into account your individual financial situation or needs. As capital losses are possible, you should seek assistance from a licensed financial planner prior to making an investment decision in Quadrant.

Please contact Quadrant if you need more information on any of our products and services or require us to send you a copy of this PDS or any material that is referred to in the PDS.

Need help? If you have any questions or would like further information contact the Quadrant Member Services Team

Freecall 1800 222 209
Phone (03) 6230 6999 Website www.quadrantsuper.com.au
Fax (03) 6231 4317 Email members@quadrantsuper.com.au

Quadrant Superannuation Pty Ltd (ABN 82 067 516 938) holds an Australian Financial Services Licence Number 290812 and a Registrable Superannuation Entity Licence Number L0000215
Quadrant Superannuation Scheme (ABN 12 727 521 796)
Scheme Registration Number R1000269

3. Benefits of investing with Quadrant Investment Choice

When you join Quadrant you have a range of options for tailoring your super to meet your individual needs. If you do not make a choice we have default arrangements in place which will still ensure your super is working for you. Some of the features of Quadrant Investment Choice are:

Contributions	We accept employer contributions (including Superannuation Guarantee contributions), salary sacrifice contributions, voluntary personal contributions, spouse contributions and government co-contributions.
Rollover your other super to Quadrant	If you have had other jobs in the past you may also have other super accounts. It may make sense to rollover all of your super into one account. We'll even do all the paperwork for you.
Investment options	There are 7 different investment options to choose from. You can choose to invest your money in one option or split it and invest in multiple options. If you do not make a choice your money will be invested in the default investment, the Balanced option.
Insurance	We offer a range of insurance options for you to choose from including death and total and permanent disablement cover, death only cover and income protection cover. Most Quadrant members will automatically receive an amount of death and total and permanent disablement upon joining. If this amount of cover does not meet your needs then you may select one of our package choice options or apply for tailored insurance cover.
Transfer insurance cover	When you rollover your super to Quadrant you may also be eligible to transfer your death, total and permanent disablement and/or income protection cover from your previous fund.
Beneficiaries – Estate planning	You can nominate who you would like your benefit from Quadrant to be paid to in the event of your death. You can make a binding death benefit nomination or a non binding death benefit nomination.
Keep Quadrant when you change jobs	When you change jobs your new employer can continue to contribute to your existing Quadrant account.
Track your super online	You can access your account details 24 hours a day with Quadrant Online. You can also switch your investment options, update your contact details, view your insurance, see your contributions, check your account balance and much more.
Link accounts with your spouse to save fees	This handy feature allows you to link your Quadrant account/s with your spouse for the purpose of calculating the administration fee payable. This may mean a reduction in the administration fee if your combined account balances exceed the relevant fee cap.
Super information and financial advice	As a member of Quadrant, information and guidance on your super account with Quadrant is just a phone call away. Our Member Services Team can provide you with advice on your insurance in Quadrant, help you choose an investment option that suits your needs, advise you on what contributions you should make and help if you are experiencing financial hardship. We also have a team of licensed financial planners (provided by Quadrant First Pty Ltd AFSL no 284443) available to provide you with expert advice for all of your other financial needs.

You should read the important information about joining Quadrant, making contributions and nominating beneficiaries which is contained in Fact Sheets FS01 - Joining Quadrant, FS02 - Contributions and FS03 - Nominating Beneficiaries before making a decision. Go to www.quadrantsuper.com.au > Publications and Forms > Publications > Information Guides and Fact Sheets.

The material relating to joining Quadrant may change between the time when you read this Statement and the day when you sign the application form.

4. Risks of super

Investing money generally involves taking on some risk, and investing in super is no different. Some of the risks associated with investing in super are:

- The value of investments will vary.
- The level of returns will vary. Past performance of a fund does not guarantee that its future performance will be the same or similar.
- Returns are not guaranteed and investments in Quadrant are subject to investment risk including loss of income and capital investment and possible delays in repayment.
- Superannuation laws may change in the future.
- The amount of your future super savings (including contributions and returns) may not be enough to provide adequately for your retirement.
- The level of risk you are prepared to assume may differ from others due to a range of factors, including:
 - your age;
 - your investment time frames;
 - where other parts of your wealth are invested; and
 - your risk tolerance.

Investment risks

All investments carry risk, however different strategies may carry different levels of risk, depending on the assets that make up the strategy. When investing, there is a trade off between risk and return as different levels of risk usually have different levels of return.

The risk that many people focus on is the chance that they could lose some of their money in the short term.

Generally, an investment that has a higher chance of a higher return over the long term also has a greater chance of a low or negative return over the short term.

5. How we invest your money

The Quadrant Trustee is responsible for the management of Quadrant's investments. In performing this duty, it engages professional investment managers either directly or indirectly through an investment platform and takes advice from an asset consultant.

Quadrant offers seven different investment options you can choose from. You can invest your money in one or a combination of investment options. You must have a minimum of 10% of your account balance allocated to each option that you choose. Each option operates individually with its own investment earnings and transactions, so that over time, the percentage you have chosen will change.

You can 'rebalance' your account, that is maintain a particular proportion of each option, or switch investment options at any time by completing an Investment Switch form which is available at www.quadrantsuper.com.au > Publications and Forms > Forms.

If you do not choose an investment option/s Quadrant automatically directs your money to the default investment, the Balanced option. You can provide us with written or online instructions to change your investment option/s at any time.

Investment Option Asset Allocation Benchmarks*	Investment Objective#	Investor Profile	Risk Level	Suggested Investment Timeframe
High Growth (%) 	To produce returns exceeding the growth in Consumer Price Index by 5% over a rolling 10 year period.	You are an aggressive investor. You are prepared to compromise your account balance to go after potentially greater long-term returns.	High to Very High You may expect to receive around 6 negative years in a 20 year period.	10+ years
Growth (%) 	To produce returns exceeding the growth in Consumer Price Index by 4% over a rolling 10 year period.	You want high long term returns and you are willing to accept a high level of risk and volatility to achieve this.	High You may expect to receive around 5 negative years in a 20 year period.	7-10 years
Balanced (%) 	To produce returns exceeding the growth in Consumer Price Index by 3% over a rolling 5 year period.	You are a balanced investor and are prepared to accept a medium to high level of risk and volatility to aim for long term returns.	Medium to High You may expect to receive around 4 negative years in a 20 year period.	5-7 years
Sustainable Future (%) 	To produce returns exceeding the growth in Consumer Price Index by 2.5% over a rolling 5 year period.	You are an investor who values good environmental and social practices. You are prepared to accept a medium level of risk and volatility for good medium to long term returns.	Medium You may expect to receive around 3 negative years in a 20 year period.	3-5 years
Moderate (%) 	To produce returns exceeding the growth in Consumer Price Index by 2.5% over a rolling 5 year period.	You are a cautious investor who is prepared to accept a medium level of risk and volatility for good medium to long term returns.	Medium You may expect to receive around 3 negative years in a 20 year period.	3-5 years
Stable (%) 	To produce returns exceeding the growth in Consumer Price Index by 2% over a rolling 3 year period.	You are a cautious investor seeking better than basic returns but the risk and volatility must be low to medium.	Low to Medium You may expect to receive around 2 negative years in a 20 year period.	2-3 years
Cash (%) 	To produce returns exceeding the growth in Consumer Price Index by 1% over a rolling 2 year period.	You are a conservative investor. You are prepared to accept lower returns to protect your account balance.	Low No negative year expected.	1 year

■ Australian Shares
 ■ International Shares
 ■ Private Equity
 ■ Property
 ■ Infrastructure
 ■ Absolute Return Strategies
 ■ Fixed Interest
 ■ Cash

To obtain up to date information including past and current performance figures for each of these options please contact us on 1800 222 209 or check our website at www.quadrantsuper.com.au. Past performance does not guarantee that future performance will be the same or similar.

*The Quadrant Trustee may vary from time to time the actual asset allocation of each investment option by +/- 10% from the asset allocation benchmarks outlined above, except where the asset allocation percentage benchmark for a particular investment option is less than 10%, in which case the Quadrant Trustee may vary the actual asset allocation percentage benchmark for that investment option from time to time by 10% provided that the actual asset allocation is zero or more than zero.

#The returns referred to in the investment objectives are the investment option returns after the underlying investment manager fees and taxes but before custody, asset consultant and administration fees.

When choosing your investment option/s there are a number of things that you should consider:

- What are the likely investment returns of each investment option?
- What is the risk level of each investment option?
- How long will you be investing in each investment option?

You should read the important information about investing with Quadrant which is contained in the Investment Guide before making a decision. Go to www.quadrantsuper.com.au > Publications and Forms > Publications > Information Guides and Fact Sheets.

The material relating to investing with Quadrant may change between the time when you read this Statement and the day when you sign the application form.

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 fund 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 may be able to negotiate to pay lower contribution fees and management costs where applicable. Ask the fund or your financial planner.

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.fido.asic.gov.au) has a superannuation fee calculator to help you check out the effect of different fee options on your account balance.

The following table shows the fees and other costs that you may be charged. These fees and costs may be deducted from your account, from the returns on your investment or from the fund assets as a whole. Details about tax and insurance costs are set out in other sections of the PDS. You may use the information contained in the table to compare costs between different superannuation products.

Type of Fee or Cost ¹																
Account Fees <i>Fees when your money moves in or out of the fund</i>	Amount	How and when paid														
Establishment fee <i>The fee to open your account</i>	Nil	Not applicable														
Contribution fee <i>The fee on each amount contributed to your investment-either by you or on your behalf</i>	Nil	Not applicable														
Withdrawal fee <i>The fee on each amount you take out of your investment</i>	Nil	Not applicable														
Termination fee <i>The fee to close your investment</i>	Nil	Not applicable														
Management Costs <i>The fees and costs of managing your investment</i>	Amount	How and when paid														
Quadrant administration fee <i>The fee to cover general operating and administration costs of the fund</i>	0.65% of your account balance each year capped at \$3,250 ² p.a.	Management costs are deducted by the Quadrant Trustee from the investment earnings of your investment before being credited to your account														
Investment manager fee <i>The fees and costs involved in investing your superannuation</i>	The fees and costs involved in investing your super range up to a maximum of 0.98% p.a. depending on your investment option/s. Investment fee rates are calculated in arrears as at 30 June each year. The fees for each investment option as at 1 July 2010 were: <table border="1" data-bbox="981 1064 1268 1288"> <tbody> <tr> <td>High Growth</td> <td>0.80%</td> </tr> <tr> <td>Growth</td> <td>0.75%</td> </tr> <tr> <td>Balanced</td> <td>0.72%</td> </tr> <tr> <td>Sustainable Future</td> <td>0.75%</td> </tr> <tr> <td>Moderate</td> <td>0.67%</td> </tr> <tr> <td>Stable</td> <td>0.61%</td> </tr> <tr> <td>Cash</td> <td>0.25%</td> </tr> </tbody> </table>	High Growth	0.80%	Growth	0.75%	Balanced	0.72%	Sustainable Future	0.75%	Moderate	0.67%	Stable	0.61%	Cash	0.25%	
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1. Amounts in this table include Goods and Services Tax (less any reduced input tax credits) and stamp duty.
2. Where the Quadrant administration fee is greater than \$3,250 in a financial year, any amount above this will be credited back to your account in the form of a cash rebate in the subsequent financial year. The fee cap and rebate will not apply where you close your account on or before 30 June during the financial year, notwithstanding that the Quadrant administration fee charged may have exceeded the maximum Quadrant administration fee subject to any terms and conditions of the Quadrant Trustee.

Additional explanation of fees and costs

Management costs

Management costs include:

- An administration fee of 0.65% per annum (capped at a maximum of \$3,250 each year, subject to any terms and conditions of the Quadrant Trustee) charged by the Quadrant Trustee as the provider of Quadrant. This fee includes reimbursement of the Quadrant Trustee's expenses for operating Quadrant (such as audit expenses and fees paid to professional advisers), and
- An investment fee for each investment option up to a maximum of 0.98% p.a., which include fees charged by investment managers, asset consultants, custodians, bank fees and net Goods and Services Tax on investment costs.



Example of annual fees and costs for a Balanced investment option

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

Based on actual fees as at 1 July 2010		Balance of \$50,000 with total contributions of \$5,000 during year
Contribution fees	\$0	For every \$5,000 you put in, you will be charged \$0.
PLUS Management costs:	PLUS	And, for every \$50,000 you have in the fund you will be charged \$685 each year.
• Administration fees	0.65%	
PLUS • Investment fee	PLUS 0.72%	
EQUALS Cost of fund		If you put in \$5,000 during a year and your balance was \$50,000, then for that year you will be charged fees of \$685*. What it costs you will depend on the investment option you choose and the fees you negotiate with your financial planner.

* Additional fees may apply

Financial advice fee

Quadrant does not pay commissions to financial planners. There is no fee charged by Quadrant for simple advice about your Quadrant account. If you receive personal advice from a Quadrant financial planner, you will be charged a fee. This fee varies depending on the type of advice, but you will be told the fee before you receive the advice. By agreement, the fee may be deducted from your Quadrant account where the advice relates only to your investment in Quadrant.

Link your account with your spouse and save

Quadrant allows you to link your account/s with your spouse for the purpose of calculating the administration fee payable (called 'fee aggregation'). This could mean a reduction in the administration fee payable by you and your spouse where your combined account balances exceed the relevant fee cap.

Changes to fees

The Quadrant Trustee has the right to change fees and costs without your consent. We will inform you 30 days in advance of any increase in the fees. Investment manager fees vary from year to year depending on allocation of assets and performance. Fees for the previous financial year are detailed on our website at www.quadrantsuper.com.au.

You should read the important information about fees and costs which is contained in Fact Sheet FS04 - Fees and Costs before making a decision. Go to www.quadrantsuper.com.au > Publications and Forms > Publications > Information Guides and Fact Sheets.

The material relating to fees and costs with Quadrant may change between the time when you read this Statement and the day when you sign the application form.

7. How super is taxed

Super can be a tax effective way to build up your investments to fund your retirement. Understanding how these taxes work can help you maximise your benefits. Generally there are three times when money paid into super may be subject to tax:

- When it is contributed;
- When it earns income in the fund; and
- When it is withdrawn from the fund.

Tax on contributions to your super

Contributions to super may be taxed depending on the type of contribution made. There are caps on these contributions, and certain taxation implications will apply if these caps are exceeded.

Tax on investment earnings

The investment earnings of superannuation funds are taxed at a maximum rate of 15%. This is the responsibility of the superannuation fund and not the member, and does not need to be declared as personal income in your tax return.

Tax on withdrawals

Tax may be applied on the withdrawal of your benefit, depending on your age, the amount you withdraw and whether you meet any condition of release under the preservation rules. If you are 60 or over, lump sum or pension withdrawals from taxed superannuation funds will be tax-free.

Tax will apply if you cash your benefit before age 60. The tax payable can vary depending on your withdrawal amount, how and when your contributions were made, when you withdraw and what you do with it.

Providing your Tax File Number (TFN)

When you invest with Quadrant you will be asked to provide your TFN, under the Superannuation Industry Supervision (SIS) Act 1993, if you have not already provided it to the fund. Your TFN is confidential and you don't have to provide it, however, if you don't your contributions may be taxed at the highest marginal tax rate plus Medicare Levy and you will not be able to make any non-concessional contributions (such as personal contributions). You may also pay more tax on any withdrawals. Providing your Tax File Number also makes it easier for you to keep in touch with your superannuation fund.

You should read the important information about tax and super which is contained in Fact Sheet FS05 - Tax and Super before making a decision. Go to www.quadrantsuper.com.au > Publications and Forms > Publications > Information Guides and Fact Sheets.

The material relating to tax and super with Quadrant may change between the time when you read this Statement and the day when you sign the application form.

8. Insurance in your super

Quadrant recognises the importance of insurance cover and offers you a range of options to suit your individual insurance needs.

The types of cover are:

- death and total and permanent disablement cover
- death only cover
- income protection cover

Cover is offered to members in two ways:

Standard (default) insurance cover is automatically provided to all new eligible members. To be eligible you must be employed by a participating employer when you join the fund, working at least 15 hours per week and not employed on a casual basis. Cover may be limited in some circumstances.

If eligible, when you join Quadrant you will automatically receive 3 units of death and total and permanent disablement cover under the general category. If you qualify, you may be entitled to cover based on the office category.

See the table below for details of the unit amounts.

Tailored insurance cover. If you require a higher level of cover than is provided under the standard insurance cover or you are not eligible for standard insurance cover then you can apply for tailored insurance cover by completing the Tailored Insurance Application form.

You should read the important information about tailored insurance cover which is contained in the Insurance Information Guide before making a decision. Go to www.quadrantsuper.com.au > Publications and Forms > Publications > Information Guides and Fact Sheets.

The material relating to tailored insurance cover with Quadrant may change between the time when you read this Statement and the day when you sign the application form.

Package choice options

You also have the option when you join to increase your cover, without the need to provide health evidence, by taking up one of the package choice options. This must be taken up on joining or within 90 days of the date that the Welcome to Quadrant letter is issued to you by completing the form.

Package choice option 1

3 units of death and total and permanent disablement cover plus income protection cover (up to a maximum of 12 or 15 units depending on your occupation category)

Package choice option 2

7 units of death and total and permanent disablement cover

Package choice option 3

Up to \$250,000 of death and total and permanent disablement cover – fixed cover

You should read the important information about standard cover, tailored cover and income protection cover which is contained in the Insurance Information Guide before making a decision. Go to www.quadrantsuper.com.au > Publications and Forms > Publications > Information Guides and Fact Sheets.

The material relating to standard cover, tailored cover and income protection cover with Quadrant may change between the time when you read this Statement and the day when you sign the application form.

Occupational categories

There are two categories of cover, reflecting the different levels of risk associated with the range of occupations and roles in which Quadrant's members are engaged. You will need to complete an eligibility question on your application form to indicate which category best describes your occupation.

General category - available to all members regardless of their occupation

Office category - available to members who undertake office based duties

Standard (default) cover for Quadrant Investment Choice members

Age next birthday	1 unit of death & TPD cover - Office category	Standard default cover - 3 units of death & TPD cover - Office category	1 unit of death & TPD cover - General category	Standard default cover - 3 units of death & TPD cover - General category
16-35	\$70,000	\$210,000	\$43,600	\$130,800
36-39	\$42,100	\$126,300	\$26,200	\$78,600
40-47	\$37,600	\$112,800	\$23,400	\$70,200
48	\$31,400	\$94,200	\$19,600	\$58,800
49	\$28,400	\$85,200	\$17,700	\$53,100
50	\$25,500	\$76,500	\$15,900	\$47,700
51	\$22,500	\$67,500	\$14,000	\$42,000
52	\$19,600	\$58,800	\$12,200	\$36,600
53-55	\$9,900	\$29,700	\$6,200	\$18,600
56-60	\$5,300	\$15,900	\$3,300	\$9,900
61-65	\$3,500	\$10,500	\$2,100	\$6,300
66-70	\$1,800*	\$5,400*	\$1,100*	\$3,300*

* This amount is for death only cover and does not include total and permanent disablement cover



How much does insurance cost?

The premiums for unit based standard insurance cover are \$0.90 per unit per week. You can choose to have the total and permanent disablement component removed by advising in writing. The cost of the remaining death only cover is \$0.45 per unit per week.

The premiums for income protection cover depend on a number of factors including your age next birthday, the number of units you apply for, your occupational category and the length of your waiting period.

Premiums for death and total and permanent disablement cover, death only and income protection cover are deducted from your account annually in advance on 1 July. If your cover commences after 1 July and before 30 June, your premium will be calculated from the date that your cover is accepted by the insurer through to 30 June. The premium will be deducted from your account on acceptance by the insurer.

You should read the important information about Insurance premiums which is contained in the Insurance Information Guide before making a decision. Go to www.quadrantsuper.com.au > Publications and Forms > Publications > Information Guides and Fact Sheets.

The material relating to the cost of cover with Quadrant may change between the time when you read this Statement and the day when you sign the application form.

Can I cancel or decline cover?

Yes. You will need to advise us in writing if you do not require the cover that is automatically provided to you or if you would like to decrease your cover. If you do not advise us that you do not require the cover the cost of the cover will be deducted from your account.

Conditions and definitions

Like most forms of insurance, certain conditions (and exclusions) apply to your cover or payment of insured benefits.

You should read the important information about the conditions and definitions applicable to insurance cover which is contained in the Insurance Information Guide before making a decision. Go to www.quadrantsuper.com.au > Publications and Forms > Publications > Information Guides and Fact Sheets.

The material relating to conditions and definitions applicable to cover with Quadrant may change between the time when you read this Statement and the day when you sign the application form.

9. How to open an account

Joining Quadrant is easy. All you need to do is read this PDS carefully, ensure you understand your options, consider the investment options that best suit you, review your insurance cover requirements and consider who to nominate as your beneficiary/ies and complete the following forms:

Quadrant Investment Choice application form

Your employer will need to complete the employer section on the back page.

Standard Choice form

Your employer keeps this form for their records.

Once you have completed your forms, give them to your employer or send directly to:

Quadrant Superannuation, GPO Box 863, Hobart TAS 7001

Cooling off

You have the right to change your mind about your investment in Quadrant for 14 days after you become a member by advising us in writing.

Enquiries and complaints

We hope that you will never have cause to complain. However, if you (or any person making a claim in respect of your membership of the fund) wish to make a formal complaint regarding any aspect of the management or operation of Quadrant (including privacy issues) you should contact the Complaints Officer on 1800 222 209 or write to:

Complaints Officer

Quadrant Superannuation

GPO Box 863, Hobart TAS 7001

The letter of complaint should include:

- Your name, address and telephone number
- Your membership number
- An outline of the complaint
- The Quadrant staff you have dealt with
- Any relevant supporting documentation.

The superannuation legislation prescribes that your complaint should be dealt with within 90 days. If necessary, your complaint will be referred for consideration to the Quadrant Trustee. You will be kept informed of the progress of your complaint.

Superannuation Complaints Tribunal

If you are not satisfied with a decision of the Quadrant Trustee, you may make a complaint to the Superannuation Complaints Tribunal. This can be done by contacting them on 1300 780 808.