

Enquiries and complaints

Advice we provide you

NGS Super is committed to handling any complaints promptly and fairly. All complaints will be managed in the strictest of confidence.

If you have a complaint, please contact:

Complaints Officer
NGS Super
Level 16, 99 Bathurst Street
SYDNEY NSW 2000
Telephone: 02 9273 7900

The matter will be investigated by the Complaints Officer. You will be advised of our decision within 90 days of receipt of your complaint by NGS Super.

If we have not responded to your complaint within 90 days, or you are not satisfied with our decision, you may be able to take the matter to the Superannuation Complaints Tribunal (SCT):

Superannuation Complaints Tribunal (SCT)
Locked Mail Bag 3060
GPO Melbourne 3001
Ph: 1300 884 114 (local call cost in Australia)

This is a free service to you.

Compensation arrangements

NGS Super has professional indemnity insurance in place that covers the financial services detailed in this FSG where provided by our authorised employees (also known as “authorised acts”). These authorised acts are covered even where subsequently the authorised employee ceases to be so authorised to act on behalf of NGS Super.

www.ngssuper.com.au

How to contact us

NGS Super Administration

Phone: 1300 133 177
Phone number for callers outside
Australia: +61 7 3121 0718
Fax: +61 7 3121 0724
Email: administration@ngssuper.com.au
Web: www.ngssuper.com.au

Postal address
PO Box 2095
Milton BC QLD 4064

NGS Super Trustee Office

Level 16, 99 Bathurst Street
Sydney NSW 2000
Phone: 02 9273 7900
Fax: 02 9283 8783

Jorjet Issavi
Relationship Manager
Email: jjissavi@ngssuper.com.au

Dee Duke
Relationship Manager
Email: dduke@ngssuper.com.au

South Australian Regional Office

Level 1, 104 Frome Street
Adelaide SA 5000
Phone: 08 8418 2400

Elaine Facchino
Relationship Manager
Email: efacchino@ngssuper.com.au

John Pedersen
Relationship Manager
Email: jpetersen@ngssuper.com.au

Victorian Regional Office

Level 5, 737 Burwood Road
Hawthorn VIC 3122
Phone: 03 9811 0502

Laurie Buchanan
Relationship Manager
Email: lbuchanan@ngssuper.com.au

Non-Government Schools Superannuation Fund Pty Ltd ABN 46 003 491 487
AFSL No: 233 154 the Trustee of Non-Government Schools Superannuation Fund
ABN 73 549 180 515



Financial Services Guide



YOUR EDUCATION INDUSTRY FUND

NGS Super financial services guide

The purpose of this Financial Services Guide (FSG) is to provide information about our services, how our representatives are remunerated and your rights as a client. If you need more information or clarification on any matter raised in this document, please ask us.

NGS Super's Product Disclosure Statement (PDS) sets out the main services, features and benefits of NGS Super. If you have not already received a copy of the PDS, you can obtain one by calling 1300 133 177 or from the website at www.ngssuper.com.au. The PDS will assist you to make an informed decision about joining the Fund and the choices you may need to make.

This FSG explains:

- who is responsible for giving you advice
- what financial services we provide
- details of any potential conflicts of interest
- remuneration
- details of our internal and external dispute resolution procedures.

Who is responsible for giving you advice?

Your NGS Super representative acts on behalf of Non-Government Schools Superannuation Fund Pty Ltd, which is responsible for the advice provided to you. Non-Government Schools Superannuation Fund Pty Ltd is the trustee company, which manages and controls the Non-Government Schools Superannuation Fund (NGS Super). Non-Government Schools Superannuation Fund Pty Ltd holds Australian Financial Services Licence Number 233 154.

The services we provide

NGS Super and its authorised employees only provide general financial product advice about NGS Super.

This advice has been prepared without taking into account your particular financial needs, circumstances or objectives. Therefore, you should assess the appropriateness of the information in relation to your individual circumstances before making a financial decision based on this advice.

Do any relationships or associations exist which might influence us in providing you with the financial services?

NGS Super is a shareholder of Members Equity Bank Pty Ltd. Other than this, we do not have any relationships or association with any product issuer that could be expected to influence us in the provision of financial services.

What we are paid

NGS Super is run only to benefit members. That means we do not pay commissions to financial planners. All of NGS Super's employees are paid a salary. They do not receive commissions, fees or bonuses for the services provided to you.

The cost of providing general financial product advice is included in the fees charged for membership of NGS Super. We do not charge any additional fees for the advice provided.

