

Challenger Guaranteed Allocated Pension

Product Disclosure Statement (PDS)

Dated 1 October 2017
Challenger Retirement Fund – Allocated Pension
(SPIN CIT0101AU) (ABN 87 883 998 803)
(RSE Registration Number R1055863)
(USI CIT0101AU)

Issuer

Challenger Retirement and Investment
Services Limited
(ABN 80 115 534 453) (AFSL 295642)
(RSE Licence number L0001304)



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Challenger Guaranteed Allocated Pension

The Challenger Guaranteed Allocated Pension is an account-based pension that provides you with a regular income as part of your retirement strategy. You can choose to invest your superannuation savings in fixed rate or cash options that provide you with a stable investment return, while drawing regular pension payments from your account.

About this Product Disclosure Statement (PDS)

This PDS relating to the Challenger Guaranteed Allocated Pension (**Challenger Pension**) is dated 1 October 2017 and is issued by Challenger Retirement and Investment Services Limited (ABN 80 115 534 453) (also referred to as 'we', 'us' and 'our').

This document provides information to help investors and their advisers assess the benefits of buying the Challenger Pension and to compare it with other investment opportunities on offer. We strongly encourage you to read this document in full before making an investment decision.

In preparing this PDS we did not take into account your particular investment objectives, financial situation or needs. As every person's needs and aspirations are different, you should consider whether investing in the Challenger Pension is appropriate for you in light of your particular circumstances. You may also wish to get independent advice, particularly about taxation, retirement planning and investment risk tolerance.

The information in this PDS is current as at the date of the document. However, some information can change from time to time. If a change is considered materially adverse, we will issue a supplementary or replacement PDS. We may change or update information in this PDS that is not materially adverse by giving notice of such changes on our website. We may also provide updates to you electronically with your agreement. For updated information about the Challenger Pension, please consult your financial adviser, call our Investor Services team on 13 35 66 or visit www.challenger.com.au. We will send you a copy of any updated information free of charge on request.

Important notices

The Challenger Pension is part of the Challenger Retirement Fund (ABN 87 883 998 803) (SPIN CIT0101AU) (**Fund**). We are the trustee of the Fund. The Fund is governed by a trust deed dated 2 September 1993, as amended from time to time (**Trust Deed**). By investing in the Challenger Pension, you agree to be bound by the terms of the Trust Deed.

When you invest in a Challenger Pension, your money is invested in a life policy issued by Challenger Life Company Limited (ABN 44 072 486 938) (AFSL 234670) (**Challenger Life**), another company in the Challenger group of companies. Under this policy, the Challenger Pension offers two investment options: the Guaranteed Fixed Rate option and the Guaranteed Cash option. All references to guarantees in this PDS are references to guarantees provided by Challenger Life under this policy. No other company in the Challenger group of companies guarantees the performance of the Fund, or assumes any liability to customers in connection with the Fund.

By investing in the Challenger Pension, you confirm that you have received a copy of the current PDS for the product, that you have read it and acknowledge that your rights and interests in relation to the Fund are governed by the PDS and by the terms of the Trust Deed as amended from time to time. In the event of any inconsistency between the PDS and the terms of the Trust Deed, the Trust Deed will prevail.

The invitation to become a member of the Fund under this PDS is only available to persons receiving this PDS in Australia and is subject to the terms and conditions described in this PDS. We reserve the right to change these terms and conditions with, in the case of an increase in fees, 30 days' notice; otherwise, notice will be provided before or as soon as practicable after the change occurs. We reserve the right to withdraw the invitation to become a member of the Fund and withdraw this PDS.

About the Challenger Guaranteed Allocated Pension

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About the Challenger Pension

The Challenger Guaranteed Allocated Pension (**Challenger Pension**) is a superannuation product that allows you to convert your superannuation savings into regular pension payments. The minimum investment amount to open an account is \$10,000. You can choose the frequency and amount of those payments (provided they meet the Government's legislated minimums and maximum), and

we will make those payments until the balance of your account runs out. If you die before you draw all of your account balance, the remaining benefits will be paid to your dependent beneficiary (or beneficiaries), or to your legal personal representative (on behalf of your estate).

The Challenger Pension offers two investment options: the Guaranteed Fixed Rate option (which guarantees the rate of return on your investment for a chosen term of between one and 10 years (in whole years)) and the Guaranteed Cash option (which guarantees the rate of return on your investment for up to seven days). The minimum investment amount per investment option is \$10,000.

Features at a glance

The Challenger Pension offers a number of features, which you can tailor to your needs. A summary is below; for more information, see 'Challenger Pension options' on page 7.

Who can invest

You can invest with superannuation money classified as 'unrestricted non-preserved'. Superannuation money that is classified as 'preserved' can only be invested if you have reached your preservation age and start a 'transition to retirement' pension (see page 8). For more information, see 'Starting your Challenger Pension' on page 15.

Investment options

You can invest in the following investment options:

- Guaranteed Fixed Rate option – guarantees a rate of return on your investment for a fixed term of between one and 10 years (in whole years).
- Guaranteed Cash option – guarantees a rate of return on your investment for up to seven days in advance (set by Challenger Life each Monday).

You can invest in multiple options, subject to a minimum investment of \$10,000 per option. For more information, see 'Challenger Pension options' on page 7.

Minimum investment amount

\$10,000 per investment option.

Challenger Guaranteed Allocated Pension

Pension payment frequency	You can choose to receive pension payments monthly, quarterly, half-yearly or yearly.
Payment options	<p>You can choose to receive pension payments of a nominated dollar amount, provided that amount represents the proportion of your account balance that is at least the Government's minimum legislated percentage for your age (and no more than the maximum for a transition to retirement pension). Or, you can choose to receive the Government minimum payment percentages (and the dollar amount of your pension payments will vary with your age and your account balance).</p> <p>If you start a 'transition to retirement' pension, the maximum pension payments you can receive each financial year, while the Pension is not in retirement phase, is 10% of your account balance.</p> <p>For more information, see 'Challenger Pension options' on page 7.</p>
Payment indexation	If you choose a fixed rate option and you nominate a dollar amount for your pension payments, you can choose for that amount to increase annually at a fixed percentage rate of up to 5%. For more information, see 'Indexation' on page 8.
Additional investment	You cannot add to your Challenger Pension once it starts; however, you can open a new account (subject to the minimum investment amount of \$10,000). You can use the Fund's cash consolidation facility to combine your superannuation savings before you start a Challenger Pension. For more information, see 'Cash consolidation facility' on page 23.
Withdrawals	<p>You can withdraw a lump sum from the cash option, provided you withdraw at least \$5,000 (although, if you are receiving a 'transition to retirement pension', you must have met another condition of release in order to withdraw any 'preserved amount').</p> <p>Because the fixed rate option is designed to be held until the end of the investment term, if you withdraw early then you must withdraw the entire balance. The amount you withdraw may be less than you invested, and less than you would have received had you held the investment for the complete term. For more information, see 'Withdrawing your Challenger Pension' on page 17.</p>
Switching	<p>You can switch from the cash option to a fixed rate option at any time provided you are investing \$10,000 in the fixed rate option. You can switch from a fixed rate option at the end of the investment term to a different fixed rate option or to a cash option.</p> <p>If you want to switch from a fixed rate option before the end of the investment term, this will be treated as an early withdrawal from the fixed rate option (see 'Withdrawing early from a fixed rate option' on page 17).</p>
Electing a reversionary beneficiary	When you invest in a Challenger Pension, you can choose for your pension payments to continue to be made to your reversionary beneficiary if you die before you have drawn your full account balance. You cannot change this election once your pension starts. For more information, see 'Electing a reversionary beneficiary' on page 9.
Nominating beneficiaries	<p>Alternatively, you can make a binding non-lapsing nomination. If you wish to do so, you can complete the separate 'Binding (non-lapsing) beneficiary nomination' form.</p> <p>For more information, see 'Nominating a beneficiary' on page 9.</p>

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Guaranteed Allocated Pension

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Benefits of the Challenger Pension

The benefits of the Challenger Pension are set out below. The benefits must be considered along with the risks, which are on the next page.

Market protection

Challenger Life offers a guaranteed rate of return on your investment. By contrast, the value of many other pension investments fluctuates with market volatility, making it more difficult for you to plan for your retirement. Negative investment returns could mean that your retirement savings do not last as long as you anticipated. Challenger Pension can provide you with the comfort of knowing you will receive a certain investment return, regardless of how markets perform. You will not bear the market risk in relation to how your pension is invested. Challenger Life bears the market risk, as it guarantees the rate of return on your investment. For more information, see 'How we invest your money' on page 14.

Indexation

If you invest in a fixed rate option and you choose to receive pension payments of a nominated dollar amount, you can also choose to have those payments indexed each year by a fixed percentage of up to 5%. Choosing indexation will increase your pension payments each year, which means that you will be drawing more from your account each year. For more information, see 'Indexation' on page 8.

Liquidity

You can choose to withdraw a lump sum payment from the cash option at any time (subject to a minimum withdrawal of \$5,000), unless you have started a transition to retirement pension and need to access preserved monies but not yet met another condition of release (see page 8). If you want to withdraw from a fixed rate option before the end of your investment term, you will have to take the full withdrawal value of your investment from that option. The withdrawal value may be less than you invested, even after taking into account the pension payments that have been made. For more information, see 'Withdrawal risk' on the next page.

You pay us no fees

We do not receive any fees from your account or from your investment return; however, you can agree to the payment of fees for financial advice and other services. You do not have to pay those fees unless you want to. For more information, see 'Fees and other costs' on page 10.

Low risk investment

Challenger Pension has the following standard risk measure profile, for both investment options. This is based on industry guidance, to enable you to compare different superannuation investment options.

Risk band	Risk label	Estimated number of negative annual returns over any 20-year period
1	Very low	Less than 0.5

Additional information about the standard risk measure is available on the Guaranteed Allocated Pension page at www.challenger.com.au.

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Risks of the Challenger Pension

Challenger Pension is a low risk investment; however, all investments carry some risk. It is important to consider the following:

- The amount of superannuation savings may not be enough to provide adequately for your retirement.
- Superannuation laws as well as tax and social security laws may change in the future, which can impact your personal circumstances.
- Different strategies may carry different levels of risk depending on the assets that make up the strategy. Assets with the highest long-term returns may also carry the highest level of short-term risk.

The appropriate level of risk for you will depend on factors such as your age, financial goals, investment timeframe, where other parts of your wealth are invested, and your risk tolerance.

Listed below are some key risks that you should take into account when deciding whether to buy a Challenger Pension.

Withdrawal risk

This is the risk that, if you withdraw from a Challenger Pension fixed rate option before the end of the investment term, you may receive back less money than you invested in it and less than you would have received had you held the investment for the full term. For more information, see 'Withdrawing your Challenger Pension' on page 17.

Counterparty risk

This is the risk that Challenger Life becomes unable to meet its commitments to us under the life policy through which your investment is held. Under the policy, Challenger Life guarantees the repayment of the balance of your account, which includes all amounts invested, less pension payments, plus all investment return credited to your account (which is also guaranteed by Challenger Life, subject to any early withdrawal adjustment). Your investment in a Challenger Pension will therefore depend on Challenger Life's ability to meet those guarantees. Challenger Life is subject to detailed legislative and regulatory requirements that are designed to ensure that it can meet its commitments. It is regulated under the Life Insurance Act 1995 (Cth) (which governs the provision of life insurance in Australia) and the prudential standards made under it, which prescribe minimum capital and solvency requirements for Challenger Life. The Australian Prudential Regulation Authority (APRA) actively supervises Challenger Life's compliance with these requirements. Even so, unforeseen and extreme circumstances that may impact its ability to meet this guarantee can never be completely ruled out. For more information, see 'How we invest your money' on page 14.

Inflation risk

This is the risk that the real value of your pension payments may reduce over time as a result of inflation.

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Challenger Pension options

Investment options

Challenger Pension offers a fixed rate investment option and a cash investment option (offering a rate of return fixed for seven days). You can choose to invest in multiple options, provided the investment is at least \$10,000 per option. If you do not choose an option, your money will be invested in the cash option. We can change or add to these options at any time. You can switch all or part of your investment in the cash option to a fixed rate option at any time. You can switch all or part of your investment in a fixed rate option to the cash option at the end of the investment term. If you would like to switch, talk to your financial adviser or our Investor Services team on 13 35 66 for a quote. If you wish to switch from a fixed rate option to the cash option before the end of the investment term, this will be treated as an early withdrawal from the fixed rate option (see 'Withdrawal risk' on page 6).

Guaranteed Fixed Rate option

You can choose to invest in a fixed rate option for an investment term of between one and 10 years (in whole years). You can choose to invest in multiple different terms, subject to a minimum investment of \$10,000 in each term. For each term you choose, your investment return will be fixed at the rate that applies to that term at the time you invest in that option or as set out in a valid quote. Your investment return is calculated daily based on your account balance and credited monthly in arrears. You can find out the rate for your chosen term by asking for a quote from your financial adviser or our Investor Services team on 13 35 66. You can withdraw from a fixed rate option before the end of the investment term; however, because the investment is designed to be held for its entire term, if you withdraw early, you may receive back less than you invested or less than you would have received had you held the investment for the entire term (see 'Withdrawing your Challenger Pension' on page 17).

When you invest in a fixed rate option, we will contact you before the end of your term, in writing, to offer you the option to reinvest for a further term at the fixed rate that applies at that time. If you do not respond to our letter, we will reinvest your money in a fixed rate option for a further term. That further term will be the same period as the term that has ended; however, the rate you receive will be the rate that applies at the time of the reinvestment. Alternatively, you can choose to invest your balance in the cash option, or withdraw it and roll it over to another superannuation product, or (if eligible) withdraw it as a lump sum.

Guaranteed Cash option

If you invest in the cash option, your investment return will be fixed at the applicable weekly rate. The return will be credited to your account daily, and is calculated by multiplying the daily equivalent of the applicable weekly rate to your account balance each day. Challenger Life sets the rate each Monday and that rate is effective for seven days. Challenger Life guarantees that the rate for the cash option will not fall below a minimum rate that is equal to the 180-day moving average of the 180-day bank bill rate on a monthly equivalent basis (expressed as a percentage per annum to two decimal points) less 2%. We do not advise you of the applicable rate each week. You can find out the current rate by asking for a quote from your financial adviser or our Investor Services team on 13 35 66.

Pension payment frequency

You can choose to have your pension payments paid monthly, quarterly, half-yearly or yearly. Your pension payments are made to your nominated bank account at the end of each payment period. If you do not make a selection, the default payment frequency is monthly.

Pension payment amounts

You can choose to receive a pension of a nominated dollar amount, provided that amount represents the proportion of your account balance that is at least the Government's minimum legislated percentage for your age (see the following table) and, in the case of a transition to retirement pension that is not in retirement phase (see page 8), the maximum of 10%. Or you can choose to receive the Government minimum (and the dollar amount you receive will vary each financial year with your age and account balance).

Age at commencement and then each 1 July thereafter	Minimum amount for the financial year
Under 65	4%
65-74	5%
75-79	6%
80-84	7%
85-89	9%
90-94	11%
95 or more	14%

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If you do not nominate a pension payment amount, we will pay you the Government minimum. Where you start a Challenger Pension part way through a financial year, your minimum pension amount will reduce, on a pro-rata basis, based on the number of days remaining in the financial year. If you start your Challenger Pension part way through a financial year, you may receive a payment on or around 30 June to comply with Government requirements, although, if you start a Challenger Pension on or after 1 June but before 1 July, no payment is required to be made in that financial year.

Indexation

If you choose to invest in a fixed rate option and you choose to receive pension payments of a nominated dollar amount, you can also choose to have your pension payments indexed annually by a fixed percentage of up to 5%. The increase will be applied to the first payment on or after 1 July each year.

Cash consolidation facility

You can roll over or transfer multiple superannuation investments and/or make contributions to the Fund prior to your Challenger Pension payments starting (provided you meet the Government's superannuation contribution requirements). If you elect to roll over or transfer multiple superannuation investments and/or make multiple contributions to the Fund in order to invest in the Challenger Pension, you are electing to use the Fund's cash consolidation facility. For more information, see 'Cash consolidation facility' on page 23.

Transition to retirement

Government regulations allow investors, who have reached their preservation age, the ability to invest their preserved superannuation savings into a transition to retirement pension. Each financial year, a transition to retirement pension that is not in retirement phase can only pay a maximum pension of 10% of your account balance as at 1 July (or the opening balance if starting during the financial year).

Your transition to retirement pension will be an income stream in retirement phase and be subject to the relevant tax and superannuation laws that apply to that pension type, if you turn 65, or notify us in writing that you have met another relevant condition of release, such as permanent retirement from the workforce. A maximum pension payment of 10% of your account balance does not apply to an income stream in retirement phase; however, minimum pension payments, based on your age, still apply (see page 7).

Your preservation age is set by the Government and will depend on when you are born, as set out in the table below.

Date of birth	Preservation age
Before 1 July 1960	55
1 July 1960 to 30 June 1961	56
1 July 1961 to 30 June 1962	57
1 July 1962 to 30 June 1963	58
1 July 1963 to 30 June 1964	59
After 30 June 1964	60

Under a transition to retirement pension, you can only withdraw any preserved amount from the Fund if you roll over the investment to another superannuation product, if you need to meet certain tax, superannuation or family law obligations, or if you meet another condition of release under superannuation law. Conditions of release include:

- permanent retirement from the workforce on or after reaching your preservation age;
- ceasing an employment arrangement after turning age 60;
- turning age 65;
- permanent incapacity;

You should talk to your financial adviser if you wish to withdraw your transition to retirement pension.

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Electing a reversionary beneficiary

When you invest in a Challenger Pension, you can elect your dependant as a reversionary beneficiary, and if you die with a remaining account balance, we will pay your pension to them (as long as they are a dependant at that time). If you start a transition to retirement pension and you die with a remaining account balance, your reversionary beneficiary can only have your payments continue to be made to them if they have met a condition of release (see page 8). For more information see 'Death benefits' on page 20. You cannot change this election once your pension starts. A dependant includes your spouse, which is currently defined in law as a person (whether of the same or the opposite sex) with whom you are in a relationship that is:

- legally registered as a marriage or under State or Territory law as a civil union; or
- a de facto relationship (meaning that although you are not legally married, you live together on a genuine domestic basis as a couple).

A dependant also includes:

- your child (including a stepchild or adopted child);
- someone who is financially dependent on you (which means you contribute necessary financial support to maintain that person);
- someone in an interdependency relationship with you (this is a close personal relationship between two people who live together where one or both provides for the financial, domestic and personal support of the other (or who would meet these conditions except they are temporarily living apart due to a physical, intellectual, psychiatric or other disability)).

If your dependant is your child, we can only make pension payments to them while they are:

- under the age of 18;
- between the age of 18 and 24 and financially dependent on you; or
- disabled within the meaning of s8(1) of the Disability Services Act 1986.

If they do not meet these conditions, we will pay them the withdrawal value as a lump sum instead.

Nominating a beneficiary

If you want to nominate your dependant (or dependants) or your legal personal representative to receive your remaining benefits if you die without a reversionary beneficiary and you want us to be bound by that decision, you must complete and send to us the 'Binding (non-lapsing) beneficiary nomination' form accompanying this PDS. The form is also available on our website, www.challenger.com.au, or by calling our Investor Services Team on 13 35 66.

We can only agree to pay a dependant or your legal personal representative (on behalf of your estate), as validly nominated by you on the 'Binding (non-lapsing) beneficiary nomination' form. A binding non-lapsing nomination will cancel all previous nominations; however, it will cease to be valid if we become aware that following the nomination you were married or separated, entered a de facto relationship or had a child with a person other than your spouse. A new binding nomination is subject to the terms set out in the relevant form.

If you would like to make a non-binding nomination, please contact our Investor Services team on 13 35 66.

5 Fees and other costs

Did you know?

Small differences in both investment performances 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.

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.moneysmart.gov.au has a superannuation fee calculator to help you check out different fee options.

There are no fees or charges payable to us, although you can agree to the payment of fees for financial advice and other services, as set out in this section. The following template can be used to compare the fees and costs associated with investing in a Challenger Pension with other superannuation products. Tax information is set out on page 19 of this PDS. You should read all the information about fees and other costs because it is important to understand their impact on your investment.

Challenger Pension Guaranteed Fixed Rate and Guaranteed Cash options

Type of fee	Amount	How and when paid
Investment fee	Nil	N/A
Administration fee	Nil	N/A
Buy-sell spread	Nil	N/A
Switching fee	Nil	N/A
Exit fee	Nil	N/A
Advice fees	Nil	N/A
Other fees and costs	Nil	N/A
Indirect cost ratio	Nil	N/A

For the definition of these fees, see pages 12-13.

Example of annual fees and costs

This table gives an example of how the fees and costs for this product can affect your superannuation investment over a one-year period. You should use this table to compare this product with other superannuation products.

Example – fixed rate option and cash option	Amount	Balance of \$50,000
Investment fees	Nil	For every \$50,000 you have in each investment option, you will be charged \$0.
PLUS Administration fees	Nil	And , you will be charged \$0 in administration fees regardless of your balance.
PLUS Indirect costs for the product	Nil	And , indirect costs of \$0 each year will be deducted from your investment.
EQUALS Cost of product	Nil	Regardless of your balance you will be charged fees of \$0 for investing in this product.

Note that although there are no withdrawal or switching fees, a withdrawal value is payable on a withdrawal from a fixed rate option before the end of the investment term. Because of the way the withdrawal value is calculated, this means you may get back less than you invested, even after taking into account pension payments made to you (see 'Withdrawal risk' on page 6).

Additional explanation of fees and costs

If you use the cash consolidation facility, Challenger Life may be required to deduct tax from contributions, on behalf of the Australian Taxation Office (ATO). For more information, see 'Cash consolidation facility' on page 23. Any tax benefit received by Challenger Life is not passed on to you in the form of a reduced fee or cost.

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Adviser service fee

You can authorise the payment of fees for services provided by your financial adviser. These services include services provided to you by your financial adviser and for your adviser facilitating the issue of the Challenger Pension. Where you authorise the payment of these fees, Challenger Life will pay those fees to the Australian Financial Services Licensee responsible for supervising your financial adviser (or your financial adviser directly if they are the licensee). You do not have to authorise or consent to the payment of these fees if you choose not to. You can give instructions that the fees (if any) as outlined in the table below be paid.

Investment option	Maximum fee payable per \$10,000 invested (including GST)
Cash	\$0
1 year fixed	\$55
2 year fixed	\$110
3 year fixed	\$165
4-10 year fixed	\$220

For example, you invest \$10,000 in a 3-year fixed rate option and agree to pay your adviser the maximum fee payable, which is \$165.

Challenger Life will pay \$165 to your adviser and this will reduce the fixed rate you will receive on your investment. The dollar amount of any fee and the guaranteed rate you will receive on your investment will be shown on your quote. If you have not received a quote, contact your adviser and request one. The amount of any upfront adviser service fee that Challenger Life pays will also be shown on the investment confirmation you receive when you buy the Challenger Pension.

If, at the end of the investment term, your remaining balance is reinvested for a further fixed term (either because you have chosen to reinvest it or by default because you have not provided us with an investment direction when requested), Challenger Life will again pay the adviser service fee (calculated by reference to the remaining balance and further investment term) unless you have cancelled Challenger Life's authorisation by telling us. If you withdraw from a fixed rate option before the end of the investment term, we may require that all or part of the service fee is repaid to us (by your financial adviser). This is because the adviser service fee and the fixed rate are calculated on the basis that the investment is held for its term.

Changes to fees and costs

Under the terms of the Trust Deed that governs your investment in a Challenger Pension, we can change the fees and costs associated with your investment without your consent. If we increase the fees, we will provide you with at least 30 days' notice.

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Defined fees

Type of fee or cost	Definition
Activity fees	<p>A fee is an activity fee if:</p> <ul style="list-style-type: none"> a) the fee relates to costs incurred by the trustee, the trustees of the superannuation entity that are directly related to an activity of the trustee, or the trustees: <ul style="list-style-type: none"> (i) that is engaged in at the request, or with the consent, of a member; or (ii) that relates to a member and is required by law; and b) those costs are not otherwise charged as an administration fee, an investment fee, a buy sell spread, a switching fee, an exit fee, an advice fee or an insurance fee.
Administration fees	<p>An administration fee is a fee that relates to the administration or operation of the superannuation entity and includes costs that relate to that administration or operation, other than:</p> <ul style="list-style-type: none"> a) borrowing costs; b) indirect costs that are not paid out of the superannuation entity that the trustee has elected in writing will be treated as indirect costs and not fees, incurred by the trustee (or the trustees) of the entity or in an interposed vehicle or derivative financial product; and c) costs that are otherwise charged as an investment fee, a buy-sell spread, a switching fee, an advice fee or an insurance fee.
Advice fees	<p>A fee is an advice fee if:</p> <ul style="list-style-type: none"> a) the fee relates directly to costs incurred by the trustee, or the trustees, of the superannuation entity because of the provision of financial product advice to a member by: <ul style="list-style-type: none"> (i) a trustee of the entity; or (ii) another person acting as an employee of, or under an arrangement with, the trustee, or the trustees of the entity; and b) those costs are not otherwise charged as an administration fee, an investment fee, a switching fee, an exit fee, an activity fee or an insurance fee.
Buy sell spreads	<p>A buy sell spread is a fee to recover transaction costs incurred by the trustee, or the trustees of the superannuation entity in relation to the sale and purchase of assets of the entity.</p>
Exit fees	<p>An exit fee is a fee to recover the costs of disposing of all or part of members' interests in the superannuation entity.</p>
Indirect cost ratio	<p>The indirect cost ratio (ICR), for a MySuper product or an investment option offered by a superannuation entity, is the ratio of the total of the indirect costs for the MySuper product or investment option, to the total average net assets of the superannuation entity attributed to the MySuper product or investment option. Note: A fee deducted from a member's account or paid out of the superannuation entity is not an indirect cost.</p>

Challenger Guaranteed Allocated Pension

Type of fee or cost	Definition
Insurance fee	<p>A fee is an insurance fee if:</p> <ul style="list-style-type: none"> a) the fee relates directly to either or both of the following: <ul style="list-style-type: none"> (i) insurance premiums paid by the trustee, or the trustees, of a superannuation entity in relation to a member or members of the entity; (ii) costs incurred by the trustee, or the trustees, of a superannuation entity in relation to the provision of insurance for a member or members of the entity; and b) the fee does not relate to any part of a premium paid or cost incurred in relation to a life policy or a contract of insurance that relates to a benefit to the member that is based on the performance of an investment rather than the realisation of a risk; and c) the premiums and costs to which the fee relates are not otherwise charged as an administration fee, an investment fee, a switching fee, an exit fee, an activity fee or an advice fee.
Investment fees	<p>An investment fee is a fee that relates to the investment of the assets of a superannuation entity and includes:</p> <ul style="list-style-type: none"> a) fees in payment for the exercise of care and expertise in the investment of those assets (including performance fees); and b) costs that relate to the investment of assets of the entity, other than: <ul style="list-style-type: none"> (i) borrowing costs; and (ii) indirect costs that are not paid out of the superannuation entity that the trustee has elected in writing will be treated as indirect costs and not fees, incurred by the trustee [OR the trustees] of the entity or in an interposed vehicle or derivative financial product; and (iii) costs that are otherwise charged as an administration fee, a buy-sell spread, a switching fee, an exit fee, an activity fee, an advice fee or an insurance fee.
Switching fees	<p>A switching fee for a superannuation product other than a MySuper product, is a fee to recover the costs of switching all or part of a member's interest in the superannuation entity from one investment option or product in the entity to another.</p>

Challenger Guaranteed Allocated Pension

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How we invest your money

When you invest in a Challenger Pension, your money is invested in a life policy issued by Challenger Life, a life insurance company within the Challenger group of companies. We do not specifically take into account labour standards or environmental, social or ethical considerations when we make this investment.

Challenger Life allocates your money to a fund with money from other Fund members and other investors who have also bought a life policy issued by Challenger Life. Challenger Life adds to this fund from its own money. This is known as a statutory fund and is regulated under the Life Insurance Act. Challenger Life is required to keep the fund at a minimum level needed to meet its guarantees to all investors, including us. If it falls below this level, Challenger Life can be required to top up the fund with its own money. APRA actively supervises this requirement and has extensive powers to intervene to ensure that Challenger Life can meet its guarantees even during volatile or adverse movements in the broader financial markets.

Challenger Limited is a signatory to the Principles of Responsible Investment (PRI) and aims to be a responsible

investor by considering environmental, social and governance (ESG) factors when investing the assets of the statutory fund. In signing up to PRI, Challenger Limited has committed to extending ESG integration activities across its investments, as we recognise that such factors are important factors impacting investment performance over the longer term.

Whilst Challenger Life takes into account ESG considerations when investing the assets of the statutory fund, they do not adhere to any particular set of standards and have no predetermined view as to what constitutes such considerations, or the extent to which they will be taken into account in our investment management practices.

Challenger Life offers two investment options through this policy, which are available to you when you invest in a Challenger Pension. One is a fixed rate option, whereby Challenger Life guarantees to pay you, monthly, the rate determined at the start of your investment, for your chosen investment term of one to 10 years. The other is a cash option, whereby your account will be credited daily with the investment return calculated by reference to a guaranteed rate set weekly by Challenger Life.

When choosing an investment option, you must consider the likely investment return, the risk and your investment timeframe. The following table can help you compare investment options. For more information, see 'Challenger Pension options' on page 7.

	Guaranteed Fixed Rate option	Guaranteed Cash option
Investment objective	To provide a fixed rate of return for a set period of up to 10 years	To provide a stable return
Who should invest	Investors seeking a low risk investment with a fixed return for a known period of time	Investors seeking a low risk investment with a stable return and access to capital
Minimum suggested investment timeframe	For the term you select	No minimum
Risk profile	Very low	Very low

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Starting, managing and withdrawing your Challenger Pension

You can invest in a Challenger Pension by talking to your financial adviser or by calling our Investor Services team on 13 35 66. When you invest, you will receive an investment confirmation setting out the pension payments we will make to your nominated bank account. Your first pension payment will be made at the end of the payment frequency you have chosen. For example, if you choose to be paid monthly, the first payment will be made one month after the start of the Challenger Pension (subject to any part payment being made at the end of a financial year if necessary to meet Government minimum payment requirements, see 'Pension payment amounts' on page 7).

Starting your Challenger Pension

Subject to superannuation laws, we will generally accept investments from you if you wish to invest:

- unrestricted non-preserved superannuation money;
- preserved superannuation money, provided you have reached your preservation age and you are starting a transition to retirement pension;
- other contributions, including personal, employer, spouse contributions, where you are able to make a contribution to the Fund (see page 23) and immediately satisfy a condition of release under superannuation law (see page 8).

If you are investing money from a range of sources, you can use the Fund's cash consolidation facility before starting your pension (see page 23). We may refuse to accept all or part of a contribution without giving any reason, and must not accept contributions contrary to superannuation law.

There is a limit on how much superannuation can be transferred to an income stream in retirement phase known as the 'transfer balance cap'. The cap is \$1.6m for 2017/2018 and subject to indexation. The capital investment amount of an account-based pension will be reported to the ATO and count towards a person's transfer balance cap. This means that the amount you invest in the Challenger Pension will count towards the transfer balance cap. A transition to retirement pension does not count towards the cap unless you turn 65 or notify us that you have met another relevant condition of release, in which case your income stream will be in retirement phase and count towards the cap.

If your income streams exceed the transfer balance cap, you may either roll the excess back to an accumulation superannuation account or commute the excess as a lump sum. You may also be liable for excess transfer balance tax (see "Excess transfer balance tax" on page 20).

If we receive a commutation authority from the ATO in respect of an amount in excess of your transfer balance cap, the amount must be withdrawn from the Challenger Pension within 60 days of when the commutation authority was issued. If we are unable to contact you within the 60 day period to consult on rollover or payment instructions, we will transfer your benefit to an approved eligible rollover fund and notify you of this. Amounts withdrawn from the Challenger Pension under these circumstances will be treated as a voluntary withdrawal (see "Withdrawing your Challenger Pension on page 17).

For further information on the transfer balance cap please refer to the ATO website (ATO.gov.au) or speak to your financial adviser regarding your individual circumstances.

How to invest

You should read this PDS before deciding to invest in a Challenger Pension. You should also get a quote. Contact your financial adviser or our Investor Services team on 13 35 66 for an obligation-free quote. The rates we offer are reviewed and updated regularly to reflect market conditions. Your quote will generally be valid for 14 days from the date on which we provide it. If you do not provide your valid quote when you invest, the rate you will receive on your investment will be the rate that applies on the day we process your application.

Your Challenger Pension account will be opened and you will become a member of the Fund once we process your valid application and the money you invest clears.

A valid application must include:

1. a completed and signed application form;
2. your quote, if you are investing in a fixed rate option;
3. the identity verification documents (outlined in the application form);
4. your investment of at least \$10,000 (see below for ways to pay); and
5. adequate rollover information, if rolling over existing superannuation benefits.

If your valid application is received in our Sydney office before 3pm Sydney time on a NSW business day (the cut-off time), your application will generally be processed on that day. If your application and money are received after the cut-off time, or on a non-business day, your application will generally be processed on the next NSW business day. If you are rolling over money from a range of sources before starting your pension, we will hold the money in the cash consolidation facility until all rollovers are received, before starting to pay your pension.

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Ways to pay

You can invest in a Challenger Pension by rolling over your existing superannuation investments. Simply send us a complete rollover/transfer request, available on our website, www.challenger.com.au, and the rollover can usually be done electronically.

You can also invest by direct debit, or by sending us a cheque.

Direct debit: You can arrange for the money to be debited from your bank account by completing the direct debit facility section of the application form. All direct debits are subject to the Direct Debit Request Service Agreement attached to the application form.

Cheque: You can invest by cheque by making the cheque payable to 'Challenger Retirement and Investment Services Limited <insert the name of the investor>' and attaching it to the application form.

Managing your Challenger Pension

Information you will receive about your Challenger Pension

When you invest, you will be sent an investment confirmation for each investment option that outlines the terms of your Challenger Pension. We will also send you a Centrelink schedule for social security purposes. You should read these documents carefully and contact your financial adviser or our Investor Services team on 13 35 66 if you have any questions.

Whilst we take all care in producing your investment confirmation and other investment documentation, we reserve the right to correct the documentation if we make an administrative error.

Each year, you will receive an annual statement with details of your Challenger Pension, including payments made over the period, and the investment return credited to your account. You will receive a statement for each investment option your money is invested in. If payments were made to you before you turned age 60, you will also be sent a Pay As You Go (PAYG) payment summary and tax information to assist you in completing your annual tax return.

When you invest, we will also send you details on how to access InvestorOnline, a secure online service that provides access to up-to-date information about your Challenger Pension, including recent payments and annual statements. InvestorOnline is available 24 hours a day, seven days a week.

An Annual Report of the Fund is available at www.challenger.com.au by 31 December each year. If you would like us to send you a copy of the Annual Report, please call our Investor Services team and we will provide it free of charge.

Making changes to your Challenger Pension

You can't make additional contributions to your Challenger Pension once it has started, but you can buy a new Challenger Pension on separate terms. You cannot make changes to the payments you receive from a fixed rate option after that investment has been made; however, you can change the frequency and payment amount you receive from the cash option, subject to meeting the Government minimum payment amounts.

Switching investment options

You can switch all or part of your investment in the cash option to a fixed rate option at any time, subject to the minimum investment amount of \$10,000 per option.

You can switch all or part of your investment from a fixed rate option to the cash option at the end of your selected investment term. However, if you wish to change to the cash option before the end of your selected investment term, this will be treated as an early withdrawal from the fixed rate option and the withdrawal value will apply. For more information, see 'Withdrawing your Challenger Pension' on page 17.

Keeping us informed

It is important that we have your correct contact details so that we can communicate with you and provide you with important information.

You can telephone our Investor Services team on 13 35 66 to update your contact details or to make enquiries (including about your personal information).

All other instructions should be made in writing and sent to us at:

Challenger Retirement and Investment Services Limited
GPO Box 3698
Sydney NSW 2001

When writing to us, please:

- quote your client or account number;
- state the full name in which your investment is held;
- clearly set out your request;
- provide us with a contact name and daytime telephone number; and
- ensure that the request is signed and dated.

Some changes also require additional supporting documentation (such as a change of name request, where we require a certified copy of the marriage certificate or deed poll). We will only change your nominated bank account if we receive an original, signed and dated, written request.

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On maturity

The maturity date for a fixed rate investment option is the last day of its term. We will write to you at least 28 days before the maturity date and seek your instructions to:

- reinvest the balance of that option for a further term;
- reinvest the balance of that option into the cash option;
- have the balance of that option paid to you as a lump sum¹; or
- roll over the balance of that option to another superannuation entity.

The fixed rate that will apply if you choose to reinvest for a further term is the Challenger Life rate that applies at that time. We may increase the amount of your pension payments to ensure that they continue to meet the Government's minimum payment standards.

Where you do not instruct us to do anything with the remaining balance before the end of the term, we will automatically reinvest it in a fixed rate option for the same investment term, and the rate prevailing at the maturity date will apply to that investment.

If your balance is reinvested for a further term and you have directed Challenger Life to pay an adviser service fee, Challenger Life will again pay that fee (calculated by reference to the remaining balance and further investment term) unless you have cancelled Challenger Life's authorisation by telling us.

Withdrawing your Challenger Pension

If you started a transition to retirement pension, you must meet another relevant condition of release in order to withdraw.

Subject to this, you can withdraw all or part of your investment in the cash option at any time. The minimum withdrawal amount is \$5,000 or the balance in the cash option if below the minimum withdrawal amount. The amount payable on withdrawal will be equal to the amount you have requested, or the balance of your cash option (as appropriate), less any applicable taxes, duties and charges.

You can withdraw from a fixed rate option at the end of its term. You must withdraw the full balance of that investment option, less any applicable taxes, duties and charges.

You can withdraw from a fixed rate option before the end of the term; however, because the fixed rate option is designed to be held for the term you choose, we will calculate a withdrawal value for your investment that reflects prevailing market conditions at the time of withdrawal.

Withdrawing early from a fixed rate option

The withdrawal value of your investment is the value of future projected payments remaining for the entire investment term, discounted to reflect that the payments will be made prior to the scheduled payment dates (the 'present value'). The discount rate will vary depending on movements in interest rates between the time you purchase the pension and the time the withdrawal is requested.

To calculate the withdrawal value, we will work out the present value of all the payments that you would have received from the date of calculation to the end of the investment term. This can involve a significant discount in some circumstances, and may result in the withdrawal value being less than the amount you invested. The calculation is as follows.

1. We calculate the present value of your maturity balance to reflect the fact that the payment will be made earlier than the maturity date.
2. We calculate the present value of each of the future pension payments you would have received during the remainder of the investment term (to reflect their early payment).
3. Then we add together the present value of your maturity balance and all future payments (as calculated in steps 1 and 2).

The combined total in step 3 is your **withdrawal value**.

This payment is guaranteed by Challenger Life under the life policy through which your investment is held. This means that the calculation is subject to a minimum level of any withdrawal value, prescribed under the Life Insurance Act and prudential standards enforced by APRA. We will always provide a withdrawal value equal to or greater than this minimum level.

The withdrawal value may be less than the amount you invested, even after taking into account payments you have already received. The calculation method of the present value is impacted by changing rates, which means it is only possible to determine the withdrawal value at the time of withdrawal. We set out an example below, which is only for illustrative purposes. Actual outcomes will depend on factors such as inflation and prevailing rates.

¹ This option is not available for transition to retirement pensions that are not in retirement phase.

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Withdrawal example:

You invest \$100,000 in a fixed rate option for five years with a rate equal to 3.00%². You choose to receive fixed monthly payments of \$500 (assuming no tax is required to be deducted). If you want to withdraw from the option at the end of the third year of it starting (having already received pension payments of \$18,000), an estimate of its withdrawal value is set out in the following table.

Change in applicable rates (between the time you invested and the time of withdrawal)	Estimated withdrawal value
No change	\$86,634
Decreased by 1%	\$88,122
Increased by 1%	\$85,187

Requesting withdrawal

If you want to withdraw, contact your financial adviser or our Investor Services team on 13 35 66 for your withdrawal value. If requested, we will send you a letter with your withdrawal value as at the date of that request, along with a withdrawal form for you to complete and return to us. If you withdraw from a fixed rate option and that is the only option you are invested in, your account will close and you will no longer be a member of the Fund.

The withdrawal value of your investment on the day we make the payment may vary from the withdrawal value stated in the letter we send you. To minimise any variation, we will generally pay the withdrawal value within five business days of receiving all required documentation.

Withdrawal following death

If you die before the end of the investment term, and your pension payments continue to be made to your reversionary beneficiary, a withdrawal value can be calculated to enable the payments to be converted to a lump sum payment.

If you die during the investment term, there may be a period of time between death and payment of the death benefit. Where this occurs, the pension payments that you would have received during that period (had you been alive) will be suspended, earning interest at the Reserve Bank of Australia official cash rate, until the withdrawal value is calculated following the steps on page 17. Those suspended payments (plus the interest earned) will be added to the combined total in step 3 to calculate the withdrawal value, which we can pay as a lump sum or pension payments.

The withdrawal value on death will generally be greater than the withdrawal value if you yourself choose to withdraw before the maturity date, as the present value may be calculated more favourably, in recognition that withdrawal was not a voluntary withdrawal by the investor.

We will only pay withdrawals to a nominated bank account, or by cheque payable to an eligible beneficiary or estate. We will not make payments to any other third party.

² Based on the rate applicable at 22 June 2017, and assumes no adviser service fees have been deducted. If you have chosen to pay an adviser service fee, the rate will be lower.

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How the Challenger Pension is taxed

Tax in general

The tax information contained in this PDS is based on our understanding of the tax law as at the date of this document. Any figures quoted are for the 2017/2018 financial year and are subject to change. We are not a registered tax adviser and are not licensed or authorised to provide tax advice, and we recommend you seek professional tax advice for your individual circumstances.

Contributions

If you are able to make a contribution to the Fund (see page 23) prior to starting your pension, you will be using the cash consolidation facility. The money you contribute may be subject to contributions tax. In addition, if you exceed the contribution caps set by the Government, there will be tax consequences. For more information, see 'Cash consolidation facility' on page 23.

Rollovers

Money that is rolled over to the Challenger Pension from within the superannuation system is generally not taxable. However, a rollover from an untaxed source which contains an 'untaxed element' will attract tax at 15% up to the cap amount of the untaxed plan cap.

As with contributions, this tax is deducted from the rollover amount and remitted to the ATO by Challenger Life. Amounts in excess of the cap amount are taxed at the highest marginal tax rate (plus the applicable Government levies) and are payable by the fund rolling out the money. An investment in a Challenger Pension with a rollover of a superannuation benefit from an untaxed source is invested net of the tax on the rollover.

Fund earnings

The Fund does not pay tax on its investment earnings supporting the Challenger Pension. However, investment earnings supporting a transition to retirement pension not in retirement phase will be taxed at 15%. The investment return that Challenger Life pays to the Fund is after tax.

Pension payments

All pension payments made to you after you turn age 60 are tax free. Generally, pension payments made to you before age 60 will be taxed as follows:

Component	Tax treatment
Tax free	No tax payable
Taxable component – taxed element	Taxed at marginal tax rates plus applicable Government levies, less a 15% pension offset if you have reached your preservation age

Lump sum withdrawals

All lump sum withdrawals made by you after you turn age 60 are tax free. Generally, lump sum withdrawals made before age 60 will be taxed at up to the following rates:

Component	Tax treatment
Tax free	No tax payable
Taxable component – taxed element	Under the preservation age: 20% plus applicable Government levies Preservation age or over: Up to the low rate cap all superannuation withdrawals are tax free. Withdrawals above the low rate cap are taxed at 15% plus applicable Government levies

Tax File Number (TFN)

We are authorised under the Superannuation Industry (Supervision) Act 1993 (Cth) to request your TFN when you invest in a Challenger Pension. You should provide your TFN; however, you do not have to provide it and it is not an offence not to. We may use your TFN, with your consent, when rolling over your superannuation benefits to or from another superannuation product. By providing us with your TFN, you consent to the use of it to validate rollovers and transfers. You can cancel this consent at any time by writing to us.

It is not an offence not to quote your TFN, but if you choose not to quote it:

- we will be unable to accept certain types of contributions;
- additional tax may apply to contributions that we can accept;
- we may be required to deduct tax at the highest marginal rate (plus applicable Government levies) from the taxable component of superannuation benefits you take in cash; and
- it may be harder to find superannuation accounts held in your name.

These consequences may change in the future.

Your TFN will be used for legal purposes only.

These purposes include:

- providing information (including your TFN) to the ATO; and

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- passing your TFN to other superannuation entities regarding the transfer (or rollover) of your benefits (unless you instruct us in writing not to pass on your TFN).

These purposes may change in the future.

Withholding tax

We will withhold from the amount invested or from any payment (including pension payments) any taxes, levies, duties and charges relating to your Challenger Pension where we are required by law to do so. In particular, we may be required to withhold tax from the taxable component of benefits.

Excess transfer balance tax

If you exceed the transfer balance cap, you may receive an assessment from the ATO to pay excess transfer balance tax. The excess transfer balance tax is based on notional earnings related to the excess amount and is determined by a legislative formula.

For further information on the excess transfer balance tax please refer to the ATO website (ATO.gov.au) or speak to your financial adviser regarding your individual circumstances.

Change of law

If, as a result of a change in any tax, superannuation or other applicable law (or for any other reason), we are required to pay any tax, impost, duty, charge or other amount, then we may deduct this from your account.

Death benefits

Death benefits and their tax consequences can be complex. We recommend that you seek financial and tax advice in respect of your own circumstances. The following table refers to a 'dependant' (as defined on page 9) and a tax dependant.

A tax dependant is:

- your spouse or ex-spouse;
- your child (under 18 years of age or otherwise financially dependent on you and includes an adopted child or stepchild);
- someone who is financially dependent on you (i.e. you contribute necessary financial support to maintain that person);
- someone in an interdependency relationship with you (see page 9).

Beneficiary type	Death benefit payment	Taxation treatment of death benefit
Reversionary beneficiary	Your pension payments continue to be made to them if eligible at the time of your death ³ .	Tax free if you or your reversionary beneficiary have reached age 60. Otherwise, the taxable component is taxed at individual marginal tax rates and a 15% tax rebate applies.
Single dependant beneficiary	If the beneficiary is a dependant at the time of your death, we may pay them a lump sum and/or pension payments by starting a new Pension, subject to superannuation law ⁴ .	Lump sum: Tax free if paid to a tax dependant. Otherwise, the taxable component is subject to a maximum of 15% tax plus applicable Government levies. Pension payments: Tax free if you or your beneficiary have reached age 60. Otherwise, the taxable component is taxed at individual marginal tax rates and a 15% tax rebate applies.
Multiple dependant beneficiaries	Dependant beneficiaries receive a lump sum payment.	Tax free if paid to a tax dependant. Otherwise, the taxable component is subject to a maximum of 15% tax plus applicable Government levies.
Estate	Your estate receives a lump sum payment.	Taxable in the hands of the estate. If the estate pays benefits to a tax dependant, they are tax free. If the estate pays benefits to a non-tax dependant, the taxable component of the benefit will be subject to a maximum of 15% tax.

³ If you die and have elected a reversionary beneficiary, the value of the Pension will generally be credited to the reversionary beneficiary's transfer balance account 12 months after reversion. If you start a transition to retirement pension and you die with a remaining account balance, your reversionary beneficiary cannot have your payments continue to be made to them unless they have met a condition of release. If they have not met a condition of release at the time of your death we will pay them a lump sum and/or pension payments by starting a new Pension, subject to superannuation law.

⁴ The pension payments can only be made to your child if they meet certain criteria regarding their dependence (see page 9). If the pension payments are being made to your child who then ceases to meet the relevant criteria, the remaining benefits, which will be tax free, must be withdrawn as a lump sum at that time. Where the Challenger Pension is paid to an eligible dependant as a retirement phase income stream, the value of the Pension will generally be credited to the dependant's transfer balance account.

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Other information

The Challenger Pension and family law

Family law provisions may affect your Challenger Pension if you separate from your spouse. Your investment in the Challenger Pension may be split between you and your ex-spouse.

Under relevant family laws, your spouse can request that we provide them with information about your Challenger Pension. We are prohibited by law from telling you that your spouse has made such a request. We will not provide your spouse with your address or contact details. There may be a fee in respect of requests for information from your spouse; however, this is payable by your spouse and is not payable by you.

You and your ex-spouse can agree to instruct us (or a court can order us) to split your pension payments (and any lump sum payment) made within the investment term. The split does not have to be in equal shares.

Social security

Centrelink and Department of Veterans' Affairs entitlements are determined by two means tests – an assets test and an income test. Challenger Pension is assessed as described in the table below.

Classification	Assets test	Income test
Allocated Pension – Assets tested income stream (long-term) from 1 January 2015	Account balance	Deeming rules apply. Under these rules, an assumption is made that financial investments earn a certain amount of income, regardless of the income they actually earn.

This is general information only, and we recommend you get advice regarding your individual circumstances. Your financial adviser can help answer any questions you may have. Your local Centrelink or Department of Veterans' Affairs office may also be able to assist.

Privacy and personal information

We collect and use personal information to:

- process your application;
- provide and administer your Challenger Pension and send you information;
- improve and personalise our products and services;
- inform you about other products and services that may be useful to you;

- conduct product and market research; and
- comply with our obligations under the law, including in respect of anti-money laundering, financial services, taxation and superannuation laws.

We collect personal information from you and, if relevant, from your financial adviser. We may take steps to verify the information collected. Where you provide us with personal information about someone else (for example, your reversionary, power of attorney or related person including any beneficial owners connected with your investment) you must have their consent to provide their personal information to us and have shown them this 'Privacy and personal information' section of the PDS.

If you choose not to provide some of your personal information to us, the following may apply (depending on the type of information):

- **TFN:** we may have to deduct tax at the highest marginal rate (plus applicable Government levies) from pension payments made to you.
- **Account details:** we may not be able to pay withdrawal proceeds or pension payments to you.
- **Incomplete application:** we may not be able to process your application.
- **Insufficient identity verification documents:** we may not be able to process your application or future withdrawal requests.

Disclosing your information

We disclose your information to your financial adviser.

In addition, we may disclose information we hold about you:

- if you consent to the disclosure;
- if the disclosure is required or authorised by law;
- to organisations acting on our behalf (for example, sending your statements);
- to the legal personal representative handling the affairs of your estate;
- to professional service firms that provide services to us such as legal and audit services, or data or information services;
- to related companies;
- to electronic identity verification service providers, in order for identity information (about you or related persons connected with your investment) to be verified against relevant government and other databases, for the purpose of complying with anti-money laundering laws;
- to organisations with which we have an association and you are a member (such as National Seniors Australia); or
- otherwise in accordance with our privacy policy.

We do not disclose personal information to recipients in foreign jurisdictions.

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Direct marketing and opting out

From time to time, we or our related companies may contact you to tell you about other products and services that might be useful to you, including financial, superannuation, investment, insurance and funds management products and services. Please tell us if you do not want to receive any of this kind of marketing material; see 'Keeping us informed' on page 16.

Updating, correcting or accessing your information

For how you can correct or update the personal information we hold about you, or your reversionary, or if you would like to request access to it, see 'Keeping us informed' on page 16. If you believe your personal information has been misused and would like to make a complaint, please see the 'Complaints' section on this page for instructions how to do so. Our privacy policy also contains this information as well as further details about our handling of personal information.

You can obtain a copy of our privacy policy at www.challenger.com.au or by contacting our Investor Services team on 13 35 66.

You can obtain a copy of our privacy policy at www.challenger.com.au or by contacting our Investor Services team on 13 35 66.

Cooling-off rights

By law, investors have a cooling-off right. This means you can change your mind about investing in a Challenger Pension and ask for your money to be repaid. The cooling-off right must be exercised within 14 days from the earlier of:

- when you receive confirmation that your Challenger Pension has started; or
- the end of the fifth business day after the day you invested.

If you wish to exercise your cooling-off right, we must receive your written instructions before the expiry of the 14-day cooling-off period. These should be sent to:

Challenger Retirement and Investment Services Limited
GPO Box 3698
Sydney NSW 2001

If you invested with money rolled over within the superannuation system, your money must be rolled over to another super fund nominated by you.

Tax may need to be deducted from your refund. If you have any questions about cooling-off rights, please contact your financial adviser or our Investor Services team on 13 35 66.

Unclaimed monies

In accordance with relevant laws, we may pay your investment as unclaimed monies to the ATO if required. Unclaimed monies are amounts payable to you where:

- you have reached the eligibility age under relevant laws (currently 65 years);

- we have not received a contribution on your behalf for at least two years; and
- after a period of five years since we last had contact with you, we are unable to contact you after making reasonable efforts.

The rules in relation to unclaimed monies may change from time to time. To claim unclaimed monies to which you are entitled, you should contact the ATO directly.

Changes to the terms of your investment

Subject to relevant laws, we are able to amend the governing rules of the Fund or the terms of your investment to account for changes to tax or other law impacts, or if necessary to comply with any law, ruling or determination of any relevant government authority. We are also entitled to amend the governing rules of the Fund generally, provided the amendment does not affect your accrued rights.

Complaints

As part of our commitment to providing quality service to our clients, we endeavour to resolve all complaints quickly and fairly. Our policy is to acknowledge any complaint within five business days of receiving it and investigate, properly consider and decide what action (if any) to take and to communicate our decision to you within 45 days (or 30 days in relation to privacy complaints). If you have a particular complaint regarding your Challenger Pension, please do not hesitate to contact us by calling our Investor Services team on 13 35 66 or by writing to:

Complaints Resolution Officer
Challenger Retirement and Investment Services Limited
GPO Box 3698
Sydney NSW 2001

If you are not satisfied with our response or how the complaint has been handled (or if we have not responded within 45 days or 30 days in relation to privacy complaints), you may contact the following external dispute resolution scheme:

The Superannuation Complaints Tribunal
Locked Bag 3060
Melbourne VIC 3001
Tel: 1300 884 114
www.sct.gov.au

Incomplete or rejected application forms

To ensure that your application is processed efficiently, it is important that you:

- complete all sections of the application form;
- provide all required identity verification documents outlined in the application form; and

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- attach a valid quote to the application form if you are investing in a fixed rate option.

We have provided a checklist with the application form to help you to meet these requirements.

If your application form is not complete, we may not be able to proceed until the required information is received. In these situations we may:

- attempt to contact you and/or your financial adviser (if applicable); or
- hold your application money in a non-interest bearing account until we receive the required information.

Money may be held (in a non-interest bearing account) when we receive the funds, and we may return your money to the rollover institution from which the money was received.

Your Challenger Pension will start on the day that all outstanding information is received by us (or the next NSW business day if received after 3pm or on a non-business day in NSW), and you will receive the Challenger Life rates applicable at that time. We can accept or reject any application and are not required to give any reason for a refusal.

Customer identification program

In accordance with Anti-Money Laundering and Counter-Terrorism Financing legislation, we need verification of your identity before the Challenger Pension can start.

If you are investing via a financial adviser, they will be required to get identity verification documents from you prior to lodging your application.

To do this, your financial adviser will need to see original or certified copies of your identity verification documents and take a copy of them. Your financial adviser will then send us copies of your identity verification documents together with your application form. If the application form is signed under power of attorney, we will also need a certified copy of the power of attorney and a specimen signature of the attorney.

If you have not provided identity verification documents to a financial adviser, you will be required to provide certified copies of your identity verification documents directly to us.

The application form explains who can certify documents.

We may be required to ask you for additional identity verification documentation and/or information about you or anyone acting on your behalf, either when we are processing your application or at some stage after we issue the Challenger Pension. We may pass any information we collect and hold about you or your Challenger Pension to the relevant government authority in accordance with Anti-Money Laundering and Counter-Terrorism Financing legislation.

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Cash consolidation facility

If you want to invest in a Challenger Pension using money from different sources and/or non-superannuation money, then you can roll over or contribute that money to the Fund and we can wait until we've received all the money before starting your pension. It is important to note that there are certain restrictions on contributing to superannuation, as explained in this section. These restrictions apply to contributions, not rollovers.

If you use the cash consolidation facility to invest in the Challenger Pension, it will not start until we have received all rollovers, transfers and contributions indicated on the application form. If the quote provided with your application form is no longer valid (because it was issued more than 14 days earlier), you will receive the rates applicable at the time we receive all your rollover money. Until this time, money will be held in the Fund, earning the investment return under the cash option.

Fund earnings in the cash consolidation facility are taxed at 15%. Your pension will start once all rollovers and contributions are received.

Who can contribute

Your employer can make compulsory superannuation guarantee contributions at any time; however, when you are aged 65 to 74, additional contributions can only be made if you have been employed (including self-employed) on at least a part-time basis in the relevant financial year. A 'part-time basis' means you have worked for at least 40 hours during a consecutive 30-day period.

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This is set out in the following table.

Your age	Who can contribute
Under 65	Your employer can make compulsory contributions. Anyone can make additional contributions.
65-69	Your employer can make compulsory contributions. Anyone can make additional contributions, provided you have worked on a part-time basis.
70-74	Your employer can make compulsory contributions. You or your employer can make additional contributions, provided you have worked on a part-time basis.
75 and over	Your employer can make compulsory contributions only.

If your income is under \$37,000 p.a., you may be eligible for the Low Income Superannuation Tax Offset from the Government. This offset amount is based on 15% of the concessional contributions paid into superannuation, up to a maximum amount of \$500.

Contributions tax

If you use the cash consolidation facility, money you contribute may be subject to contributions tax. Concessional superannuation contributions are taxed at 15% and include your employer's compulsory superannuation guarantee contributions, additional employer contributions, salary sacrifice contributions and your own personal contributions for which you have claimed a tax deduction. Non-concessional contributions are, generally, member contributions for which no tax deduction has been claimed (including spouse contributions), and are not taxed when contributed to the Fund.

We invest wholly in the life policy issued by Challenger Life, who is responsible for remitting the tax, if any, on contributions to the ATO. Challenger Life will deduct any required tax from the contribution at the time it is invested in the cash option under the cash consolidation facility, such that the amount invested is after the deduction of tax. For individuals with combined income and concessional contributions exceeding \$250,000 p.a., additional tax of up to 15% may be payable. If this applies to you, you will be personally liable for this additional tax.

Contribution caps

Contribution caps are annual limits set by the government and apply to concessional and non-concessional contributions. Excess contributions can attract tax penalties.

Excess contributions

If you contribute an amount to super which exceeds the contribution caps, you may have to pay additional tax. This tax is levied on you personally, and will depend on the type of contribution that exceeded the cap.

Excess contribution type	Tax payable
Concessional contribution	The excess is taxed at the individual's marginal tax rate, plus applicable Government levies, plus an excess concessional contribution charge less any offset.
Non-concessional contribution	Where all the excess and 85% of associated earnings are released to a member, all the associated earnings are taxed at the individual's marginal tax rate plus applicable Government levies less any offset. Otherwise, the excess is generally taxed at the highest marginal tax rate plus applicable Government levies.

Where the excess amount relates to a concessional contribution, it will be included in your assessable income for the corresponding year and taxed at your marginal tax rate (plus applicable Government levies); however, a 15% non-refundable tax offset for the contribution tax already paid will be available. In addition, an excess concessional contribution charge will be payable on the increased amount of your tax liability. You may elect to withdraw up to 85% of the excess amount from your superannuation fund to help pay the tax. When this election is made, the withdrawn amount multiplied by 100/85 will not count towards the non-concessional contributions limit.

Where the excess amount relates to a non-concessional contribution, you will receive an excess non-concessional contributions determination from the ATO.

You can choose to release all of your excess non-concessional contributions and 85% of the associated earnings from your super fund. The total amount of your associated earnings will be included in your assessable income and taxed at your marginal tax rate (plus applicable Government levies) and you will receive a 15% non-refundable tax offset to allow for the tax paid by your fund.

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If you choose not to release your excess non-concessional contributions from your super fund, the excess amount will be taxed at the highest marginal tax rate (plus applicable Government levies). You will receive a compulsory release authority with your assessment which must be given to your super fund to pay the amount of the assessment.

No Tax File Number

If we do not have your TFN we cannot accept member contributions.

A further tax applies to employer contributions or personal contributions for which a tax deduction has not been claimed, if you do not provide us with your TFN.

This tax is deducted where an individual has not quoted their TFN to the Fund by 30 June in the year the contribution is made. This tax may also be deducted on transfers or withdrawals from the Fund where no TFN has been received.

Where you provide your TFN to the Fund within three years, following the year the tax was deducted, you may be entitled to a credit for this additional tax paid.

The amount is subject to the Fund receiving the credit from the ATO and will generally be applied to your account effective the day it is received from the ATO (or the next NSW business day if it is received after 3pm Sydney time). After three years, the additional tax will not be recoverable. Any interest received from the ATO will be credited to your account.

Tax deductions

You can generally claim a tax deduction for personal contributions made to the Fund if you are aged less than 75. You will need to satisfy criteria including the work test (see "Who can contribute" on page 23) if you are aged 65 to 74 when you make the contribution.

If you intend to claim a tax deduction for your personal contributions, you must indicate this in section 3 of the application form before investing in the Challenger Pension. Once your pension starts, you cannot change your election.

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Guaranteed Allocated Pension

Challenger Guaranteed Allocated Pension Application Form

Before completing the application form, you should ensure you read the information about Challenger's privacy policy in the PDS.

Checklist of forms

Application form

The application form must be fully completed and signed.

If you are investing in a Guaranteed Fixed Rate investment option, **please ensure that you attach a quote with your application**, and we will provide the rate set out in that quote.

If the quote has expired when we receive your money, you will receive the rate applicable on the day we receive your money.

Rollover request

This form should be completed if you wish to transfer (roll over) money from another superannuation fund or consolidate money into one account and you want us to organise the transfer. If you have rollovers coming from more than one super fund, you will need to sign one authority for each transfer (rollover). If you need more forms, you can either photocopy the forms or call our Investor Services team on 13 35 66.

Checklist for lodging your application

Before sending the application, please ensure that the following has been done:

The application form and rollover form (if required) have been completed.

Cheques should be made payable to:

'CRISL Applications Account'

We cannot accept cheques payable to a third party or cheques which have been endorsed.

Lodge your completed application by mail to:

Challenger Retirement Fund

Reply Paid 3698

Sydney NSW 2001

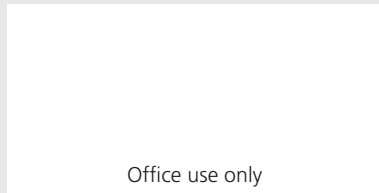
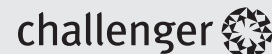
For more information, to get a quote or to find out the current guaranteed fixed rates, please contact your financial adviser or telephone our Investor Services team on 13 35 66.

Challenger Guaranteed Allocated Pension

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Challenger Guaranteed Allocated Pension Application Form (dated 1 October 2017)



Office use only

PLEASE USE BLOCK LETTERS AND BLACK INK TO COMPLETE THIS APPLICATION FORM

1. Investor details

Surname																																
Given name(s)																																
What other names are you known by?																																
Title (Mr/Mrs/Miss/Ms)						Date of birth	/		/				Age			Male			Female													
Telephone (home)											Telephone (work)																					
Mobile																																
Email address																																
Residential address (street address)																																
Suburb/town																State			Postcode													
Country																																
Is this a 'Transition to retirement' pension?	<input type="checkbox"/> Yes																														<input type="checkbox"/> No	

2. Investment details

Note that if you make a contribution and/or roll over benefits from multiple sources, you will be using the cash consolidation facility. See the PDS for details.

2A. Rollover details

Please complete the Rollover/Transfer request form on pages 35-37. If you are transferring more than one superannuation benefit, copy and complete a Rollover/Transfer request form for each institution you are rolling over from (as they require your original signature). You can also find additional forms on our website.

Rollover 1

Name of institution																														
Approximate amount	\$																													

Rollover 2

Name of institution																														
Approximate amount	\$																													

The Challenger Guaranteed Allocated Pension PDS (PDS) dated 1 October 2017 gives information about investing in the Challenger Retirement Fund (RSE Reg. R1055863) (the Fund). Challenger Retirement and Investment Services Limited (ABN 80 115 534 453) (AFSL 295642) (RSE L0001304) (CRISL) is the Trustee of the Fund. Any person who gives another person access to this application form or names them in it must also give the person access to the Challenger Guaranteed Allocated Pension PDS and any supplementary PDS. You should read the PDS before completing this application form.

CRISL or a financial adviser who has provided an electronic copy of the PDS will send you a paper copy of the PDS and any supplementary document and application form free of charge if you so request.





2. Investment details (continued)

2B. Contribution details

Please indicate the type of contribution(s) being made:

Concessional Contributions

- Employer (including employee salary sacrifice)
- Personal deductible

Non-concessional Contributions

- Non-concessional (Personal member contributions)
- Spouse
- Personal Injury Payments*

Contribution amount \$, , .

Contribution amount \$, , .

Other

- CGT retirement exemption
- CGT 15-year exemption

Contribution amount \$, , .

* These are contributions arising from structured settlements or orders for personal injuries.

Please select (✓) the origin and source of funds being invested.

- Income from regular employment – regular and/or bonus Investment income (e.g. rent, dividends, pension) Business income
- One-off payment (e.g. matured investment, court settlement, redundancy, inheritance) Sale of assets (e.g. shares, property)
- Windfall (e.g. gift, lottery winnings) Borrowed funds Government benefits (e.g. family tax benefit)

3. Tax deduction declaration (generally for self-employed persons only)

Please complete this section if you intend to claim an income tax deduction for all or any of your personal contributions.

Tax deductions can only be claimed for certain personal cash contributions.

3A. Is the contribution your own personal cash contribution for which you intend to claim a tax deduction?

- Yes, complete section 3B No, go to section 4.

3B. You should complete this section if you invested 'cash' or non-superannuation monies into the Fund and intend to claim an income tax deduction for any or all of your contribution.

- Amount of this contribution that you intend to claim as a tax deduction \$, , .

4. Declaration of Tax File Number (TFN)

Please note that it is not against the law if you choose not to provide your TFN, but if you do not, additional tax may be payable on benefits and contributions to the Fund and we may not be able to accept certain contributions into the Fund from you or your employer and we may have difficulties facilitating a rollover or transfer.

TFN - -

If you are under 60, you should also complete the Tax file number declaration on page 41. If you do not complete this form, any payments made to you before you turn 60 will generally be taxed at the highest marginal tax rate plus applicable Government levies.

5. Eligibility to commence a Challenger Guaranteed Allocated Pension

- I have reached preservation age and am commencing a pension under the transition to retirement rules
- I have reached preservation age and have permanently retired and do not intend to ever work again 10 hours or more per week
- I am aged 60 to 64 and have ceased a gainful employment arrangement since turning age 60
- I am aged 65 or over
- I am commencing a pension with unrestricted non-preserved benefits
- I have ceased gainful employment due to permanent incapacity





11. Customer identity verification

If you do not have an existing investment with Challenger, you must complete this section. If you are lodging this application through a financial adviser, they are required to provide us with copies of the identity verification documents. If you are not lodging this application through a financial adviser, you are required to provide us with certified copies of the identity verification documents. Please see below for a list of who can certify the documents.

Please provide EITHER A or B

Note: At least one document must show your date of birth.

A. a valid copy of ONE of the following documents:

- Australian driver's licence containing your photograph; or
- Australian passport containing your photograph and signature; or
- A card issued under a State or Territory law containing your photograph and proof of age.

B. OR if one of the above cannot be provided, please provide one document from group 1 and one document from group 2 below:

<p>Group 1 A copy of one of the following documents:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Birth certificate or Australian birth extract; or <input type="checkbox"/> Australian citizenship certificate; or <input type="checkbox"/> Pension or Healthcare card issued by Centrelink or Department of Veterans' Affairs 	<p>Group 2 (The document must contain your full name and current residential address as shown in section 1 of the application form)</p> <p>A copy of one of the following documents issued to you:</p> <ul style="list-style-type: none"> <input type="checkbox"/> A notice or bill issued within the preceding three months from a local government body or utilities provider that records the provision of services to you, e.g.: <ul style="list-style-type: none"> – Council rates notice – Electricity bill – Gas bill – Water rates notice – Telephone bill – Internet services bill <input type="checkbox"/> A letter or notice issued within the preceding 12 months from a Commonwealth or State/Territory government department that records the provision of financial benefits to you, e.g.: <ul style="list-style-type: none"> – Pension Statement – Rent Assistance Statement – Mobility Allowance Statement – Utilities Allowance Statement <input type="checkbox"/> A letter or notice issued to you within the preceding 12 months from the ATO that records a debt or refund payable by or to you, e.g.: <ul style="list-style-type: none"> – Notice of Assessment – Payment reminder <input type="checkbox"/> If residing in a care facility, a notice or invoice issued by that facility within the preceding three months that records the provision of care services to you
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If you are a non-Australian resident and cannot provide A or B, please provide a valid copy of ONE of the following:

- Foreign passport, or similar travel document bearing your signature and photograph
- National identity card issued by a foreign government bearing your signature and photograph; or
- Foreign driver's license that contains your photograph

Please note:

- where documents are required to be certified they must be certified copies of the original;
- documents such as passports, driver's licences and other cards that have an expiry date must not have expired (however, Australian passports that have expired within the preceding two years may be accepted);
- if any document is in a language other than English, then it must be accompanied by an English translation prepared by an accredited translator;
- if any document is in a previous name, then it must be accompanied by evidence of the change of name (e.g. a marriage certificate).



12. Customer identity verification (continued)

How to certify documents

A certified copy is a document that has been certified as a true copy of an original document. To certify a document, take the original document and a photocopy to one of the people listed in the categories below and ask them to certify that the photocopy is a true and correct copy of the original document. That person will need to print their name, date and the capacity in which they are signing (eg postal agent, Justice of the Peace).

Sample wording

I, *[full name]*, a *[category of persons listed below]*, certify that this *[name of document]* is a true and correct copy of the original.

[Signature and date]

Documents in a language other than English must be accompanied by an English translation prepared by an accredited translator.

Who can certify documents?

Financial corporations (bank, building society, credit union)	<ul style="list-style-type: none">• Officer with two or more continuous years of service with one or more financial institutions (for the purposes of the Statutory Declaration Regulations 1993 (Cth))• Finance company officer with two or more continuous years of service with one or more finance companies (for the purposes of the Statutory Declaration Regulations 1993 (Cth))• Officer with, or authorised representative of, a holder of an Australian financial services licence, having two or more continuous years of service with one or more licensees
Post office	<ul style="list-style-type: none">• Permanent employee of the Australian Postal Corporation with two or more years of continuous service who is employed in an office supplying postal services to the public• Agent of the Australian Postal Corporation who is in charge of an office supplying postal services to the public
JP	<ul style="list-style-type: none">• Justice of the Peace
Legal	<ul style="list-style-type: none">• Person who is enrolled on the roll of the Supreme Court of a state or territory, or the High Court of Australia, as a legal practitioner (however described)• Judge of a court• Magistrate• Chief executive officer of a Commonwealth court• Registrar or deputy registrar of a court• Notary public (for the purposes of the Statutory Declaration Regulations 1993 (Cth))• A person authorised as a notary public in a foreign country
Police	<ul style="list-style-type: none">• Australian Police officer
Diplomatic service	<ul style="list-style-type: none">• Australian consular officer• Australian diplomatic officer (within the meaning of the Consular Fees Act 1955 (Cth))
Accountant	<ul style="list-style-type: none">• Member of the Institute of Chartered Accountants in Australia, Certified Practising Accountants (CPA) Australia or the National Institute of Accountants with two or more years of continuous membership

13. Declaration

I declare that:

- all details in this application (including all related documents provided) are true and correct and I indemnify CRISL (ABN 80 115 534 453) (AFSL 295642) against any liabilities whatsoever arising out of it acting on any incorrect or misleading information provided by me in connection with this application or in the future;
- I have received a copy of the current PDS to which this application applies and have read it and acknowledge that my rights and interests in relation to the Fund are governed by the PDS and the Fund's Trust Deed dated 2 September 1993 (as amended from time to time);
- I have legal power to invest in accordance with this application;
- I have received and accepted this offer in Australia;
- the details of my investment can be provided to the adviser group or adviser by the means and in the format that they direct;
- I understand that if I choose not to seek advice, or have not been provided with a Statement of Advice by my adviser, I risk making a financial commitment to an investment that may not be appropriate to me;
- if this application is signed under Power of Attorney, the Power of Attorney declares that he/she has not received notice of revocation of that power (a certified copy of the Power of Attorney should be submitted with this application unless we have already sighted it);
- I have reached preservation age or the superannuation benefits are unrestricted non-preserved superannuation benefits for another reason or I am investing preserved superannuation benefits under a transition to retirement pension. Where I am investing with a personal contribution I am eligible to contribute to superannuation, as described in the PDS.
- I understand that if I am investing in a transition to retirement pension, this investment cannot be withdrawn until I meet necessary conditions of release or if I transfer the investment to another superannuation entity;
- I acknowledge that CRISL may be required to pass on my personal information and/or information about my investment to the relevant Government authority in accordance with Anti-Money Laundering Legislation;
- I acknowledge that where I fail to make an investment selection, all monies will be invested in the Guaranteed Cash option until an alternative investment selection is made;
- I acknowledge and provide my express consent and authorisation to Challenger Life to pay the adviser service fees mentioned in section 9;
- I consent to the use of my tax file number to facilitate rollovers or transfers to or from the Challenger Retirement Fund;
- I acknowledge that CRISL will consent to be bound by any Binding (non-lapsing) beneficiary form I provide in accordance with CRISL procedures;
- I have not claimed a tax deduction, or, if I have, I have not previously given notice under section 290-170 of the Income Tax Assessment Act that I will be claiming a tax deduction in respect of a contribution.

In relation to your personal information:

- I acknowledge that I have read the pages of the PDS containing the information under the heading 'Privacy and personal information'. I am aware that until I inform Challenger Retirement and Investment Services Limited otherwise, I will be taken to have consented to all the uses of my personal information (including marketing) contained under that heading and I have consented to the provision of, and authorised (if applicable) my financial adviser to provide, such personal information to Challenger and its related entities as is required or reasonably deemed necessary by Challenger and its related entities under applicable law and any third party information in this application has been provided with their consent;
- I understand that if I fail to provide any information requested in this application form or do not agree to any of the possible uses or disclosures of my information as detailed in the PDS (except in relation to direct marketing material), my application may not be accepted by Challenger Retirement and Investment Services Limited and I agree to release and indemnify Challenger Retirement and Investment Services Limited in respect of any loss or liability arising from its inability to accept an application due to inadequate or incorrect details having been provided.

Signature of applicant

Date

SPIN codes assigned are: CIT0101AU Challenger Retirement Fund – Allocated Pension

Cheques should be made payable to: CRISL Applications Account.

Send your completed application form to: Challenger Retirement Fund
Reply Paid 3698
Sydney NSW 2001

Financial advisers, please ensure you complete the declaration below.

14. Financial adviser details

By signing this section I declare that:

- the attached documents are true and correct copies of the documents used to satisfy the customer identity verification requirements and I have complied with my obligations under the Anti-Money Laundering and Counter-Terrorism Financing Act 2006.
- I have provided the information requested in the 'Additional information' section (where applicable) and the required identity verification documents/records and understand that payments will be withheld until any additional information required is provided.
- I confirm that the adviser service fees set out in section 10 of this application form have been agreed to by the applicant.

Adviser full name

Adviser group name

Adviser group AFSL No.

Adviser telephone

Signature
(please sign)

Date

Challenger Guaranteed Allocated Pension Rollover/Transfer request



Australian Government

Completing the form *Rollover initiation request to transfer whole balance of superannuation benefits between funds*

By completing this form, you will initiate a rollover request to transfer the **whole** balance of your super benefits between funds. This form can **not** be used to transfer part of the balance of your super benefits.


You can **not** use this form to transfer your benefits to your own self-managed super fund (SMSF). You must use the form *Rollover initiation request to transfer whole balance of superannuation benefits to your self-managed super fund* (NAT 74662).

This form will not change the fund to which your employer pays your contributions. The *Standard choice* form must be used by you to change funds.

BEFORE COMPLETING THIS FORM

- Read the important information below.
- Check that the fund you are transferring your benefits **TO** can accept this transfer.

WHEN COMPLETING THIS FORM

- Refer back to these instructions where a question shows a message like this: 
- Print clearly in BLOCK LETTERS.

AFTER COMPLETING THIS FORM

- Sign the authorisation.
- Send the request form to either your **FROM** fund or your **TO** fund

IMPORTANT INFORMATION

 This transfer may close your account – you will need to check this with your **FROM** fund.

This form can **not** be used to:

- transfer part of the balance of your super benefits
- transfer benefits if you don't know where your super is
- transfer benefits from multiple funds on this one form – a separate form must be completed for each fund you wish to transfer super from
- change the fund to which your employer pays contributions on your behalf
- open a super account
- transfer benefits under certain conditions or circumstances – for example, if there is a super agreement under the *Family Law Act 1975* in place

CHECKLIST

- Have you read the important information?
- Have you considered where your future employer contributions will be paid?
- Have you checked your **TO** fund can accept the transfer?
- Have you completed all of the mandatory fields on the form?
- Have you signed and dated the form?

WHAT HAPPENS TO MY FUTURE EMPLOYER CONTRIBUTIONS?

Using this form to transfer your benefits will not change the fund to which your employer pays your contributions and may close the account you are transferring your benefits **FROM**.

If you wish to change the fund into which your employer contributions are being paid, you will need to speak to your employer about super choice. For the appropriate forms and information about whether you are eligible to choose the fund to which your employer contributions are made, visit ato.gov.au or call the Australian Taxation Office (ATO) on **13 10 20**.

THINGS YOU NEED TO CONSIDER WHEN TRANSFERRING YOUR SUPERANNUATION

When you transfer your super, your entitlements under that fund may cease – you need to consider all relevant information before you make a decision to transfer your super. If you ask for information, your super provider must give it to you.

Some of the points you may consider are:

- **Fees** – your **FROM** fund must give you information about any exit or withdrawal fees. If you are not aware of the fees that may apply, you should contact your fund for further information before completing this form. The fees could include administration fees, and exit or withdrawal fees. Your **TO** fund may also charge entry or deposit fees on transfer. Differences in fees that funds charge can have a significant effect on the super you will have to retire on – for example, a 1% increase in fees may significantly reduce your final benefit.
- **Death and disability benefits** – your **FROM** fund may insure you against death, illness or an accident which leaves you unable to return to work. If you choose to leave your current fund, you may lose any insurance entitlements you have – other funds may not offer insurance, or may require you to pass a medical examination before they cover you.
- When considering a new fund, you should consider checking the costs and amount of any cover offered.

WHAT HAPPENS IF YOU DO NOT QUOTE MY TAX FILE NUMBER (TFN)?

You are not required to provide your TFN to your super fund. However, if you do not provide your TFN, your fund may be taxed at the highest marginal tax rate, plus the Medicare levy, on contributions made to your account in the year, compared to the concessional tax rate of 15%. Your fund may deduct this additional tax from your account.

If your super fund does not have your TFN, you will not be able to make personal contributions to your super account. Choosing to quote your TFN will also make it easier to keep track of your super in the future.

Under the *Superannuation Industry (Supervision) Act 1993*, your super fund is authorised to collect your TFN, which will only be used for lawful purposes. These purposes may change in the future as a result of legislative change. The TFN may be disclosed to another super provider when your benefits are being transferred, unless you request in writing that your TFN is not to be disclosed to any other trustee.

TRANSFERS TO SELF-MANAGED SUPER FUNDS

You must use the form *Rollover initiation request to transfer whole balance of superannuation benefits to your self-managed super fund* (NAT 74662) to transfer your benefits to your own self-managed super fund (SMSF).

HAVE YOU CHANGED YOUR NAME OR ARE YOU SIGNING ON BEHALF OF ANOTHER PERSON?

If you have changed your name or are signing on behalf of the applicant, you will need to provide a certified linking document – a linking document is a document that proves a relationship exists between two (or more) names.

The following table contains information about suitable linking documents:

Purpose	Suitable linking documents
Change of name	Marriage certificate, deed poll or change of name certificate from the Births, Deaths and Marriages Registration Office
Signed on behalf of the applicant	Guardianship papers or Power of Attorney

CERTIFICATION OF PERSONAL DOCUMENTS

All copied pages of **original** proof of identification documents (including any linking documents) need to be certified as true copies by any individual approved to do so (see below).

The person who is authorised to certify documents must sight the original and the copy and make sure both documents are identical, then make sure all pages have been certified as true copies by writing or stamping '**certified true copy**' followed by their signature, printed name, qualification – for example, Justice of the Peace or Australia Post employee – and date.

The following people can certify copies of the originals as **true and correct** copies:

- a person enrolled on the roll of a State or Territory Supreme Court or the High Court of Australia as a legal practitioner
- a judge of a court
- a magistrate
- a Chief Executive Officer of a Commonwealth court
- a registrar or deputy registrar of a court
- a justice of the peace
- a notary public officer
- a police officer
- an agent of the Australian Postal Corporation who is in charge of an office supplying postal services to the public
- a permanent employee of the Australian Postal Corporation with two or more years of continuous service
- an Australian consular officer or an Australian diplomatic officer
- an officer with two or more years of continuous service with one or more financial institutions
- a finance company officer with two or more years of continuous service (with one or more finance companies)
- an officer with, or authorised representative of, a holder of an Australian Financial Services Licence (AFSL), having two or more years continuous service with one or more licensees
- a permanent employee of the Commonwealth with two or more years continuous service
- a permanent employee of the State or Territory, or State and Territory authority with two or more years continuous service
- a permanent employee of a local government authority with two or more years of continuous service
- a member of the Institute of Chartered Accountants in Australia, CPA Australia, or the National Institute of Accountants, with two or more years continuous membership.

➤ MORE INFORMATION

For more information about super, visit the:

- Australian Securities & Investments Commission (ASIC) website at moneysmart.gov.au
- ATO website at ato.gov.au/super

For more information about this form, phone the ATO on **13 10 20**.



Rollover initiation request to transfer whole balance of superannuation benefits between funds under the Superannuation Industry (Supervision) Act 1993

COMPLETING THIS FORM

- Read the important information pages
- Refer to instructions where indicated with a
- This form is only for whole (not part) balance transfers.

AFTER COMPLETING THIS FORM

- Sign the authorisation
- Send form to **either** your **FROM** (transferring) or **TO** (receiving) fund.

Personal details

Title: Mr Mrs Miss Ms Other

*Family name

*Given names

Other/previous names

*Date of birth Day / Month / Year

Tax file number

Under the *Superannuation Industry (Supervision) Act 1993*, you are not obliged to disclose your tax file number, but there may be tax consequences.

See 'What happens if I do not quote my tax file number?'

*Sex Male Female

Contact phone number

Residential address

*Address

*Suburb

*State/territory *Postcode

Previous address

If you know that the address held by your **FROM** fund is different to your current residential address, give details below.

Address

Suburb

State/territory Postcode

Fund details

FROM (Transferring fund)

*Fund name

Fund phone number

*Membership or account number

Australian business number (ABN)

Unique Superannuation identifier

If you have multiple account numbers with this fund, you must complete a separate form for each account you wish to transfer.

TO (Receiving fund)

*Fund name **Challenger Retirement Fund – Allocated Pension**

Fund phone number **1 3 3 5 6 6**

*Membership or account number

Australian business number (ABN) **8 7 8 8 3 9 9 8 8 0 3**

Unique Superannuation identifier **CIT0101AU**

You must check with your **TO** fund to ensure they can accept this transfer.

Authorisation

By signing this request form I am making the following statements:

- I declare I have fully read this form and the information completed is true and correct.
- I am aware I may ask my superannuation provider for information about any fees or charges that may apply, or any other information about the effect this transfer may have on my benefits, and have obtained or do not require such information.
- I consent to my tax file number being disclosed for the purposes of consolidating my account.
- I discharge the superannuation provider of my **FROM** fund of all further liability in respect of the benefits paid and transferred to my **TO** fund.

I request and consent to the transfer of superannuation as described above and authorise the superannuation provider of each fund to give effect to this transfer.

*Name (Print in BLOCK LETTERS)

*Signature

*Date Day / Month / Year

* Denotes mandatory field. If you do not complete all of the mandatory fields, there may be a delay in processing your request.

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Compliance of Challenger Guaranteed Allocated Pension

Information for superannuation funds rolling over/transferring amounts to Challenger Guaranteed Allocated Pension

To whom it may concern,

The Trustee, Challenger Retirement and Investment Services Limited, confirms that:

1. **Challenger Guaranteed Allocated Pension** is part of the Challenger Retirement Fund;
2. The Challenger Retirement Fund is a regulated superannuation fund under the Superannuation Industry (Supervision) Act 1993 (SIS). It is the intention of the Trustee to manage the Challenger Retirement Fund in compliance with the SIS laws and guidelines administered by the Australian Prudential Regulation Authority (APRA) and the Australian Securities and Investments Commission (ASIC);
3. The Trustee is a RSE Licensee under SIS; and
4. Members can only receive benefits from **Challenger Guaranteed Allocated Pension** in circumstances permitted under SIS or as approved individually by APRA.

Challenger Retirement Fund

RSE Registration No. R1055863

SPIN: CIT0101AU

USI: CIT0101AU

Challenger Retirement and Investment Services Limited

ABN 80 115 534 453

AFSL 295642

RSE Licence No. L0001304

Level 15, 255 Pitt Street, Sydney NSW 2000

Tel: 13 35 66

www.challenger.com.au

Please note: This letter can be given to the fund you are transferring from to confirm that the Challenger Retirement Fund is a complying superannuation fund. Super Fund Number (SFN): 296 970 949.

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Tax file number declaration

This declaration is NOT an application for a tax file number.

- Use a black or blue pen and print clearly in BLOCK LETTERS.
- Print X in the appropriate boxes.
- Do not use correction fluid or covering stickers.

Please refer to the ato.gov.au for instructions on how to complete this form.

Section A: To be completed by the PAYEE

1 What is your tax file number (TFN)?

For more information, see question 1 on page 2 of the instructions.

- OR I have made a separate application/enquiry to the ATO for a new or existing TFN.
- OR I am claiming an exemption because I am under 18 years of age and do not earn enough to pay tax.
- OR I am claiming an exemption because I am in receipt of a pension, benefit or allowance.

2 What is your name? Title: Mr Mrs Miss Ms

Surname or family name

First given name

Other given names

3 If you have changed your name since you last dealt with the ATO, provide your previous family name.

4 What is your date of birth? Day / Month / Year

5 What is your home address in Australia?

Suburb/town/locality

State/territory Postcode

6 On what basis are you paid? (Select only one.)
Full-time employment Part-time employment Labour hire Superannuation or annuity income stream Casual employment

7 Are you an Australian resident for tax purposes? (Visit ato.gov.au/residency to check) Yes No

8 Do you want to claim the tax-free threshold from this payer?
Only claim the tax-free threshold from one payer at a time, unless your total income from all sources for the financial year will be less than the tax-free threshold.
Yes No Answer no here and at question 10 if you are a foreign resident, except if you are a foreign resident in receipt of an Australian Government pension or allowance.

9 Do you want to claim the seniors and pensioners tax offset by reducing the amount withheld from payments made to you?
Yes Complete a *Withholding declaration* (NAT 3093), but only if you are claiming the tax-free threshold from this payer. If you have more than one payer, see page 3 of the instructions. No

10 Do you want to claim a zone, overseas forces or invalid and invalid carer tax offset by reducing the amount withheld from payments made to you?
Yes Complete a *Withholding declaration* (NAT 3093). No

11 (a) Do you have a Higher Education Loan Program (HELP), Student Start-up Loan (SSL) or Trade Support Loan (TSL) debt?
Yes Your payer will withhold additional amounts to cover any compulsory repayment that may be raised on your notice of assessment. No

(b) Do you have a Financial Supplement debt?
Yes Your payer will withhold additional amounts to cover any compulsory repayment that may be raised on your notice of assessment. No

DECLARATION by payee: I declare that the information I have given is true and correct.
Signature
Date Day / Month / Year

You MUST SIGN here

There are penalties for deliberately making a false or misleading statement.

Once section A is completed and signed, give it to your payer to complete section B.

Section B: To be completed by the PAYER (if you are not lodging online)

1 What is your Australian business number (ABN) or withholding payer number? Branch number (if applicable)

2 If you don't have an ABN or withholding payer number, have you applied for one?
Yes No

3 What is your legal name or registered business name (or your individual name if not in business)?

4 What is your business address?

5

Suburb/town/locality

State/territory Postcode

5 Who is your contact person?

Business phone number

6 If you no longer make payments to this payee, print X in this box.

DECLARATION by payer: I declare that the information I have given is true and correct.
Signature of payer
Date Day / Month / Year

There are penalties for deliberately making a false or misleading statement.

Return the completed original ATO copy to:
Australian Taxation Office
PO Box 9004
PENRITH NSW 2740

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Direct Debit Request Service Agreement

This is your Direct Debit Service Agreement with Challenger Retirement and Investment Services Limited (ABN 80 115 534 453) (Challenger) (User ID No. 450975). It explains what your obligations are when undertaking a Direct Debit arrangement with us. It also details what our obligations are to you as your Direct Debit provider.

Please keep this agreement for future reference. It forms part of the terms and conditions of your Direct Debit Request and should be read in conjunction with your Direct Debit Request authorisation.

Definitions and interpretation

account means the account held at your financial institution from which we are authorised to arrange for funds to be debited.

agreement means this Direct Debit Request Service Agreement between you and us.

banking day means a day other than a Saturday or a Sunday or a public holiday listed throughout Australia.

debit day means the day that payment by you to us is due.

debit payment means a particular transaction where a debit is made.

direct debit request means the Direct Debit Request between us and you.

us or we means Challenger Retirement and Investment Services Limited (the Debit User) you have authorised by requesting a Direct Debit Request.

you means the customer who has signed or authorised by other means the Direct Debit Request.

your financial institution means the financial institution nominated by you on the Direct Debit Request at which the account is maintained.

A reference to:

- this agreement, the BECS regulations and procedures or another instrument includes any variation or replacement of any of them;
- person includes a firm, body corporate, an unincorporated association or an authority and their executors, administrators, successors, substitutes (including, without limitation, persons taking by novation) and assigns; and
- anything includes the whole and each part of it and a reference to a group of persons includes all of them collectively, any two or more of them collectively and each of them individually.

Headings are inserted for convenience and do not affect the interpretation of this agreement.

1. Debiting your account

- 1.1 By signing a Direct Debit Request or by providing us with a valid instruction, you have authorised us to arrange for funds to be debited from your account. You should refer to the Direct Debit Request and this agreement for the terms of the arrangement between us and you.
- 1.2 We will only arrange for funds to be debited from your account as authorised in the Direct Debit Request in consideration for providing interests in annuities to you. The Direct Debit Request details the terms of your debit arrangements including, among other things, the amount, the frequency, the expiry (if any) and the recipient of the funds. You should carefully read the Direct Debit Request to familiarise yourself with the details of your debit arrangements.
- 1.3 If the debit day falls on a day that is not a banking day, we may direct your financial institution to debit your account on the following banking day. If you are unsure about which day your account has or will be debited you should ask your financial institution.

2. Amendments by us

- 2.1 We may vary any details of this agreement or a Direct Debit Request at any time by giving you at least fourteen (14) days written notice.

3. Amendments by you

- 3.1 You may change*, stop or defer a debit payment, or terminate this agreement by providing us with at least five days notification by writing to:

Challenger Retirement and Investment Services Limited
GPO Box 3698
Sydney NSW 2001

or

by telephoning us on 13 35 66 during business hours;

or

arranging it through your own financial institution, which is required to act promptly on your instructions.

*Note: in relation to the above reference to 'change', your financial institution may 'change' your debit payment only to the extent of advising Challenger Retirement and Investment Services Limited of your new account details.

4. Your obligations

- 4.1 It is your responsibility to ensure that there are sufficient clear funds available in your account to allow a debit payment to be made in accordance with the Direct Debit Request.
- 4.2 If there are insufficient clear funds in your account to meet a debit payment:
 - (a) you may be charged a fee and/or interest by your financial institution;
 - (b) you may also incur fees or charges imposed or incurred by us;
 - (c) we are authorised to direct debit an amount up to the available balance in the nominated bank account at that time. However, we are under no obligation to effect a reduced direct debit; and
 - (d) you must arrange for the debit payment to be made by another method or arrange for sufficient clear funds to be in your account by an agreed time so that we can process the debit payment.
- 4.3 You should check your account statement to verify that the amounts debited from your account are correct.
- 4.4 You are responsible for:
 - (a) ensuring that the authorisation on the Direct Debit Request is identical to the account signing instruction held by the financial institution of the nominated account;
 - (b) telling us if you close or change the account you nominated; and
 - (c) arranging a suitable alternate payment method if the direct debit arrangements are stopped, either by you or your financial institution.

5. Dispute

- 5.1 If you believe that there has been an error in debiting your account, you should notify us directly on 13 35 66 and confirm that notice in writing with us as soon as possible so that we can resolve your query more quickly. Alternatively you can take it up directly with your financial institution.
- 5.2 If we conclude as a result of our investigations that your account has been incorrectly debited we will respond to your query by arranging for your financial institution to adjust your account (including interest and charges) accordingly. We will also notify you in writing of the amount by which your account has been adjusted.
- 5.3 If we conclude as a result of our investigations that your account has not been incorrectly debited we will respond to your query by providing you with reasons and any evidence for this finding in writing. We will respond to you within seven days.

Direct Debit Request Service Agreement (continued)

6. Accounts

6.1 You should check:

- (a) with your financial institution whether direct debiting is available from your account as direct debiting is not available on all accounts offered by financial institutions;
- (b) your account details which you have provided to us are correct by checking them against a recent account statement; and
- (c) with your financial institution before completing the Direct Debit Request if you have any queries about how to complete the Direct Debit Request.

6.2 Your financial institution may, in its absolute discretion, determine the order of priority of payment by it of any monies pursuant to this request or any authority or mandate, and at any time by notice in writing to me/us, terminate this request as to future debits.

7. Confidentiality

7.1 We will keep any information (including your account details) in your Direct Debit Request confidential. We will make reasonable efforts to keep any such information that we have about you secure and to ensure that any of our employees or agents who have access to information about you do not make any unauthorised use, modification, reproduction or disclosure of that information.

7.2 We will only disclose information that we have about you:

- (a) to the extent specifically required by law; or
- (b) for the purposes of this agreement (including disclosing information in connection with any query or claim).

8. Notice

8.1 If you wish to notify us in writing about anything relating to this agreement, you should write to

Challenger Retirement and Investment Services Limited
GPO Box 3698
Sydney NSW 2001

8.2 We will notify you by sending a notice in the ordinary post to the address you have given us in the Direct Debit Request.

8.3 Any notice will be deemed to have been received on the third banking day after posting.

Indemnity

You indemnify us against all losses, costs, damages and due liability ('loss') that we suffer as a result of you breaching this agreement or you providing us with an invalid, ineffective or non-binding Direct Debit Request addressed to us or if for any other reason the instructions contained in a Direct Debit Request provided by you are not or cannot be performed. This indemnity includes, without limitation, legal costs and expenses on a full indemnity basis. This indemnity is a continuing obligation, separate and independent from your other obligations and survives termination of this agreement. It is not necessary for us to incur expense or make payment before enforcing a right of indemnity conferred by this agreement. This indemnity does not apply to loss as a result of our (or any of our delegates' or agents') fraud, negligence or breach of trust. You will pay us any sum due under this clause fully without deduction or set-off (and irrespective of any counterclaim) whatsoever.

Governing law

This agreement and the transactions contemplated by this agreement are governed by the law in force in New South Wales. Each party irrevocably and unconditionally submits to the non-exclusive jurisdiction of the courts of New South Wales for determining any dispute concerning this agreement or the transactions contemplated by this agreement.



Binding (non-lapsing) nomination of beneficiary form

Issuer: Challenger Retirement and Investment Services Limited ABN 80 115 534 453, AFSL 295642 RSE L0001304 ('Trustee') (referred to as 'we', 'us' and 'our').

To be completed by members of the Challenger Retirement Fund ABN 87 883 998 803. This includes investors in the **Challenger Guaranteed Allocated Pension, Challenger Guaranteed Personal Superannuation** and **Challenger Guaranteed Income Pension Plan**. You can choose who receives any remaining investment on your death. Please see the important information overleaf, which sets out the terms and conditions of any nomination.

PLEASE USE BLOCK LETTERS AND BLACK INK TO COMPLETE THIS FORM

SEND YOUR COMPLETED FORM TO:

Challenger
Reply Paid 3698
Sydney NSW 2001

Investor Services Team 13 35 66
+612 9994 7000 (if calling outside Australia)
8.00am to 6.00pm Monday to Friday (Sydney time)

1. Investor details

Account name

Account number

2. Cancel my existing reversionary election

Please cancel my existing reversionary election
(Not available for Guaranteed Income Pension Plan Members)

3. Nomination of beneficiary(ies)

Pay my death benefit to my legal personal representative (on behalf of my estate). Percentage of benefit %

and/or

Pay my death benefit to the following individual(s).

Beneficiary 1

Name

Date of birth / /

Address

Suburb State Postcode

Telephone number

Relationship to you Spouse Child Financially dependent Interdependent

Percentage of benefit %

Beneficiary 2

Name

Date of birth / /

Address

Suburb State Postcode

Telephone number

Relationship to you Spouse Child Financially dependent Interdependent

Percentage of benefit %

Total nominations must equal 100%.

If you would like to nominate more than two beneficiaries, please provide this information on additional paper and attach it to this form when returning it to us.



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New South Wales

Level 2
5 Martin Place
Sydney NSW 2000
Telephone 02 9994 7000
Facsimile 02 9994 7777

Victoria

Level 19
31 Queen Street
Melbourne VIC 3000
Telephone 03 9947 9423
Facsimile 03 9947 9494

Queensland

Level 9
241 Adelaide Street
Brisbane QLD 4000
Telephone 07 3136 5400
Facsimile 07 3136 5407

Western Australia

Level 26
140 St Georges Terrace
Perth WA 6000
Telephone 08 9261 7412
Facsimile 08 9321 5277

South Australia

Level 7, Suite 714
147 Pirie Street
Adelaide SA 5000
Telephone 08 8427 9511
Facsimile 08 8227 0395

Investor Services

13 35 66

Adviser Services

1800 621 009