



# Financial Services Guide

The financial services referred to in this guide are offered by the APS Benefits Group Ltd.

Address: 440 William Street, West Melbourne Victoria 3003

(PO Box 326, North Melbourne, Victoria 3051).

Phone: (03) 9322 2000 or 1300 131 809

Email: [info@apsbenefitsgroup.com.au](mailto:info@apsbenefitsgroup.com.au) Website: [www.apsbenefitsgroup.com.au](http://www.apsbenefitsgroup.com.au)

ABN 64 077 846 809. The Australian Financial Services Licence number is 244115.

The purpose of the Financial Services Guide ("FSG") is to provide you with important information about:

- **the services we offer you;**
- **how we and other entities are paid in relation to those services;**
- **any potential conflicts of interest we may have;**
- **our internal and external dispute resolution procedures and how you can access them and to assist you in deciding whether to use any of the services we offer.**

The purpose of the Product Disclosure Statement ("PDS") is to provide you with important information about:

- **significant benefits and risks associated with our funeral fund benefit;**
- **cost of membership of the fund;**
- **privacy information;**
- **what dispute resolution procedures are available and**
- **to assist you to decide whether to become a member of the APS Benefits Group.**

## What kinds of financial services are you authorised to provide to me and what kinds of financial products do those services relate to?

The APS Benefits Group Ltd ("APS Benefits Group") is authorised to provide general advice in relation to and to deal in life risk insurance products. The only life risk insurance product in relation to which we provide these services is a funeral fund benefit. Please note that we do not provide advice which takes into consideration your personal circumstances.

## Who are you acting for when you provide your authorised services?

Any representative of the APS Benefits Group is acting on behalf of the APS Benefits Group (and not on your behalf) when they provide the authorised services, including arranging for membership of the funeral fund.

## How can I give you instructions about my financial products?

You may tell us how you would like to give us instructions – for example, by telephone, email or other means.

## Do you have any relationships or associations with financial product issuers?

We are a product issuer and do not have any relationships or associations with other product issuers that may influence us in providing the services.

## Will anyone be paid for referring me to you?

Members of the APS Benefits Group may receive \$50.00 for each new member they introduce to the APS Benefits Group. For payment to occur, a new member must write the referring member's name on their application form and must have paid the first month's membership fee. Members entitled to this payment may elect to have it paid directly to their nominated social club, fundraising committee, sporting club, charity etc.

## How does the APS Benefits Group maintain my privacy?

At the APS Benefits Group, the privacy of your personal information is important to us. We will only collect personal information which is necessary to provide you with our membership, or loans services. Examples of personal information that may be collected by us include: name, address and date of birth. In the instance of providing funeral benefits and loans we will also collect information that may include: employment details and financial reports. The APS Benefits Group will not 'on sell' your personal information. Information will only be given to third parties where it is required for us to provide core business services to our members. Examples of this would be giving your details to our preferred mail house to enable us to mail out your yearly benefit statement or using a credit reference agency to determine your eligibility for a personal loan.

## What should I do if I have a complaint?

Contact us by telephone or in writing at the APS Benefits Group address noted at the beginning of this FSG. It will be referred to our Complaints Officer. Within 72 hours we will send you a letter acknowledging receipt of your complaint and outlining your options. Within seven days we may request further information from you. We will try to resolve your complaint quickly and fairly. If the complaint is not resolved to your satisfaction you may refer it to the Australian Financial Complaints Authority, an alternate dispute resolution scheme of which the APS Benefits Group is a member.

If you have any further questions, please contact us on **1300 131 809**.

**Retain this document for your reference and any future dealings with the APS Benefits Group.**

# Product Disclosure Statement

The issuer of the product explained in this statement is the APS Benefits Group Ltd.

Address: 440 William Street, West Melbourne Victoria 3003

(PO Box 326, North Melbourne Victoria 3051).

Phone: (03) 9322 2000 or 1300 131 809

Email: [info@apsbenefitsgroup.com.au](mailto:info@apsbenefitsgroup.com.au) Website: [www.apsbenefitsgroup.com.au](http://www.apsbenefitsgroup.com.au)

ABN 64 077 846 809. Australian Financial Services Licence number is 244115.

## What financial product do you issue?

The financial product issued by the APS Benefits Group is a funeral fund benefit.

## What benefits am I entitled to if I acquire the funeral fund benefit and how and when are they paid?

If you become a member of the APS Benefits Group you are entitled to have the benefit paid to your nominated beneficiary in the event of your death. This benefit is payable any time from the date you become a member. The amount payable upon your death will vary with your age on entry to the fund as per the following table (refer to page 6 for benefit details in relation to dependant Children's Funeral Benefits). The cover stated in the Adult Cover Table is based on membership fees of \$6 per fortnight (\$156 p.a.) payable to age 70.

### Dependant child cover table

Age Next Birthday At Entry	Total Funeral Benefit (\$)
2-25	7000

### Adult cover table

Age next birthday at entry	Total funeral benefit (\$)	Age next birthday at entry	Total funeral benefit (\$)
17-25	15000	46	5900
26	14500	47	5600
27	13900	48	5300
28	13400	49	5000
29	12900	50	4700
30	12400	51	4400
31	11900	52	4100
32	11400	53	3800
33	10900	54	3500
34	10500	55	3300
35	10000	56	3000
36	9600	57	2800
37	9200	58	2500
38	8800	59	2300
39	8400	60	2100
40	8000	61	1800
41	7600	62	1600
42	7300	63	1400
43	6900	64	1200
44	6600	65	1000
45	6200	66-100	Lump sum on application

# Product Disclosure Statement

If you will be over 65 at your next birthday and you have not yet joined the APS Benefits Group, you may become a member and obtain a funeral fund benefit by paying a lump sum. The minimum funeral fund benefit that may be obtained is \$1,000 and the maximum is \$15,000.

From time to time, the APS Benefits Group may, at its own discretion, declare an annual ex gratia benefit. This benefit is usually declared as a percentage of your total benefit and added to your existing benefit. For example, if you are entitled to a benefit of \$3,400 and an ex gratia benefit of 1% is declared; the value of your benefit will increase to \$3,434.

Ex gratia benefits carry over into future years. For example, if, the following year, an annual ex gratia benefit of 1% is declared, the value of your benefit will increase from \$3,434 to \$3,468.34.

The funeral fund benefit is payable in the form of a lump sum. It is paid within 24 hours of acceptance of the claim. The APS Benefits Group does not impose restrictions on the way your beneficiary may use the benefit.

As the APS Benefits Group does not require any health evidence before becoming a member, or when you request an increase in the amount of your benefit, for the first 24 months, your full benefit is only payable in relation to accidental death.

If your death is due to non-accidental reasons within the first 24 months, your funeral benefit will be limited to a refund of your membership premiums received.

If you have held more than five years' continuous membership, a "mature policy" is available whereby there are no further membership fees to pay, but the amount payable on your death will be reduced accordingly.

The value of the benefit attached to the mature policy is determined as follows:

**M** = value of benefit attaching to mature policy

**E** = ex gratia benefits if any attached to policy

**S** = initial sum insured at commencement for age 'A'

**T** = years membership fees have been paid

**A** = age at commencement of policy used to determine 'S'

$$M = (E \times T / (70 - A) + S) \times T / (70 - A)$$

For example, if you became a member at age 20, the initial sum insured would be \$15,000. If you ceased paying membership fees after five years and no ex gratia benefits had been declared during that time, your benefit would be worth \$1,500.

Alternatively, if you ceased paying membership fees after ten years and total ex gratia benefits of \$1,300 had been declared during that time, your benefit would be worth \$3,104.

If an ex gratia benefit is declared to members and you hold a mature policy, you will still receive any ex gratia benefit that might be declared at the same percentage rate as other members.

## What are the risks related to holding the funeral fund benefit?

The APS Benefits Group is not aware of any risks associated with holding the funeral fund benefit.

## What are the initial and ongoing costs to me for the funeral fund benefit?

The cost of the funeral fund benefit is automatically included in your membership of the APS Benefits Group. The cost of membership is \$6.00 per fortnight (\$156.00 p.a.) and includes the funeral fund benefit as well as other entitlements.

You may cease paying membership fees at any time and not incur costs. Once you reach the age of 70, membership fees are no longer payable and full membership privileges are retained.

If you will be over 65 at your next birthday and you have not yet joined the APS Benefits Group, you cannot not join by paying fortnightly membership fees, but you may become a member by paying a lump sum.

The amount of the lump sum payable varies according to a combination of your age and the amount of the funeral fund benefit which you wish to obtain. For example, if you are turning 66 at next birthday, the lump sum payable varies between \$607 (for a benefit of \$1,000) and \$9,105 (for a benefit of \$15,000).

Please contact the APS Benefits Group or refer to the downloads section of our website at [www.apsbenefitsgroup.com.au](http://www.apsbenefitsgroup.com.au), if you require further information.

## Are there other significant rights, terms, conditions or obligations attached to the

Acquisition of the benefit is automatic upon becoming a member of the APS Benefits Group. Only certain people may join the APS Benefits Group - for example, employees of the public sector. To see if you are eligible to become a member, please visit our website at [www.apsbenefitsgroup.com.au](http://www.apsbenefitsgroup.com.au) and follow the appropriate links or contact the APS Benefits Group. Once you are a member of the APS Benefits Group, you retain your membership for life, even if you no longer meet the criteria you met in order to join.

If you cease paying membership fees to the APS Benefits Group before age 70, your membership and therefore your funeral benefit may be cancelled.

If your membership commenced prior to 1 July 2010, after being a continuous member for five years or more, you can take a cash refund of part or all of your membership fees.

The percentage of your membership fees that is refunded to you upon leaving the fund is:

- after five years of continuous membership, 25%;
- after six years of continuous membership, 40%;
- after seven years of continuous membership, 55%;
- after eight years of continuous membership, 70%;
- after nine years of continuous membership, 85%;
- after 10 or more years of continuous membership, 100%.

For example, if you leave the fund after six years of continuous membership, you will be entitled to a refund of \$324.48 (fees of \$135.20 x 6 yrs = \$811.20 x 40% = \$324.48).

No refund is available to members who joined by paying a lump sum, or those who joined the fund after 1 July 2010.

## Children's funeral benefit

The children's funeral benefit is a lump sum amount payable on the death of the child. All dependant children from age 2 next birthday and under the age of twenty five can be covered. No medical assessment of the child is required.

The amount of the benefit is fixed at \$7,000 per dependant child. The cost of the cover is \$1.50 per fortnight, or \$39 per annum per child.

### Exclusions

The APS Benefits Group does not require any health evidence before insuring the child. For the first 24 months the full benefit of \$7000 is only payable in relation to accidental death. If the child's death is due to non-accidental reasons within the first 24 months, the funeral benefit will be limited to a refund of the premiums received.

No mature policy values or surrender values are provided under the benefit. No ex-gratia payments will be added to the benefit.

The insured child is not considered a 'member' in terms of the definition of 'member' in the constitution but is eligible to upgrade the level of their cover and become a member from age 16 next birthday in accordance with the table on page 3 and the other information contained in the FSG/PDS.

## What should I do if I have a complaint?

See page 2 of the FSG/PDS for information on what to do if you have a complaint.

## Are there any tax implications for financial products of this kind?

There are no tax implications for holding financial products of this kind.

## What is the cooling off period for this product?

If you wish to cancel your membership (and therefore to give up your funeral fund benefit) you have 30 days from the date we confirm your membership to advise us in writing of the cancellation. We will refund any premiums you have paid.

## How can I access other information the APS Benefits Group makes available?

You may access other information about the funeral fund benefit and other entitlements of the APS Benefits Group members by visiting our website at [www.apsbenefitsgroup.com.au](http://www.apsbenefitsgroup.com.au). Up to date versions of this Combined FSG and PDS may be found on the website. We have a newsletter which is sent to members by email or mail. Bulk copies are also sent to social club representatives on request.

## Who is providing financial services in relation to this product?

As well as issuing the funeral fund benefit, the APS Benefits Group is authorised to provide general advice and to deal in relation to the product. See the FSG at the beginning of this document for details. If you have any further questions, please contact us on **1300 131 809**. Retain this document for your reference and any future dealings with the APS Benefits Group.