



SandhurstTrustees

Bendigo SmartOptions Pension[®]

Fees and costs information for existing
members

Updated 10 June 2020

Bendigo SmartOptions Pension

Fees and costs information for existing members

Bendigo SmartOptions Pension (referred to as 'the Pension') is closed to new members. The following shows the fees and costs you may be charged in the Pension. Fees and costs may be deducted directly from your account, the returns on your investment or the Pension's assets as a whole. You can use the fees and costs information below to compare costs between different super products.

Other fees, such as activity fees for personal advice may also be charged, but these will depend on the nature of the activity or advice chosen by you.

Taxes are separate and are not disclosed here.

All the fees and costs shown include stamp duty and GST, less any applicable reduced input tax credits, unless otherwise stated.

Important note: The fees and costs relate to those fees and costs incurred at the pension level only. In order to fully understand the fees and costs that relate to selecting a specific financial product available as an investment option (i.e. an investment option that is not the default or the Cash Account), you must consider both the fees and costs in the table below and also the fees and costs in the disclosure document for the relevant financial product. Each managed fund and the term deposit has its own product disclosure statement or offer document, available on our website, which you should read when you are considering to invest.

TYPE OF FEE OR COST	AMOUNT		HOW AND WHEN PAID
Investment fee¹	Nil		Not applicable
Administration fee¹	Account balance	Fee	The tiered fee is calculated daily on your account balance.
	Up to \$250,000	0.70% p.a.	It is charged monthly in arrears and is deducted from your Cash Account at the end of each month (or upon exit if earlier).
	From \$250,001 to \$500,000	0.50% p.a.	The minimum administration fee is calculated monthly in arrears. If it is greater than the tiered fee calculated above, the minimum amount is deducted from your Cash Account at the end of the month (or upon exit if earlier).
	From \$500,001 to \$1,000,000	0.20% p.a.	
	Above \$1,000,000	Nil	Where you are only a member for a portion of the month, the minimum fee will be charged on a pro-rata basis.
	The above tiered fee is subject to a minimum fee of \$480 p.a.		
Buy-sell spread	Cash Account		Not applicable
	Nil		
	Managed fund investment options		Reflected in the buy and sell unit price of each managed fund investment option when there is a transaction on your account.
	Varies across the managed funds available with buy spreads ranging from 0.00% to 0.30% and sell spreads from 0.00% to 0.50% ⁴		
Default investment option (Bendigo Conservative Index Fund)		Default investment option (Bendigo Conservative Index Fund) Reflected in the buy and sell unit price of the managed fund investment option when there is a transaction on your account.	
0.09% (buy) / 0.19% (sell) ⁴			
S&P/ASX 200 listed securities		Brokerage fee: Applies to each order to buy or sell a listed security, and is deducted from your Cash Account at the time of transaction.	
Brokerage fee: 0.205% of the gross value of each trade, subject to a minimum of \$38.44			
Switching fee	Nil		Not applicable
Advice fees <i>Relating to all members investing in a particular investment option.</i>	Nil		Not applicable

TYPE OF FEE OR COST	AMOUNT	HOW AND WHEN PAID
<i>Other fees and costs</i> ²		
<i>Indirect cost ratio</i> ^{1, 3}	Cash Account Nil	Calculated daily and deducted from the managed fund's net assets prior to the calculation of the unit price for the underlying managed fund investment option.
	Managed fund investment options (excluding annuity funds) Nil at Pension level	
	Default investment option (Bendigo Conservative Index Fund) 0.436% p.a.	
	No ICR applies to annuity funds, term deposits and the S&P/ASX 200 listed securities.	

¹ If your account balance for a product offered by the superannuation entity is less than \$6,000 at the end of the entity's income year, the total combined amount of administration fees, investment fees and indirect costs charged to you is capped at 3% of the account balance. Any amount in excess of that cap must be refunded.

² Refer to the 'Additional explanation of fees and costs' section below.

³ While there is no indirect cost ratio that is applied at the Pension level, where you choose a specific financial product that is available as an investment option (i.e. an investment option that is not the default or the Cash Account), it is important to also consider the fees and costs that apply at the level of the investment (e.g. the management costs and transactional and operational costs for the managed funds), to fully understand the fees and costs that apply when investing in the chosen investment option through the Pension. Refer to the relevant disclosure document(s) available on our website for the fees and costs that relate to the specific financial product.

⁴ The buy-sell spread that applies to each managed fund investment option can change from time to time. To determine the buy-sell spread that applies to a specific managed fund investment option, refer to the Product Disclosure Statement of each managed fund and the "Buy-sell spreads" section in Additional explanation of fees and costs (below).

Sandhurst may make a payment from its own resources to an authorised distributor if your membership was arranged through them. Authorised distributors may include a Bendigo **Community Bank**[®] branch, joint venture or franchise Bank branch or any other related or non-related entity of Sandhurst or the Bank. Amounts are paid by Sandhurst and not by you. However, to the extent that any or all of these arrangements are prohibited by law, including the Future of Financial Advice reforms, Sandhurst will not make these payments.

Additional explanation of fees and costs

Family Law Fees

Family Law Fees may also apply where you request us to process family law related requests under the provisions of the Family Law Act 1975. For payment splitting there is a charge of \$100, with \$50 being debited from both the member and the non-member spouse at the time of the payment split. If the non-member spouse is entitled to the whole amount of the payment split then the \$100 will be debited from the non-member spouse's entitlement.

There is no charge on an application for information.

Administration fees

An **administration fee** is a fee that relates to the administration or operation of the super entity and includes costs that relate to that administration or operation, other than:

- a) borrowing costs; and
- b) indirect costs that are not paid out of the super entity that the trustee has elected in writing will be treated as indirect costs and not fees, incurred by the trustee 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 activity fee, an advice fee or an insurance fee.

Family Fee Aggregation:

Family Fee Aggregation (fee aggregation) allows you to link up to four Bendigo SmartOptions account(s) for the purpose of potentially reducing the Administration Fee payable and the minimum Administration Fee of \$480 p.a. per account will be waived where the aggregated total of the 'linked' accounts exceeds the first Administration Fee tier. This can mean a reduction in the Administration Fee payable by all 'linked' members.

Fee aggregation allows you to link your account(s):

- within Bendigo SmartOptions Super and Bendigo SmartOptions Pension;
- with your immediate family members (as described below) accounts in Bendigo SmartOptions products.

Conditions apply:

- Each member applying to link accounts, for the purpose of fee aggregation, must be a member of the same immediate family (husband, wife, son, daughter, step son, step daughter, de facto, partner, father, mother, brother or sister), and have the same financial adviser.
- A Fee Aggregation nomination can be rejected and linking can be cancelled at any time by us at our discretion.
- Any new Fee Aggregation nomination will either need to be signed by all linked members or requested by your financial adviser (refer to the Appointment of Representative (Financial Adviser Authority) form available from our website for further information).
- Any new Fee Aggregation nomination will override any previous nomination.
- Where you change or remove your financial adviser, linking of your account for the purpose of calculating the Administration Fee will be cancelled.

- A maximum of four accounts are allowed to be linked.

Advice fees

A fee is an **advice fee** if:

- a) the fee relates directly to costs incurred by the trustee of the super entity because of the provision of financial product advice to a member by:
 - (i) a trustee of the entity; or
 - (ii) another person acting as an employee of, or under an arrangement with, the trustee of the entity; and
- b) those costs are not otherwise charged as an administration fee, an investment fee, a switching fee, an activity fee or an insurance fee.

Member Advice Fee

Warning: If you consult a financial adviser additional fees may be payable to them. Please refer to the Statement of Advice your financial adviser provides you for the details of any agreed fees which may be deducted from your account.

A fee that you incur for engaging an adviser ('Member Advice Fee') will be an advice fee. You can negotiate a one-off and/or an ongoing Member Advice Fee with your financial adviser, for advice in relation to your investment in the Pension.

- **Member Advice Fee – One-Off:** This fee is deducted from your Cash Account and paid to your financial adviser for one-off financial advice and services provided in relation to your super account. You can agree with your financial adviser on the amount of this fee which can be up to \$10,000 (inclusive of GST) per request. A new request must be supplied each time you wish this fee to be applied. If there is insufficient funds in your account to cover this fee, the fee will not be paid to your financial adviser until such time as your account has sufficient balance to meet this fee payment.
- **Member Advice Fee – Ongoing:** This fee is paid to your financial adviser for ongoing financial advice and services provided to you in relation to your super account. You can agree with your financial adviser on the amount of this fee which can be:

- up to a maximum of 2.2% p.a. (inclusive of GST) of your account balance (calculated daily); or
- up to a maximum of \$10,000 p.a. (inclusive of GST).

The amount of this fee is accrued daily and is deducted from your Cash Account at the end of each month. For example, on an average monthly balance (over 12 months) of \$50,000, we would pay your financial adviser up to a maximum of \$1,100 p.a. (based on a Member Advice Fee – Ongoing of 2.2% p.a.) (inclusive of GST).

Any Member Advice Fee you have agreed to pay must be advised to us in writing by you or by your financial adviser with your signed acknowledgement. Any agreed Member Advice Fee(s) will be deducted from your account and paid in full to the financial adviser via his/her dealer group, until you instruct us to cease payment, when you change your nominated financial adviser or when you no longer have a financial adviser including after we are notified of your death.

Buy-sell spreads

A **buy-sell spread** is a fee to recover transaction costs incurred by the trustee of the super entity in relation to the sale and purchase of assets of the entity.

The buy-sell spread applied for each managed fund investment option in the Pension is the same as the buy-sell spread for the underlying managed fund and is based on an estimate of costs, and may change in the future. The buy-sell spread of a managed fund investment option is generally the difference between their entry (buy) and exit (sell) unit prices. This difference is an amount to recover the transaction costs (such as brokerage) of buying and selling the underlying securities/assets incurred by the fund manager of the particular managed fund.

The buy-sell spread is incurred when you purchase or redeem units in a managed investment fund option, by applying the buy price or sell price (as applicable) at the time of the transaction.

The buy-sell spread for each managed fund investment option offered through the Pension are as follows:

Investment Option Name	Buy Spread ¹	Sell Spread ¹
Bendigo Defensive Index Fund	0.09%	0.29%
Bendigo Defensive Wholesale Fund	0.10%	0.32%
Bendigo Conservative Index Fund	0.09%	0.19%
Bendigo Conservative Wholesale Fund	0.14%	0.34%
Pendal Active Conservative Fund	0.09%	0.08%
Colonial First State Wholesale Conservative Fund	0.10%	0.20%
Bendigo Balanced Index Fund	0.09%	0.19%
Bendigo Balanced Wholesale Fund	0.16%	0.28%
Aberdeen Multi-Asset Real Return Fund	0.20%	0.20%
Bendigo Growth Index Fund	0.09%	0.19%
Bendigo Growth Wholesale Fund	0.19%	0.23%
Bendigo Socially Responsible Growth Fund	0.11%	0.15%
BlackRock Tactical Growth Fund	0.175%	0.175%
Zurich Investments Managed Growth Fund	0.12%	0.12%
Bendigo High Growth Index Fund	0.08%	0.08%
Bendigo High Growth Wholesale Fund	0.21%	0.20%

Sandhurst IML Industrial Share Fund	0.25%	0.25%
Aberdeen Australian Small Companies Fund	0.25%	0.25%
Australian Ethical Australian Shares Fund (Wholesale)	0.20%	0.20%
Colonial First State Wholesale Imputation Fund	0.20%	0.20%
Investors Mutual Future Leaders Fund	0.25%	0.25%
Schroder Australian Equity Fund	0.25%	0.25%
State Street Australian Equity Fund	0.28%	0.28%
Vanguard Australian Shares Index Fund	0.05%	0.05%
Pendal Concentrated Global Share Fund No. 3	0.20%	0.20%
IOOF MultiMix International Shares Trust	0.13%	0.13%
Fidelity Global Equities Fund	0.30%	0.30%
Aberdeen Actively Hedged International Equities Fund	0.12%	0.12%
Platinum Asia Fund	0.20%	0.20%
Platinum International Fund	0.20%	0.20%
Vanguard Australian Property Securities Index Fund	0.06%	0.06%
AMP Capital Global Property Securities Fund – Class A Units	0.30%	0.30%
RARE Infrastructure Value Fund	0.20%	0.15%
Bendigo Diversified Fixed Interest Fund	0.07%	0.35%
IOOF MultiMix Diversified Fixed Interest Fund	0.01%	0.01%
Macquarie Income Opportunities Fund	0.15%	0.49%
Altius Sustainable Bond Fund	0.00%	0.00%
Janus Henderson Australia Fixed Interest Fund - Institutional	0.00%	0.14%
Pimco Global Bond Fund – Wholesale Class	0.00%	0.50%
Sandhurst Select Mortgage Fund	N/A	N/A

Sandhurst Strategic Income Fund – Class B Units	0.05%	0.22%
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¹ as at 20 May 2020

As an example of how the buy-sell spread operates, if you invest (buy) \$50,000 in the Bendigo Growth Index Fund, the cost to you would be \$45.

Sandhurst often buys and sells units in a managed fund investment option on the same day. We intend to deal as a net buyer or net seller of units on any given day. As a result, no transaction may need to be made at all to give effect to your investment instructions. However, you will still receive the prevailing sell or buy price applied to your particular investment transaction. Any benefit that may arise from the netting of transactions will be credited to a reserve of The Bendigo Superannuation Plan.

No buy-sell spreads are charged on S&P/ASX 200 listed securities, annuity funds or term deposits. However, a brokerage fee applies to the S&P/ASX 200 listed securities. Refer to 'Brokerage fee' below for more information.

Brokerage fee

You may incur a brokerage fee if you buy or sell a listed security through the S&P/ASX 200 listed securities investment option, including where you switch into, out of or between direct investment options. There is a minimum trade of \$5,000 per listed security transaction.

The brokerage fee is 0.205% of the gross value of each trade, subject to a minimum of \$38.44.

The Pension will use the trustee's broker when we receive instructions from you to buy or sell direct investments which are available through the Pension.

Indirect cost ratio

The **indirect cost ratio (ICR)** for an investment option offered by a super entity is the ratio of the total of the indirect costs for the investment option, to the total average net assets of the super entity attributed to the investment option.

Note: A fee deducted from a member's account or paid out of the super entity is not an indirect cost.

In relation to investment options where you choose to invest in specific financial products (i.e. an investment option other than the default or the Cash Account), there are no costs incurred at the Pension level that would reduce your return on that investment. All of the costs that would reduce your return are incurred at the investment level and reduce the return at the investment level. The ICR for the Bendigo Conservative Index Fund based on the estimated past financial year's indirect costs is 0.436% p.a.

It is important to also consider the fees and costs that apply at the level of the investment (e.g. the management costs and transactional and operational costs for the managed fund investment options), to fully understand the fees and costs that apply when investing in the chosen investment option through the Pension. Refer to the relevant disclosure document(s) available on our website for the fees and costs that relate to the specific financial product (i.e. an investment option that is not the default or the Cash Account).

The below example shows the cumulative effect of costs of the Pension and the investment level of investing \$50,000 in the Bendigo Conservative Index Fund.

Example: Bendigo Conservative Index Fund		Balance of \$50,000
Investment fees	Nil	For every \$50,000 you have invested in the super product you will be charged \$0 each year.
PLUS Administration fees (charged at the Pension level)	\$480	And , you will be charged \$480 [^] in administration fees.
PLUS management costs and transactional and operational costs of the selected investment	0.436% p.a.	And , management costs and transactional and operational costs of the selected investment of \$218 each year will be deducted from your investment.
EQUALS Cost of investing		If your balance was \$50,000, then for that year you will be charged fees of \$698* for investing in the selected investment option via the super product.

[^] The actual amount of the administration fee will depend on your account balance, the minimum administration fee and any family fee aggregation.

* **Additional fees may apply.** And, if you leave the super entity, you may be charged a **buy-sell spread** which also applies whenever you make a contribution, exit, rollover or investment switch. The **sell spread** for exiting is 0.19% (this will equal to \$95 for every \$50,000 you withdraw).

No ICR applies to annuity funds, Cash Account, term deposits and the S&P/ASX 200 listed securities.

Transactional and operational costs

The Pension may incur transactional and operational costs as a result of holding units in the managed fund that makes up the default. These costs are incurred when the managed fund acquires and disposes of certain fund assets. These costs may include clearing costs, brokerage, stamp duty and buy-sell spreads charged by the underlying investment managers to the responsible entity of this managed fund. These costs are paid for by the relevant managed fund when they are incurred. However, some of these costs are recovered by charging a buy-sell spread, which is reflected in the buy-sell spreads applicable to the relevant managed fund investment option (see above). The estimated net transactional and operational costs are a reflection of the estimated unrecovered transactional and operational costs that may be incurred by and impact on investment performance of the relevant managed fund and are reflected in its unit price.

The estimated transactional and operational costs for the relevant managed fund that makes up the default option (i.e. the Bendigo Conservative Index Fund) based on the past financial year are:

	Total estimated transactional and operational costs	Minus buy/sell spread recovery	Equals estimated net transactional and operational costs
Bendigo Conservative Index Fund	0.064% p.a.	0.029% p.a.	0.035% p.a.

These costs may vary depending on the level of fund transactions.

Investment fees

An **investment fee** is a fee that relates to the investment of the assets of a super entity and includes:

- fees in payment for the exercise of care and expertise in the investment of those assets (including performance fees); and
- costs that relate to the investment of assets of the entity, other than:
 - (i) borrowing costs; and
 - (ii) indirect costs that are not paid out of the super entity that the trustee has elected in writing will be treated as incorrect costs and not fees, incurred by the trustee 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 activity fee, an advice fee or an insurance fee.

Other costs and expenses

The Trust Deed provides that certain costs and expenses of operating the Pension may be deducted from an Expense Reserve Account that does not belong to any individual member (i.e. unallocated revenue). As these costs, and the income they are funded from, do not form part of your account

balance, they do not impact on your return but are in addition to the fees and costs set out in the table above.

When your Cash Account has a negative balance

If your Cash Account goes into a negative balance, interest will be charged at the daily rate applicable to the Cash Account for the period that your Cash Account has a negative balance.

Transactions including switches, partial withdrawals and other payments (including fees and insurance premiums) may result in your Cash Account balance temporarily going into negative until such time as your balance is restored. For further information on the Cash Account please refer to 'Your Cash Account' in the 'Investment information for existing members' available from our website.

Taxation

Any available tax deductions will be passed on to your account.

Changes to fees

Sandhurst may change the fees and costs at any time without your consent. You will be given at least 30 days' notice of any increase in fees (unless the increase is a result of an increase in costs to the Pension).

Important information

Bendigo SmartOptions Pension is issued by Sandhurst Trustees Limited (ABN 16 004 030 737, AFSL No. 237906) ('Sandhurst', 'we', 'us' or 'our').

Bendigo SmartOptions Pension (USI STL0003AU) is part of The Bendigo Superannuation Plan (ABN 57 526 653 420).

Sandhurst is a wholly owned subsidiary of Bendigo and Adelaide Bank Limited (ABN 11 068 049 178, AFSL No. 237879) (the 'Bank') and is part of the Bendigo and Adelaide Bank Group, which comprises the Bank and its related entities.

Sandhurst offers investments in other funds of which Sandhurst, or a related entity, is trustee, responsible entity or manager. We may also appoint any of our related bodies corporate (including the Bank) to provide services (including banking services) or perform functions in relation to the Pension. We may also enter into financial or other transactions with related bodies corporate in relation to the assets of the Pension. These related bodies corporate may earn fees, commissions or other benefits in relation to any such appointment or transaction and to retain them for their own account.

Sandhurst has policies and procedures in place to ensure that it manages any conflicts of interest that may arise in such arrangements. We will resolve such conflicts of interests fairly and reasonably between members and in accordance with the law, ASIC policy and our own policies. Any transaction we undertake with a related body corporate will be based on arm's length commercial terms.

The information in this document is of a general nature. The information is not advice or a recommendation to invest in the Pension. The information has been prepared without taking into account your individual objectives, financial situation or particular needs. You should consider the appropriateness of this information having regard to your own objectives, financial situation or needs before deciding to act on it. Before making an investment decision, we recommend that you obtain financial advice tailored to your personal circumstances from a licensed financial adviser. The Australian Securities and Investments Commission (ASIC) can help you check if your adviser is licensed. You can contact ASIC on 1300 300 630 or via the website www.asic.gov.au.

Sandhurst, the Bank and its related entities do not guarantee the repayment of capital invested, the payment of income or the Pension's investment performance. An investment in the Pension does not represent a deposit with, or liability of Sandhurst, the Bank or its related entities. The Bank does not stand behind or guarantee the performance of Sandhurst in its capacity as trustee of The Bendigo Superannuation Plan. Sandhurst is not an authorised deposit-taking institution within the meaning of the Banking Act 1959.

