



SandhurstTrustees

Bendigo SmartStart Pension

This booklet contains:
Application Form
Binding Death Benefit Nomination Form

18 January 2019

The following Application Form accompanies the Bendigo SmartStart Pension Product Disclosure Statement dated 21 November 2016 and the Supplementary Product Disclosure Statement dated 1 July 2017 (PDS) and is to be used only by individuals transferring their account from Bendigo SmartOptions Pension to apply for an interest in Bendigo SmartStart Pension (the Pension).

You should read the PDS as it contains important information relating to the Pension that will help you understand the Pension and decide if it is appropriate to your needs.

Applications from outside of Australia will not be accepted, as the offer made in the PDS is only available to persons receiving the PDS (electronically or otherwise) within Australia.

Your Personal Information

Collection of your personal information

Sandhurst collects your personal information to assess your application, to provide you with the product or service that you have requested and to assess any future applications for products or services you may make to Sandhurst or our related entities. Collection of some of this information is required by the Anti-Money Laundering and Counter-Terrorism Financing Act 2006. If you provide incomplete or incorrect information we may be unable to provide you with the product or service you are applying for.

Collection of personal information about third parties

Sandhurst may need to collect personal information about a third party from you as part of this application. If we do this, you agree you will advise that person that we have collected their information, and that in most cases they can access and seek correction of the information we hold about them.

Use and disclosure of your personal information

Sandhurst may use your personal information to perform its business functions (for example internal audit, operational risk, product development and planning). Sandhurst may also use your personal information to confirm your details (for example contacting your employer to confirm your employment and income details). Your information may be disclosed to your employer in order for them to comply with their superannuation guarantee obligations.

Sandhurst will treat your personal information as confidential and only disclose it to others where necessary. For example, we usually disclose your information to organisations to whom we outsource functions such as mailing and printing houses, IT providers, our agents and specialist advisers such as accountants and solicitors. Other disclosures usually include, insurers, intermediaries and government authorities. Your information may be disclosed to our related entities, our joint venture partners and **Community Bank**[®] companies where its confidentiality is maintained at all times.

Disclosure of personal information to overseas organisations

Some of the organisations Sandhurst discloses your personal information to may be located overseas. Where an organisation is located overseas we will either take reasonable steps to ensure that it complies with Australian privacy laws or we will seek your consent to the disclosure.

Access to and correction of your personal information

In most cases you can gain access to and seek correction of your personal information. Should you wish to do so, or if you have any queries about your information, please contact us on 1800 033 426.

Direct marketing

Sandhurst may use your personal information to inform you about financial products and services that are related to those you have with Sandhurst or other products and services we think you may be interested in. These may be products and services provided by Sandhurst, our related entities or other entities we are associated with. If you do not wish to receive any marketing material from us please call us on 1800 033 426.

Privacy Policy

You should also read our Privacy Policy.

Our Privacy Policy contains information about:

- a. how you can access and seek correction of your personal information;
- b. how you can complain about a breach of the privacy laws by Sandhurst and how we will deal with a complaint; and
- c. if we disclose personal information to overseas entities, and where practicable, which countries those recipients are located in.

Our Privacy Policy is available on our website www.sandhursttrustees.com.au or by telephoning 1800 033 426.

Where to send your completed forms?

Bendigo SmartStart Pension
GPO Box 264
Melbourne VIC 3001

Please ensure you provide identification requirements as documented in the 'About the Pension' section of the PDS along with your application.

Contact information:

Website: www.sandhursttrustees.com.au/super

Client Services Team: 1800 033 426

Step 2 Transfer from an existing Bendigo SmartOptions account

I wish to transfer my entire balance from an existing Bendigo SmartOptions account?

Yes - Member number

By providing your member number and by signing the member declaration in Step 9, you authorise the transfer of the balance (in full) from your existing Bendigo SmartOptions account.

You will automatically retain your existing investment portfolio and Standing Instructions. Under this process, the transfer will not give rise to a capital gains tax event.

Step 3 Type of Pension (select one)

Standard pension

Transition to retirement pension

For more information on the pension types please refer to the 'About the Pension' section in the PDS.

Step 4 Pension payment details

Please indicate when you would like your pension payments to start.

*Please pay my initial pension payment on the 7th day of 20

Please indicate the frequency and amount of your pension payments.

Frequency Monthly Quarterly Half-yearly Yearly Indexation rate %

Pension amount Minimum Maximum** Other amount \$ Gross/Net

* If you do not nominate a start date for your payments, we will commence your pension payments in the first available payment period following receipt of all requirements.

**For Transition to Retirement Pension members only.

Step 5 Bank details (to receive pension payments)

Name of bank	<input type="text"/>
Branch address	<input type="text"/>
Town/Suburb	<input type="text"/> State <input type="text"/> Postcode <input type="text"/>
Account name	<input type="text"/>
Branch (BSB) number	<input type="text"/> - <input type="text"/> Account number <input type="text"/>

If you are a new adviser, please also provide the following details:

Business name																	
Business address																	
Town/Suburb											State			Postcode			
Postal address (if different to above)																	
Town/Suburb											State			Postcode			
Work Telephone						Facsimile											
Mobile																	
Email																	

Step 9 Member declaration

General

- I have read and understood the Product Disclosure Statement dated 21 November 2016 and the Supplementary Product Disclosure Statement dated 1 July 2017 to which this Application Form relates and:
 - acknowledge that applications from outside Australia will not be accepted; and
 - apply to participate as a member of Bendigo SmartStart Pension (the Pension), of which Sandhurst Trustees Limited is the trustee, and agree to be bound by the provisions of the Trust Deed constituting the Pension, as amended from time to time.
- I understand that while I may make an initial contribution into the Pension, I cannot make subsequent contributions (however, it may be possible to commence a different Pension).
- I declare that, in accordance with the eligibility criteria applicable to the Pension (see the 'How the Pension Works' section of the PDS), I am eligible to become a member of the Plan and to make this contribution to my account to commence the Pension.
- I declare that the information supplied is true to the best of my knowledge.
- I consent to my spouse or any other permitted person, if applicable, to contribute to my account.
- Should any of the information I provide in this Application Form change, I will notify Sandhurst of such changes as soon as possible.
- I understand that certain transactions (including switches, partial withdrawals and other payments) may result in my Cash Account balance temporarily going into negative, and acknowledge that interest will be charged at the daily rate applicable to the Cash Account for the period that my Cash Account has a negative balance.
- I understand that if I have supplied my tax file number it will be transferred from my Bendigo SmartOptions account to my new Bendigo SmartStart account.

Appointment of representative (financial adviser authority)

- I wish to authorise my financial adviser to operate my account or give certain instructions on my behalf.
- I acknowledge and authorise my nominated financial adviser and their staff (my financial adviser) to operate my account and to give certain instructions on my behalf in relation to my account to Sandhurst by any method acceptable to Sandhurst, including electronically.
 - I understand that I still retain full control of my account and acknowledge that the following are some examples of instructions which Sandhurst will not accept from my financial adviser:
 - providing a request to withdraw any funds from my account;
 - providing new bank account details;
 - changing my bank account details held on file with the Plan;
 - authorising any other person to operate my account;
 - changing any fees payable to my nominated financial adviser;
 - signing any form where the law or an external party requires the member's signature on the form (eg. Binding Death Benefit Nomination, Request to Transfer, Direct Debit Request);

- changing the name on my account;
 - appointing a new financial adviser for my account; and
 - changing my communication preferences (if applicable)
- I agree to release and indemnify Sandhurst, any company in the Bendigo and Adelaide Bank Group and any associated company (including any of their officers, employees or agents) from and against any and all losses, liabilities, actions proceedings, accounts, claims and demands arising from the appointment or exercise of powers by my financial adviser under this authority.
 - I understand and acknowledge that, under this authority, I am bound by the actions of my financial adviser in relation to the operation of my account unless their rights to operate have been withdrawn by you.
 - I understand that this arrangement will continue until I cancel the authority in writing, or until Sandhurst exercises its rights to cancel the arrangement or vary these conditions on 14 days notice.

Investment

- I acknowledge that Sandhurst has provided me with access to the disclosure statements for the investment options I have selected via the Pension's website and I agree to access them on the Pension's website at www.sandhursttrustees.com.au/super
- I acknowledge that neither Sandhurst nor any other person guarantees the return of capital or the performance of the investment funds.
- I acknowledge that my existing investment portfolio and Standing Instruction will be transferred from my Bendigo SmartOptions account to my new Bendigo SmartStart account.

Privacy

- I have read and understood Bendigo and Adelaide Bank Group's Privacy Policy which is available at www.sandhursttrustees.com.au and agree that Sandhurst and Bendigo and Adelaide Bank Group may collect, use and disclose my personal information in accordance with the Privacy Policy.

Anti-Money Laundering and Counter Terrorism Financing (AML/CTF)

Sandhurst must adhere to AML/CTF rules. These require Sandhurst to undertake ongoing due diligence of customers and transactions within the Pension. Sandhurst must:

- immediately monitor and report any suspicious transactions or matters to the appropriate authority; and
- obtain the prescribed certified copies of documents that prove your identity when paying a benefit to you or your beneficiary/ies.

By making an application, you acknowledge and warrant to us that:

- you have not knowingly done anything to put Sandhurst in breach of AML/CTF laws;
- you will notify us if you become aware of anything that would put Sandhurst in breach of AML/CTF laws;
- if requested you will provide additional information and assistance and comply with all reasonable requests to facilitate Sandhurst's compliance with AML/CTF laws;
- if you fail to provide us with additional information and documentation requested of you, your application and/or benefit payment may be delayed or refused by us;
- you are not aware and have no reason to suspect that:
 - the money used to fund your investment is derived from or related to money laundering, terrorism financing or similar illegal activities; and
 - proceeds of investment made in connection with this product will fund illegal activities.

Electronic instructions

In respect of electronic instructions (email, fax) relating to investment switching, benefit payment requests, or notifying us of a change in details, you agree and acknowledge that we:

- will not accept electronic instructions unless it is accompanied by your scanned or faxed signature;
- are not responsible for any loss or delay that results from a transmission not being received by Sandhurst;
- will only process your electronic instructions if they are received in full and have been signed by you;
- will not accept a receipt confirmation from the sender's facsimile machine or computer as evidence of receipt of the instructions;
- will not compensate you for any losses relating to electronic instructions, unless required by law; and
- do not take responsibility for any fraudulent or incorrectly completed electronic instructions. In the event of fraud you agree to release us from, and indemnify us against, all losses and liabilities whatsoever arising from our acting in accordance with any instructions received electronically bearing your member number and a signature purportedly yours.

Online reporting

I acknowledge that Sandhurst may make the Bendigo Superannuation Plan's annual report available to me on the website at www.sandhursttrustees.com.au/super and I will access the annual report from the website.

I declare that: (select one)

- I have reached my Preservation Age and am still working. I am applying for a non-commutable, Transition to Retirement Pension.
- I have reached my Preservation Age and I am no longer gainfully employed. I do not intend to rejoin the workforce on either a full-time or part-time basis at any time in the future.
- I am 60 years old or over and I have ceased gainful employment since turning 60.
- I have been declared totally and permanently disabled.
- I am age 65 or older.
- I have attached the relevant certified document(s) which has been correctly certified as being a true copy of the original document(s) and signed by a person who has seen the original(s) and is authorised to certify a copy of the document(s).

If you are retired or not currently working, please provide the date you were last gainfully employed.

/ /

Signature

Date

/ /

Proof of identity requirements

AML/CTF law obligates Sandhurst to verify the identity of each applicant applying for an interest in the pension division. To meet these requirements, the following documents may be used:

EITHER

One of the following documents only:

- driver's licence issued under State or Territory law; or
- passport

OR

One of the following documents:

- birth certificate or birth extract;
- citizenship certificate issued by the Commonwealth; or
- pension card issued by Centrelink that entitles the person to financial benefits.

AND

One of the following documents:

- letter from Centrelink regarding a Government assistance payment;
- notice issued by Commonwealth, State or local council within the past twelve months that contains your name and residential address.
For example:
 - Tax Office Notice of Assessment
 - Rates notice from local council.

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;
- make sure all pages have been certified as true copies by **writing** or **stamping** 'certified true copy' followed by their **signature**, printed **name**, **qualification** (eg Justice of the Peace, Australia Post employee, etc) and **date**.

A list of people authorised to certify a copy of an original document is available on our website at www.sandhursttrustees.com.au/superforms, under the 'Update my current details' section.

Bendigo SmartStart – Binding Death Benefit Nomination Form



SandhurstTrustees

This form can be used for the following products:

- Bendigo SmartStart Super®
- Bendigo SmartStart Pension®

Complete the attached form if you want to make a binding death benefit nomination for your Bendigo SmartStart Super or Bendigo SmartStart Pension products. A separate form will need to be completed for each product you hold.

By completing this form you will bind Sandhurst Trustees Limited (Sandhurst) to pay your superannuation benefit on your death to the person(s) you have nominated in this form. Please ensure that you read the terms and conditions outlined in Step 6 prior to completing this form.

* Indicates a **mandatory field**. If you do not complete all of the mandatory fields, there may be a delay in processing your request. Please complete this form in **black or blue ink** using **CAPITAL LETTERS** and where provided, mark answer boxes with an X.

Step 1 Member details

Member number (if known)	<input type="text"/>				
Title	<input type="text"/>	Surname*	<input type="text"/>		
Given name(s)*	<input type="text"/>				
Date of birth*	<input type="text"/> / <input type="text"/> / <input type="text"/>	Sex*	Male <input type="checkbox"/>	Female <input type="checkbox"/>	
Residential address*	<input type="text"/>				
Town/Suburb*	<input type="text"/>	State*	<input type="text"/>	Postcode*	<input type="text"/>
Postal address	<input type="text"/>				
Town/Suburb	<input type="text"/>	State	<input type="text"/>	Postcode	<input type="text"/>
Contact phone number*	<input type="text"/>				
Email	<input type="text"/>				

Step 2 Binding death benefit nomination of beneficiaries

Nomination status * New nomination **OR** Amendment **OR** Revocation (do not complete Step 3)

How many beneficiaries do you wish to nominate?

This is form of used for this nomination
(If you want to nominate more than four beneficiaries, you must complete and attach an additional form).

Step 3 Nominated beneficiary details

In the event of my death, I direct Sandhurst to pay my death benefit from the Plan in accordance with the following direction:

Pay 100% of my death benefit to my legal personal representative (on behalf of my estate). Do not complete beneficiary details below.

OR

Pay my death benefit to my beneficiary/ies as outlined below.

Step 5 Independent witnesses' declaration

Witness 1 – I declare that I am at least 18 years of age, I have not been nominated as a beneficiary and that this Binding Death Benefit Nomination was signed and dated by the member in my presence and in the presence of the other witness.

Surname*

Given name*

Signature

*Date witnessed (must be the same as the date the member signs)

Witness 2 – I declare that I am at least 18 years of age, I have not been nominated as a beneficiary and that this Binding Death Benefit Nomination was signed and dated by the member in my presence and in the presence of the other witness.

Surname*

Given name*

Signature

*Date witnessed (must be the same as the date the member signs)

Note: the form must be witnessed by both witnesses at the time it is signed by the member.

Contact details:

Sandhurst Trustees Limited
Bendigo SmartStart
GPO Box 264
Melbourne VIC 3001
Phone: 1800 033 426
Fax: 03 6215 5800
Email: superannuation@bendigobank.com.au
Website: www.sandhursttrustees.com.au/SmartStart

Step 6 Conditions

Read how your personal information may be used:

Sandhurst collects your personal information and the personal information of your beneficiary/ies to assess and administer your request. If you do not provide the information we ask for, we may be unable to do this. We treat your personal information as confidential and only disclose it to others where necessary. For example, we usually disclose your information to organisations to whom we outsource functions such as administrators, mailing and printing houses, to IT providers, to account holders and operators, and to your financial adviser. Some of these organisations may be located overseas. Your information may be disclosed to related companies within the Bendigo and Adelaide Bank Limited group of companies, where its confidentiality is maintained at all times. We do not sell, rent or trade your personal information. You should also read our Privacy Policy which contains information about how you can gain access to and seek correction of your personal information, and how you can complain about a breach of the privacy laws by Sandhurst and how we will deal with a complaint. Our Privacy Policy is available at www.sandhursttrustees.com.au.

In the event of your death Sandhurst may pay the following benefits as a lump sum or as a pension:

- the amount of your superannuation benefits in the Plan which will comprise your Member Account balance plus
- the proceeds of any Death insurance cover you have through the Plan.

There are rules that Sandhurst will follow when paying your death benefit. These rules are described below.

If you want to direct Sandhurst to pay your benefit to a particular person (called your beneficiary), then you can complete a Binding Death Benefit Nomination. A valid Binding Death Benefit Nomination means your death benefit will be paid to the beneficiary/ies that you nominate.

When you have nominated a beneficiary and the nomination is valid and current, it will be legally binding upon Sandhurst and Sandhurst must act in accordance with that nomination. Commonwealth Government Regulations have imposed strict conditions on how a binding death benefit nomination must be made, amended or revoked. Also, family law and a relationship breakdown can also affect your nomination as the nominated person may no longer be eligible to receive a superannuation death benefit. We recommend you speak to a licensed financial adviser if this may apply to you.

The following conditions apply to binding death benefit nominations of beneficiaries:

- (a) Nominations can only be accepted on a form which is approved by Sandhurst. This form is an approved form.
 - (b) An original signed copy of this form must be provided to Sandhurst. An electronic version (fax or email) can be accepted.
- (c) Each beneficiary must be either your Legal Personal Representative (on behalf of your estate) or a dependant for superannuation purposes. Your Legal Personal Representative is the person or organisation you appoint as the executor of your Will, or who is appointed as the administrator of your estate if you die without a valid Will. If you nominate your Legal Personal Representative, then they will receive your death benefit on behalf of your estate. Currently, your dependants for superannuation purposes are:
 - (i) Your spouse which includes:
 - another person (whether of the same sex or a different sex) with whom the person is in a relationship that is registered under law; and
 - another person (whether of the same sex or a different sex) who, although not legally married to the person, lives with the person on a genuine domestic basis in a relationship as a couple.
 - (ii) Your child or children which includes:
 - an adopted child, a stepchild or an ex-nuptial child of the person; and
 - a child of the person's spouse; and
 - someone who is a child of the person within the meaning of the Family Law Act 1975.
 - (iii) A person with whom Sandhurst is satisfied you had an "interdependency relationship" on the date of your death. Under superannuation law, an "interdependency relationship" is defined as a close relationship between two people who reside together, where one or both provides the other with domestic support and personal care. The definition also extends to include two people who have a close personal relationship, but the relationship does not satisfy the residential and support requirements because either of them has a physical, intellectual or psychiatric disability (this would include a person who, for example, lives in an institution).
 - (iv) Any other person who is wholly or partially financially dependent on you at the time of your death.
 - (d) If any beneficiary nominated is not your Legal Personal Representative, spouse, child, financial dependant or a person with whom you had an interdependency relationship on the date of your death, your nomination will not be valid. This may include situations where you divorce or leave a de facto relationship after making a nomination.
 - (e) If you want to nominate more than four beneficiaries, you must complete and attach an additional form.
 - (f) For each beneficiary, you must specify the proportion of your benefit they are to be paid. The total benefit must have been allocated by you on the form (or forms, if you have nominated more than four persons). Please note: if your allocation does not total 100% the entire nomination will be invalid.
 - (g) The nomination must be signed by you and in the presence of two witnesses, both of whom must be at least 18 years of age and not nominated as beneficiaries.

- (h) The entitlements of any nominated beneficiary may be subject to family law legislation in relation to superannuation splitting arrangements.
- (i) You should consider revising your nomination whenever your personal circumstances change. This nomination may be amended or revoked at any time by submitting a new approved form.
- (j) A nomination will remain valid for a period of three years if no amendment or revocation is made by you during that period. You may confirm (renew) your nomination within this period by sending a signed, written notice to Sandhurst. The nomination will be valid for an additional three years from the date of confirmation. If you amend your nomination, the amended nomination is valid for three years from the date the amendment is made.
- (k) Sandhurst will contact you before the expiry date to give you the opportunity to renew your nomination. However, it is your responsibility to keep it up-to-date and to renew it every three years. If the nomination remains valid and is in effect at the time of your death, then Sandhurst has no power to vary it.
- (l) Sandhurst will remind you annually (via your annual member statement) of the details of your nomination and of its expiry date.
- (m) If you do not nominate a beneficiary or your nomination is invalid (including if it is unclear or defective) or your nomination is not renewed or is revoked before its expiry date, Sandhurst will consider that no nomination applies. Any benefit payable on death will be paid to your Legal Personal Representative on behalf of your estate as a lump sum payment.
- (n) If your Legal Personal Representative cannot be found, then Sandhurst may pay your benefit to your dependants, or, if they cannot be located, then to another individual, as allowed under superannuation law.
- (o) If your nomination is clearly invalid (i.e. if it is completed incorrectly), Sandhurst will contact you to permit you to re-submit a valid nomination.
- (p) If you would like information about the taxation of death benefits, please refer to the 'How super is taxed' section of the Bendigo SmartStart Super Reference Guide.



Bendigo and Adelaide Bank Limited ABN 11 068 049 178 1259489 - 1265822 (01/19)