



Executive member guide.

Product Disclosure Statement

The information in this document forms part of the
Hostplus Executive Product Disclosure Statement issued

The background consists of a large blue rectangle on the left and a light blue rectangle on the right. A white square is centered in the middle, containing the text.

Section 9. How to open an account

Section 9. How to open an account

The information in this document forms part of the Hostplus Executive Product Disclosure Statement 1 November 2020.

9.1 How to join Hostplus Executive

You have joined Hostplus Executive through your employer, so no paperwork is required of you. Once you are a member you can keep track of your super details online with Member Online at hostplus.com.au/executive.

Your Hostplus Executive membership will become active once a contribution is received into your account. However, your insurance cover will only be activated once an on-time Superannuation Guarantee contribution is received from your employer.

Once you are a member you can keep track of your super details online with your **Member Online** account at hostplus.com.au/executive.

9.2 Enquiries and complaints

If you have an enquiry or complaint, please call 1300 467 875. We'll do everything in our power to attend to your matter promptly and courteously. If you are not happy with the way your matter is handled, we want to know. Please write to:

Hostplus Resolutions Officer

Locked Bag 9, Carlton South VIC 3053

or email to resolutions@hostplus.com.au.

Hostplus aims to resolve all complaints within 90 days of receipt. However, if you are not satisfied with either the way Hostplus handles your complaint or its resolution, you may contact the Australian Financial Complaints Authority (AFCA). AFCA provides free, fair and independent financial services complaint resolution to Hostplus members and their beneficiaries.

Although you are able to refer the matter to AFCA at any time, they will not usually deal with your complaint until it has been through Hostplus' complaints handling process.

You can contact AFCA via:

Website: afca.org.au.

Email: info@afca.org.au.

Telephone: 1800 931 678.

In writing to: Australian Financial Complaints Authority, GPO Box 3, Melbourne VIC 3001.

9.3 Your privacy

Protecting your privacy is important to Hostplus Executive. Under the Privacy Act, we are required to handle your personal information in accordance with a set of principles known as the Australian Privacy Principles (APPs).

We collect your information to enable us to identify you, set up your superannuation account, to keep it running smoothly and respond to any queries or request you may have regarding your account. The kind of information we collect from you includes your name, date of birth, address, tax file number and phone numbers via membership application forms, over the phone via our contact centre, through our online portals when you update your details and from our **Hostplus** financial planners licensed by Industry Fund Services. We will also collect health information for the purposes of administering insurance on your account. At times we may need to disclose relevant personal information to personal representative(s) which have been approved by you, in addition to external organisations that help us provide product and services to you such as our fund administrator, insurer, mail houses, lawyers, other superannuation funds and regulatory bodies, to the extent required by law. We and our fund administrator may also need to disclose your personal information to overseas recipients.

You should read our privacy policy for more detailed information. Our privacy policy also provides information about how you can access and correct your information, as well as how you can make a complaint about a breach of the APPs or the Privacy Act.

For more information on privacy or to obtain a copy of the Hostplus privacy policy, visit hostplus.com.au/privacy or call **1300 467 875**. You can also email us at privacy@hostplus.com.au or write to us at Locked Bag 5046, Parramatta NSW 2124.

There are a number of service providers who assist the trustee to deliver this product. For a full list of our service providers, please visit hostplus.com.au/serviceproviders

Investment Managers:

[See Section 5.31 Our investment managers at 30 June 2020 for a full listing](#)

Throughout this guide you may see references to statements about our service providers. The service providers have consented to these statements being included in this guide, and that consent has not been withdrawn.

The information in this Section contains general advice only and does not take into account your personal objectives, financial situation or needs. You should consider if this information is appropriate for you in light of your circumstances before acting on it. You may also find it beneficial to obtain advice from a licensed financial adviser. Past performance is not a reliable indicator of future performance.

Host-Plus Pty Limited ABN 79 008 634 704, AFSL No. 244392, RSEL No. L0000093, MySuper No. 68657495890198, Hostplus Superannuation Fund ABN 68 657 495 890, RSE No. R1000054.

Mail Locked Bag 5046, Parramatta, NSW 2124
Phone 1300 467 875
Fax 1800 467 875
Email info@hostplus.com.au

hostplus.com.au

Issued by Host-Plus Pty Limited ABN 79 008 634 704, AFSL 244392 as trustee for the Hostplus Superannuation Fund (the Fund)
ABN 68 657 495 890, MySuper No 68 657 495 890 198. INH 1224 04/20

