



# Vision Personal Fees and costs

This statement was prepared on  
**1 January 2021**

The information in this document forms part of the  
**Vision Personal Product Disclosure Statement** dated **1 January 2021**

This Product Disclosure Statement (PDS) is a summary of significant information about Vision Personal – and should be considered as a guide only. It contains a number of references to other important information (each of which forms part of the PDS). You should consider all of this information before making a decision about Vision Personal. To obtain copies of this PDS and/or the other information referred to in it, please call our Contact Centre on **1300 300 820**.

The information provided in this PDS is general information only and does not take account of your personal financial situation or needs. You should consider whether this information is appropriate to your personal circumstances before acting on it and, if necessary, you should also seek professional financial advice tailored to your personal circumstances. Where tax information is included you should consider obtaining personal taxation advice.

This PDS is up to date at the time it was prepared. Information in this PDS is subject to change from time to time. If a change does not materially affect you, we may update the information by notice on our website [www.visionsuper.com.au](http://www.visionsuper.com.au) and/or inclusion in the next newsletter. You can also call our Contact Centre on **1300 300 820**. A paper copy of updated information will be given to you without charge on request.

Vision Super Pty Ltd ABN 50 082 924 561, AFSL 225054, RSE Licence L0000239 ('the Trustee' or 'we' or 'us') is the Trustee of the Local Authorities Superannuation Fund ('Vision Super' or 'the Fund') ABN 24 496 637 884. The final authority on any issue relating to the Fund is the Trust Deed governing the Fund, the relevant provisions of the Commonwealth legislation and the relevant insurance policy (if applicable).

# Fees and other costs

## Consumer advisory warning

**Did you know?** Small differences in both investment performance 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 fee. 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](http://www.moneysmart.gov.au)) has a superannuation fee calculator to help you check out different fee options.\*

### \*Fees and costs for Vision Personal are not negotiable.

This document shows the fees and other costs that you may be charged. These fees and other costs may be deducted from your money, from the returns on your investment or from the assets of the superannuation entity as a whole. Other fees, such as activity fees, personal advice fees and insurance fees may also be charged, but these will depend on the nature of the activity, advice or insurance chosen by you. Entry and exit fees cannot be charged.

Taxes are set out in the PDS, and insurance fees, and other costs relating to insurance are set out in the Vision Personal Insurance guide.

You should read all the information about fees and other costs because it is important to understand their impact on your investment. The Fees and costs summary provides an overview of the fees and other costs that you might incur. Further details for the product and each investment option offered by Vision Super are set out under "Additional explanation of fees and costs", on page 4.

## Fees and costs summary

| Vision Personal                                  |  |   |
|--|--|---|
| Type of fee or cost                              | Amount   | How and when paid   |
| <b>Ongoing annual fees and costs<sup>1</sup></b> |  |   |
| Administration fees and costs                    | \$78 pa (\$1.50 per week) <b>plus</b> 0.14% p.a. of your account balance (made up of 0.14% of your account balance which is capped at \$540 pa <b>plus</b> a reserving margin of 0.00% pa of the option's assets).<br><br>Currently, the reserving margin is nil but could be reintroduced in the future within a range of 0.00% - 0.02% pa. | Deducted from member's accounts at the end of each quarter in arrears, or earlier if member exits prior to the end of the quarter.<br><br>The reserving margin (if any) is accrued (usually) daily and deducted from the underlying asset value of the member's account via the unit pricing process. |
| Investment fees and costs <sup>2,3</sup>         | A percentage of each investment option's assets per year, depending on the Investment option, ranging from an estimated: 0.03% – 0.69% pa.   | Accrues (usually) daily and is deducted from the underlying asset value of the member's account via the unit pricing process.   |
| Transaction costs <sup>2</sup>                   | A percentage of each option's assets per year, depending on the Investment option, ranging from an estimated 0.00% - 0.20% pa.   | Accrues (usually) daily and is deducted from the underlying asset value of the member's account via the unit pricing process.   |
| <b>Member activity related fees and costs</b>    |  |   |
| Buy-sell spread                                  | A percentage of the member transaction amounts depending on the Investment option.<br>Currently, the buy-sell spread is nil but could be reintroduced in the future within a range of 0.00% - 0.19%  | If any, usually calculated daily and deducted via the unit pricing process.   |
| Switching fee                                    | Nil  | Not applicable  |
| Other fees and costs <sup>4</sup>                | Various, depending on insurance cover you have or personal advice you obtain.  | Insurance fees are deducted from insured members' accounts at the end of each quarter.<br><br>Personal advice fees are deducted from members' accounts where permitted and agreed.  |

<sup>1</sup> 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, certain fees and costs charged to you in relation to administration and investment are capped at 3% of the account balance. Any amount charged in excess of that cap must be refunded.

<sup>2</sup> The Investment fee and costs and the transaction costs shown above are estimates of the amounts that you will incur. These estimates are based on the investment fees and costs and transaction costs incurred by the Fund over the year ended 30 June 2020, based on information provided by our investment managers and custodian. These amounts include actual amounts where available and some estimated components. Investment fees and costs and transaction costs for the Property option and Infrastructure option are an estimate of anticipated investment fees and costs for the 2020/2021 financial year as at the date of preparation of this document. The actual amounts you will incur in subsequent financial years will depend on the actual investment fees and costs and transaction costs incurred.

<sup>3</sup> Investment fees and costs includes an estimated amount of between 0.0% and 0.12% for performance fees, depending on the investment options you are invested in (see Table 4 page 5). The calculation basis for this amount is set out under "Additional explanation of fees and costs" on page 4.

<sup>4</sup> Refer to Table 1 on page 4 for details of other fees and costs and Vision Personal Insurance guide for further details on insurance fees.

## Example of annual fees and costs

This table gives an example of how the ongoing annual fees and costs for the Sustainable balanced investment option in this superannuation product (Vision Personal) can affect your superannuation investment over a one year period. You should use this table to compare this superannuation product with other superannuation products.

| Example - Sustainable balanced option |   | Balance of \$50,000  |
|---------------------------------------|---|--|
| Administration fees and costs         | \$78 pa (\$1.50 per week) <b>plus</b> 0.14% of your account balance | For every \$50,000 you have in the superannuation product, you will be charged or have deducted from your investment <b>\$70</b> in administration fees and costs, plus <b>\$78</b> regardless of your account balance. <sup>1</sup> |
| <b>Plus</b> Investment fees and costs | 0.12%   | <b>And<sup>2</sup></b> you will be charged or have deducted from your investment <b>\$60</b> in investment fees and costs  |
| <b>Plus</b> Transaction costs         | 0.03%   | <b>And<sup>2</sup></b> , you will be charged or have deducted from your investment <b>\$15</b> in transaction costs  |
| <b>Equals</b> Cost of product         |   | If your balance was \$50,000 at the beginning of the year, then for that year you will be charged fees and costs of <b>\$223*</b> for the superannuation product.  |

\*Additional fees may apply.

1. Administration fees and costs are comprised of

- > A flat fee of \$78 (regardless of your account balance)
- > Plus a % based fee, which is \$70 for every \$50,000 you have in the superannuation product, up to a maximum of \$540.

2. For every \$50,000 you have in the superannuation product, Investment fees and costs and Transaction costs will apply.

## Cost of product for one year

The cost of product gives a summary calculation about how ongoing annual fees and costs can affect your superannuation investment over a one year period for all superannuation products and investment options. It is calculated in the manner shown in the Example of annual fees and costs.

The cost of product information assumes a balance of \$50,000 at the beginning of the year, which is invested in a single investment option. (Additional fees such as a buy-sell spread may apply: refer to the Fees and costs summary for the relevant superannuation product or investment option.)

You should use this figure to help compare superannuation products and investment options.

| Investment options        | Cost of product |
|---------------------------|-----------------|
| Growth                    | \$503           |
| Balanced growth           | \$463           |
| Sustainable balanced      | \$223           |
| Balanced                  | \$428           |
| Conservative              | \$353           |
| Just Shares               | \$373           |
| Australian equities       | \$283           |
| International equities    | \$433           |
| Innovation and disruption | \$433           |
| Infrastructure            | \$513           |
| Property                  | \$493           |
| Diversified bonds         | \$188           |
| Cash                      | \$163           |

## Additional explanation of fees and costs

**Table 1: Explanation of fees and costs**

| Fee   | Explanation   |
|---|---|
| <b>Activity fees</b>                                | Vision Super does not charge activity fees.   |
| <b>Advice fees</b>                                  | <p>You can obtain personal financial advice which takes into account your objectives, financial situation and needs from a Vision Super Financial Planner (VSFP).</p> <p>VSFPs are employed by the Trustee of Vision Super. These staff members are authorised to give personal advice under an arrangement that the Trustee has with Industry Fund Services Pty Ltd (IFS) (AFSL no: 232514). Where you require personal advice, this advice is provided to you under the arrangement with IFS. IFS (and not the Trustee) is responsible for any advice given to you under this arrangement. You should consider the IFS FSG if you are considering obtaining personal advice.</p> <p>Advice limited to contributions and investments regarding your membership of Vision Super that is not subject to ongoing review is called 'intra-fund' advice and includes personal intra-fund advice. Intra-fund advice is available at no extra cost to you as the cost of intra-fund advice is included in the Fund's administration fees.</p> <p>Advice fees apply on a fee for service (user pays) basis for all other personal financial advice provided by a VSFP in addition to the fees and costs shown in this Guide. Fees are only charged for a Statement of Advice that contains personal advice that is not intra-fund advice. Fees for personal advice relating solely to your interest in Vision Super are generally paid directly by you. However, if we are satisfied that the fee is solely for the provision of advice regarding your membership in Vision Super, it may be deducted from your account, with your written authorisation. Fees are discussed during your first appointment with the advisor.</p> <p>For information about the advice fees that may apply as an additional cost, please see our Financial Services Guide at <a href="http://www.visionsuper.com.au/financial-services-guide">www.visionsuper.com.au/financial-services-guide</a>. You can also call our Contact Centre on <b>1300 300 820</b>, or one of our VSFPs who will explain our fee structure to you. IFS does not receive remuneration from the Trustee for the intra-fund advice services accessible by Fund members.</p> |
| <b>Benefit of tax deductions for fees and costs</b> | A contributions tax refund is provided to you based on 15% of the administration fees and costs and insurance premiums (if applicable) charged to your account. This means that the benefit of the tax deductions for the expenses related to these fees is passed on to you.   |
| <b>Fee capping</b>                                  | If the total of your Choice investment options is less than \$6,000 at the end of the income year, fee capping rules will apply where the relevant balance is less than \$6,000. If fee capping applies, certain fees and costs charged to you in relation to administration and investment will be capped at 3% of the relevant balance where it is below \$6,000. Any amounts charged in excess of those caps will be refunded. If you exit all your Choice investment options during the year, the above fees and costs charged to you will also be capped at 3% of the respective balances which are below \$6,000. Any excess amounts will be refunded and paid to the entity that received your benefit.  |
| <b>Fee change information</b>                       | <p>The Trustee can change fees and costs without member consent. Where required by law, you will be given at least 30 days written notice of any material increase to fees and costs. Estimated investment fees and costs may change, without prior notice, where the underlying expenses of the Fund change.</p> <p>Currently, buy-sell spreads are nil. However, the Trustee may determine to apply buy-sell spreads in the future (in the range of 0.00% to 0.19%) without prior notice. Any change to buy/sell spreads will be available online at <a href="http://www.visionsuper.com.au/super/fees-and-costs">www.visionsuper.com.au/super/fees-and-costs</a>.</p> <p>Currently, reserving margins are nil. However, the Trustee may determine to apply reserving margins in the future (in the range of 0.00% to 0.02%) without prior notice. Any change to the reserving margins will be available online at <a href="http://www.visionsuper.com.au/super/fees-and-costs">www.visionsuper.com.au/super/fees-and-costs</a>.</p> <p>We may also make updated information about estimated fees and costs available on our website.</p>   |
| <b>Insurance costs</b>                              | If you have insurance cover under Vision Super, insurance premiums apply and are deducted from your account. Please refer to our Vision Personal Insurance Guide for more information about insurance costs.  |
| <b>Taxation</b>                                     | Taxes apply to superannuation, including tax on employer contributions and tax on investment earnings. If you are invested in an investment option that has exposure to Australian shares, tax offsets gained through franking credits are reflected in unit prices of that investment option. Refer to section 7 of the Vision Personal PDS for more information about taxation.   |

## Investment fees and costs

Investment fees and costs includes investment expenses relating to the investment management of Vision Super's assets, such as base and performance related fees paid to investment managers and advisers, management fees charged in investment vehicles, asset consulting fees, bank fees, custodian fees and internal Vision Super costs related to the management of the Fund's assets. For further information about performance fees, refer to Table 4 on page 7.

Investment fees and costs are taken into account in the calculation of the unit prices for the investment options, and are therefore reflected in the returns allocated to your account through changes in the unit prices

Investment fees and costs in respect of all investment options other than the Property option and Infrastructure option are an estimate based on the fees and costs incurred over the year ended 30 June 2020. These estimates reflect actual amounts for the year ended 30 June 2020 where available and some estimated components.

Investment fees and costs for the Property option and Infrastructure option are an estimate of anticipated investment fees and costs for the 2020/2021 financial year as at the date of preparation of this document.

The actual amount of investment fees and costs that you will incur in the current and subsequent financial year(s) depends on the investment option(s) you are invested in and actual investment fees and costs incurred by Vision Super from year to year in relation to the option(s).

Estimated investment fees and costs (including performance fees where applicable) for each investment option are shown in Table 2.

## Transaction costs

Transaction costs include explicit transaction costs such as brokerage, settlement costs or stamp duty, as well as buy sell spreads charged by our investment managers or in underlying investment vehicles.

Where buy-sell spreads are applied by Vision Super, transaction costs incurred by the Fund may be wholly or partly recovered through the buy-sell spread on member transactions. Currently, buy-sell spreads do not apply. However, buy-sell spreads may be applied in future based on the ranges shown in Table 5 on Page 7.

Any Transaction costs that are not recovered through a Vision Super buy-sell spread are deducted from the underlying assets, and therefore deducted from the unit prices for each Investment option.

Transaction costs in respect of all investment options other than the Property option and Infrastructure option are an estimate based on the explicit transaction costs incurred by the Fund and underlying investment vehicles over the year ended 30 June 2020. These estimates are based on information provided by our investment managers and custodian and reflect actual amounts for the year ended 30 June 2020 where available and some estimated components.

Transaction costs for the Property option and Infrastructure option are an estimate of anticipated transaction costs for the 2020/2021 financial year as at the date of preparation of this document.

The actual amount of transaction costs that you will incur in the current and subsequent financial year(s) depends on the investment option(s) you are invested in; the frequency, size and type of member transactions relating to your account and actual transaction costs incurred by Vision Super from year to year in relation to the option(s).

Estimated transaction costs for each investment option are shown in Table 3.

**Table 2: Estimated Investment fees and costs**

| Premixed options          | Investment fees and costs pa <sup>(i)</sup> |
|---------------------------|---|
| Growth                    | 0.61%                                       |
| Balanced growth           | 0.54%                                       |
| Sustainable balanced      | 0.12%                                       |
| Balanced                  | 0.48%                                       |
| Conservative              | 0.36%                                       |
| Single sector options     |   |
| Just shares               | 0.35%                                       |
| Australian equities       | 0.21%                                       |
| International equities    | 0.44%                                       |
| Innovation and disruption | 0.55%                                       |
| Infrastructure            | 0.69%                                       |
| Property                  | 0.49%                                       |
| Diversified bonds         | 0.08%                                       |
| Cash                      | 0.03%                                       |

(i) For further information about performance fees, refer to page 7.

**Table 3: Estimated Transaction costs**

| Premixed options          | Transaction costs pa |
|---------------------------|----------------------|
| Growth                    | 0.10%                |
| Balanced growth           | 0.09%                |
| Sustainable balanced      | 0.03%                |
| Balanced                  | 0.08%                |
| Conservative              | 0.05%                |
| Single sector options     |                      |
| Just shares               | 0.10%                |
| Australian equities       | 0.06%                |
| International equities    | 0.13%                |
| Innovation and disruption | 0.02%                |
| Infrastructure            | 0.04%                |
| Property                  | 0.20%                |
| Diversified bonds         | 0.00%                |
| Cash                      | 0.00%                |

## Performance fees

Some of our investment managers may be entitled to receive performance fees (in addition to base fees) if they generate strong investment returns above an agreed benchmark. Where applicable, performance fees are paid on the percentage of the performance above the agreed benchmark and will result in higher investment fees and costs.

Performance fees are included in the Investment fees and costs set out in Table 2 (page 5), where applicable.

In summary, Government regulations require that we disclose performance fees calculated on the basis of accrued performance fees averaged over the five financial years ended 30 June 2020, except in certain circumstances (essentially, where an average over 5 years is not available).

We have estimated performance fees for all investment options (other than the Property option and Infrastructure option) based on information provided by our investment managers for the five years to 30 June 2020. For the Property option and Infrastructure option, we have estimated anticipated performance fees for the 2020/2021 financial year based on information provided by our investment managers. These estimated performance fees are shown in Table 4.

The amount of Performance fees paid by the Fund in each year will rise and fall depending on the level of performance the relevant managers generate. The actual amount of Performance fees that you will incur in the current and subsequent financial year(s) depends on the investment option(s) you are invested in; and the amount of Performance fees accrued in relation to the investment option(s) from year to year.

**Table 4: Estimated Performance fees**

| Premixed options     | Performance fees pa | Single sector options     | Performance fees pa |
|----------------------|---------------------|---------------------------|---------------------|
| Growth               | 0.12%               | Just shares               | 0.00%               |
| Balanced growth      | 0.10%               | Australian equities       | 0.00%               |
| Sustainable balanced | 0.01%               | International equities    | 0.01%               |
| Balanced             | 0.09%               | Innovation and disruption | 0.00%               |
| Conservative         | 0.06%               | Infrastructure            | 0.00%               |
|                      |                     | Property                  | 0.00%               |
|                      |                     | Diversified bonds         | 0.00%               |
|                      |                     | Cash                      | 0.00%               |

## Buy-sell spreads

The buy-sell spread (where applicable) is the difference between the buy price and sell price of units in each investment option.

As noted above, buy-sell spreads for all investment options are currently nil. This is based on the current level and pattern of member transactions (eg investment switching requests) and the current level of transaction costs incurred by the Fund when Fund assets are purchased or sold.

If circumstances change, Vision Super may need to charge buy-sell spreads to ensure it is able to more appropriately recover the transaction costs resulting from member transactions from the members engaged in those transactions. Table 5 sets out the possible range of buy-sell spreads.

Buy-sell spreads may change within this range without prior notice. Buy-sell spreads are reviewed on a regular basis and are available online at [www.visionsuper.com.au/super/fees-and-costs](http://www.visionsuper.com.au/super/fees-and-costs).

**Table 5: Buy and sell spreads**

| Option                    | Buy-sell spread | Buy-sell spread range |
|---------------------------|-----------------|-----------------------|
| Balanced growth           | 0.00%           | 0.00% to 0.12%        |
| Conservative              | 0.00%           | 0.00% to 0.08%        |
| Balanced                  | 0.00%           | 0.00% to 0.11%        |
| Sustainable balanced      | 0.00%           | 0.00% to 0.09%        |
| Growth                    | 0.00%           | 0.00% to 0.13%        |
| Just shares               | 0.00%           | 0.00% to 0.17%        |
| Australian equities       | 0.00%           | 0.00% to 0.19%        |
| International equities    | 0.00%           | 0.00% to 0.15%        |
| Innovation and disruption | 0.00%           | 0.00% to 0.15%        |
| Infrastructure            | 0.00%           | 0.00% to 0.00%        |
| Property                  | 0.00%           | 0.00% to 0.00%        |
| Diversified bonds         | 0.00%           | 0.00% to 0.04%        |
| Cash                      | 0.00%           | 0.00% to 0.03%        |

## Administration fees and costs

The administration fees and costs are made up of three components:

- > A flat dollar fee of \$1.50 per week (\$78p.a.)
- > An asset based fee of 0.14% of your account balance capped at \$540 pa, and
- > If charged, a reserving margin ranging from 0.00% to 0.02% which is reflected in the daily unit price.

Currently the reserving margin is nil.

The reserving margin is paid into a general reserve. Vision Super is able to draw on this reserve as permitted by relevant law and the Fund's reserving strategies. The general reserve is not used as an investment fluctuation reserve for smoothing investment returns.

If circumstances change, Vision Super may need to charge a reserving margin. Table 6 sets out the possible range of the reserving margins. Reserving margins may change within this range without prior notice. Reserving margins are reviewed on a regular basis and are available online at [www.visionsuper.com.au/super/fees-and-costs](http://www.visionsuper.com.au/super/fees-and-costs).

The reserving margins included in the administration fees and costs are set out in Table 6 (below).

**Table 6: Reserving margins**

| Option                    | Reserving margin pa | Reserving margin range pa |
|---------------------------|---------------------|---------------------------|
| Balanced growth           | 0.00%               | 0.00% to 0.02%            |
| Conservative              | 0.00%               | 0.00% to 0.02%            |
| Balanced                  | 0.00%               | 0.00% to 0.02%            |
| Sustainable balanced      | 0.00%               | 0.00% to 0.02%            |
| Growth                    | 0.00%               | 0.00% to 0.02%            |
| Just shares               | 0.00%               | 0.00% to 0.02%            |
| Australian equities       | 0.00%               | 0.00% to 0.02%            |
| International equities    | 0.00%               | 0.00% to 0.02%            |
| Innovation and disruption | 0.00%               | 0.00% to 0.02%            |
| Infrastructure            | 0.00%               | 0.00% to 0.02%            |
| Property                  | 0.00%               | 0.00% to 0.02%            |
| Diversified bonds         | 0.00%               | 0.00% to 0.01%            |
| Cash                      | 0.00%               | 0.00% to 0.01%            |

## Defined fees

The following definitions are prescribed by law.

### Activity fees

A fee is an activity fee if:

- A. The fee relates to costs incurred by the trustee of the superannuation entity that are directly related to an activity of the trustee:
  - (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 administration fees and costs, investment fees and costs, a buy-sell spread, a switching fee, an advice fee or an insurance fee.

### Administration fees and costs

Administration fees and costs are fees and costs that relates to the administration or operation of the superannuation entity and includes costs incurred by the trustee of the entity that:

- A. Relate to the administration or operation of the entity; and
- B. Are not otherwise charged as an investment fee and cost, a buy-sell spread, a switching fee, an activity fee, an advice fee or an insurance fee.

### Advice fees

A fee is an advice fee if:

- A. The fee relates directly to costs incurred by the trustee of the superannuation 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 and cost, an investment fee and cost, a switching fee, an activity fee or an insurance fee.

### Buy-sell spreads

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

### Exit fees

An exit fee is a fee, other than a buy-sell spread, that relates to the disposal of all or part of members' interests in a superannuation entity.

### Investment fees and costs

Investment fees and costs are fees and costs that relate to the investment of the assets of a superannuation entity and includes:

- A. Fees in payment for the exercise of care and expertise in the investment of those assets (including performance fees); and
- B. Costs incurred by the trustee of the entity that
  - (i) Relate to the investment of assets of the entity; and,
  - (ii) Are not otherwise charged as administration fees and costs, a buy-sell spread, a switching fee, an activity fee, an advice fee or an insurance fee.

### Switching fees

A switching fee for a MySuper product is a fee to recover the costs of switching all or part of a member's interest in a superannuation entity from one class of beneficial interest in the entity to another.

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.

### Transaction costs

Transaction costs are costs associated with the sale and purchase of assets of the superannuation entity other than costs that are recovered by the superannuation entity charging buy-sell spreads.

## Here to help

**Telephone** 1300 300 820 (8:30am to 5:00pm)

**Monday – Friday** (not including Victorian public holidays)

**Email** [memberservices@visionsuper.com.au](mailto:memberservices@visionsuper.com.au)

**Visit** [www.visionsuper.com.au](http://www.visionsuper.com.au)

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