

Product Information Booklet

GESB SUPER



This Product Information Booklet (PIB) outlines the main features and benefits of GESB Super and how your account works. It is a summary of significant information and contains a number of references to important additional documents (each of which forms part of this PIB) that you should read in order to understand how GESB Super operates.

- This symbol identifies the additional documents that form part of this PIB. It is important that you read and consider all the information in these documents relating to your GESB Super account before making any decisions about the product.
- This symbol signposts other information which you may find useful when reading this booklet.



Contents

1. About GESB Super	2	6. Fees and costs	5
2. How super works	2	7. How GESB Super is taxed	6
3. Benefits of investing with GESB Super	3	8. Insurance in your super	6
4. Risks of super	3	9. How to open an account	8
5. How we invest your money	4		

Important Note:

This GESB Super Product Information Booklet (PIB) is an important document. You should read this document and all the important additional documents referred to within so you can understand how GESB Super operates. This PIB describes the benefits, options and features that are available in GESB Super, including investment choice and insurance cover. This PIB is issued by the Government Employees Superannuation Board (GESB) which manages the GESB Super scheme. GESB Super is part of the Government Employees Superannuation Fund (GES Fund). Neither GESB's subsidiary nor any investment managers of the investment plan are responsible for any statements or representations made in this PIB, unless expressly stated otherwise. GESB does not guarantee the performance of the GES Fund, the investment plans or any particular rate of return. The repayment of capital is not guaranteed.

This material relating to super contributions and withdrawals may change between the time when you read this Statement and the day you apply to join or when your GESB Super account is automatically opened for you. The information contained in this PIB is of a general nature only. It is not based on your personal objectives, financial situation or needs. You are encouraged to seek assistance from a qualified financial adviser before making any decision as to how appropriate GESB Super is for your objectives, financial situation or needs. GESB employees and directors receive salaries and/or benefits from GESB.

The information in this PIB may change from time to time. You can obtain updated information by visiting our website, gesb.com.au, or calling your Member Services Centre on 13 43 72. If you require a paper copy of any updated information this will be provided to you free of charge.

1. About GESB Super

GESB is the largest Western Australian based superannuation (super) provider with \$12 billion in assets under management and 320,000 members (as at 30 June 2011). We've been helping members secure their financial future for more than 70 years; offering super and retirement products, as well as insurance and easy access to financial education and advice services.

GESB Super is a taxed 'accumulation' style of super scheme. This means your account balance builds up over time from your state government employer contributions, your own personal contributions and any super that you roll over from other funds, as well as from investment earnings.

We manage and administer the GESB Super scheme for current and former WA public sector employees and their partners. If you work within the WA public sector and started your job on or after the 16 April 2007, you would have automatically become a member of GESB Super.

➔ For information about how the GESB Super fund is performing, see the **'Annual fund update'** available at www.gesb.com.au/pib.

2. How super works

ABOUT SUPER

Super is designed to help you save for your retirement. Different types of contributions can be paid into your super: compulsory employer contributions (also known as Superannuation Guarantee or SG), additional contributions you choose to make and government co-contributions. They are all designed to provide you with greater financial security in retirement.

Tax concessions and other government benefits generally make super one of the best long-term investment vehicles.

➔ For more information about how super works, see www.moneysmart.gov.au.

CONTRIBUTIONS

State Superannuation legislation requires that compulsory employer contributions for WA public sector employees are paid to GESB. This makes us different from other super funds where people have the right to choose where their employer contributions are paid. Your GESB Super account is opened automatically for you when you join the WA public sector and your details are provided by your employer, so much of the process is simplified for you.

You can make additional voluntary contributions to your GESB Super account by:

- Asking your employer to deduct extra money from your pay *before* tax is taken out and to pay this into your GESB Super account (called salary sacrificing)
- Asking your employer to deduct extra money from your pay *after* tax is taken out and to pay this into your GESB Super account (called after-tax contributions)
- Putting any money you have saved or lump-sum amounts like inheritance, lotto winnings or proceeds of a large asset sale into your GESB Super account (also called after-tax contributions)
- Transferring super you have in other super funds into your GESB Super account

There are limitations on the amount of contributions you can make to your super.

➔ See **'Contributing to your super account'** brochure, available at www.gesb.com.au/pib.

WITHDRAWALS

For most members, you will be able to access your super once you have reached the preservation age and permanently retire. Your preservation age is dependent on your date of birth. You are able to access your full retirement benefit once you reach age 65, regardless of your working status.

➔ See **'Accessing your super'** fact sheet, available at www.gesb.com.au/pib.

3. Benefits of investing with GESB Super

GESB Super will help you maximise your retirement savings through:

Low fees	Our fees are kept as low as possible to ensure that more money stays in your account.
Security	You benefit from GESB's 70 years of experience in super funds management and the security of being part of a large fund.
Investment choice	You can easily switch investment plans as your circumstances change, at no extra cost. ➡ See our 'Investment choice' brochure at www.gesb.com.au/pib .
Automatic insurance cover	Providing you meet certain criteria, you are automatically covered for Death, Total & Permanent Disablement Insurance and Salary Continuance Insurance, without the need for a medical examination. ➡ See 'Insurance and your super' brochure at www.gesb.com.au/pib .
Extra services at no additional cost	We offer free member seminars in metro and regional WA and provide around the clock access to information through Member Online.
Retirement options	We provide you with flexible retirement options, so you can keep your money with GESB throughout your retirement. ➡ See 'Super - your retirement options' brochure at www.gesb.com.au/brochures .
An award-winning call centre	You benefit from our local, personalised Member Services Centre. The outstanding service levels we provide were recently recognised with the 2011 ATA WA Contact Centre of the Year award.

4. Risks of super

All investments have some level of risk. Super funds invest in a range of asset classes - including cash, fixed interest, property and shares - which have different levels of risk. Different weightings of these asset classes make up the different investment plans available in a diversified super fund.

GESB Super offers a choice of investment plans. The investment plan you choose will change in value over time and will perform differently at different times due to various factors. You should also bear in mind that past investment returns are not a reliable indicator of future performance.

➡ See the important information about the risks of investing in super in the **'Investment choice'** brochure, available at www.gesb.com.au/pib.

The likely investment return, and the risk of losing money, is different for each investment plan depending on the underlying mix of assets.

Market risk	The risk that changes in economic, technical, political, legal or other factors which impact the financial markets and in turn the investment value.
Inflation risk	The risk that the return on assets does not exceed the inflation rate and reduces the 'buying power' over the long term.
Currency risk	The risk that the values of foreign currencies rise or fall relative to the Australian dollar and affect the value of the overseas assets. Currency risk can be mitigated by hedging foreign currency exposures. However there is no guarantee that currency hedging will always be successful.
Interest rate risk	The risk that changes in interest rates impact directly or indirectly on investment value or returns generated by these assets.
Credit risk	The risk that a borrower fails, or is perceived to have an increased risk of failing, to repay its debts.
Liquidity risk	The risk of not being able to readily convert an investment into cash with little or no loss of capital and minimum delay.
Counterparty risk	The risk that a party to a contract fails to fulfil its contractual obligations.

When considering your investment in super, it is important to understand that:

- The value of investment plans will go up and down
- Returns are not guaranteed and you may lose some of your money
- Those assets with potentially the highest return over the longer term (such as shares) may also have the highest risk of losing money in the shorter term
- Past performance is not an indicator of future performance
- The amount of your super savings (including contributions and returns) may not be enough to provide adequately for your retirement
- Super is a long-term investment and may only be accessed when you meet a condition of release
- Laws affecting your super may change

The appropriate level of risk for you will depend on many things: your age, investment time frame, how other parts of your wealth are invested and how comfortable you are with the possibility of losing some of your super investment in some years.

We recommend that you talk to a financial adviser before deciding which investment plan best suits you.

➡ Our risk profile calculator at www.gesb.com.au/calculators can help you choose a plan that suits you.

5. How we invest your money

GESB Super offers you a number of investment plans. You should consider the likely investment return, risk and your investment time frame when choosing which plan to invest in.

There are five Readymade plans:

Readymade plans

Investment plan	Expected risk/return profiles
Growth	Higher risk and return
Balanced Growth	High risk and return
Balanced Conservative	Medium risk and return
Conservative	Low risk and return
Cash	Lower risk and return

A further six MY plan options allow you to select your own mix of asset classes:

MY plan

Investment plan	Expected risk/return profiles
Australian Shares	High risk and return
Responsible Investments - Australian Shares	High risk and return
International Shares	High risk and return
Property	Medium – high risk and return
Global Fixed Interest[^]	Lower risk and return
Cash	Lower risk and return

[^] MY plan Global Fixed Interest invests in government bonds and diversified fixed interest.

While it is important that you consider the right plan for you, if you don't make a choice, your super will go into the Balanced Growth plan. If you wish you can choose to change your investment plan at a later date.

➔ For more information about how we invest your money, including information about risks, see the **'Investment choice'** brochure at www.gesb.com.au/pib.

Some details regarding the Balanced Growth plan are highlighted below:

Details for Balanced Growth plan

Balanced Growth	
Who might choose this plan	People who want strong earnings and who can accept a high level of fluctuation in investment returns from year to year
Minimum suggested time frame	3 to 5 years
Investment return objective*	CPI [#] +3.3% pa over rolling 7-year periods, with a probability of 75%
Summary risk level	High risk and return Possibility of a negative return, on average, 1 in 4.2 years

Strategic Asset Allocation as at 20 September 2011	Target allocation	Allowable range
International shares	27.5%	19.5%-35.5%
Australian shares	29.0%	21%-37%
Property	8.5%	3.5%-13.5%
Private equity+	5.6%	0.6%-10.6%
Government bonds	12.0%	2%-22%
Diversified fixed interest	12.4%	7.4%-17.4%
Cash	5.0%	0%-25%

[#] Consumer Price Index.

* The investment objective is the investment return this plan will seek to achieve after fees and taxes. It is the amount above the increase in the rate of inflation. For example, if the objective for an investment plan is CPI +3.3% and the CPI rate is 2.3% then the objective return would be 5.6%.

+ Private equity was previously communicated as a part of the alternative asset class.

➔ You should read the important information on our other investment plans before making a decision. See the **'Investment choice'** brochure at www.gesb.com.au/pib.

There is no fee for switching between investment plans. You can transfer your money into other investment plans at any time in one of two ways:

1. Visit our website and register for Member Online. Once registered, you can change your investment plan online, or
2. Download a copy of the 'Investment choice' form, available at www.gesb.com.au/brochures.

We may change the types of investments included in each investment plan, add a plan or remove one of our investment plans at any time. We will tell you if we do this.

There is an approach to investment that considers financial performance and positive contribution to environmental, social and governance factors (ESG). An ESG strategy forms part of GESB's Australian share portfolio and is also available separately as the MY plan Responsible Investment Australian Shares investment plan. GESB has appointed AMP Capital Investors to manage the ESG segment of the portfolio using its 'Sustainable Alpha' investment process.

➔ For more information on GESB's ESG strategy, see the **'Investment choice'** brochure at www.gesb.com.au/pib.

6. Fees and costs

This section provides summary information about the fees and costs for the GESB Super Balanced Growth plan. Similar information is included in other Product Information Booklets (also known as Product Disclosure Statements or PDS) so you can compare GESB Super's fees and costs with those for other funds.

FEES AND COSTS FOR BALANCED GROWTH PLAN

Fees and costs for managing your account are deducted each month and the investment fee (or Management Expense Ratio) is deducted from the investment return before the daily unit price is calculated. It is not deducted directly from your individual account. No other fees are applicable.

Type of fee or cost	Amount
Fees when your money moves in or out of the fund	
Establishment fee	Nil
Contribution fee	Nil
Withdrawal fee	Nil
Termination fee	Nil
Management costs	
The fees and costs for managing your investment	0.61% pa + \$66

➔ You should read all the information about fees and costs because it is important to understand their impact on your investment. See the **'GESB Super schedule of fees'** at www.gesb.com.au/pib.

Did you know?

Small differences in 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 fund balance rather than 1% could reduce your final return by up to 20% over a 30 year period (eg 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 may be able to negotiate to pay lower contribution fees and management costs where applicable. Ask GESB 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 financial regulator, the Australian Securities and Investments Commission (ASIC) website (www.moneysmart.gov.au) has a superannuation investment fee calculator to help you check out different fee options.

* The above wording is stipulated by law. However, the statement described above concerning the possibility to negotiate fees and discuss negotiated fees with your financial advisor is not applicable to this product. For further information, please contact your Members Services Centre on 13 43 72.

➔ You can use the calculator on our website at www.gesb.com.au/calculators.

Example

Other funds use the same example as the one below so you can compare fees and costs.

This table gives an example of how fees and costs in the GESB Super Balanced Growth plan can affect a super investment over a one year period. You should use this table to compare GESB Super with other accumulation super products. The example uses a constant account balance of \$50,000 over a one year period with total contributions made during the year of \$5,000.

GESB Super Balanced Growth plan

Example		Balance of \$50,000 with total contributions of \$5,000 during year
Fee type	Amount	
Contribution fees	Nil	Nil
PLUS Management cost	0.61% ¹ + \$66	If you have a balance of \$50,000 in your account you will be charged \$305 each year plus \$66 (\$5.50 per month) in administration fees regardless of your balance ² .
EQUALS Cost of fund		If you put in \$5,000 during the year and your balance was \$50,000, then for that year you will be charged fees of \$371. What it costs you will depend on which investment plan you choose.

¹ The variable component of the management costs of 0.61% is made up of the Administration Expense Ratio of 0.15% pa plus the estimated investment fee of 0.46% pa. The investment fee or Management Expense Ratio (MER) is an annual percentage fee which covers the cost of managing the Fund's investments, including a proportion allocated to risk reserves. GESB's MER is not fixed: our MER is reviewed and adjusted during each year to take account of prevailing investment expenses. The actual MER can only be determined at the end of each financial year.

² Member protection: All GESB Super accounts that have a total balance of less than \$1,000 at 30 June each year are subject to member protection. The Commonwealth government provides legislation to protect member accounts with balances less than \$1,000 by preventing administration fees from being applied to what is considered a small account balance. This means that, subject to the member protection fee of \$10 pa applying, the administration fees for any financial year will not exceed the investment earnings. GESB makes an adjustment to accounts on 30 June each year where member protection rules apply. Therefore, any administration fees that have been deducted during the year will be reimbursed (where applicable) at the end of the financial year and will be displayed on your annual June member statement or earlier if the benefit is rolled over.

Additional explanation of fees and costs

Performance fees are paid to external investment managers if the investment return on the assets they manage exceeds their agreed performance targets. Performance fees are typically calculated as a percentage of the amount by which the investment manager exceeds the performance targets. The performance fees paid range from 0% pa to 0.0088% pa as a percentage of the value of the GES Fund, depending on the individual investment plan.

GESB reserves the right to review fees to ensure that the structure and level of fees is appropriate, including any additional costs resulting from any government tax or statutory charges. We will always inform you of any changes through our website or through six-monthly member statements. We will give you at least 30 days notice of any fee increases.

GESB Super is able to claim a tax deduction on the fees. We pass on the benefit of the tax deduction to your account annually or at the time you exit the scheme.

Management costs and performance fees may change from year to year.

7. How GESB Super is taxed

Tax may apply to your super account balance in the following instances:

A summary of tax payable with GESB Super

Transactions	Tax rate	When is the tax paid/deducted?	
Concessional contributions (before tax)			
<ul style="list-style-type: none"> Employer contributions, like Superannuation Guarantee and salary sacrifice Voluntary contributions for which a tax deduction is claimed 	15%	The tax is deducted when the contribution is paid into your super	
Non-concessional contributions (after tax)			
<ul style="list-style-type: none"> Voluntary contributions for which no tax deduction is claimed (ie from your after-tax salary) Spouse contributions 	No tax applies	Not applicable	
Other contributions			
<ul style="list-style-type: none"> Rollovers containing an untaxed element Super co-contribution payments 	15% No tax applies	The tax is deducted when the rollover is paid into your super ³ Not applicable	
Investment earnings			
Your super account accrues investment earnings every day	Up to 15%	This tax is paid by GESB on your behalf and is reflected in the unit price of each investment plan	
Withdrawals (taxable component - taxed element)			
Withdrawals from your account are generally taxed if you are aged less than 60.	Aged under 55	21.5% ¹	The tax is paid when you withdraw your super benefit
	Aged 55-59	First \$165,000 ² = 0% Balance = 16.5%	The tax is paid when you withdraw your super benefit
Once you turn 60, generally no tax will apply when you access your GESB Super.	Aged 60+	Nil	

¹ Includes 1.5% Medicare levy. Plus Temporary Flood and Cyclone Reconstruction Levy where applicable. See 'Tax and super' fact sheet for more information on the Flood levy.

² For the 2011/12 financial year, indexed annually for future years.

³ If you exceed your untaxed plan cap then 46.5% tax will be deducted on the excess prior to transferring your money.

➔ For more important information about how tax applies to your GESB Super contributions, investment earnings and withdrawals, see the '**Tax and super**' fact sheet at www.gesb.com.au/pib.

Warning: Excess contributions tax

Different tax rules apply when making before or after-tax contributions to your super. If you exceed the contribution limits for super you will have to pay additional tax.

- Tax on excess concessional contributions is an additional 31.5%
- Tax on excess non-concessional contributions is an additional 46.5%

Warning: Tax file numbers

When you join GESB Super your employer should tell us your tax file number (TFN). While it is not compulsory to provide this, it allows us to use it for lawful purposes. If we do not receive your TFN:

- You may have to pay an extra 31.5% tax on concessional contributions
- We may not be able to accept your personal contributions
- It will affect your eligibility for the Commonwealth Government's Superannuation Co-contribution payment
- It will be more difficult to trace different super amounts in your name to ensure that you receive all your super benefits when you retire

You can lodge your TFN via Member Online or by calling us on 13 43 72 to obtain a form.

8. Insurance in your super

When you join GESB Super you are likely to be automatically eligible for:

- Death and Total & Permanent Disablement (TPD) insurance, and
- Salary Continuance Insurance (SCI), also known as Income Protection

The trigger for starting the insurance is when we receive your first Superannuation Guarantee (SG) contribution from your employer. Generally speaking, to be eligible for automatic cover you must be receiving SG from your employer *and* be aged less than 65.

➔ See the important information about GESB Super's insurance cover, the premiums, eligibility for cover, as well as changing or cancelling insurance cover, conditions and exclusions in the '**Insurance and your super**' brochure at www.gesb.com.au/pib.

If you are eligible for insurance cover, you may be entitled to GESB Super's default level of cover, called Basic cover. In addition, you may also be able to apply for additional Voluntary cover; this allows you to increase your level of insurance cover to suit your own circumstances. Members employed on a casual basis may be eligible to opt-in for Basic cover.

Members not eligible for automatic cover can still apply for insurance cover. You can:

- Apply via Member Online at gesb.com.au, or
- Download an 'Insurance application' form, available at www.gesb.com.au/brochures. Insurance cover will be on terms offered by the Insurer*.

* The Insurer is AIA Australia Limited (ABN 79 004 837 861 AFS Licence No. 230043) and is referred to as 'the Insurer' or 'AIA Australia'.

An overview of automatic Death, TPD and SCI cover for eligible members:

	Death and Total & Permanent Disablement	Salary Continuance Insurance
Who is eligible?	Members receiving Superannuation Guarantee (SG) contributions and aged less than 65.	
Basic cover is provided automatically when we receive your first SG contribution	Basic cover of up to \$200,000, depending on your age	Up to \$3,000 per month determined by the number of hours per week that you work
Changing your cover	You can apply to: <ul style="list-style-type: none"> ● Increase or decrease ● Opt-out ● Fix the amount of cover 	You can apply to: <ul style="list-style-type: none"> ● Increase or decrease ● Opt-out
Maximum insurance cover	\$10 million for Death \$3 million for TPD	The lesser of 85% of your income (calculated as 75% income plus up to a 10% super contribution) and \$30,000 per month for up to two years. If your occupation is classified as being in the Hazardous category, your cover will be limited to the lesser of \$3,000 per month and 85% of your income (75% income plus up to a 10% super contribution).
Premiums based on occupation category	There are five categories based on occupation and employment duties: <ul style="list-style-type: none"> ● White Collar ● Light Blue Collar ● Professional and Executive - members who meet salary and other eligibility criteria may apply to join ● Blue and Heavy Blue Collar ● Hazardous occupations 	
Waiting periods	You have to wait three months before you are eligible to receive a TPD benefit	Default waiting period for a benefit payment is 90 days. You can change your waiting period to 30, 60, 120 or 180 days which will affect the premium you pay
Maximum age for cover	<ul style="list-style-type: none"> ● Death cover expires at age 70 ● TPD cover expires at age 65 	<ul style="list-style-type: none"> ● SCI cover expires at age 65

COSTS AND FEES

The cost of your cover depends on the amount of cover you request, your age, gender, occupation and (in the case of Salary Continuance Insurance) your waiting period.

➔ For more information about the costs and fees of insurance, see the **'Insurance and your super'** brochure at www.gesb.com.au/pib.

Death and TPD cover

Your premium is calculated using the equation below and will be deducted from your super account each month:

$$\text{Level of benefit (per \$1,000 of cover)} \times \text{Age and gender based annual premium rate} \times \text{Occupation category factors}^\#$$

Annual insurance premiums for default Death and TPD Basic cover currently range between \$3.18 and \$79.15 per month, depending on age, gender, occupation category and amount insured.

For example, a 30 year old man in a White Collar occupation (ie an Office Manager) would pay \$11.21 per month for Death and TPD cover of \$200,000. Whereas, a 60 year old man in a Hazardous occupation (ie a Prison Officer) would pay \$65.01 per month for Death and TPD cover of \$60,000.

SCI cover

Your SCI premium is calculated using the equation below and will be deducted from your super account each month:

$$\text{Level of benefit (per \$1,000 of monthly benefit)} \times \text{Age and gender based annual premium rate} \times \text{Occupation category factor} \times \text{Waiting period factor}^\#$$

^\# An additional premium loading may also apply depending on your application for additional insurance cover. For example, if you have a pre-existing medical condition.

Annual insurance premiums for default cover of \$3,000 per month currently range between \$2.26 and \$277.50 per month, depending on age, gender and occupation category.

For example, a 30 year old man in a White Collar occupation (ie an Office Manager) would pay \$2.26 per month for \$3,000 per month of cover with the default 90 day waiting period. Whereas, a 60 year old man in a Hazardous occupation (ie a Prison Officer) would pay \$135.88 per month for the same cover with the same waiting period of 90 days.

GESB Super is able to claim a tax deduction on the insurance premiums. We pass on the benefit of the tax deduction to your account annually or at the time you exit the scheme.

Warning:

The cost of your insurance will be automatically deducted from your GESB Super account on a monthly basis unless you opt-out of the default insurance cover or you cancel your cover with GESB.

MAKING A CLAIM

If you make an insurance claim, GESB and the Insurer will determine whether you are entitled to be paid based on the terms of the policy, the fund's rules and superannuation law.

CHANGING YOUR INSURANCE

You can elect to change your insurance cover at any time, subject to the maximum policy limits. You can check and make changes to your insurance details:

- Through Member Online at gesb.com.au, or
- By downloading an 'Insurance variation' form available from www.gesb.com.au/brochures, or
- By calling your Member Services Centre on 13 43 72.

➔ For more information about how to make a claim and how to change your insurance, see the **'Insurance and your super'** brochure at www.gesb.com.au/pib.

EXCLUSIONS AND LIMITATIONS

There are some exclusions that preclude you or your dependants from making a claim against your Death, TPD and SCI cover.

If you are eligible for the Professional and Executive category or you are a casual worker who has opted in to Basic cover, you may be subject to Limited Cover. This is cover which applies only in respect of events or conditions which arise entirely after your insurance cover commencement date and also excludes any death or disablement caused as a result of any self-inflicted injury or suicide.

If your first SG contribution from your employer is received more than 120 days after you commenced employment your insurance cover is subject to Limited Cover. This applies to Death, TPD and SCI cover.

You must be At Work on the day that your cover commences to be covered for Death, TPD and SCI cover.

If you were not At Work on the day that your cover commenced due to sickness or injury, you will be provided with New Events Cover from the commencement date of your cover.

➔ For more information about exclusions, Limited Cover, New Events Cover and At Work definitions, see the **'Insurance and your super'** brochure at www.gesb.com.au/pib.

More information about insurance is set out in the 'Insurance and your super' brochure at www.gesb.com.au/pib. Among other things, this information includes details about your eligibility for cover, cancellation of cover, other conditions and exclusions that apply and the details you need to calculate your premiums for your required level of cover. These matters may affect your entitlement to insurance cover. You should read the information before making a decision about whether the insurance is appropriate.

9. How to open an account

When you start work with the WA public sector you become a member of the GESB Super scheme automatically, if you don't have an existing West State Super account. Nearly all WA public sector departments and agencies participate in the scheme, so, in most instances, your membership will continue if you transfer between departments and agencies.

Members of Gold State Super and the WA Public Sector Pension Scheme (who don't have a West State Super account) may become voluntary members of GESB Super by:

- Making a personal contribution, or
- Arranging for additional personal contributions to be made under a salary packaging agreement, or
- Rolling over super from another fund

You can also arrange for your spouse to become a member of GESB Super if they do not have an existing West State Super account. All you need to do is make a spouse contribution on their behalf and a GESB Super account will be opened for them.

We send a 'GESB welcome pack' to new members which provides important information like member number. For more information, go to www.gesb.com.au/welcome.

If you feel we are not providing the service you expect, you can make a complaint to us. GESB's contact details are below.

➔ For more information on GESB's complaints process, see the **'Resolving your complaint'** fact sheet at www.gesb.com.au/pib.

GESB has implemented a privacy policy that incorporates National Privacy Principles (NPPs) prescribed by the *Commonwealth Privacy Act 1988*. This ensures that we handle private information about individuals responsibly.

➔ For more information on GESB's privacy policy, see gesb.com.au.

How to contact us

☎ Member Services Centre 13 43 72 📠 Facsimile 1800 300 067 🌐 gesb.com.au
✉ PO Box J 755, Perth WA 6842 📍 Level 4 Central Park, 152 St Georges Terrace, Perth