MLC SuperEzy®
Product Disclosure Statement
Who you go through life with makes all the difference.

At MLC, we’ve been looking after Australians’ investment and insurance needs for over 125 years.

This experience has taught us that the right solution for each business and investor is as unique as you are.

That’s why we specialise in creating a diverse range of super, investment and insurance solutions.

And, as your business and employees’ needs will change over time, we’ll continually enhance our products and services so you get the best out of your experience with us.

The MLC group of companies is the wealth management division of the National Australia Bank (NAB).

The MLC SuperEzy® solution

Using our online service to make contributions is an efficient way to manage your super obligations.

You can make contributions for employees within your MLC MasterKey Business Super Plan, and for those who have chosen another super account.

Some of the benefits available through MLC SuperEzy® include:

• a broad range of online servicing and transaction functions
• increased efficiency and reduced handling
• lower costs
• data security
• a range of support tools, and
• a dedicated support team.

Managing your employees’ super

MLC SuperEzy® is an online administration and contribution processing service designed to help you easily meet your super obligations.

MLC SuperEzy® can work with your payroll system so you can:

• enrol new employees, update salaries and change personal details
• reduce data entry while making it easier to keep your employee details up to date
• eliminate the need for paper and cheques, and
• automatically reconcile payments.

How to register:

All you need to do is complete the MLC SuperEzy® Application form. We’ll then send you your unique user ID and password, and be on hand to support you.
Our security

MLC SuperEzy® system automatically reconciles your contributions and reduces your processing times.

Plus, you can control who in your company can authorise online payments. As an extra level of security, you can even nominate one person to send us employee contribution details, and another person to verify and authorise the payment. You can make this even more secure by selecting dual password authorisation of payments.

With data security like digital certificate safety and 128-bit information encryption, you can be confident we’re looking out for your employees and their super.

While we’re confident your information is very safe as we have strong security processes and systems in MLC SuperEzy®, we can’t guarantee it won’t be subject to unauthorised access.

Some things you can do to maintain integrity of your and your employees’ information include:

• only let authorised people use MLC SuperEzy®
• put password and process controls in place and check the information being sent to us
• report any unauthorised transactions to us as soon as you become aware of them
• let us know if you think your user IDs and passwords have been compromised, and
• let us know if an MLC SuperEzy® user has left your company.

<table>
<thead>
<tr>
<th>Payment type</th>
<th>How it works</th>
<th>How we process contributions</th>
</tr>
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<tbody>
<tr>
<td>Employer Initiated Direct Debit</td>
<td>You send us your employees’ contribution details and authorise payments from your nominated bank account: • one for employees with MLC MasterKey Business Super, and • one for employees who have chosen another super account.</td>
<td>If we receive both the contribution details and the payment by 3 pm (AEST/AEDT) on a business day, we’ll process contributions effective that day. If we don’t receive both of these by 3 pm, we’ll process contributions effective the next business day.</td>
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<tr>
<td>Direct Credit (EFT)</td>
<td>After you send us your employees’ contribution details, we’ll give you a unique code reference. You need to use this code when you make a payment from your bank account so we know the payment is from you.</td>
<td>If we receive both the contribution details and the payment by 3 pm (AEST/AEDT) on a business day, we’ll send contributions either electronically or by post within six business days. If payments are posted, contributions may take longer to be processed by the receiving super provider.</td>
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</table>

You need to make sure the information you send us is accurate and you’re meeting any legislative and compliance requirements relating to your super obligations.

We can process your requests once we receive all the required information. If you don’t send us the correct information in time then you might not meet your super obligations to employees. As a result, you may have to pay a superannuation guarantee charge to the Australian Tax Office.

We’ll contact you if:

• we find a mistake in the information you provided
• your payment doesn’t match the amount in the contribution details
• the nominated provider doesn’t accept your contribution, or
• you don’t have enough cleared funds in your nominated bank account.

At the date you make any necessary changes including additional payments if required, we’ll then process your contributions. We’ll have to return any payments you’ve made within 20 business days, if you don’t make these changes.
Fees

There are no fees to use MLC SuperEzy® if more than half of your employees you’re contributing for receive contributions to MLC MasterKey Business Super through MLC SuperEzy®.

If this isn’t the case, a fee of $0.55 (inclusive of GST) may be charged for every contribution made to another super account for each employee. We’ll invoice you for this amount if applicable. We may change this fee but we’ll let you know at least 30 days before we do.

We may pass on any costs we incur including costs resulting from Government legislation or fees which are charged by third parties.

Resolving complaints

We can usually resolve complaints over the phone, but if we can’t, or you’re not satisfied with the outcome, please write to us. We’ll work to resolve your complaint as soon as possible.

If you’re not satisfied with our decision, you can get further advice from the Financial Ombudsman Service:

Phone: 1300 780 808
Email: info@fos.org.au
Web: fos.org.au

Cancelling MLC SuperEzy®

You can write to us at any time to cancel your access. We’ll complete any instructions we have at the time and let you know when they’ve been finalised. You’ll then need to make alternate payment arrangements.

We can also cancel your access without notice if you don’t comply with the terms outlined in the Application form.

In all other circumstances, we’ll give you 30 days’ notice.

Changes to MLC SuperEzy®

Occasionally, we may make some changes to MLC SuperEzy®. If this happens, we’ll let you know the details through our regular communications.

We’ll simply update mlc.com.au if the changes aren’t materially adverse. If you’d like a hard copy of these changes, please call us and we’ll send you a copy.

Any questions?

If you have any questions please call us on 132 652, between 8 am and 6 pm (AEST/AEDT), Monday to Friday.

Postal address
MLC Limited, PO Box 200
North Sydney NSW 2059

Registered office
Ground Floor, MLC Building
105–153 Miller Street
North Sydney NSW 2060

mlc.com.au
Application Form
MLC SuperEzy®

This application form is valid from 1 July 2016 and should be read with the Product Disclosure Statement dated 1 October 2014.

1 Plan details
Name of Plan

Plan number (if known)

Employer name (company, individual(s), or partnership)  ABN

2 How would you prefer to load data into MLC SuperEzy®?
☐ Manual data entry
☐ Input from a payroll file

3 Who is the main MLC SuperEzy® contact for your business?
This person has a high level of security access and we’ll email all MLC SuperEzy® user ID’s and passwords to them.

First name  Surname

Position

Contact telephone (business hours)  Mobile number

Email

4 Payment method
☐ Select your payment method
  ☐ Employer initiated direct debit
  ☐ Direct credit (EFT)

☐ How would you like to authorise the payments?
  ☐ Single password (requires one person to authorise the payment)
  ☐ Dual password (requires two people to authorise the payment)

We recommend employer initiated direct debit as a payment method as this will only be initiated when you submit an online instruction to do so. Keeping you in full control of your financial transactions with MLC.
5 Bank Account Details
We will use your bank account to process direct debit requests and return any contributions if required.

Name of financial institution  BSB  Account number

Name of account

Signature of bank account authorised signatory  Signature of bank account authorised signatory
First name  Surname  First name  Surname
Date (DD/MM/YY)  Date (DD/MM/YY)

6 Please list the additional users who you authorise to have access to MLC SuperEzy® and tick the access level required.

First name  Surname  Access level  A  B  C
Phone number  Email

First name  Surname  Access level  A  B  C
Phone number  Email

Access level A – Employee contribution details and submission for processing
This level of access allows a user to:
• view company information (payment method, submission history, user identifications etc) and download reports
• view and update employee details
• update and create MLC SuperEzy® authorised user details, and
• create and submit contribution worksheets, contribution data and member data.

Access level B – Employee contribution details only
The same access as level A above but does not allow the authorisation of contributions.

Access level C – Read only
This level of access allows a user to view company or site information only and does not allow the input of any data.

7 Employer declaration
The Employer declares that this application is complete and correct and agrees to the service agreement and terms and conditions on pages 3–4 of this form.

Name

Position

Signature of authorised signatory on behalf of Employer
Date (DD/MM/YY)
Direct debit request service agreement

This Service Agreement and the Schedule in sections 4 and 5 contain the terms and conditions on which you authorise us to debit money from your account and our obligations under this agreement. You should read through the Service Agreement and Schedule carefully to make sure you understand these terms and conditions.

You should direct all enquiries about your direct debit to us by calling 132 652 between 8 am and 6 pm (AEST/ADST) on any business day.

Our commitment to you

• We’ll give you at least 14 days notice in writing if there are changes to the terms of drawing arrangements or if we cancel the drawing arrangements.
• We’ll keep the details of your nominated financial institution account confidential, except if it’s necessary to provide your details to our bank for the purpose of conducting direct debits with your bank.
• Where the due date is not a business day, we will draw from your nominated financial institution account on the business day before or after the due date in accordance with the terms and conditions of your MLC account.

Your commitment to us

It’s your responsibility to:
• confirm with your financial institution your nominated bank account can accept direct debits
• confirm with your financial institution there is sufficient money available in the nominated bank account to meet each drawing on the due date
• let us know if the nominated financial institution account is transferred or closed, or the account details change. We need a minimum of: 7 working days notice of change for banks and 21 days for Building Societies
• arrange an alternate payment method acceptable to us if we cancel the drawing arrangements and
• make sure that all account holders on the nominated financial institution account sign the Schedule in section 6.

Your rights

You should contact us or your nominated financial institution if you want to change the drawing arrangements. This includes:
• stopping an individual drawing,
• deferring a drawing,
• suspending future drawings,
• altering the Schedule, and
• cancelling the Schedule.

If you think that a drawing has been initiated incorrectly, you should first contact us on 132 652, or you may contact your nominated financial institution.

Other information

• The details of your drawing arrangements are in sections 4 and 5.
• We reserve the right to cancel drawing arrangements if drawings are dishonoured by your financial institution.
• If your drawing is dishonoured, your financial institution may charge you a fee, and you’ll also need to resubmit the correct information and make a new payment for the total amount.
• We don’t currently charge for dishonours, but reserve the right to do so in the future.
• Your drawing arrangements are also governed by the terms and conditions of your MLC account.

Terms and conditions of MLC SuperEzy®

Security

We’ll issue a user ID and password to the main contact you provide. You may ask for one or more representatives to be given this user ID and password. You authorise us to act on instructions and any information submitted to us using your user ID and password.

We may delay, or reject an instruction if we think it’s unauthorised.

You must:
• only let authorised users access MLC SuperEzy®
• not give the user ID or password to anyone who isn’t an authorised user
• remember passwords and not write them down
• make sure the contributions processed through MLC SuperEzy® appear in your nominated bank account
• report any unauthorised transactions to us immediately and
• let us know if an MLC SuperEzy® user has left your company.

If you think your user ID or password has been compromised, you must contact us immediately on 132 652.

Access to MLC SuperEzy®

While we’ve put in place certain security systems, we can’t guarantee in all circumstances that MLC SuperEzy® or the information it contains won’t be subject to unauthorised access.

Employee contribution details and payment – stopping or correcting contributions

If you’ve submitted your employee contribution details and payment, and would like us to stop them being forwarded to the external super fund, you must tell us within 24 hours. If you don’t let us know within this time and we’ve forwarded the payment and contribution data to the external super fund, it will be your responsibility to recoup these funds from them directly. You’ll also need to re-submit the correct information and make a new payment for the total amount.

Send us your form

Please mail your completed, signed and dated form to:
MLC
PO Box 200
North Sydney NSW 2059
Direct Credit (EFT)
You’ll need to make the direct credit contribution payments immediately after providing us with contribution information. You must also make sure you have provided the correct payment amount and quote the correct reference on your payment. If not, we won’t be able to process your contribution or pass these contributions on to other funds on your behalf. We are not liable for any loss you or any other person incurs as a result of us being unable to process your contribution and payment as a result.

Disclaimer
We’re not liable for any delays, malfunctions or errors relating to the service (including the receipt or processing of contributions) that are outside our control, or that arise because of:
- weekends or public holidays
- instructions or information sent after our cut-off times
- errors or delays by you or other parties, or
- dishonour of a direct debit or other payment method.

We’re also not liable for losses or other liabilities suffered by you or any other person relating to:
- data loss or corruption, or breach of data security or technology system security
- malfunctions or other difficulties caused to any computer hardware or software or other equipment as a result of your use of the service
- your use of the service generally, or
- the temporary or permanent unavailability of the service or any part of it at any time.

Your liability
You indemnify us for any loss, expenses or other liability we incur as a result of information that was, or wasn’t supplied by you, or on your behalf, or if you, your employees or agents breach:
- these terms and conditions
- any super, tax, industrial relations, or other legislation

Issuer of this service
The MLC SuperEzy® service is provided by MLC Limited and as such, the trustee of MLC MasterKey Business Super and has no involvement in or responsibility for the MLC SuperEzy® service.

Privacy
We collect your personal information from you directly wherever we can but in some cases as relevant to you and your product holding we may collect it from third parties such as your agent, adviser, employer, or for example a doctor in the case of a claim. We do this for the purposes of determining your eligibility for and managing and administering the product or service (for example to pay a benefit to a beneficiary). If personal information is not provided to us we may not be able to provide to you the product or service or manage and administer it. We may collect information about you because we are required or authorised by laws, including those affecting financial institutions such as company and tax laws, such as to verify your identity under Commonwealth Anti-Money Laundering law.

We may share your information with other organisations for any purposes for which we use your information. We may disclose your personal information with other National Australia Bank Group members of which we are part, and to parties outside our Group (for example and as relevant to your product and service, to your agent, adviser or employer; to our agents and service providers) including for training staff; development and testing of products, services and systems; risk management, planning, research and analysis. We run our business overseas and we may need to share your information to organisations outside Australia (for example a call centre)—a list of those countries is at nab.com.au/privacy/overseas-countries-list

To let you know about the products the NAB Group has on offer we and other Group members may use your personal information for marketing activities. You can let us know at any time if you no longer wish to receive direct marketing offers from the Group by contacting us.

More information about how we collect, use, share and handle your personal information is in our Privacy Policy, including how you may access or correct information we collect about you and how you may make a complaint about a privacy issue, available on mlc.com.au. Contact us for a paper copy or if you have any questions or comments about our privacy policy or procedures.

SuperStream
The Government’s SuperStream reforms have begun phasing in new compulsory electronic data and payment standards for transactions between employers and super funds. This includes employee super contributions, registering employees for new super accounts and account maintenance.

By using MLC SuperEzy, you:
- agree MLC SuperEzy complies with SuperStream’s ‘transitional arrangements’ as detailed on the mlc.com.au/superezy-transition website,
- acknowledge MLC SuperEzy will verify MLC MasterKey Business Super employee tax file numbers (TFNs) with the Australian Taxation Office, and
- agree to provide the data requested by MLC SuperEzy in addition to the minimum stated in the new SuperStream standards (eg employee data which allows us to set up relevant insurance for your new default super staff members).

How to contact us
If you have any questions, please contact us on 132 652 any business day between 8 am and 6 pm (AEST/ADST) or visit mlc.com.au