

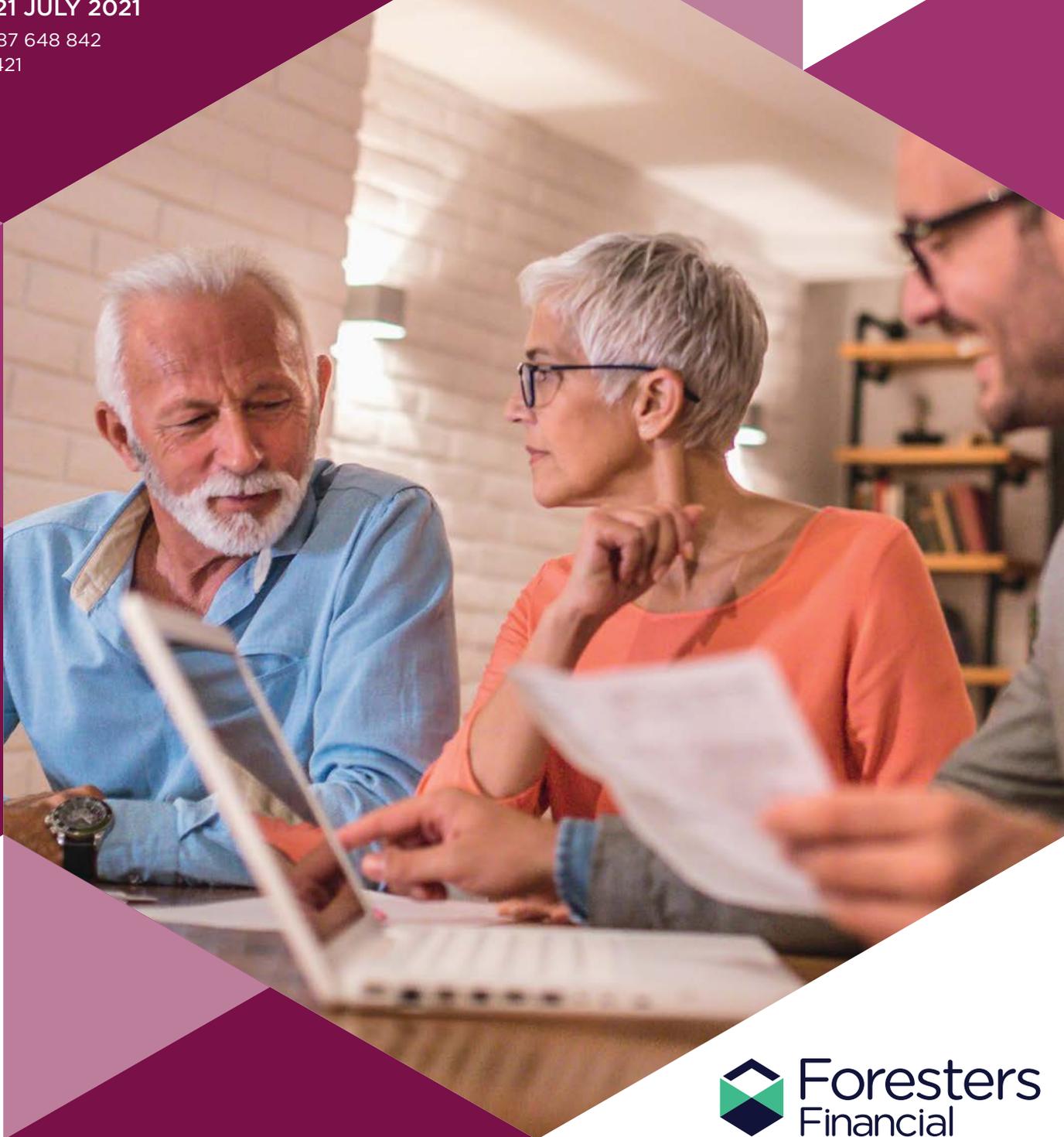
Foresters Financial

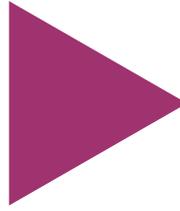
Prepaid Funeral Plan

incorporating Away from Home Cover

**PRODUCT DISCLOSURE STATEMENT
DATED 21 JULY 2021**

ABN 27 087 648 842
AFSL 241421





About this Document

This Product Disclosure Statement (PDS) contains details about:

- The Foresters Financial Prepaid Funeral Plan (**Funeral Plan or the Plan**); and
- The Foresters Financial Funeral Bond (**Funeral Bond or the Bond**); and
- The Away From Home Cover (**which is optional and ancillary to the Plan**).

Both the Plan and the Bond are funeral expenses facilities (**financial products**) of the Foresters Financial Funeral Benefit Funds. The Away From Home Cover is a separate funeral expenses facility of the Foresters Financial Funeral Transfer Fund. All three products are issued by Foresters Financial Limited (**Foresters Financial**) from their respective benefit funds established under the Foresters Financial Constitution. Investors in the Plan and/or the Bond will become members of Foresters under the rules of the selected Funeral Benefit Funds (**the Fund**) – Rule B.4.3. The rules of the Fund cover the Funeral Benefit Capital Guaranteed Fund, the Funeral Benefit Sustainable Fund, the Funeral Benefit Growth Fund, and the Funeral Benefit High Growth Fund, each a separate benefit fund and collectively referred to as the Fund (**and also referred to in the PDS as Investment Options**). Investors in the Away From Home Cover will become members of Foresters and of the Funeral Transfer Fund – Rule 4 (**collectively called the Funds**).

In this PDS, the terms ‘we’, ‘us’ and ‘our’ refer to Foresters Financial. All times mentioned are business days in Melbourne and are Australian Eastern Daylight Time (**AEDT**).

The PDS is issued by Foresters Financial Limited; ABN 27 087 648 842, AFS Licence No. 241421. If you have any questions, please contact us on 1800 773 427 (**free call**). This PDS is dated and issued on 21 July 2021.

Updated Information

The information contained in this PDS is the latest available at the date of printing. We will update information that should be updated by issuing a replacement PDS or a supplementary PDS, or by such other means which is convenient to you and allowable under the *Corporations Act 2001* (Cth). An electronic copy of this PDS, including the Application Form, can be downloaded from our website at www.forestersfinancial.com.au. If you have received this PDS electronically, please ensure that you have received the entire document, including the Application Form. A paper copy of this PDS is available free of charge and can be obtained by contacting Foresters Financial on the telephone number provided above.

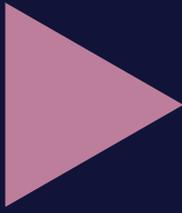
Seeking Financial Advice

It is important that you read this PDS carefully before making an investment decision, as this document contains general advice only and does not take into account your particular financial situation, investment objectives or needs. As investors’ needs and aspirations differ, you should consider whether investing in the Plan, the Bond and the Away From Home Cover is appropriate for you. To help you make an informed investment decision, we recommend you obtain independent professional advice from a licensed financial adviser and/or tax adviser before investing. Tax and Social Security information contained in this PDS is current at the date of this PDS, is general in nature and may be subject to change.

This PDS does not constitute an offer or invitation in any place outside Australia where, or to any person to whom, it would be unlawful to make such an offer or invitation. This document may only be used by investors receiving it electronically or otherwise in Australia. Applications from outside Australia will not be accepted.



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About Foresters Financial

Foresters Financial is an Australian member-owned investment and insurance financial services organisation with over 170 years of putting our members financial security first.

The Ancient Order of Foresters was established in Victoria in 1849 in response to the absence of any financial and social support in times of hardship. By pooling funds, any members of the Foresters' community who experienced unemployment, sickness, death or disability could rely on financial assistance and support for them and their families. Now called Foresters Financial, continues this same proud tradition today.

With approximately \$390 million in total funds under management and over 80,000 members around Australia, Foresters Financial offers competitive investment returns under our Responsible Investment Policy to meet your various needs and objectives.

Foresters Financial has been providing peace of mind for lifetimes.

Foresters Financial is registered under the Life Insurance Act 1995 (Cth) and is a public company limited by shares and guarantee under the Corporations Act 2001 (Cth). Foresters Financial also holds an Australian Financial Services Licence which authorises it to deal in, and provide, financial product advice on a limited range of investment products. The Company is regulated by the Australian Prudential Regulation Authority (APRA) and the Australian Securities and Investments Commission (ASIC).

Keys Features Index

Feature	Description	Page
Who can invest?	A Plan and a Bond can be taken out by: <ul style="list-style-type: none"> • Single or Joint Applicants; or • An attorney appointed under a Power of Attorney ('POA') on behalf of an Applicant. 	11
Access to your funds	You cannot access your funds under any circumstances whilst you are alive. Upon your death, your funds must be used for funeral expenses only.	32
Fixed Price Funeral Investment	When you take out a fixed price Funeral Plan, you will assign ownership of your investment to your funeral director with whom you have entered into a prepaid funeral contract. As the assignee, your funeral director will then be responsible for choosing an investment option for the Fixed Price Funeral Investment component.	11
Non-Fixed Price Funeral Investment	If you elect to invest additional monies to contribute towards non-fixed price funeral expenses, this will be done through an additional Bond arrangement and you will be asked to nominate a funeral director.	11
Investment options	For policies assigned to a funeral director, there are four (4) investment options to choose from, the default, being the Capital Guaranteed option with three (3) unit-linked investment options that may be selected: Sustainable, Growth or High Growth. For any non-fixed funeral expenses where you have nominated a funeral director, your investment will be in our Capital Guaranteed option.	16
Switching investment options (fixed funeral expenses only)	The total value of your Fixed Price Funeral Investment in the Plan can be switched between the various investment options by your assigned funeral director with no switching fees. Please note that the cooling off period does not apply to switching.	20
Capital Guaranteed investment option	Under the Capital Guaranteed investment option, all contributions plus declared bonuses are guaranteed, regardless of how the investment market is performing.	16
Claims process	As the investor in the Plan, you are the life insured and as such claims will be paid upon your death. For your Fixed Price Funeral Investment, the claim will be undertaken by the assignee funeral director and for any Non-Fixed Price Funeral Investment, the claim will generally be undertaken by your nominated funeral director or the Executor or Administrator of your Estate. In both cases it is, subject to proof that funeral expenses have been incurred.	32
Cooling off	If you change your mind, you have thirty (30) days to request a cancellation and refund of your investment. You should consult with your funeral director before exercising cooling off rights.	32

Feature	Description	Page
Fees	<p>There are no entry or exit fees.</p> <p>The Fund pays a management fee to Foresters Financial applicable to the investment option selected. At the date of this PDS, the applicable management fees are:</p> <ul style="list-style-type: none"> • Capital Guaranteed Fund 1.40%; • Sustainable Fund 1.40%; • Growth Fund 1.40%; and • High Growth Fund 1.40%. <p>There are no switching fees when changing investment options, however transaction costs may be applicable.</p>	26
Foresters Financial Community Grants Account	<p>If you select a unit-linked investment option, a proportion of the management fee will be donated to the Foresters Financial Community Grants Account, helping enrich the communities in which we belong. To find out more about our community grants account, please visit our website.</p>	15
GST	<p>GST is not applicable to your investment; however, the provision of funeral services is subject to GST.</p>	25
Minimum Contribution	<p>Fixed Price Funeral Investment</p> <p>For fixed price funeral expenses under a Plan, your minimum contribution will be the GST component of your prepaid funeral contract, plus any administration fee charged by the funeral director and, if applicable, your contribution for the Away From Home Cover. We suggest you discuss this with your funeral director.</p> <p>Non-Fixed Price Funeral Investment</p> <p>For any non-fixed price funeral expenses in the Bond, the minimum initial contribution is \$100.</p>	12
Optional: Away From Home Cover	<p>Optional insurance available to cover body transportation costs up to \$3,000 within Australia with a once-off low premium of \$120.</p>	28
Payment Options	<p>Foresters Financial offers a wide variety of payment options including EFT, credit card and cheque.</p>	13
Regular Contributions	<p>Subject to the Minimum Contribution, you can setup a regular savings plan from as little as \$25 per month.</p>	12
Responsible Investments	<p>Foresters Financial has a Responsible Investment Policy across all our funds options, which includes impact investments, that contribute towards environmental, social and corporate governance improvements through the investments we make.</p>	14
Pension Entitlements	<p>An investment in the Plan does not count in your assets test for payments from Services Australia (i.e. Age Pension, Carer Payment or Disability Support Pension).</p>	25
Tax paid	<p>The Fund pays tax on investment earnings at our business tax rate (currently 30%). Whilst invested in the Fund, investors do not need to record investment earnings on their personal income tax returns.</p>	25

What is a Prepaid Funeral Plan?

A prepaid funeral plan provides the payment security for a prepaid funeral contract between you and your funeral director (the person or organisation involved in administering your funeral service) and outlines the details and cost of your funeral therefore providing clear guidance for your loved ones. You pay for it at today's prices regardless of your medical history, which can help financially protect your family and loved ones from the cost of a funeral.

Key Features



For funeral expenses only

The investment proceeds can only be released after the death of the life insured to pay for the life insured's funeral expenses.



Protect loved ones from inheriting your funeral costs

A funeral service can involve many costs—which a prepaid funeral plan can cover—for things like burial or cremation fees, floral arrangements, funeral vehicles, clergy or celebrants, music fees and more. Plus, when you enter into a prepaid funeral plan, you provide clear guidance for your funeral wishes. At a challenging and emotional time for your family and your loved ones, having these decisions already decided can help to ease both financial and emotional stress.



Predictable and secure

Once paid, your fixed price funeral expenses of your funeral service are locked in at today's prices and documents how you want your funeral to be undertaken and is subject to the terms and conditions of your contract with your funeral director.

Under prepaid funeral legislation, your investment must be securely invested in an approved fund, such as our Fund. Ownership of your investment is then transferred or assigned to your funeral director by way of payment for your funeral service.



No limit on investment amount

There is no limit on how much you can invest in a prepaid funeral plan, provided it is a reasonable estimate of the cost of your funeral expenses.



Help to maximise your pension

Funeral costs you set aside in the Plan do not count in your assets test for payments from Services Australia (i.e. Age Pension, Carer Payment or Disability Support Pension).

What may be covered under a prepaid funeral contract

✓ Burial or cremation fees	✓ Clergy offering or Celebrant's fees
✓ Coffin or casket	✓ Funeral notices
✓ Floral arrangements or tributes	✓ Wake expenses provided by funeral home
✓ Funeral vehicles	✓ Music or organist fees
✓ Burial plot or cremation placement	✓ Statutory certificates
✓ Funeral director's professional service fees	✓ Other funeral-related expenses



Foresters Financial Prepaid Funeral Plan Explained

Our Plan is a product of the Funeral Benefit Funds, incorporating the optional Away From Home Cover. It is a funeral specific investment designed to pay for your funeral expenses that form part of a prepaid funeral contract with your funeral director, assisting with the financial and emotional stress that a funeral can place on your family or loved ones.

As well as the features outlined above, our Plan has the flexibility to set aside additional funds for other funeral related expenses, through our Bond, that may not be covered in your prepaid funeral contract. These are also referred to in this PDS as non-fixed funeral expenses or a Non-Fixed Price Funeral Investment and an application for these is completed as part of the Application Form (see page 38).



Why choose our Plan?

- ✓ Quick access to your funds when they are most needed to pay for your funeral expenses
- ✓ Flexibility on how you want to invest; either lump sum or regular instalments*
- ✓ 30-day cooling off period
(this does not apply in the case of switching)
- ✓ Enjoy committed support and service, with over 170 years' experience
- ✓ Choose a funeral director and service that you want
- ✓ Option of joint names to ensure you and your spouse are covered (see page 11)
- ✓ Optional insurance to cover the costs of body transportation within Australia (see Away From Home Cover on pages 28-30)



*At the discretion of individual Funeral Director

How to Invest in the Plan

To invest in the Plan, you must have in place a prepaid funeral contract with a funeral director. If you have NOT entered into a prepaid funeral contract, then please consider our Funeral Bond PDS which can be downloaded from www.forestersfinancial.com.au.

There are some items in a funeral service that funeral directors can lock-in at today's prices (fixed price funeral expenses) and there are other expenses, that because of their nature, may vary over time (non-fixed price funeral expenses). Therefore, your Plan can be made up of just the fixed price funeral expenses or a combination of these to meet your funeral service expenses.

As part of the Plan, you will assign your investment for fixed price funeral expenses to your funeral director of your choice, and if you have a Bond you will nominate your investment for non-fixed price funeral expenses to the same funeral director, so that your Total Investment Payable* can be easily directed to them to pay for your funeral.

Where your investment comprises of the Plan and a Bond, it is linked to your chosen funeral director as an Assigned Funeral Plan and as a Nominated Funeral Director respectively. Each of these options are explained below.

**See page 31 for Total Investment Payable explanation*



Who Can Invest in the Plan?

Applicant Types

The Funeral Benefit Funds provide for Plan and Bond ownership to the following applicant types:

Single or Joint Policy

You can have the Plan and a Bond where applicable, in the name of one individual, as owner, or the Plan (and Bond) can be owned by two individuals. For a joint policy, upon the death of the first of the joint policy holders, your investment will be paid out in full to meet the funeral expenses of the first deceased. The surviving joint policy holder will then have to enter into a new Plan, and Bond where applicable, in order to meet their future funeral expenses.

Power of Attorney

A person appointed under a Power of Attorney ('POA') can take out the Plan and Bond on behalf of the donor; the donor being the person who has appointed the attorney under the POA.

Persons taking out the Plan (and Bond) will become members of Foresters Financial and of the Funeral Benefit Funds and will remain members until their membership ceases in accordance with the Funeral Benefit Funds' rules.

Beneficiary Options

Assigned Funeral Plan

The Assigned Funeral Plan option is only available for the Plan, representing the fixed price funeral expenses of your prepaid funeral contract. Upon satisfactory evidence of your death and the funeral service having been conducted by your assigned funeral director, Foresters Financial will pay the Total Investment Payable to your contracted funeral director.

You will need to complete the Assigned Funeral Plan under the Beneficiary Options section in the Application Form. Should there be a dispute at the time of your death regarding the assigned funeral director, then Foresters Financial will retain the Total Investment Payable in the Funeral Benefit Funds until the dispute has been resolved, subject at all times to the terms and conditions of your prepaid funeral contract and any applicable State or Federal legislation.

As you have entered into a prepaid funeral contract with a funeral director, they will be provided with details of your investment from time to time.

Nominated Funeral Director

The Nominated Funeral Director option is only applicable to your Bond investment to meet the non-fixed funeral expenses that do not form part of your prepaid funeral contract. Upon satisfactory evidence of your death and the funeral service having been conducted by your nominated funeral director, then Foresters Financial will pay these funeral related expenses to your Nominated Funeral Director with any remaining excess monies paid to your estate.

If you have set aside additional funds for non-fixed funeral expenses in a Bond, then you will need to complete the Nominated Funeral Director under the Beneficiary Options section in the Application Form.

Changing Your Beneficiary Options

If you wish to change your funeral director, as you have entered into a prepaid funeral contract and assigned the investment ownership, any change can only be acted upon with the express written consent of your contracted funeral director.

If you wish to change the Nominated Funeral Director, it can be done at any time prior to the death of the Life Insured by contacting Foresters Financial and completing a Change of Nominated Beneficiary Form. Both you and the Nominated Funeral Director will be provided with details of the investment from time to time.

We recommend that both the assigned funeral director and the nominated funeral director remain the same to avoid confusion at the time a claim is made.

Regardless of the beneficiary option that applies to you, you remain a member of the Funeral Benefit Funds and of Foresters Financial. The assignment of your Plan or the Nominated Funeral Director option, does not give rise to a Capital Gains Tax liability or other income tax liability to you.

Please be aware that if you have both Fixed and Non-Fixed Price Funeral Investments, then Foresters Financial will issue you with two Funeral Benefit Fund policies; a Funeral Plan and a Funeral Bond.

Please Note: *It is important that you inform your family or estate representative of your investment in the Funeral Benefit Funds and your preferred funeral arrangements.*

Contributions

Foresters Financial accepts contributions either as one-off (initial) or ongoing (instalments) payments, using a variety of payment methods, such as direct payment to Foresters Financial's bank account or direct debit from a bank account, credit or debit card (using our Direct Debit Request Form on page 45), or cheque.

We suggest you discuss with your funeral director their prepaid funeral contract payment requirements.

Funeral Plan

For your Fixed Price Funeral Investment, your minimum contribution will need to at least equal the GST component of your Plan, plus any administration fee charged by the funeral director and, if applicable, your contribution for the Away From Home Cover. You may have the flexibility to choose your payment frequencies. Please speak to your funeral director about their prepaid funeral contract payment requirements.

Funeral Bond

Investment in the Funeral Bond for non-fixed price funeral expenses has a minimum initial contribution of \$100. The minimum contribution amounts are outlined in the table below.

	Minimum amount
Initial contribution	\$100
Regular contributions	\$25 per month
Ad-hoc contributions	\$100

A regular savings plan is a convenient way to top-up your Funeral Bond. A regular savings plan allows you to make regular contributions via direct debit on a fortnightly, monthly, quarterly, half-yearly or annual basis to continue to grow your investment within your means.

How To Contribute

Direct Payments

If you choose to make direct payments into Foresters Financial's bank account, which is only available for your initial contribution, please include Applicant 1's full name from the Application Form in the reference field so we can identify you. Foresters Financial's bank account details are:

Details	
Bank	Westpac
Name of Account	Foresters Financial Combined
Account BSB	033-059
Account Number	456732
Reference	<Insert Applicant 1's full name from the Application Form>

Direct Debit

Paying money into your Plan and Bond where applicable, can be done by direct debit from your nominated account. When completing the Application Form you can select direct debit to pay either one-off or ongoing contributions. The frequency of your direct debit can be fortnightly, monthly, quarterly, half-yearly or annually. A direct debit agreement forms part of your application which outlines the terms and conditions of this arrangement. Please refer to our Direct Debit Request Form on page 45.

Payments by Cheque

If you choose to make a payment by cheque, please ensure it is made payable to 'Foresters Financial Funeral Benefit Fund'.

Responsible Investing and Community Grants

Responsible Investing

In an increasingly environmental and social conscious world, astute investors are looking to grow and secure their wealth to not only maximise financial returns but align themselves with organisations that drive positive social and environmental impacts within the communities to which they belong.

Foresters Financial brings together ethical purpose with financial performance through the implementation of our Responsible Investment Policy. This ensures that we work closely with our investment manager(s) to make investment decisions that consider our Environmental, Social and Governance (ESG) principles with the aim of achieving comparable financial returns in the same asset class without compromising our social impact. We believe strong financial performance should not be at the cost of our communities and environment and, as a responsible investor, we see our role as using your funds under our management to achieve measurable and lasting positive change.

Foresters Financial will consider ESG factors when investing Fund assets into investments controlled by external fund managers. ESG factors considered when investing include a broad set of issues including but not limited to:



Environmental

- Renewable energy
- Energy efficiency
- Carbon emissions
- Pollution (air, water and soil)
- Waste (hazardous material management and recycling)
- Climate change



Social

- Employee relations
- Diversity
- Inclusion
- Human rights / supply chain management
- Community relations



Governance

- Board composition and diversity
- Board and Executive remuneration
- Risk management
- Transparency
- Ethics (bribery and corruption)
- Culture

We will also use additional responsible investment principles such as company engagement to positively influence company behaviour, and use negative screening to exclude those investments that fail to meet ethical norms. Foresters Financial will consider impact investments that offer measurable positive social and environmental change without compromising financial return.

Neither Foresters Financial or its investment manager(s) has a formal policy in place to measure the performance of any of the underlying fund managers which may control investments into which the assets of the Fund may be invested. These fund managers will have their own policies regarding the extent to which labour standards, environmental, social or ethical considerations are taken into account when making investment decisions for their own funds.

Community Grants

As a further social benefit of investing in the Plan and if applicable the Bond, Foresters will donate a portion of the management fee received from the unit-linked investment options into a Community Grants Account which is specifically used to grant money to Australian charities that will create lasting positive social change within the communities in which we all belong. Contributions paid to the Community Grants Account are paid by Foresters Financial from the management fees earned from the Fund.

By investing with Foresters Financial your investments are helping create positive change in the communities in which we all belong.





Investment Options

Investing in the Plan gives your assigned funeral director the flexibility to choose a range of investment options that provide different investment mixes. In the PDS, each fund is also referred to as an investment option.

When you take out the Plan, you will assign ownership of your investment to your funeral director. As the assignee, your funeral director will then be responsible for choosing one of the four (4) investment options available. As the funeral director accepts the risk of providing your contracted funeral service at today's prices, they are able to select an investment option that suits their risk appetite to grow your Fixed Price Funeral Investment to best meet your future funeral service costs. Whatever investment option is chosen, you become a member of the selected underlying fund. Our four investment options for the Fixed Price Funeral Investments, managed by our investment manager(s), are:

1. **Capital Guaranteed option (default);**
2. **Sustainable option;**
3. **Growth option; or**
4. **High Growth option.**

Your funeral director may only select one investment option and, if no option is chosen, then your Fixed Price Funeral Investment will be invested in the Capital Guaranteed option by default.

If a non Capital Guaranteed option is selected by your funeral director, there is a risk of a negative return. Please see page 21 to understand all of the investment risks involved or obtain independent financial advice.

If you have also elected to invest additional funds for non-fixed price funeral expenses in a Bond, then your Non-Fixed Price Funeral Investment will be wholly invested in the Capital Guaranteed option.

Investment Objective

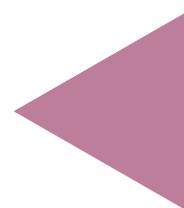
All monies invested into the Plan, and a Bond where applicable, are held in the Fund whose objective is to provide investors with competitive returns by investing in Authorised Investments as stipulated by the Funds' Rules and in accordance with the Investment Strategy of each Investment Option. The approved investment ranges are monitored in accordance with the Allowable Ranges and Foresters Financial's Responsible Investment Policy, which are managed by our Investment Manager(s).

Capital Guarantee

We offer a capital guarantee only for the Capital Guaranteed investment option. This ensures that all your contributions (less fees and duties payable) and declared bonuses are guaranteed to be paid on maturity, no matter how the investment market is performing.

Capital Guarantee explained

Capital Guarantee means that all money paid into the Funeral Benefit Capital Guaranteed Fund plus declared bonuses, less duties and fees (Away From Home Cover and funeral director GST and administration fees that may have been deducted) is secure. The guarantee is supported by a conservative investment policy which is monitored closely by Foresters Financial and its Actuary and by the solvency reserves that Foresters Financial maintains in accordance with the *Life Insurance Act 1995* (Cth) and the APRA Prudential Standards issued under that Act.





Asset Allocation Ranges per Investment Option

The investment options provide a range of investments with differing investment risks, which allow your assigned funeral director to select an option to match their risk tolerance for the funding of your prepaid funeral contract under the Plan. Any Non-Fixed Price Funeral Investment in our Bond will be invested in the Capital Guaranteed option. Investment in the different investment categories available under each investment option may be in direct investments or through approved unit trusts or managed investment schemes.

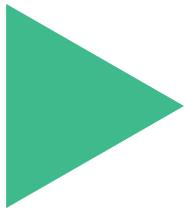
Capital Guaranteed Option (Applicable for the Plan and Bond)

Risk Level



Investment Objective and Strategy

The investment objective is to return better than the Reserve Bank of Australia (RBA) cash rate by investing in mainly cash and fixed interest type investments that are low risk in order to support the capital guarantee. The investment strategy of the Fund is to invest in a diverse range of mainly cash and fixed interest assets with a low risk profile in order to provide a stable and consistent return to guarantee the capital.



Type of Investment or Category	Allowable Range	
	Minimum	Maximum
Fixed Interest Investments	0%	95%
Cash Investments	0%	100%
Mortgage Backed Investments	0%	5%
Australian Shares	0%	5%
Mortgages and Advances	0%	10%



Sustainable Option (Applicable for the Plan only)

Risk Level



Investment Objective and Strategy

The investment objective is to return CPI +2% over the long-term with an allocation to growth assets (40%) and weighted towards defensive assets (60%). The investment strategy of the Fund is to invest in a diverse range of defensive and growth assets with a low to medium risk profile; and in entities and/or investments that have high Environmental, Social and Governance (ESG) performance by:

- excluding entities and/or investments that are exposed to activities that carry significant negative ESG risks, particularly related to the environment;
- excluding entities and/or investments with business activities that are not social responsible investments; and
- targeting entities and/or investments with high ESG ratings, particularly related to the environment;

as outlined in the Society's policy on responsible investments.

Type of Investment or Category	Allowable Range	
	Minimum	Maximum
Defensive Assets		
Cash Investments	0%	60%
Fixed Interest Investments	20%	60%
Total Defensive Assets	40%	60%
Growth Assets		
Equity	20%	50%
Property	0%	20%
Alternatives	0%	10%
Total Growth Assets	40%	60%



Growth Option (Applicable for the Plan only)

Risk Level



Investment Objective and Strategy

The investment strategy for this unit-linked investment option is to invest in a diverse range of defensive and growth assets with a medium risk profile. The investment objective is to return CPI +3% over the long-term with an allocation to defensive assets (40%) and weighted towards growth assets (60%).

Type of Investment or Category	Allowable Range	
	Minimum	Maximum
Defensive Assets		
Cash Investments	0%	40%
Fixed Interest Investments	10%	40%
Total Defensive Assets	20%	40%
Growth Assets		
Equity	30%	70%
Property	0%	30%
Alternatives	0%	15%
Total Growth Assets	60%	80%

High Growth Option (Applicable for the Plan only)

Risk Level



Investment Objective and Strategy

The investment strategy for this unit-linked investment option is to invest in a diverse range of defensive and growth assets with a medium to high risk profile. The investment objective is to return CPI +4% over the long-term with an allocation to defensive assets (20%) and weighted towards growth assets (80%).

Type of Investment or Category	Allowable Range	
	Minimum	Maximum
Defensive Assets		
Cash Investments	0%	20%
Fixed Interest Investments	0%	20%
Total Defensive Assets	0%	20%
Growth Assets		
Equity	50%	90%
Property	0%	30%
Alternatives	0%	20%
Total Growth Assets	80%	100%

Current Investment Information

You can obtain up-to-date investment information, including the asset allocation and historical bonus rates for the Capital Guaranteed Option and unit prices for the Sustainable, Growth and High Growth Options of the Fund, by visiting Foresters Financial's website www.forestersfinancial.com.au or by calling us on **1800 773 427** (free call).

Please note: Past performance cannot be taken as a guide to future returns. Future bonus rates of the Capital Guaranteed option of the Fund and unit prices for the Sustainable, Growth and High Growth Options of the Fund are not guaranteed and may be subject to fluctuations.

Changing Your Investment Option (Switching)

Your investment in the Plan can be transferred in its entirety between any of the four (4) investment options by your assigned funeral director, at any time. Only one investment option at any one time can be selected for the Plan. The Plan may incur investing transaction costs each time a switch is made.

Your investment in a Bond means that you are only invested in the Capital Guaranteed option, so there is no access to, or the ability to switch investment options.

For the unit-linked investment options (Sustainable, Growth and High Growth), the unit price that applies at the time a switching application is processed, is discussed further on page 24. To switch between investment options, the assigned funeral director must complete a switching form which can be found on the Foresters Financial website www.forestersfinancial.com.au and sent to: Foresters Financial, Reply Paid 92096, Melbourne VIC 3004 or via email: service@forestersfinancial.com.au

Investment Risks

It is important to understand that all investments have some level of risk. Any investment option you choose must be considered against your risk tolerances and investment needs, taking into account the level of risk willing to be taken in exchange for the investment return sought.

Funeral Plan – Fixed Price Funeral Investment

It is important to note that when your Plan is assigned to your contracted funeral director, they become the owner of the Plan and ultimately the entity entitled to the Plan's investment proceeds, and as such, will bear any risk associated with your investment in the Plan.

The funeral director has an ongoing obligation under your prepaid funeral contract to provide your selected funeral arrangements (fixed price funeral expenses) irrespective of the maturity value of the Plan assigned to the funeral director.

Foresters Financial is not a party to your prepaid funeral contract and therefore cannot guarantee the performance of any unit-linked investment options chosen by your funeral director should you cancel your prepaid funeral contract and/or reassign your investment to another funeral director.

Funeral Bond – Non-Fixed Price Funeral Investment

When you set aside additional monies to contribute towards non-fixed price funeral expenses, your investment is automatically invested in our Capital Guaranteed investment option.

Seeking independent professional financial advice will assist you to formulate a strategy to manage the risks of your investment.

Specific Risks

Specific risks relating to your investment will depend on the underlying assets and volatility of those assets in each Fund of the investment options. Investment performance and the ability to declare a bonus on the Capital Guaranteed Option is not guaranteed. Specific risks that relate to investing include:

Market risk is the possibility that investment option earnings and market value may suffer due to factors that impact the overall performance of financial markets in which they are invested. This can include material changes to interest rates, recessions, natural disasters, pandemics and political turmoil.

Credit risk is the risk that a counterparty will fail to perform its contractual obligations resulting in an investment loss.

Liquidity risk is the risk that the Fund may experience difficulty in meeting its commitments associated with the payment of redemptions and fund expenses.

Inflation risk is the risk that inflation will undermine an investment's returns through the possibility that the cash flows from an investment will not be worth as much in the future due to a decline in purchasing power.

Investment Manager risk is the risk that the Investment Manager will not meet the expectations set under an Investment Management Agreement with Foresters Financial which may result in underperformance of the Fund in not meeting its investment objective.

Specific Asset Risks

Security specific risk is the possibility that Fund earnings may suffer due to factors that impact the performance of an individual company, industry or sector in which they are invested. This can include poor business performance, competition or industry regulatory changes, including changes to the taxation treatment of the Fund.

Cash assets whilst usually stable, have a risk of low-returns relative to a low Reserve Bank of Australia (RBA) cash rate.

Fixed Interest assets have credit risk in that the issuer of the asset may default in the repayment of principal or interest or both. Any change in interest rates may also impact the value of the asset.

Mortgage-backed Investments have interest rate risk where a change in interest rates may adversely affect the value of the asset.

Mortgages and Advances have default risks in the repayment of principal or interest or both by the borrower. These assets also have interest rate risk where a change in interest rates may adversely affect the value of the asset.

Equities have risks that may affect the share price, which include economic conditions, poor management, adverse economic conditions, adverse market sentiment, and currency risk.

Property has risks that may adversely affect its value, which include adverse economic conditions, poor asset management, high vacancy rates, and tenant defaults.

Alternatives have liquidity risks due to their nature of not being easily tradable, as well as failure of projects that may result in loss of investment.

Whilst it is not possible to eliminate all investment risks, we seek to minimise and manage investment risk through the appointment of an experienced investment manager(s) whose investment mandate is to invest and manage the portfolio on behalf of Foresters Financial only in authorised investments and in accordance with an approved investment policy.

Foresters Financial's Investment Committee meets regularly to assess the Fund's investments against its investment and selection guidelines and reports to the company's Board.

Other Risks

Taxation risk is the risk that changes to tax may affect the Fund's taxation obligations or the tax treatment of your investment.

Social Security risk is the risk that changes to the social security laws may affect the treatment of your investment for Social Security purposes.

Regulatory risk is the risk that changes to legislation or regulations may materially impact either Foresters Financial and/or the Fund.

Bonuses

Bonus is a term used to describe return or earnings on the Funeral Benefit Capital Guaranteed Fund only (being the Capital Guaranteed investment option). Every year, Foresters Financial declares an annual bonus that is applied to the value of your current investment. The bonus rate is calculated based on the fund's investment earnings, less income tax calculated at our business tax rate (currently 30%), management fees, expenses of the fund and any other required transfers to statutory reserves. The bonus rate is based on actuarial advice and is subject to approval by Foresters Financial's Board of Directors. Once approved, it becomes a declared bonus. The declared bonus is then allocated to the current value of your investment in the Funeral Benefit Capital Guaranteed Fund as at 30 June and forms part of your capital guaranteed investment and contributes to future bonuses (accumulated bonuses). The rate of Bonus may differ from year to year depending on the fund's investment earnings, fees and expenses for that year.

Interim Bonus

For investments in the Funeral Benefit Capital Guaranteed Fund that become payable within a financial year, an interim bonus rate may be paid. If a maturity claim is made after 30 June in the following financial year, but prior to the actual annual bonus rate declaration, then any declared interim bonus rate is applied from 1 July up until the date of when the investment is paid out. The interim bonus is not guaranteed and can be amended at any time; it is based on actuarial advice and is a conservative estimate of the fund's expected investment return.

Maturity Bonus

The Maturity Bonus is intended to recoup the tax paid on investment earnings during the term of the Plan, and Bond where applicable (whether Capital Guaranteed or not). Its actual value will depend upon whether the tax rate for the Plan, and Bond where applicable, remains unchanged in the year of payment.

Non-Capital Guaranteed Unitised Investment Options

For these options – where returns and unit prices are calculated on a regular basis – the term Maturity Bonus is also used to refer to the after-tax amount that is applied to the value of your investment.

When a Life Insured dies – and your investment matures, the Maturity Bonus is calculated and paid in the same way as for the Capital Guaranteed non-unitised investment option.

Upon maturity, should the value of a unitised investment be less than or equal to the amount contributed during the term of the policy, the investment earnings applied could be zero or a negative amount. Should this occur, negative investment earnings will be deemed to have a zero value and no amount will be assessable for income tax purposes upon maturity. A maturity bonus is not payable in this circumstance.

Further, under current tax rules, negative investment earnings will not provide a tax-deductible amount to you.

Unit Pricing

Foresters Financial calculates unit prices in accordance with the valuation and unit pricing methodology prescribed in our Unit Pricing & Discretions Policy.

Unit pricing does not apply to the Funeral Benefit Capital Guaranteed Fund.

For the Funeral Benefit Sustainable Fund, Funeral Benefit Growth Fund and the Funeral Benefit High Growth Fund, a unit price is calculated by dividing each fund's net asset value by the number of units on issue in that fund.

Unit prices are usually calculated weekly but may be calculated more or less frequently.

Unit prices are calculated at the close of business of the last day of the current week (the valuation date). Any applicable transaction costs, known as buy/sell spreads, will be added on the last day of the current week to buy prices and deducted from withdrawal prices.

Foresters Financial reserves the right to exercise discretions under its Unit Pricing & Discretions Policy. Discretions will be exercised equitably wherever possible. A copy of the Unit Pricing & Discretions Policy can be obtained by calling Foresters Financial.

Processing Your Application

Your application will be processed using the unit price calculated at the valuation date provided it is received by the close of business on the valuation date. An application request received after the valuation date cut-off time, will be processed utilising the next available unit price. The processing of a unitised investment transaction may take up to five (5) business days from the valuation date.

Cleared funds for a contribution transaction must be received by the cut-off time, otherwise your application will be processed with the next available unit price.

In accordance with our Unit Pricing & Discretions Policy, Foresters Financial may suspend unit pricing or switching between investments for up to 14 days in circumstances where the operation of financial markets are disrupted or due to other considerations outside of our control. This may affect or delay the processing of your application request and the applicable unit price.

Current Unit Prices

To obtain current unit prices you can visit Foresters Financial's website www.forestersfinancial.com.au or call us on **1800 773 427**.

Taxation, Pension and Fees

Taxation

The investment earnings of the Funeral Benefit Funds are subject to income tax at the business tax rate (currently 30%). This tax is paid by Foresters Financial as an expense of the Funeral Benefit Funds before the declaration and allocation of annual bonuses to the Capital Guaranteed investment option, and forms part of the calculation of unit prices for the Sustainable, Growth and High Growth investment options.

However, under current tax rules, tax paid on the Funeral Benefit Funds' income is expected to be fully recovered with the final calculation of the Total Investment Payable for the Capital Guaranteed investment option. This means that the Total Investment Payable will reflect its gross, pre-tax value. As you have assigned your investment under the Plan, then your total investment becomes payable to your assigned (contracted) funeral director upon your death and your estate will not be assessed. Your assigned funeral director will be assessed on the receipt of the Plan proceeds as normal business income in the year of payment. Growth in the value of your Plan is not subject to Capital Gains Tax.

If you have also set aside an amount for other non-fixed price funeral expenses in the Bond, then these will be paid out to your Nominated Funeral Director upon proof of death and performance of any funeral related services. Any excess funds after payment of these non-fixed price items will be paid to your Estate.

The income component of the Bond pay-out will be assessable in the hands of the estate of the Life Insured in the year of receipt. Foresters Financial will inform your personal legal representative (usually the estate representative) of the assessable amount. Growth in the value of the Bond is not subject to Capital Gains Tax. It is not necessary, under current taxation laws, for the member to include the amount of annual declared bonuses or investment returns in their personal tax return.

This taxation information is general in nature, is current as at the date of issue of this PDS and may be subject to future legislative change. You should seek professional advice regarding your individual circumstances.

Goods and Services Tax

Goods and Services Tax (GST) does not apply to your contributions or your Total Investment Payable. However, the provision of funeral services is subject to GST. You should discuss the impact of GST on the cost of funeral services with your funeral director.

Duty

Duty may be payable on your initial investment in the Funeral Benefit Funds depending upon your State or Territory of residence and will be deducted from your initial contribution.

Pension entitlements

Monies invested in the Plan to meet fixed funeral expenses, are designed to be exempt for the purposes of the assets tests for payments from Services Australia (i.e. Age Pension, Carer Payment or Disability Support Pension). To satisfy the requirements of this social security legislation, your investment must be kept solely to contribute towards your funeral expenses and must be a reasonable estimate of those expenses and cannot be withdrawn prior to the death of the Life Insured. Subject to these provisions, the entire amount of your investment in the Plan to meet fixed funeral expenses will be deemed an exempt asset.

However, if in addition to your Plan you also have invested monies in a Bond to meet non-fixed funeral expenses, then this investment is not exempt for the purposes of the assets and income test and deeming provisions of both pension and veterans' entitlements legislation or other means tested Government benefits. The monies invested in the Bond will remain an asset and will need to be declared as such to the relevant Government Departments. For more information, please visit www.servicesaustralia.gov.au or seek specialist advice.

Fees and Other Costs

The table below shows fees and other costs that you may be charged. These fees and other costs may be deducted from your account balance, the returns on your investment or the Funds' assets as a whole. You should read all the information about fees and costs because it is important to understand their impact on your investment.

Type of fee or cost	Amount	How and when paid
Transaction Costs		
Establishment Fee The fee to set up your initial investment	Nil	Not applicable
Contribution Fee The fee on each amount contributed to your investment	Nil	Not applicable
Commission	Nil	Not applicable
Exit Fee The fee when the total investment is payable	Nil	Not applicable
Switching Fee¹ The fee for changing investment options	Nil	Not applicable
Management Costs		
Management Fee To cover the cost of administering the Fund. The Management Fee may vary from time to time in accordance with the Benefit Fund Rules. Marketing assistance may be provided to funeral directors from Foresters Financial's management fees. No commission payments are paid. Additionally, if you select a unit-linked investment option a proportion of the management fee will be donated to the Foresters Financial Community Grants Account, helping enrich the communities in which we belong. To find out more, please visit our website.	1.40%	Annual fee of 1.40% charged on the average balance of the Funeral Benefit Capital Guaranteed Fund; Funeral Benefit Sustainable Fund; Funeral Benefit Growth Fund; and Funeral Benefit High Growth Fund net assets. The Management Fee is calculated and deducted on a monthly basis and is inclusive of GST (as applicable) less any input tax credits (including approximate reduced input tax credits) that we in the underlying investment options may be entitled to claim.

Example for illustration purposes

The following table is an example of annual fees and costs for a \$10,000 investment in the Capital Guaranteed investment option together with an additional contribution after six (6) months of a further \$1,000. This is for illustrative purposes only.

Fee	%	Amount	How and when paid
Contribution Fee The fee on each amount contributed to your investment	Nil	\$0	For any amounts you contribute you will be charged \$0.
Management Fee The fee on each amount contributed to your investment	1.40%	\$140 <i>(\$10,000 x 1.40%)</i>	For the \$10,000 you have in the Capital Guaranteed investment option you will be charged \$140.
		\$7 <i>(\$1,000 x 1.40% x 6 months/12 months)</i>	The contribution of \$1,000 made after 6 months will be charged \$7.
Total Fees		\$147	

Direct Fund Charges

Income taxes (includes corporate tax), bank debit taxes, investment management, brokerage, account keeping fees and any other taxes or statutory charges that are subsequently introduced will be charged against the Funeral Benefit Fund's investment earnings, monthly in arrears. Both Management Fees and Direct Fund Charges reduce the investment earnings of the Funeral Benefit Funds.

Dishonour Fee

We currently do not charge dishonour fees when we are unable to process direct debit transactions or deposit cheques due to cancellations or insufficient funds. However, we may choose to deduct dishonour fees from your account in the future.

Buy/Sell Spread

Any applicable transaction costs on unit-linked investments, known as buy/sell spreads, will be added to buy prices and deducted from withdrawal prices.

Fee Changes

Foresters Financial may increase its fees to the maximum allowed in the Fund Rules, provided it gives policy owners ninety (90) days' notice in writing of the change.

Away From Home Cover (Optional)

Foresters Financial's Away From Home Cover protects your loved ones from the associated transportation costs, back to your chosen funeral director, up to a maximum of \$3,000, should you die whilst traveling within Australia, provided their premises are within 100km from your permanent residence.

What's Covered

- The cost of transporting the deceased Life Insured's body from their place of death, being 100 kilometres or more from their permanent residence, to the funeral home of their chosen Funeral Director;
- Suitable container for transportation;
- Cost for preparing the body for transportation;
- Any professional service fee charged by the Funeral Director; and
- Costs associated with obtaining the appropriate documentation.

The Away From Home Cover is a product of the Foresters Financial Funeral Transfer Fund. Persons taking out a policy will become members of the Funeral Transfer Fund and of Foresters Financial. Membership and cover will cease if the member dies and is not entitled to make a claim or if their personal legal representative (usually the estate representative) makes a claim which is paid.

Premium

	Amount
Applicant or member of a Funeral Plan or Funeral Bond with Foresters Financial	\$120

Fees and Charges

	Amount
Administration Fee	\$0
Management Fee	Up to 2% per annum

The Management Fee may vary from time to time in accordance with the Funeral Transfer Fund Rules, but may not exceed 2% of the Funeral Transfer Fund's average gross assets. The fee is calculated on the Funeral Transfer Fund's average gross assets for a month and deducted in arrears against the investment earnings of the Funeral Transfer Fund and accrues daily and is payable in arrears.

The Management Fee is used to fund the ongoing administration costs of the Funeral Transfer Fund.

Direct Fund Charges

Liabilities or expenses (including Taxes) incurred for the purpose of the business of the Funeral Transfer Fund and costs associated with making investments, including investment management fees, will be charged against the Funeral Transfer Fund's investment earnings. Both Management Fees and Direct Fund Charges reduce the investment earnings of the Funeral Transfer Fund.

Eligibility to Apply

You are eligible to apply for Foresters Financial's Away From Home Cover if you:

- Are applying for either a single or joint Funeral Plan, or Bond where applicable, with Foresters Financial; or
- Have within the past 6 months of this application already invested in a Funeral Bond or Funeral Plan with Foresters Financial; and
- Are currently residing at your permanent residence; and
- Are aged 18 years or over and under 85 years; and
- Are an Australian permanent resident.

There are no medical restrictions to taking out Away From Home Cover.

Eligibility to Claim

Your personal legal representative (usually the estate representative) is entitled to claim a benefit if you are a member of the Funeral Transfer Fund and:

- You die within Australia, 100 km or more from your permanent residence; and
- Your chosen Funeral Director is less than 100 km from your permanent residence; and
- You are permanently living at your permanent residence; and
- You have not spent 3 or more months temporarily away from your permanent residence in the last 12 months preceding your death; and
- A claim from a joint policyholder has not already been made; and
- The claim is made within 6 months of your death.

Unless the eligibility conditions are all met, no benefit will become payable.

Important Information

Cooling off period

If you change your mind for any reason, simply provide written notice of your intention to cancel your Away From

Home Cover and return your Certificate of Membership for the Funeral Transfer Fund within 30 days from the date of issue or such other period permitted by relevant legislation. Foresters Financial will then refund all money contributed (subject to any applicable local State or Territory laws) less any fees, taxes and applicable duty.

Keeping you informed

Upon your application being accepted to the Funeral Transfer Fund, Foresters Financial will send a confirmation letter and Certificate of Membership for the Funeral Transfer Fund directly to you.

Terms and Conditions

Eligible members will be covered up to a maximum of \$3,000.

Claims

To claim, notice and supporting evidence of death, together with transportation costs incurred, must be sent to Foresters Financial by your legal personal representative (usually the estate representative) within 6 months of death or your entitlement to claim and membership of the Funeral Transfer Fund and Foresters Financial shall automatically cease. Payments from the Funeral Transfer Fund are not subject to tax. Policies have no surrender value.

Joint Policyholders

Two individuals may apply to become joint Life Insured's with Foresters Financial Away From Home Cover.

The first applicant (i.e. Applicant 1 in the Application Form) becomes the member of the Funeral Transfer Fund and will receive the Confirmation of Membership of the Funeral Transfer Fund and any other communications from Foresters Financial.

Upon the death of the first joint policyholder who is eligible to make a claim, the surviving policyholder will cease to be a member of the Funeral Transfer Fund and of Foresters Financial (unless membership is held in some other capacity) and will no longer be covered.

In the case where both joint policyholders are eligible to make a claim at the same time, then the claim will be assessed by Foresters Financial on the same basis had only one of the joint policyholders made a claim.

Investment Allocation Range

Under the Funeral Transfer Fund Rules, Foresters Financial has the ability to invest in a range of investments which may comprise of Cash, Australian Shares, Mortgages, Fixed Interest and Government and Semi-Government Securities.

These investments are made based on recommendations from Foresters Financial's experienced and independent investment manager(s).

Their investment mandate is to invest and manage the portfolio on behalf of Foresters Financial only in authorised investments and in accordance with our approved Investment Policy.

Asset Class	Allowable Range
Australian Shares	0%-20%
Mortgages	0%-40%
Fixed Interest	0%-50%
Government and Semi - Government Securities	0%-90%
Cash	10%-100%

Risks

There is a risk that the policy holder(s) may die and not be eligible to make a claim under the Away From Home Cover. Eligibility to make claim is outlined on page 29 of this PDS.



Other Information

The Funeral Benefit Funds

Withdrawals

Capital Guaranteed Fund

Maturity payment of the Capital Guaranteed option:

Your benefit is calculated by adding;

- The capital component of your investment (the initial investment less GST less management fees, and less GST and admin fees where applicable); plus
- Declared bonuses and the interim bonus applied to the investment for the period since the date of the last bonus declaration to maturity date; plus
- The amount Foresters expects to recover on the tax paid on the investment income of the Fund. The value of any tax recovered by Foresters is referred to in this document as the maturity bonus. The maturity bonus is expected to equal the tax paid on the Fund's earnings.

The maturity payment in normal circumstances will be processed within five (5) business days of receipt of a completed claim form.

Unit-linked Funds

For a maturity from the Sustainable, Growth or High Growth options, the benefit is calculated by multiplying the number of units held by the unit price. Unit prices are usually calculated weekly but may be calculated more or less frequently.

The maturity claim will be processed using the unit price calculated as at the next valuation date if it is received by the close of business of the valuation date. Unit prices are calculated at the close of business of the last day of the current week (the valuation date).

A maturity payment request received after the cut off time will be processed utilising the next available unit price. Maturity payments may take up to seven (7) business days to finalise.

In accordance with our Unit Pricing & Discretions Policy, Foresters Financial may suspend unit pricing or switching between investments for up to 14 days in circumstances where the operation of financial markets is disrupted or due to other considerations outside of our control. This may affect or delay the processing of your assigned funeral director's maturity payment request.

Total Investment Payable

The Total Investment Payable for the Capital Guaranteed investment option is calculated by adding the value of all contributions (net of any fees and any duty payable) and any bonuses declared and applied to the investment plus the addition of any maturity bonus (if applicable) as defined on page 23.

For the Sustainable, Growth or High Growth investment options, the Total Investment Payable is calculated by multiplying the number of units held by the current unit price.

Keeping You Informed

When you enter into the Plan, Foresters Financial will send a confirmation letter and Certificate of Membership of Foresters Financial directly to you via your assigned funeral director. All future information relating to your investment will be sent directly to your assigned funeral director with whom you have a prepaid funeral contract.

If you have opted to include a non-fixed funeral expenses component in our Bond, and so have Nominated a Funeral Director, you will be sent an annual statement detailing all transactions in relation to this investment during the past year as at 30 June.

Your Nominated Funeral Director will also receive information relating to the investment.

Foresters Financial will keep you up-to-date with any relevant changes that may materially or adversely affect your investment via our website www.foresterfinancial.com.au.

Terms and Conditions

Cooling off period

If you change your mind for any reason, simply provide written notice of your intention to cancel your application and return your Certificate of Membership of Foresters Financial within thirty (30) days from the date of issue or such other period permitted by relevant legislation. We also recommend you consider providing similar written notice to your funeral director should you wish to cancel your prepaid funeral contract within the cooling off period. Foresters Financial then will refund all money contributed (subject to any applicable local State or Territory laws and for the unitised investment options, any applicable transaction costs and movements in the value of your investment). Please note that the cooling off period does not apply to switching investment options.

Eligibility

There are no medical restrictions to investing in the Funeral Benefit Funds but you must be at least ten (10) years of age. As provided in the *Life Insurance Act 1995* (Cth), a person who is at least ten (10) years of age but has not reached sixteen (16) years of age may, with written consent of a parent or guardian, invest in the Funds.

Changes to your prepaid funeral contract (including the funeral director)

As you have entered into a prepaid funeral contract with a specific funeral director, you are subject to the terms and conditions of that contract. ***Any changes to the contract, including changing your assigned funeral director, are only allowable with the consent of the contracted funeral director***

and require written notice to be given to Foresters Financial from both you, as the member and the funeral director.

As contract conditions can vary between funeral directors, we suggest you discuss any changes and how they are to be made with your contracted funeral director in the first instance.

Investment withdrawal

The Plan and Bond, where applicable, have been specifically designed to meet future funeral expenses. Accordingly, withdrawal can only occur at time of death (subject to the cooling off period). ***After the cooling off period has expired, the Total Investment Payable cannot be accessed until after the death of the Life Insured.***

Payment of funeral expenses

Upon your death and receipt of satisfactory supporting documentation*, the Plan's Total Investment Payable will be paid to your assigned funeral director to meet your fixed price funeral expenses. However, if there is a dispute at the time of your death regarding the assigned funeral director, then Foresters Financial will be required to retain the Total Investment Payable in the Funeral Benefit Funds until the dispute has been resolved, subject at all times to the terms and conditions of your prepaid funeral contract and any applicable State or Federal legislation.

If you have taken out a Bond to meet non-fixed price funeral expenses, then upon satisfactory supporting documentation that these expenses have been incurred, the Bond's Total Investment Payable will be paid directly to your Nominated Funeral Director, with any excess paid to your Estate.

If, however, the Nominated Funeral Director fails to meet the requirements of the non-fixed price component within 21 days of your death, or such other reasonable period determined by Foresters Financial, then the nomination shall be treated as having been cancelled and Foresters Financial will pay the Bond's Total Investment Payable to your personal legal representative (usually your estate representative) to be applied to your funeral expenses.

General Information

Your Personal Information

Foresters Financial collects personal information you provide in response to the forms in this PDS or through any subsequent correspondence or communication. The information is collected for the primary purpose of Foresters Financial issuing our products to you (including assessing your application and identifying you).

There are also a number of related purposes for which your personal information will be collected, including processing of your application, the administration and managing of your investment in the Funeral Benefit Funds and the Funeral Transfer Fund to effectively provide our services and compliance with Australian taxation laws, the *Life Insurance Act 1995* (Cth) and other laws and regulations. If you do not provide Foresters Financial with your personal information, we may not be able to process your application, administer or manage your investment or tell you about other opportunities in which you may be interested.

You can let Foresters Financial know if you do not want to receive details of other investment opportunities by ticking the box found in the Declaration of the Application Form or by contacting us.

Subject to the *Privacy Act 1988* (Cth), you are entitled to request access to the information that you provide to Foresters Financial. If you have a privacy query, concern or complaint in respect of any investment made please contact:

The Privacy Officer

Postal Address

PO Box 7702
Melbourne VIC 3004

Telephone

1800 773 427 (free call)

If we are unable to address your query, concern or complaint to your satisfaction, you may contact the Privacy Commissioner at:

Office of the Australian Information Commissioner

Postal Address

GPO Box 5218
Sydney NSW 2001

Telephone

1300 363 992 (free call)

The information that an investor provides to Foresters Financial may be disclosed to certain organisations. The types of organisations or persons to whom Foresters Financial usually discloses the information provided by investors includes:

- your assigned or nominated funeral director
- the Australian Taxation Office and other government or regulatory bodies;
- your adviser or adviser dealer group, their service providers and any joint holder of your investment (if any);
- organisations involved in providing services to Foresters Financial, such as any third-party service provider engaged by Foresters Financial to provide administration, investment management, technology, auditing, mailing or printing services; and
- those where you have consented to such disclosure as required or authorised by law.

You should notify us immediately if any of your personal information held by us changes. If you would like to read our Privacy Policy, a copy is available on our website www.forestersfinancial.com.au/privacy or can be obtained by contacting our Privacy Officer.

Dispute Resolution

Foresters Financial is committed to providing a great range of products and services to our members. Please talk to us using the details set out below if at any time we have not satisfied your expectations. Most times we will be able to resolve your concerns upon initial contact.

Foresters Financial

Postal Address

PO Box 7702
Melbourne VIC 3004

Telephone

1800 773 427 (free call)

Email

service@forestersfinancial.com.au

Website

forestersfinancial.com.au

If we are unable to resolve your concern, please ask to speak to our Customer Resolution Leader who will register your complaint and conduct an initial review of the matter and provide a recommendation to you. Our dispute resolution procedure is free of charge to you. If your issue cannot be resolved directly between you and Foresters Financial, then you may refer your issue to the Australian Financial Complaints Authority (AFCA). AFCA provides fair and independent financial service complaint resolution that is free to consumers. Their details are:

AFCA

In writing to

GPO Box 3, Melbourne VIC 3001

Telephone

1800 931 678 (free call)

Email

info@afca.org.au

Website

www.afca.org.au

Foresters Financial

Foresters Financial issues the Funeral Plan, the Funeral Bond, and the Away From Home Cover and is responsible for all administration, promotion and management of the Funeral Benefit Funds and Funeral Transfer Fund.

Foresters Financial is incorporated under the *Corporations Act 2001* (Cth) as a public company limited by shares and guarantee and is regulated by the Australian Securities & Investments Commission under the provisions of the *Corporations Act 2001* (Cth). It is registered under the *Life Insurance Act 1995* (Cth) as a Friendly Society Life Insurance Company and is regulated by the Australian Prudential Regulation Authority (APRA).

The Funeral Benefit Funds and Funeral Transfer Fund are also registered under the *Life Insurance Act 1995* (Cth) and regulated by APRA. Under the *Corporations Act 2001* (Cth), members of Foresters Financial are bound by the terms of its Constitution and are required to guarantee that in the event of the company being wound up and unable to meet its liabilities, they will contribute an amount not exceeding \$1.

Members and or their assigned funeral director have an interest in the assets of the relevant Investment Option in which they have invested.

For the three unit-linked Investment Options, the assigned funeral director's interest is to the extent of their unit holding, however, a unit holding does not confer any specific interest in any part of the assets or any authorised investment of the relevant Investment Option. At any given time, all units in an Investment Option are of equal value. For the Capital Guaranteed Fund, members have an interest in the Fund to the extent of their contributions and accumulated bonuses, however, such interest does not confer any specific interest in any part of the assets or any authorised investment of the Fund.

Foresters Financial operates under strict government regulations covering friendly societies. The investment of members' money is subject to rigorous independent actuarial valuation and audit certification.

Constitution and Fund Rules

In accordance with Foresters Financial's Constitution and the Funeral Benefit Funds' Rules and Funeral Transfer Fund Rules, the assets of each fund maintained by Foresters Financial are separate and distinct from other funds and assets. Once your application has been accepted and processed, you will become a member of the relevant Fund and Foresters Financial. Your membership is subject to the rights and obligations set out in the Constitution, including your right to attend and vote at General Meetings. The Funds' rules set out your benefits and the operational aspects of your

membership of the Funds. The Funds' rules operate as a contract between you and Foresters Financial.

Foresters Financial may amend the Funds' rules by a special resolution of members. In limited circumstances, the company's Board can amend the Funds' rules with the consent of its prudential regulator, APRA. Additionally, Foresters Financial can close the Funds to new investments or in certain circumstances, make application to APRA to terminate the Funds.

The statements in this PDS give only a summary of the provisions of Foresters Financial's Constitution, Funeral Benefit Funds' Rules and Funeral Transfer Fund Rules. Members may inspect a copy of the Constitution, Funeral Benefit Funds' Rules and Funeral Transfer Fund Rules at Foresters Financial's registered office any time between 9 am and 5 pm Monday to Friday (except Victorian Public Holidays).

Funeral Contracts

Foresters Financial are not, and do not represent to be, a party to any contract or arrangement entered into between you and a particular funeral director for a prepaid funeral contract or for non-fixed price funeral expenses. Any such arrangement or contract is between you and the relevant funeral director. Foresters Financial does not accept any responsibility or liability to ensure that the contractual obligations of the funeral director with respect to the Funeral Benefit Funds' investment are met, other than the obligation to pay upon your death your Total Investment Payable to the funeral director to whom you have assigned or nominated your investment.

Disclosure of Interest

No Director of Foresters Financial, or any expert, has any interest in respect of the assets or benefits of the Funeral Benefit Funds and/or the Funeral Transfer Fund to which this PDS relates and in respect of which an entitlement, other than an entitlement on the same terms and conditions available to other members of the Funeral Benefit Funds and/or Funeral Transfer Fund, is available.

RSM Australia Partners, Brett & Watson Pty Ltd, TurksLegal, Pitcher Partners Investment Services Pty Ltd and JBWere Limited receive professional fees in respect of audit, actuarial, legal and investment services and advice provided in relation to the Funeral Benefit Funds and Funeral Transfer Fund, respectively.

Foresters Financial Directors

The under mentioned Directors of Foresters Financial have authorised the issue of this PDS:

Caroline Bahhidly, Chair
Michael Liu, Deputy Chair
Andrew Baxter, Director
David Heath, Director
Andrew Smith, Director

Consultants to Foresters Financial

Auditor

RSM Australia Partners
ABN 36 965 185 036

Actuary

Brett & Watson Pty Ltd
ABN 65 060 568 676

Lawyers

TurksLegal
ABN 50 150 169 411

Investment Manager

JBWere Limited
ABN 68 137 978 360

Pitcher Partners Investment Services Pty Ltd
ABN 24 052 941 036
(Investment Manager for the Funeral Benefit Fund only)

RSM Australia Partners, Brett & Watson Pty Ltd, TurksLegal, JBWere Limited and Pitcher Partners Investment Services Pty Ltd have each given, and have not before the date of this PDS withdrawn, their consent to be named in this PDS. They are not responsible for the contents of and accept no liability in respect of this PDS, nor have they authorised or caused the issue of this PDS.



Completing Your Application Form

The Application Form can be used for the Plan, the Bond and the Away From Home Cover. Simply mark what you are applying for at the beginning of the Application Form.

The following table may assist you in completing the Application Form.

	Single/Joint application	Power of Attorney (POA)
Part 1: Personal Information	Single: complete Applicant 1 details Joint: complete both Applicant 1 and 2 sections. Applicant 1 will become the primary contact.	POA to provide the Life Insured's details under Applicant 1. If all correspondence is to be sent to the POA then complete the Principal Contact Details section.
Part 2: Your Beneficiary Options (incl Investment Options)	<p>Beneficiary Option: As you have entered into a Funeral Plan with fixed funeral expenses, you must complete the Assigned Funeral Plan beneficiary option. If you have also invested in a Bond to meet non-fixed funeral expenses as part of the Application, you will need to complete the Nominated Funeral Director Option.</p> <p>Investment Option: For policies assigned to a funeral director, there are four (4) investment options to choose from, the default being the Capital Guaranteed option, with three (3) unit-linked investment options to choose from: Sustainable, Growth or High Growth.</p> <p>For policies where you have nominated a funeral director, there is only the Capital Guaranteed option.</p>	
Part 3: Payment Details	The amount you invest in the Funeral Plan is referred to as your Total Fixed Price Funeral Investment and the amount you invest in the Funeral Bond is referred to as your Non-Fixed Price Funeral Investment. Please provide the details of your initial contribution and the method of payment and if applicable any ongoing contributions.	
Part 4: Declaration	Please sign and date. For Joint applications please ensure both applicants complete the declaration.	The POA needs to sign and date.
Queensland Residents ONLY	<p>PLEASE NOTE: It is a regulatory requirement of the Queensland Government that you also need to complete a Client Care Statement which must accompany this Application.</p> <p>Visit www.forestersfinancial.com.au/qccs to download the form.</p>	
Part 5: Direct Debit Request (DDR) Form	<p>The DDR form can be used for one-off as well as ongoing regular payments. Please ensure that the bank account holder signs and dates this form.</p> <p>Please note for credit card payment Foresters Financial is only able to accept the original signed and completed form by post mail.</p>	

Application Form

(Only to be completed in conjunction with a prepaid funeral contract).

I wish to apply for membership of Foresters Financial's Funeral Benefit Fund and/or the Funeral Transfer Fund (Away From Home Cover).

This application is made in conjunction with prepaid funeral contract number:

This application is for a Prepaid Funeral Plan Funeral Bond Away From Home Cover

IMPORTANT INFORMATION

Prior to signing this application, applicants should read and have a copy of Foresters Financial Funeral Benefit Fund Prepaid Funeral Plan Product Disclosure Statement dated 21 July 2021.

(Please use CAPITAL letters if handwriting)

Part 1: Personal Information

Applicant 1: **Single** OR **Joint (applicant 1)**

Title Mr Mrs Ms Miss Other

First Name

Last Name

Birth Date

D	D	M	M	Y	Y	Y	Y
---	---	---	---	---	---	---	---

Street Address

Suburb

State

Postcode

Telephone (Day)

Mobile

Email

Applicant 2: **Joint (applicant 2)**

Title Mr Mrs Ms Miss Other

First Name

Last Name

Birth Date

D	D	M	M	Y	Y	Y	Y
---	---	---	---	---	---	---	---

Street Address

Suburb

State

Postcode

Telephone (Day)

Mobile

Email

Principal Contact Details - If different from above

Complete this section if all correspondence is to be sent to this person ONLY or in the case where you are the Power of Attorney (POA).

Contact Type **POA** OR **Other**

Title Mr Mrs Ms Miss Other

First Name

Last Name

Street Address

Suburb

State

Postcode

Telephone (Day)

Mobile

Email

Part 2: Your Beneficiary Options

With your investment, there are two beneficiary options available depending on the funeral arrangement you have chosen; either fixed funeral expenses only or fixed plus non-fixed funeral expenses.

If your Plan consists of an investment to meet fixed funeral expenses only, then you need to complete the Assigned Funeral Plan section.

If your investment is also made to meet non-fixed funeral expenses, then you also need to complete the beneficiary option to nominate a funeral director. **You cannot assign this part of your Plan.** Your Beneficiary Options are explained on page 11 of the PDS.

Please indicate the applicable boxes, ensuring you complete and sign each section that applies.

1. Assigned Funeral Plan (fixed funeral expenses)

As you have a Funeral Plan you must assign your Plan to your contracted funeral director.

Please complete, acknowledge and sign below.

I/We in accordance with the *Life Insurance Act 1995* (Cth), and Foresters Financial's Constitution do hereby assign my/our interest in the Foresters Financial Prepaid Funeral Plan to:

Funeral Director Details (MUST be completed and signed by the Applicant/s and Funeral Director below)

Company Name	<input type="text"/>				
	<input type="text"/>				
Street Address	<input type="text"/>				
Suburb	<input type="text"/>	State	<input type="text"/>	Postcode	<input type="text"/>

- An assignment transfers ownership of my/our Plan investment in the Funeral Benefit Funds to my/our contracted funeral director;
- The assignment is subject to me/us entering into a prepaid funeral contract, or other bona fide funeral or burial arrangement and that Foresters Financial does not accept any liability or responsibility to ensure that such contract or other bona fide funeral or burial arrangement is met in part or in full;
- An assignment is not valid until registered by Foresters Financial and that despite the assignment, the Applicant(s) remains a member of the Funeral Benefit Funds and of Foresters Financial; and
- The Assignor(s) is over 16 years of age.

Signature (Applicant 1)

Date

Signature (Applicant 2)

Date

Funeral Director Declaration

I have accepted the assignment with full understanding that:

- The investment allocation of the value of the Plan will be exercised by me;
- I/We understand and assume full responsibility for the risks attaching to a decision as to the investment allocation of the Plan and agree to provide the prepaid funeral plan contracted funeral services irrespective of the value of the Plan investment at the relevant date; and
- Subject to and upon the registration of this assignment by Foresters Financial I/we select the following investment option for the Plan (only one option allowed):

Capital Guaranteed Sustainable Growth High Growth

Funeral Director MANDATORY

Signature

Date

If you do not select an investment option for the Plan, then the Capital Guaranteed investment option, as the default investment option, will be automatically applied. A future switch in or out of the Capital Guaranteed investment option is permitted.

Complete this additional section only if you have selected non-fixed funeral expenses.

2. Nominated Funeral Director (non-fixed funeral expenses)

By nominating a funeral director as your beneficiary for the non-fixed funeral expenses of Foresters Financial Funeral Bond (the Bond), you agree to the funeral director having access to your investment information. Investment information will be sent to both yourself and your Nominated Funeral Director.

As this part of your investment does not form part of a prepaid funeral contract, your nominated beneficiary can be changed at any time prior to death.

Please complete and acknowledge below.

I/We, in accordance with the Foresters Financial Constitution, do hereby nominate the following funeral director to be able to make a claim on my policy upon the death of the Life Insured.

Funeral Director Details (MUST be completed)

Company Name	<input type="text"/>				
	<input type="text"/>				
Street Address	<input type="text"/>				
Suburb	<input type="text"/>	State	<input type="text"/>	Postcode	<input type="text"/>

When you set aside additional monies to contribute towards non-fixed price funeral expenses, your investment is automatically invested in the Capital Guaranteed investment option

Part 3: Payment Details

Please indicate below how the allocation of the total amount invested will be distributed to Foresters Financial.

A. Total Fixed Funeral Service Price ¹ (Prepaid Funeral Plan) (Exclusive of GST and any Administration fee)	\$
B. Non-Fixed Investment ² (Funeral Bond) (GST Free)	\$
C. Away From Home Cover (if applicable) (GST Free)	\$
D. Total Amount Payable to Foresters Financial (A+B+C)	\$
<i>To be completed by Funeral Director only if applicable:</i>	
E. Administration Fee (exclusive of GST)	\$
F. GST (applicable to A and E only)	\$
G. Total Fees and Charges³	\$
H. Total Amount Payable (including fees and charges) (D+G)	\$
I. Initial Contribution Paid To Foresters Financial⁴	\$
J. Balance Owing (H-I)	\$

Things to note

¹This amount represents the total funeral service costs. This amount, excluding GST, will be invested in the Prepaid Funeral Plan.

²This amount represents the investment in the Funeral Bond.

³Any Administration Fee collected (unless advised otherwise) or GST charged and remitted to Foresters Financial is refunded to the Funeral Director in accordance with this PDS as these amounts form part of the cost of the agreed service as opposed to part of your investment with Foresters Financial.

⁴ If the initial investment amount paid to Foresters Financial is less than D, it will be applied in the following order:
Away From Home Cover, GST, Administration Fee, Prepaid Funeral Plan and Funeral Bond.

Payment Type

Please mark applicable

Initial (One-Off)	Instalments (Ongoing)	Method
<input type="checkbox"/>		Cash
<input type="checkbox"/>		Direct Payment to Foresters Financial's Bank Account Please ensure the reference field includes Applicant 1's full name Bank: Westpac Name of Account: Foresters Financial Combined Account BSB: 033059 Account No: 456732
<input type="checkbox"/>	<input type="checkbox"/>	Cheque Please ensure it is made payable to 'Foresters Financial Funeral Benefit Fund'
<input type="checkbox"/>	<input type="checkbox"/>	Credit/Debit Card or Bank Account Please complete the Direct Debit Request Form on page 45 of this Product Disclosure Statement

Part 4: Declaration

I/We have read, and agreed to be bound by the Foresters Financial Prepaid Funeral Plan Product Disclosure Statement dated 21 July 2021.

I/We agree to be bound by the Rules of Foresters Financial Funeral Benefit Funds and/or the Funeral Transfer Fund (collectively called the Funds) (as amended from time to time) and the terms and conditions upon which the Funeral Plan and or Funeral Bond is issued and, if applicable, the Funeral Transfer Fund from which the Away From Home Cover is issued.

If the Application Form is signed under a Power of Attorney (POA), the Attorney confirms that no revocation of the POA has been received before completing the Application Form.

I/We agree that in the event that I/we effect more than one funeral policy or enter into additional policies, the aggregate contributions do not and will not exceed the amount required to meet the cost of my/our funeral chosen by me/us.

I/We acknowledge that **THE FUNERAL INVESTMENT and THE FUNERAL TRANSFER FUND POLICY WILL REMAIN IN EFFECT UNTIL THE DEATH OF THE LIFE INSURED OR IN THE CASE OF JOINT APPLICANTS, THE DEATH OF THE FIRST JOINT APPLICANT and NO MONEY CAN BE WITHDRAWN FROM THE FUNERAL BENEFIT FUNDS OR WILL BE PAID FROM THE FUNERAL TRANSFER FUND BEFORE THAT TIME**, except during the cooling-off period.

I/We acknowledge that Foresters Financial does not guarantee the investment performance of the Funds.

I/We acknowledge that all investments are subject to risk and that risks of investing in the Funds have been described in the PDS and understood by me/us.

I/We acknowledge that if I/we have received this Application Form from the Internet or other electronic means, I/we declare that I/we have received it personally, or a printout of it, accompanied by or attached to the complete Foresters Financial Prepaid Funeral Plan Product Disclosure Statement dated 21 July 2021.

I/We acknowledge that my/our personal information will be collected, used and disclosed in accordance with Foresters Financial Privacy Policy and with the law.

I/We acknowledge that if this Application Form has been completed by the Funeral Director as authorised under the terms and conditions of their pre-paid contract that the funeral director in signing this application form on behalf of the Applicant is acknowledging that they have been rightly empowered to do so.

I/We acknowledge that Foresters Financial may from time to time offer goods and services appropriate for my needs and interests.

I/We consent to my/our information being used for direct marketing subject to my/our right to opt-out by calling 1800 645 326. If you do NOT wish to be updated with such opportunities please mark the box below. Foresters Financial may use service providers, such as posting services to assist us in doing so.

If you do not mark the box we will assume that you want to hear about these opportunities.

I/We acknowledge that by providing my/our email address in this Application Form, Foresters Financial may use this address to provide me, where permitted by law or regulation, information via email about my/our Funeral Plan, Funeral Bond and/or Away From Home Cover, including any communications such as annual statements to satisfy any continuous disclosure requirements.

I/We acknowledge that if I/we have applied for membership of the Away From Home Cover that:

- I/We currently reside in my/our permanent residence which is within 100km of my/our assigned funeral director as set out in Part 2 of this PDS Application Form; and
- I/We are over 18 years and under 85 years of age; and
- Policies issued from the Funeral Transfer Fund have no surrender value and I/we will be unable to make a claim on the Funeral Transfer Fund unless I/we meet the eligibility conditions described in this PDS.

Signature
Applicant 1*

Date

Signature
Applicant 2*

Date

*Where applicant is aged from 10 and under 16 years of age, a parent or guardian must sign.

QUEENSLAND RESIDENTS: It is a regulatory requirement of the Queensland Government for you to complete a Client Care Statement which must accompany your application. Visit www.forestersfinancial.com.au/qccs to download the form.

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This document outlines Foresters Financial Limited, User ID 028104, ABN 27 087 648 842 obligations to you, in respect of the DDR arrangements made between Foresters Financial and you. It sets out your rights and obligations to us, together with where you should go for assistance.

Please keep this agreement for future reference. It forms part of the terms and conditions of your Direct Debit Request (DDR) and should be read in conjunction with your DDR authorisation.

Definitions

account means the account held at your financial institution from which we are authorised to arrange for funds to be debited.

agreement means this Direct Debit Request Service Agreement between you and us.

banking day means a day other than a Saturday or a Sunday or a public holiday listed throughout Australia.

debit day means the day that payment by you to us is due.

debit payment means a particular transaction where a debit is made.

Direct Debit Request (DDR) means the written, verbal or online request between us and you to debit funds from your account.

us or we means Foresters Financial, (the Debit User) you have authorised by requesting a Direct Debit Request.

you means the customer(s) who has authorised the Direct Debit Request.

your financial institution means the financial institution at which you hold the *account* you have authorised us to debit.

Initial terms of agreement

In terms of the DDR arrangements specified on your DDR Form we undertake to periodically debit the nominated account for the agreed amount for contributions to your Policy.

Direct Debit arrangements

The first direct debit under this DDR arrangement will occur in accordance with your DDR form. If any direct debit falls due on a non-banking day, it will be debited to your account on the next business day following the scheduled direct debit date.

We will give you at least 14 days' notice in writing when changes to the initial terms of the arrangements are made. The notice will state relevant changes to the initial terms.

Changes to the arrangement

All changes to the DDR arrangements must be in writing and forwarded directly to Foresters at least 7 business days prior to the date of your specific change. These changes may include:

- Deferring a direct debit; or
- Altering the schedule; or
- Stopping an individual debit; or
- Suspending the DDR; or
- Cancelling the DDR completely.

If you wish to discuss any changes to the initial terms, telephone us on 03 8580 4000 or 1800 645 326 (free call).

Your commitment to us

It is your responsibility to ensure that:

- Your nominated account can accept direct debits (your financial institution can confirm this) as this option may not be available on all accounts via the Bulk Electronic Clearing System (BECS);
- On the direct debit date there are sufficient cleared funds in the nominated account;
- You advise us if the nominated account is transferred or closed;
- You arrange a suitable payment alternative should your bank terminate the DDR for any reason;
- You ensure that all authorised signatories nominated on the financial institution account to be debited sign the Direct Debit Request;
- You check your account statement to verify that the amounts debited from your account are correct; and
- You check with your financial institution before completing the DDR if you have any queries about how to complete the DDR.

If a direct debit is returned or dishonoured by your financial institution, you will be advised in writing that we will add that debit amount on the next scheduled direct debit date. Any transaction fees incurred by us in respect to the above may be recovered by adding that amount to the next scheduled direct debit.

Disputes

If you believe that a direct debit has been initiated incorrectly, we recommend that you take the matter up directly with us by contacting us on 03 8580 4000, or 1800 645 326 (free call), during office hours.

If the dispute is unresolved and/or you are dissatisfied with the response, contact your financial institution who will respond to your claim. You will receive a refund of the direct debit amount if we cannot substantiate the reason for the direct debit.

Enquiries

Direct all enquiries to us, rather than your financial institution, at least 5 business days prior to the next scheduled direct debit date. All communication should include your member and policy numbers.

Simply contact us on 03 8580 4000, or 1800 645 326 (free call), during office hours.

Confidentiality

We will keep any information (including your account details) in your Direct Debit Request confidential. We will make reasonable efforts to keep any such information that we have about you secure and to ensure that any of our employees or agents who have access to information about you do not make any unauthorised use, modification, reproduction or disclosure of that information.

We will only disclose information that we have about you to the extent specifically required by law; or for the purposes of this agreement (including disclosing information in connection with any query or claim).

Foresters Financial Limited is a registered company under the *Corporations Act 2001* (Cth).

The company is a public company limited by shares and guarantee.
Registered Business Name: Foresters Financial

Registered office and principal place of business is:
Level 4, 417 St Kilda Rd
Melbourne VIC 3004

ABN 27 087 648 842
Australian Financial Services License No. 241421



forestersfinancial.com.au
1800 773 427 (free call)