

# SS&C ADMINISTRATION SERVICES (AUSTRALIA) PTY LIMITED FINANCIAL SERVICES GUIDE

1 February 2023

SS&C Administration Services (Australia) Pty Limited

# FINANCIAL SERVICES GUIDE – SS&C ADMINISTRATION SERVICES (AUSTRALIA) PTY LIMITED

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## The purpose of our Financial Services Guide

This Financial Services Guide (FSG) is designed to help you understand the financial services provided by SS&C Administration Services (Australia) Pty Limited ABN 66 662 244 797 (SS&C Admin) as a Corporate Authorised Representative (No. 001301351) of SS&C Bluedoor Pty Limited ABN 47 110 855 377 and AFSL No. 522565 (“SS&C Bluedoor”).

It includes important information about:

- who we are;
- how to contact us;
- the services we are authorised to provide;
- fees that may be paid to us and other relevant persons in relation to the services we offer; and
- who to contact if you have a complaint.

## Who is providing the financial services?

SS&C Bluedoor holds an Australian Financial Services Licence (AFS Licence number 522565) (“AFSL”) and is responsible for the provision of services listed in this FSG. SS&C Bluedoor has authorised SS&C Admin to perform the provision of listed services on its behalf.

SS&C Bluedoor and SS&C Admin are both members of the SS&C Technologies Holdings Inc group.

## How to Contact Us

You can contact us by:

**Post:** Level 17, 469 La Trobe St Melbourne VIC 3000

**Phone:** (03) 9903 6700

**Website:** <https://www.ssctech.com/about-us/ssc-bluedoor>

## Services provided by SS&C Admin

SS&C Admin offers a superannuation administration service to superannuation funds and fund trustees. The types of superannuation funds it administers include retail, corporate, industry and public sector superannuation funds (“Funds”) and Retirement Savings Accounts. SS&C Admin is authorised, as a Corporate Authorised Representative, under SS&C Bluedoor’s AFSL, to deal in and to provide general financial advice on retirement savings accounts products (within the meaning of the Retirement Savings Account Act 1997) and superannuation products (together “Superannuation Products”).

SS&C Admin may provide you with factual information and is authorised under SS&C Bluedoor’s AFSL to provide general financial product advice for superannuation. General financial product advice does not consider your individual financial situation, objectives, or requirements. Accordingly, you need to consider the appropriateness of the advice, in light of your own objectives, financial situation or needs before acting on the general advice provided. SS&C Admin may deal in a financial product by arranging for another person to apply for, acquire, vary or dispose of financial products in respect of Superannuation Products.

## How we are paid

Superannuation Funds pay a regular fee to SS&C Admin for the provision of superannuation administration services in accordance with agreements in place between the superannuation fund trustees and SS&C Admin.

SS&C Admin pays its employees a salary and may also pay performance related bonuses or award equity options to its employees.

SS&C Admin cannot determine beforehand if any additional benefits will be paid to any employee, as these benefits are not generally associated to any particular product an employee recommends or advises on or a service they provide.

## How will you pay for our services?

The service provided by SS&C Admin is provided at no additional cost to you. The cost is included in the administration fee you pay to the Fund for your membership. Details of fees charged by the Fund to you can be found in the Fund’s Product Disclosure Statement.

## Additional information

You may request details of the fees and other benefits (including any commissions) that may be payable, however, any request must be made within a reasonable time after you are given this FSG and before the financial services identified in this FSG are provided to you.

## Complaints

SS&C Admin is fully committed to handling complaints promptly and fairly. We have policies and procedures in place to resolve any concerns promptly and fairly and will provide a response within 30 days.

If you are not satisfied with the service provided by SS&C Admin, please contact our Complaints Officer at:

The Complaints Officer  
SS&C Administration Services (Australia) Pty Limited  
Level 17  
469 La Trobe St  
Melbourne Victoria 3000

If the matter is not resolved to your satisfaction or you do not receive a response from us within 30 days. You can escalate your complaint to the Australian Financial Complaints Authority (AFCA). This service is provided to you free of charge.

For further information, contact AFCA by:

**Mail:** Australian Financial Complaints Authority  
Limited, GPO Box 3 Melbourne VIC 3001

**Telephone:** 1800 931 678

**Facsimile:** (03) 9613 6399

**Email:** [info@afca.org.au](mailto:info@afca.org.au)

**Website:** [www.afca.org.au](http://www.afca.org.au).

## Professional Indemnity insurance

As a fully owned subsidiary of SS&C, SS&C admin is covered by SS&C Bluedoor's Professional Indemnity Insurance which covers the financial services detailed in this FSG. This Professional Indemnity Insurance is in accordance with s912B of the Corporations Act 2001.

## Privacy

The security of your personal information is important to SS&C Admin. All personal information received by SS&C Admin is dealt with in accordance with the SS&C group's Privacy Policy. This Privacy Policy details how we comply with applicable privacy laws in collecting and handling personal information. The Privacy Policy is available via our website at <https://www.ssctech.com/about-us/privacy>

If you have any concerns about the personal information we hold about you, or would like to access or amend your personal information, please contact us.