

SS&C BLUEDOOR PTY LIMITED FINANCIAL SERVICES GUIDE

22 December 2021

SS&C Bluedoor Pty Limited

Confidential

FINANCIAL SERVICES GUIDE – SS&C BLUEDOOR 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 Bluedoor Pty Limited ABN 47 110 855 377 (“SS&C”).

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.

SS&C Bluedoor Pty Limited has authorised this document for distribution.

Who is providing the financial services?

SS&C 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 is a member 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

SS&C 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. Under its AFSL, SS&C is authorised 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 may provide you with factual information and is authorised to provide general financial product advice under its AFSL. General financial product advice is a recommendation, or an opinion that may influence your decision about financial products. Please note that general financial product advice does not consider your individual financial situation, objectives, or requirements. SS&C 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 for the provision of superannuation administration services in accordance with agreements in place between the superannuation fund trustees and SS&C.

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

SS&C 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?

If a Fund refers you to us, the service provided by SS&C 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 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, please contact our Resolutions Officer at:

The Resolutions Officer
SS&C Bluedoor 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

Website: www.afca.org.au.

Professional Indemnity insurance

SS&C holds 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. All personal information received by SS&C is dealt with in accordance with the SS&C Privacy Policy. SS&C's Privacy Policy details how we comply with applicable privacy laws in collecting and handling personal information. SS&C's 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.