



Dated 21 October 2016

FUNERALPLAN PRE-PAID DISCLOSURE DOCUMENT

Incorporating Travel Protection Plan
To be used in conjunction with a pre-paid funeral contract

Issued by: Lifeplan Australia Friendly Society Limited,
ABN 78 087 649 492, AFS Licence No. 237989



Australian Unity



Australian Unity Group is a national healthcare, financial services and independent & assisted living organisation providing services to almost one million Australians, including 300,000 members nationwide. Since 1840 Australian Unity has been providing services that enhance the wellbeing of Australians throughout the changing stages of their lives.

Funeral Plan Management



Funeral Plan Management is a specialist business of Australian Unity and is dedicated to providing funeral benefits, investment management and customised administration services for funeral directors and their clients. Funeral Plan Management was founded in 1984 and since then has become the leader in its field, providing security and peace of mind for over 170,000 clients.

Lifepan Australia Friendly Society Limited

Lifepan Australia Friendly Society Limited ABN 78 087 649 492, AFS Licence No. 237989 ('Lifepan') is a leading provider of tax effective investment products, such as investment bonds, education bonds and funeral bonds. Lifepan has total funds under management and administration of \$1.97 billion as at 30 June 2016.

Lifepan is a subsidiary of Australian Unity Limited ABN 23 087 648 888 and is part of the group of companies undertaking investment activities at Australian Unity, generally known as Australian Unity Investments.

About this Disclosure Document

The FuneralPlan Pre-Paid and the Travel Protection Plan are each funeral expense policies offered by Lifepan, which has also prepared and issued this Disclosure Document. Lifepan's contact details are set out in the Directory on the back cover of this Disclosure Document ('document').

In this document, the terms 'us', 'we' and 'our' refer to Lifepan. 'You' and 'Your' refers to the applicant(s).

All times referred to in this document are Australian Central Standard Time or, in the case of daylight saving, Australian Central Daylight Time and all business days are South Australian business days.

Applications

To obtain information about FuneralPlan Pre-Paid, (including an electronic copy of this document), please visit the website fpmanagement.com.au. If you are printing an electronic copy of this document you need to ensure that you print all of the pages including the Application Form. If you make this document available to another person, you need to ensure that you give them the entire electronic file or printout, including the Application Form. You may obtain a paper copy of this document free of charge by contacting your funeral director or calling us on 1800 804 731.

Investments in FuneralPlan Pre-Paid

The benefits of the FuneralPlan Pre-Paid are provided by your membership of the Lifepan Tax Minimiser Funeral Bond Fund (the '**Fund**'). The benefits of the Travel Protection Plan are provided by the separate membership of the Travel Protection Funeral Fund.

We guarantee to meet the payment of benefits from the FuneralPlan Pre-Paid and the Travel Protection Plan. For the FuneralPlan Pre-Paid, we guarantee to repay your net contributions and declared bonuses but cannot guarantee the FuneralPlan Pre-Paid tax benefit or the level of future investment performance, which will fluctuate from year to year. Past performance should not be taken as an indication of current or future performance.

The offer made in this document is available only to persons receiving this document within Australia

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FuneralPlan Pre-Paid

- Specifically designed to hold your pre-paid funeral contract payments in a secure and independent environment
 - Capital guaranteed by Lifeplan Australia Friendly Society Limited
 - May be held in single or joint names
-

Incorporating the Travel Protection Plan

- Optional protection to cover the cost of transportation from the place of death to a chosen funeral home

FUNERALPLAN PRE-PAID APPLICATION FORM

Lifepan Australia Friendly Society Limited ABN 78 087 649 492 AFS Licence No. 237989, Disclosure Document dated 21 October 2016.

Applications for FuneralPlan Pre-Paid will only be processed on receipt of the completed Application Form issued in this Disclosure Document dated 21 October 2016. This Disclosure Document contains important information about FuneralPlan Pre-Paid. Please read this Disclosure Document before applying. Refer to page 35 for instructions on how to complete this form. Call Client Services on **1800 804 731** if you have any questions.

PRINT clearly using CAPITAL letters in black pen keeping within the allocated area. Mark any boxes with an 'X' where applicable.

1. PRE-PAID FUNERAL CONTRACT NO.

This application is made in conjunction with pre-paid funeral contract no:

2. PRE-PAID FUNERAL CONTRACT DETAILS

Please ensure that your initial deposit is sufficient to cover the total pre-paid funeral contract cost inclusive of GST.

Contract amount (GST excluded) \$, plus
 GST on pre-paid funeral \$,
 Total amount (GST included) \$,

Please indicate if GST is included in the amount sent to Funeral Plan Management Yes No

3. TRAVEL PROTECTION PLAN DETAILS

Do you wish to apply for the Travel Protection Plan?

Single (\$175 one-off premium) Joint (\$300 one-off premium - \$175 for the first applicant and \$125 for the second applicant)

The Travel Protection benefit will be paid for transportation costs incurred by each applicant at the time of the respective funerals provided the entitlement criteria are met.

I/We confirm that I am/we are not currently hospitalised at a place more than 70km from the nominated funeral home, and my/our normal place of residence is within 70km of nominated funeral home.

4. PAYMENT INSTRUCTIONS

Initial Contribution

Please specify your initial contribution amount below. The **minimum** initial contribution is **\$500** (or \$100 with an Instalment Plan). If you have decided to take out the Travel Protection Plan, please ensure that your initial amount covers both the minimum investment contribution and the one-off Travel Protection premium.

\$, Please specify how you want to pay for your initial contribution below:

- Direct Debit Direct Debit collection date // (Please complete **step 6**)
- BPAY® If paying by BPAY®, please contact us on 1800 804 731 to obtain your Customer Reference Number and our BPAY® Biller code.
- Cheque If paying by cheque, please make the cheque payable 'Lifeplan Australia Friendly Society Limited, <Investor name>' and cross it 'Not Negotiable'.

5. INSTALMENT PLAN

If you wish to start an Instalment Plan, please specify your total contribution amount, your regular instalment amount and the contribution frequency to be debited from your nominated Australian financial institution account.

I wish to invest the total amount of \$,

Regular instalments \$, (minimum instalment \$50)

Instalment Plan Direct Debit frequency: Weekly Fortnightly Monthly Quarterly

To commence your Instalment Plan please also complete **step 6**.

6. AUSTRALIAN FINANCIAL INSTITUTION ACCOUNT DETAILS

Please provide your account details below. This account will be used to debit your initial contribution (if applicable), and/or to debit your account under the Instalment Plan from time to time as advised (if any) in **step 5**.

Name of Australian Financial Institution:

Branch name:

Name of account holder(s):

Branch number (BSB): - Account number:

Please ensure that you complete the Direct Debit Request Authorisation section (**step 7**) below. If the above account is held in joint names please ensure that both account holders sign.

7. DIRECT DEBIT REQUEST AUTHORISATION AND DECLARATION

Direct Debit start date: //

(At least three business days' notice is required)

- I/We authorise Lifeplan (User ID Number: 086326) to debit this nominated account with the initial contribution shown in step 4 and/or Instalment Plan contribution shown and the Direct Debit cycle I/we have selected in step 5.
- I/We have read the Direct Debit Request Service Agreement provided within this Disclosure Document and agree with its terms and conditions.
- I/We acknowledge that this arrangement will remain in force until the total amount advised under the Instalment Plan in the Application Form (if any) has been reached or written notice to alter/cancel has been received.

Signature of Account Owner 1

Date: //

Signature of Account Owner 2

Date: //

Declaration

I/We wish to invest in FuneralPlan Pre-Paid and agree and acknowledge that:

- the information I/we have provided in relation to this application is true and correct;
- I/We have read the Disclosure Document dated 21 October 2016 and any relevant Supplementary Disclosure Documents relating to the FuneralPlan Pre-Paid and/or Travel Protection Plan;
- 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 Disclosure Document and any relevant Supplementary Disclosure Document;
- I/We agree to be bound by the terms and conditions of the Disclosure Document and the governing rules of the Tax Minimiser Funeral Bond Fund and Travel Protection Funeral Benefit Fund as set out in the Constitution of Lifeplan, as amended from time to time;
- no amount may be withdrawn from the FuneralPlan Pre-Paid until an entitlement arises on death, except in accordance with the cooling off period;
- Lifeplan will act on the basis that the information provided by my/our nominated/assigned funeral director or legal representative is accurate;
- Lifeplan guarantees to meet the payment of benefits from the Travel Protection Plan;
- Lifeplan guarantees the repayment of capital and declared bonuses for the FuneralPlan Pre-Paid but does not guarantee the level of future investment performance or the FuneralPlan Pre-Paid tax benefit;
- neither Australian Unity Limited, any appointed investment manager, nor any member of the Australian Unity Limited Group guarantees the performance of the FuneralPlan Pre-Paid and the Travel Protection Plan, nor any return of capital other than as disclosed in this Disclosure Document or relevant Supplementary Disclosure Documents relating to the FuneralPlan Pre-Paid and/or Travel Protection Plan;
- monies invested in the FuneralPlan Pre-Paid and the Travel Protection Plan are funeral expense policies offered by Lifeplan and do not represent an investment in the company Lifeplan nor any member company of the Australian Unity Limited Group;
- my/our benefit will be payable only in the event of my/our death and that in paying out my/our benefit, Lifeplan will act on the basis that the information provided by my/our nominated/assigned funeral director or legal representative is authentic; and
- my/our personal information will be collected, used and disclosed with our Privacy Policy and in accordance with the law.

You can obtain a copy of our Privacy Policy via our website australianunity.com.au/privacy-policy or by telephone on 1800 804 731.

Signature(s) (all applicants must sign and date this form)

Signature of Applicant 1

Date: //

Signature of Applicant 2

Date: //

FUNERAL DIRECTOR ONLY

Name of funeral director:

Organisation:



WHAT IS THE FUNERALPLAN PRE-PAID?

When you arrange a pre-paid funeral contract with your funeral director, your payment should be safeguarded under the control of an independent entity until such time as your funeral service is required.

FuneralPlan Pre-Paid is a funeral benefit fund designed to securely hold your pre-paid funeral contract payments until such time as your funeral service is required. FuneralPlan Pre-Paid is a capital guaranteed funeral benefit fund managed by specialist fund manager Lifeplan, part of Australian Unity Ltd a mutual company with a 175 year history.

As part of your pre-paid funeral contract, you make payment to FuneralPlan Pre-Paid and nominate your funeral director to receive the benefit upon death. We will pay the benefit directly to your nominated funeral director, upon receiving satisfactory evidence that the funeral service under your funeral contract has been completed.

If your chosen funeral director is unable to provide the services under a pre-paid funeral contract, your FuneralPlan Pre-Paid investment can be used to pay for alternative funeral services in conjunction with the executor of your estate and in accordance with the specified conditions under the pre-paid funeral contract.

It is important to tell your family or the executor appointed under your Will about your pre-paid funeral contract and your chosen funeral director so that they are aware of your arrangements.

The benefits of investing in FuneralPlan Pre-Paid

- your investment for your funeral will be held independently of the Funeral director and invested in a capital guaranteed funeral benefit fund;
- should the funeral home you made your arrangements with cease to operate, your money will still be available to meet the cost of the funeral with an alternate funeral director of your choice;
- you can choose to pay for your funeral arrangements as a single lump sum or in instalments;
- the funeral director will only be paid the proceeds of your investment when proof that the agreed funeral service has been provided; and
- a pre-paid funeral is not viewed as part of your personal assets and may lead to improved social security entitlements.

KEY FEATURES AND BENEFITS AT A GLANCE



The following table is a summary of the key features of the FuneralPlan Pre-Paid. This document should be read in full in conjunction with your pre-paid funeral contract before you make a decision to invest in the FuneralPlan Pre-Paid.

FEATURE	DESCRIPTION	REFER TO PAGE(S)
Security is guaranteed	Your contributions and allocated bonuses under a FuneralPlan Pre-Paid are capital guaranteed by us.	10
Joint applications	A FuneralPlan Pre-Paid can be opened in single or joint names.	10
Taxation advantages	A FuneralPlan Pre-Paid grows in a tax effective environment and you are not required to include allocated bonuses in your personal tax return at any time.	12
Potential social security advantages	A FuneralPlan Pre-Paid is exempt from means tested government benefits, which may lead to improved social security entitlements.	12
No restrictions	Eligibility to contribute is not restricted by health or age, other than being at least 16 years of age.	9

FEATURE	DESCRIPTION	REFER TO PAGE(S)
Travel Protection Plan	Optional additional protection to cover the cost of transportation from the place of death to the funeral home of your chosen funeral director.	14
Minimum initial contribution	\$500 (or \$100 with an Instalment Plan).	9
Minimum additional contribution	\$50.	9
Instalment Plan	A minimum contribution of \$50 per month.	9
Current management fee	1.50% p.a. of gross asset market value of the Fund.	18
Cooling off period	14 days or more depending on your State, or Territory of residence.	25

HOW DOES THE FUNERALPLAN PRE-PAID WORK?

What payments do I make?

Payments to the FuneralPlan Pre-Paid must be made in accordance with your pre-paid funeral contract.

You can choose to make your pre-paid contract payments in one lump sum amount or by regular instalments. An automatic direct debit facility is available for lump sum and instalment payments.

It is important that instalment payments are made at the agreed times to avoid any consequences specified in your funeral contract.

Contribution limits

Subject to your pre-paid funeral arrangements with your funeral director, the payment or contribution limits for the FuneralPlan Pre-Paid are:

Minimum contribution

- **Lump sum:** An initial contribution of at least \$500.
- **Additional contributions:** A minimum of \$50 can be added at any time.
- **Instalment Plan:** An initial contribution of at least \$100 plus regular instalments of at least \$50 per month. Contributions can be made fortnightly, monthly and quarterly.

If you wish to contribute with the Instalment Plan, please complete and sign the Direct Debit Request Authorisation to allow us to draw your regular contributions automatically from your nominated Australian financial institution account.

Maximum contribution

The amount calculated as the cost of your funeral service under your pre-paid funeral contract.

Single or joint applications can be made

A FuneralPlan Pre-Paid can be opened in single or joint names.

A FuneralPlan Pre-Paid benefit can only be used to provide for one funeral, so if a plan is held in joint names, the benefit can only be used to pay for the expenses of a single funeral. Upon the death of one joint holder the surviving applicant must either continue the FuneralPlan Pre-Paid or have the full benefits paid by notifying us, in writing, within 30 days of death.

To ensure that the funeral expenses of both joint applicants are provided for, it is recommended that two FuneralPlan Pre-Paid applications be completed.

Your investment is capital guaranteed

The balance in the FuneralPlan Pre-Paid which comprises the policy balance and declared bonuses, excluding any FuneralPlan Pre-Paid tax benefit is capital guaranteed by us. This means that we guarantee to pay the balance in the FuneralPlan Pre-Paid at the time a benefit is due. The capital guarantee is supported by separate reserves that we are required to maintain in accordance with legislation and on the advice of an independent actuary. These reserves are built up from the FuneralPlan Pre-Paid's investment earnings before any bonus is allocated or we receive a management fee.

We do not guarantee the level of future investment performance, which will fluctuate from year to year.

How are bonuses calculated?

As at 30 June each year, we declare a rate of return (called a bonus rate) that takes into account the investment income of the FuneralPlan Pre-Paid over that year, tax on that income, the requirement to maintain sufficient reserves to support the capital guarantee and the ongoing fees and expenses. The value of a bonus is calculated on the daily policy balance in the FuneralPlan Pre-Paid and is allocated to the plan as at 30 June. The bonus is automatically reinvested so that a benefit arises from the effect of compounding interest (interest earning interest).

An interim bonus rate is used for any period where a payment is made prior to an annual bonus declaration. The interim rate is set by us based on actuarial advice and is a conservative estimate of the anticipated earning rate of the FuneralPlan Pre-Paid.

You cannot withdraw any money from your policy

No money can be withdrawn from a FuneralPlan Pre-Paid prior to death. The FuneralPlan Pre-Paid is designed for the sole purpose of meeting your future funeral expenses.

TAX AND SOCIAL SECURITY ADVANTAGES

Will your pension be affected?

Your age pension, service pension or any other means-tested Government pension or allowance is not impacted and could be improved by your contribution to a FuneralPlan Pre-Paid.

Under current laws, your contributions to a FuneralPlan Pre-Paid, regardless of the amount, are designed to be exempt from both the assets test and deeming provisions of the income test for individuals in receipt of the age pension, service pension or any other means tested Government benefit.

How does the tax concession work?

Tax on investment income of the FuneralPlan Pre-Paid is paid by us at the corporate rate at a current rate of 30%. A tax concession comes about because we are entitled to claim a deduction for the investment income component of a funeral benefit when paid. Through this deduction, we expect to recover the tax paid on the investment income as a tax credit and will include its value in the benefit paid, but only if there is sufficient assessable income in Lifeplan to allow for the deduction to be claimed. The value of the tax credits we expect to recover is referred to in this document as the 'FuneralPlan Pre-Paid tax benefit'.

How does this affect you?

You do not need to include the amount of bonus allocations in your personal tax return at any time – either before or after your death. The benefit paid after your death is assessed in the hands of the funeral director.

Goods and Services Tax (GST)

GST will not apply to a FuneralPlan Pre-Paid or to the benefits paid upon death. However, the provision of funeral services by a funeral director is subject to GST. Your funeral director will discuss the application of GST to your pre-paid funeral contract.

Laws may change

The social security and tax information provided in this document is current at the date of issue and is only intended to provide general guidance on how Australian social security and tax laws may affect a contributor to the FuneralPlan Pre-Paid. These laws may change from time to time. You should seek independent advice if you believe that your particular circumstances may be affected.

THE TRAVEL PROTECTION PLAN

The information in this section relates to the Travel Protection Plan only. The Travel Protection Plan is an optional feature which provides a valuable and low cost benefit that helps protect against the potentially significant costs of transportation from the place of death to the funeral home of your nominated funeral director.

How much does the Travel Protection Plan cost?	<p>A once only premium is payable in full at the time you apply for the Travel Protection Plan.</p> <p>The premium is \$175 for an individual applicant and \$125 for each additional applicant.</p> <p>Joint applicants</p> <p>Although the FuneralPlan Pre-Paid policy benefit can be claimed once, for one funeral, the Travel Protection Plan benefit will be paid for transportation costs incurred by each applicant at the time of the respective funerals provided the eligibility criteria are met.</p>
Eligibility	<p>You may only apply for Travel Protection Plan benefits if:</p> <ul style="list-style-type: none">• you are an owner or applying to become an owner of the FuneralPlan Pre-Paid, the FuneralPlan Bond (another product issued by us) or are an owner of another friendly society funeral policy; or• you have entered into a pre-paid funeral contract with a funeral director. <p>You are not eligible for Travel Protection Plan benefits if, at the time of making your application, you are hospitalised at a place 70km or more from the funeral home of your nominated funeral director. You must make a declaration about this when completing the Application Form.</p>

<p>When is the benefit payable?</p>	<p>A benefit becomes payable:</p> <ol style="list-style-type: none"> 1. if your normal place of residence is within 70km of your nominated funeral home; and 2. your death occurs within Australia which is more than 70km from your nominated funeral home; and <p>No benefit is payable if death occurs other than in the circumstances set out above.</p>
<p>What does the Travel Protection Plan cover?</p>	<p>The benefit payable under the Travel Protection Plan includes the following costs incurred in transportation from the place of death to your nominated funeral home:</p> <ul style="list-style-type: none"> • funeral director’s transfer fees (including the cost of obtaining any necessary documentation associated with your death); • necessary mortuary preparation prior to shipping; • container for transportation (excluding coffin or casket); and • transportation such as air freight. <p>The costs claimed must be reasonable and supported by appropriate documentary evidence.</p>
<p>Can you withdraw from the Travel Protection Plan?</p>	<p>No, except within the cooling off period (see page 25).</p>
<p>Will your estate be subject to income tax on payment of a benefit?</p>	<p>No.</p>
<p>Is GST applicable to the Travel Protection Plan?</p>	<p>No. GST does not apply to the premium or the benefit payment.</p>

HOW IS THE MONEY MANAGED?

Investment manager

We have appointed Australian Unity Funds Management Limited ABN 60 071 497 115 AFS Licence No. 234454 ('AUFM') as investment manager for the Fund. AUFM may invest the Fund's assets into investment portfolios managed by it or by its related entities.

FuneralPlan Pre-Paid investment information

Investment objective	The Fund aims to provide consistent, reliable and competitive returns generated from a portfolio of cash and fixed interest investments, backed by a capital guarantee by us.		
Investment strategy	To invest in a diversified portfolio of cash and fixed interest securities.		
Asset allocation	Asset Class	Current Benchmark	Range
	Cash	20%	15 – 100%
	Fixed interest	80%	0 – 85%

Proposed amendments to the FuneralPlan Pre-Paid's asset allocation

We intend to change the asset allocation ranges for investment of the Fund's assets. The change is designed to allow more flexibility to match the Fund's investments to its liabilities. The change is subject to regulatory approval.

The Fund's asset allocation ranges after the change if approved by the Australian Prudential Regulation Authority will be:

Asset allocation	Asset Class	Current Range	Proposed Range
	Cash	15 – 100%	0 – 100%
	Fixed interest	0 – 85%	0 – 100%
	Mortgages	Not applicable	0 – 25%

We will notify you on our website, australianunity.com.au/wealth once the changes have been approved.

You can obtain up to date information about the Fund, including current asset allocation and performance by visiting our website australianunity.com.au/wealth Alternatively, you can call 1800 804 731.

What investments can the FuneralPlan Pre-Paid hold?

In order to provide your benefit under the FuneralPlan Pre-Paid, the governing rules of the Fund provide us with discretion to choose investments (within the prescribed parameters) that may be held by the Fund. Investments may be held directly or indirectly via registered managed investment schemes and/or unlisted funds. If financial derivative instruments are permitted, these will only be used for hedging purposes, but not for speculative purposes.

We manage and operate the Fund in the best interest of members and to do this, it is sometimes necessary for us to:

- add to or remove from the range of investments in which the Fund may invest; and
- change the investment approach used by the Fund.

We will notify investors of any material change as soon as required by law. The governing rules of the Fund do not permit us to borrow on behalf of the Fund.

FEES AND OTHER COSTS

All the current fees and charges that may apply to your investment are outlined in this section. We will give you 90 days' notice before changing any of the fees applicable to the Fund.

TYPE OF FEE OR COST	AMOUNT ¹	HOW AND WHEN THE FEE IS PAID
Fee when contributions are made into the FuneralPlan Pre-paid		
Contribution fee The fee on each amount contributed to your investment.	Nil	Not applicable.
Ongoing costs		
Management fee² The fees and costs of managing your investment.	1.50% p.a.	The management fee is calculated and expressed as a percentage of the daily gross market value of the Fund. The management fee is deducted periodically (usually monthly) from the Fund's investment income and is reflected in the declared bonus rates for the Fund. We do not charge management fees on the value of any FuneralPlan Pre-Paid tax benefits.

TYPE OF FEE OR COST	AMOUNT ¹	HOW AND WHEN THE FEE IS PAID
Service fees and other costs		
<p>Stamp duty and other Government charges</p> <p>Stamp duty is a Government charge that may be payable in relation to your initial and subsequent contributions, or on assignment of your FuneralPlan Pre-paid policy.</p> <p>Other Government charges may apply from time to time.</p>	<p>The applicable rates depend on the relevant state.</p>	<p>Any applicable stamp duty will be deducted from your contribution.</p> <p>As stamp duties vary from state to state, please contact Funeral Plan Management if you are unsure about the stamp duty that will be applicable. We may also deduct from your plan any other relevant Government charges.</p>
<p>Cooling off charge</p> <p>If you cancel a FuneralPlan Pre-Paid policy during the cooling off period, legislation in some States or Territories provides for a processing fee to be paid to the funeral director (if any) you have chosen to provide your pre-paid funeral.</p>	<p>Processing fee varies from state to state.</p>	<p>The fee is determined in accordance with the relevant state or territory legislation.</p> <p>Any applicable processing fee will be deducted from your FuneralPlan Pre-Paid policy and remitted to the funeral director.</p>

1 All fees shown are inclusive of the impact of Goods and Services Tax (GST), any Input Tax Credits (including Reduced Input Tax Credits) that we and the underlying investment funds may be entitled to claim.

2 The management fee, any performance fees and other costs are expenses before the impact of tax deductions that may be available to us or the underlying investment funds. The tax impact of these deductions is reflected in the investment value.

Additional explanation of fees and costs

Dishonour fees and costs

Dishonour fees are charged when there are insufficient funds in your Australian financial institution account to meet an Instalment Plan direct debit resulting in the contribution being dishonoured. While we do not currently charge a dishonour fee, we may at our discretion, seek reimbursement from you for any costs we incur as a result of the dishonour by deducting the cost from your FuneralPlan Pre-Paid.

Other operating expenses

The Fund may be charged a range of ongoing operating expenses which include but are not limited to, taxation advice, audit services, registry services and the preparation of accounts and disclosure documents.

The appointed investment manager(s) are entitled to be reimbursed directly from any underlying portfolio they manage, a range of ongoing operating expenses such as audit, taxation advice and offer documents.

Other fees

We do not currently charge exit fees, administration fees or any other type of transaction costs to the Fund or to the FuneralPlan Pre-Paid (apart from the fees disclosed in this document). We will give you 90 days' notice before changing any of the fees we charge to the FuneralPlan Pre-Paid policy.

Changes to fees and costs

We may change the fees and costs specified in this document or introduce new fees or costs at any time at our discretion in accordance with the governing rules of the Fund.

We will give you 90 days' notice before changing any of the fees.

The governing rules of the Fund provide for:

- a management fee (administration fee), entry fee and exit fee to be set at a level determined at our discretion.

What is paid to your funeral director?

Your funeral director may charge an establishment fee for setting up the pre-paid funeral contract. This fee is determined by your funeral director and is not a fee charged by us.

The funeral director may also receive other benefits in a variety of ways (for example, specialised product training and co-operative advertising). If these benefits are provided, they are paid for by us and are not an extra amount paid from the Fund or the FuneralPlan Pre-Paid.

ADDITIONAL IMPORTANT INFORMATION

Keeping you informed

Obtain the latest information about FuneralPlan Pre-Paid

The information in this document is up to date at the time of its preparation. However, some of this information will change over time. To keep up to date with the latest information about FuneralPlan Pre-Paid and the Travel Protection Plan, or if you require assistance finding the location of a funeral director near you, you can:

- visit fpmanagement.com.au
- phone Funeral Plan Management on 1800 804 731

We will provide you with a paper copy of the most recent information free of charge upon request. If there is a change to the product or the information in this document which is materially adverse, we will either issue a new disclosure document or a supplementary disclosure document setting out the updated information.

Managing your FuneralPlan Pre-Paid

How can a benefit payment be claimed?

Your funeral director should notify us in writing following your death.

We will pay the benefit directly to your nominated funeral director, upon receiving satisfactory evidence that the funeral service under your funeral contract has been completed.

If your nominated funeral director is unable to provide the services under a pre-paid funeral contract, your policy can be used to pay for alternative funeral services in conjunction with the executor of your estate and in accordance with the specified conditions under the pre-paid funeral contract.

The provision of the specific arrangements under a pre-paid funeral contract is the responsibility of the funeral director.

Nominating a funeral director

Your pre-paid funeral contract requires you to nominate your funeral director to receive payment of your benefit entitlement. We will pay the benefit directly to the nominated funeral director upon receiving satisfactory evidence of completion of the agreed funeral service.

Subject to the terms and conditions of your pre-paid funeral contract, you may change your nomination during your lifetime by written instruction lodged with Funeral Plan Management, with the consent of the then currently nominated funeral director.

Where you make a nomination, future correspondence will be forwarded to your nominated funeral director. A nomination by joint holders must be signed by both holders.

Assigning your rights to a funeral director

You may assign your FuneralPlan Pre-Paid and/or Travel Protection Plan benefit entitlement to a funeral director or to an approved trustee (i.e. a trustee that will hold moneys pursuant to a pre-paid funeral contract for payment to your funeral director in accordance with the pre-paid funeral contract). You may not assign your benefit fund membership rights and benefit entitlement to any other person.

If you assign your interest in the FuneralPlan Pre-Paid to a funeral director or trustee, you only pass the benefit fund entitlement, including membership in the benefit fund, to the assignee. If you are a member of Australian Unity Limited (AUL), upon assignment you will cease to be a member of AUL. The assignee is not eligible to become a member of AUL (refer to 'Your relationship with Lifeplan and Australian Unity Limited' on page 26).

To assign your membership rights and benefit entitlement complete the Assignment Form (available from Funeral Plan Management). Depending on your state or territory of residence, stamp duty may be payable on assignment and would be debited from your plan.

Changing your nominated or assigned funeral director

An assigned FuneralPlan Pre-Paid and/or Travel Protection Plan may only be re-assigned, or a nominated funeral director may only be altered, with the consent of the existing funeral director.

Changing your nomination or assignment without first obtaining that consent may mean that you are in breach of the pre-paid funeral contract and this may have consequences for you or your estate and for the funeral director who ultimately carries out your funeral service. You should make sure therefore that you understand the terms of your pre-paid funeral contract before changing your nomination or assignment.

If you own a Travel Protection Plan, the funeral home of your new funeral director must be within 70km of your place of residence. Any changes must be notified to Funeral Plan Management in writing.

How does the cooling off period work?

If you choose to cancel the FuneralPlan Pre-Paid and/or Travel Protection Plan you have 14 days (unless a longer period applies according to specific State or Territory legislation) to cancel your application, by written notice to Lifeplan.

The cancellation period starts when you receive notification that your application has been accepted or 5 days after your contributions were processed and allocated to the FuneralPlan Pre-Paid, whichever is earlier, unless otherwise specified by your State or Territory legislation.

If you cancel during this cooling off period, you will not incur any exit fees. However some States or Territories provide for the funeral director to receive a processing fee determined in accordance with the relevant legislation. Any applicable processing fee will be deducted from your refund and remitted to the funeral director.

Change of address

If you change your address, you should notify us of your new address as soon as possible.

Your relationship with Lifeplan and Australian Unity Limited

On acceptance of your application to the FuneralPlan Pre-Paid and/or the Travel Protection Plan, you will become a member of the Lifeplan Tax Minimiser Funeral Bond Fund, and if the Travel Protection Plan is chosen the Travel Protection Funeral Fund. Both the Lifeplan Tax Minimiser Funeral Bond Fund and the Travel Protection Funeral Fund are Lifeplan benefit funds. After two years following acceptance of your application to the FuneralPlan Pre-Paid and/or Travel Protection Plan, you are eligible to become a member of Australian Unity Ltd (AUL) provided you retain the FuneralPlan Pre-Paid and/or Travel Protection Plan for that period. If accepted by AUL, you will also be subject to the rights and obligations set out in the Constitution of AUL, which operates as a contract between AUL and its members.

The provision of the specific arrangements detailed under a pre-paid funeral contract is the responsibility of the funeral director.

How is Lifeplan regulated?

Lifeplan is registered as a Life Company under the Life Insurance Act 1995. The operations of Lifeplan are governed by its Constitution (which may be amended from time to time), the Corporations Act 2001 and the Life Insurance Act 1995, which together set out the conditions under which Lifeplan is required to operate. You can inspect or obtain (free of charge) a copy of Lifeplan's Constitution, which includes the governing rules of the FuneralPlan Pre-Paid and the Travel Protection Plan.

Lifeplan, the FuneralPlan Pre-Paid and the Travel Protection Plan are regulated by the Australian Prudential Regulation Authority (APRA) under the Life Insurance Act and the Australian Securities and Investments Commission (ASIC) under the Corporations Act.

The FuneralPlan Pre-Paid and Travel Protection Plan are issued from separate benefit funds maintained by Lifeplan, which are kept separate and distinct from the other assets held by Lifeplan.

Lifeplan's rights under its Constitution

The Constitution provides us with certain rights and powers, some of which have already been disclosed in this document. In accordance with the Constitution, other rights and powers include, but are not limited to the following:

- we may decide to not accept or to defer your application to invest at our discretion, without giving any reason; or
- if we reject your application, we will notify you and return your money with any interest earned being retained by us.

Related party transactions

All transactions entered into by Lifeplan in relation to FuneralPlan Pre-Paid and Travel Protection Plan, including those with related parties, are on arm's length commercial terms.

Entities within the Australian Unity Group may provide services for fees charged at a commercial rate, including investment management services. Policies and guidelines are in place to manage the risk of any actual or perceived conflict of interest as a result of a related party transaction. Related party transactions with Australian Unity Group entities are reviewed and approved by senior management with clearly identified governance policies and guidelines. Any fees for these services are included in the FuneralPlan Pre-Paid management fee.

Your privacy

We collect your personal information for the following purposes:

- to administer and provide products and services and to manage our relationship with you;
- to process transactions, to answer queries and for security purposes;
- to develop products and services; and
- to allow the Australian Unity Group to market products and services to you (subject to your right to opt out of receiving various direct marketing materials at any time).

In managing your account, we may need to disclose your personal information to:

- your funeral director or their firms, either directly or through other service providers (such as platform software including XPlan and Visiplan) which we may have arrangements with;
- reputable service providers who may carry out functions associated with our products and services on our behalf (e.g. mailing houses who conduct mailings for us);
- our Australian financial institution to initiate the drawing from or payment to your nominated account (where you have selected the direct debit or credit facility); and
- a third party, as required by law.

You are entitled to access information we have about you. You should notify us immediately if any of the information we hold about you changes, so that we can ensure that your information is always complete, accurate and up to date. If you do not provide the information requested on the Application Form, we may be unable to process your application request.

Our Privacy Policy can be found at:
australianunity.com.au/privacy-policy

If you have any complaints or questions about the privacy of your personal information, please contact our Privacy Officer by writing to:

Privacy Officer

Funeral Plan Management
111 Gawler Place
Adelaide SA 5000

If we do not address your complaint to your satisfaction, you may write to the Privacy Commissioner at:

Office of the Australian Information Commissioner

GPO Box 5218
Sydney NSW 2001

Complaints resolution

We take complaints seriously and aim to resolve them as quickly as possible. If you would like to make a complaint, you can call us on 1800 804 731, email us at funeral.plans@lifeplan.com.au or write to us at the following address:

The Client Services Manager

Funeral Plan Management
111 Gawler Place
Adelaide SA 5000

We will promptly acknowledge your complaint within 10 business days, investigate it and decide in a timely manner what action needs to be taken. We will notify you of our decision within 45 days after receipt of the complaint, together with any remedies that are available, or other avenues of appeal against the decision.

If you are then not satisfied with our handling of your complaint, you may contact:

Financial Ombudsman Service

GPO Box 3, Melbourne, Victoria, 3001
Phone: 1800 367 287
Fax: (03) 9613 6399
Website: www.fos.org.au
Email: info@fos.org.au

This service operates as an independent body for the industry to determine unresolved complaints. There is no cost to you for using this service.

Terms and conditions for email communications

By completing the Application Form, you agree to the following conditions:

- we will only act on email instructions that meet the requirements listed below. If your instructions do not meet these requirements, we may refuse to act on them or refuse to act unless your instructions have been confirmed by other means. We will not be liable for and will not compensate you for any loss or delay resulting from the non-receipt of any email transmission;
- we will not be responsible to you and we will not compensate you for any loss for any action undertaken on receipt of an email communication that to all intents and purposes appears to have been authorised by the correct signatories; and
- you will release and indemnify us against all losses and liabilities arising from any payment or action that we may or may not take based on any instruction (which may appear to have been signed by the authorised signatories) that is received by us.

Requirements for email instructions

If you wish to give us instructions by email in relation to your account (e.g. amend your records in any way), you must:

- send the email to funeral.plans@lifeplan.com.au or such other email address we may advise from time to time;
- ensure that you attach a PDF document to your email that contains the instructions and is signed by all the authorised signatories to the FuneralPlan Pre-Paid policy and is dated correctly; and
- include the name of all the investor(s), the account number(s) and sufficient information to enable us to complete the action required.

Direct Debit Request ('DDR') Service Agreement

By completing and signing the DDR Authorisation and Declaration in the Application Form, you authorise us to draw on your nominated account with the following understanding:

- We will advise you in writing of any change to this DDR Service Agreement at least 14 days prior to the date of any such change;
- Where the due date of the debit to be made falls on a non-business day, we will draw the amount on the next business day;
- We will not change the amount or frequency of drawing arrangements without your prior approval;
- If you are making a once only lump sum payment, we will deduct this amount only once from your nominated account. We will require three business days' notice. No further deductions will take place under this DDR Service Agreement;
- We reserve the right to cancel the DDR Service arrangements if three or more drawings are returned unpaid by your nominated financial institution and to arrange with you an alternate payment method. We may, at our discretion, pass on to you any costs we incur due to any direct debit refusal by deducting the cost from your FuneralPlan Pre-Paid policy;
- We will collect, retain and use your personal information in accordance with our privacy statement under 'Your privacy' on page 28 of this document; and
- We will resolve any dispute about a direct debit drawing within seven business days and in the course of resolution we may share information with our direct debit sponsor.

Your rights

- You may terminate the direct debit arrangements at any time by giving written notice to us. Such notice should be received by us at least three business days prior to the due date.
- You may stop payment of a direct debit under the agreed arrangements by giving us written notice. Such notice should be received by us at least three business days prior to the due date.
- You may change the direct debit amount by advising us in writing of your requirements no less than three business days prior to the due date.
- You may dispute a direct debit drawing by advising us in writing of the full details of the transaction. You must include the account numbers of both the account to be debited and credited, the amount, date, nature and circumstances of the disputed transaction. We will investigate your claim and in the event of a debit being transacted incorrectly a full refund will be provided within seven business days.

Your commitment to us

- It is your responsibility to ensure that the nominated account can accept direct debits and that sufficient cleared funds are available in the nominated account to meet a drawing on its due date;
- It is your responsibility to ensure that the authorisation given to draw on the nominated account is identical to the account signing instruction held by the Australian financial institution where the account is based;
- It is your responsibility to advise us in writing if the account nominated by you to be debited is transferred or closed;
- It is your responsibility to arrange with us a suitable alternate payment method if the direct debit arrangements are cancelled either by yourself or the nominated Australian financial institution;
- It is your responsibility to contact Funeral Plan Management directly for any query or dispute in relation to any direct debit transactions, please direct all telephone enquiries to 1800 804 731; and
- It is your responsibility to meet any charges you may incur from your use of the direct debit system.

If your nominated financial institution account is held in joint names please ensure that both account holders sign the DDR Authorisation section.

Your direct debit may be dishonoured or rejected if there are insufficient funds in your nominated Australian financial institution account. If we are charged as a result of the dishonour, we may at our discretion, deduct these charges from your account.

APPLICATION FORM GUIDE

1. Pre-paid Funeral Contract No.

- Provide the pre-paid funeral Contract No.
NB: Applicant must be at least 16 years of age.

Please note, a FuneralPlan Pre-Paid benefit can only be used to provide for one funeral. So if a policy is held in joint names, the benefit can only be used to pay for the expenses of a single funeral.

2. Pre-paid Funeral Contract Details

- Please provide details on the pre-paid funeral contract.

3. Travel Protection Plan Details

Indicate whether you wish to apply for the Travel Protection Plan.

- Single or joint application.

Travel Protection Plan applicants are required to nominate a preferred funeral director or assign their member rights and benefit entitlement to their preferred funeral director by completing the two assignment forms, which can be obtained by calling 1800 804 731.

4. Payment Instructions

- Provide details on your initial contribution amount.
- Specify how you want to pay for your initial contribution.
 - Direct debit:** If you are investing by direct debit, please provide your Australian financial institution account details in **step 6** and sign the DDR Authorisation in **step 7** so that we can debit your initial contribution.
 - BPAY®:** If paying by BPAY®, please contact us on 1800 804 731, to obtain your customer reference number and our BPAY® Biller code.

- Cheque:** If paying by cheque, please make the cheque payable to 'Lifeplan Australia Friendly Society Limited, <Investor name>' and cross it 'Not Negotiable'.

5. Instalment Plan

- If you wish to start an Instalment Plan, please specify your total contribution amount, your regular instalment amount and the contribution frequency to be debited from your nominated Australian financial institution account.

Please note, a minimum monthly contribution of \$50 per month is required, with an initial contribution of \$100.

6. Australian Financial Institution Account Details

- Please provide your nominated Australian financial institution account details and sign the Direct Debit Request Authorisation in **step 7** so that we can debit your initial and any Instalment Plan contributions.

7. Direct Debit Request Authorisation and Declaration

- Check that all account holders have signed and dated the DDR Authorisation section (if applicable).
- Check that all applicants have signed and dated the Application Form.

NB: Assignment Form

Please complete an Assignment Form if you want to assign your rights as a benefit fund member and your benefit entitlement to your funeral director or if you have arranged a pre-paid funeral with your funeral director.

NB: Client Care Statement – Queensland residents only

Queensland State legislation (Funeral Benefit Business Act 1982) requires distributors (selling agents) of funeral bonds to provide clients/investors with a Client Care Statement prior to a client purchasing a funeral bond product. The Client Care Statement provides clients with warnings about signing contracts, fees, financial advice and cooling off. Queensland residents are required to complete and sign the Client Care Statement and send this together with the FuneralPlan Pre-Paid Application Form to us.

If you are purchasing a funeral bond through a financial adviser or funeral director they will provide you with the Client Care Statement, which is also available on our website.

LODGING YOUR APPLICATION

Your application (including any completed assignment forms) cannot be accepted unless personally signed by all the applicant(s).

To help us process your application efficiently, please check that all applicants have signed and dated all the relevant form(s) including the DDR Authorisation (if applicable).

Please make your cheque payable to 'Lifeplan Australia Friendly Society Limited' and cross the cheque 'Not Negotiable'.

Post the completed forms to:

Funeral Plan Management Pty Ltd
Reply Paid 89
Adelaide SA 5001
(No stamp required)

If you prefer, you may lodge your application with your funeral director, financial adviser or agent who will forward it on to Funeral Plan Management.

Please note we do not accept cash payments.

FUNERAL PLAN DIRECTORY

Funeral Plan Management Pty Ltd

ABN 30 003 769 640 is a wholly owned subsidiary of

Lifepan Australia Friendly Society Limited

ABN 78 087 649 492, AFS Licence No. 237989 (Lifepan)

Principal Office of Administration

111 Gawler Place, Adelaide SA 5000

Postal address

Funeral Plan Management Pty Ltd

Reply Paid 89

Adelaide SA 5001

Investor Services

T 1800 804 731

E funeral.plans@lifepan.com.au

W australianunity.com.au
fpmanagement.com.au

Adviser Services

T 1300 133 285

F 1800 804 890

E investmentbonds@australianunity.com.au

P advisers.lifepan.com.au

Funeral Director Services

T 1800 804 731

F 1800 812 799

E funeral.plans@lifepan.com.au

W fpmanagement.com.au



Funeral Plan Management (FPM) has assisted over 170,000 Australians fund and pay for their funerals since 1984. FPM is part of Australian Unity Group - a national healthcare, financial services and independent & assisted living organisation providing services to almost one million Australians, including 300,000 members nationwide. Since 1840 Australian Unity has been providing services that enhance the wellbeing of Australians throughout the changing stages of their lives.

ADDRESS: 111 Gawler Place, Adelaide SA 5000
TELEPHONE: 1800 804 731 (freecall)
EMAIL: funeral.plans@lifeplan.com.au
WEBSITE: fpmanagement.com.au

FUNERAL PLAN MANAGEMENT PTY LTD

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