

For advisers of SuperLink account holders

Frequently Asked Questions

Why is SuperLink being retired?

A review of SuperLink determined it did not offer the level of service that investors required. The review also determined that it was in the best interests of investors for Asgard to partner with a specialist who would be able to provide an enhanced SMSF Service including broader administration services delivering to trustees, members and advisers a simple, timely and effective SMSF product.

Who has been appointed to administer SuperLink accounts?

Smartsuper Pty Ltd. As at **1 July 2008** Smartsuper will be the replacement administrator of SuperLink under a new name – **Asgard Self Managed Super Fund Service**.

When will Asgard launch the new SMSF service?

We plan to officially launch the 'Asgard SMSF Service' as the replacement to SuperLink on 1 July 2008.

Where can I find out more about Smartsuper's services?

For information on Smartsuper's offering, visit their website www.smartsuper.com.au.

Note: the disclosure for their SMSF service on their website is the 'retail' service and does not reflect the pricing that will be charged under the new Asgard SMSF Service (which is significantly discounted using wholesale rates).

Where can I find out more about the new Asgard SMSF Service?

For further information about the new service navigate to AdviserNET > **Product information > Asgard SMSF Service**. (Information shall be published on the site one week prior to the launch of the new service).

Alternatively speak with your Business Development Consultant

When will existing SuperLink clients transfer to the new service administered by Smartsuper?

SuperLink client data has already been supplied to Smartsuper as they are assisting us to complete the 06/07 financial statements. However clients are 'officially' still being serviced by SuperLink until **30 June 2008**.

What will happen to current SuperLink investors?

SuperLink will continue to administer and service you and your clients until 30 June. On 1 July 2008, all accounts will be administered by Smartsuper under the 'Asgard SMSF Service'.

When will Smartsuper contact me?

Smartsuper will contact you via email in the week commencing June 23 with information about their services, new contact details and information about how to log onto the Smartsuper website to see fund details.

The email will also request you:

- confirm your and your client's details,
- arrange for your client to complete a new DDR form,
- log onto their website to view client information.

A short time later Smartsuper will issue you sample reports pertaining to your client's funds via email.

Some time in July, you will be issued your client's welcome kits and relevant documentation from Smartsuper which will be you and your client's formal written introduction to their service.

What are the new contact details for the Asgard SMSF Service?

Phone: 1300 725 170
Fax: 1300 138 349

Asgard SMSF Service at
PO Box 529,
NORTH SYDNEY NSW 2060

Are there any approvals Asgard needs to obtain from clients or you to migrate accounts to Smartsuper?

No. By simply retiring as administrator and appointing Smart Super as the replacement administrator Asgard does not require an authority to transfer from clients. However, since Asgard will no longer be administering the funds and billing clients, Smartsuper will need to collect from Trustees or their advisers a signed confirmation of DDR details in order to start billing clients from 1 July onwards. Smartsuper will also like to confirm all client and adviser contact details and will do so in their first email communication to advisers.

Who should I contact if I have a query relating to a SuperLink Account?

Before 30 June 2008, all queries in relation to SuperLink accounts should be directed to SuperLink on 1300 553 609.

After 1 July 2008, all queries in relation to former SuperLink accounts (i.e. Asgard SMSF Service accounts) should be directed to the Asgard SMSF Service hotline manned by Smartsuper on 1300 725 170.

What can I do to ensure a smooth transition from the SuperLink service to the new Asgard SMSF Service?

In addition to replying promptly to requests for information from Smartsuper, please work with your client to update any documentation where SuperLink is listed as the mailing house. For example, please check and update mailing addresses for your client's eWRAP Investment Account, shares registry or HIN's. To change the Asgard eWrap and CHES address, please complete and return the 'Change of Address, Authority and Adviser Information' form available on AdviserNET. The mailing address held by the ATO will be updated for you. The new postal address is Asgard SMSF Service, PO Box 529, NORTH SYDNEY, NSW 2060.

How does the new service model work?

From 1 July 2008, Smartsuper will complete all servicing activities in relation to the new Asgard SMSF Service including issuing of welcome packs, emailing fund status updates, preparing and provision of quarterly reporting, billing answering queries from trustees and advisers. Asgard will supply information and application forms for the new service on adviserNET in addition to provide Smartsuper a data feed to Smartsuper from client's eWRAP Investment Accounts

Are there different fees payable under the new product?

The new Asgard SMSF Service will be competitively priced and will offer premium SMSF related administration services. The new service will be priced differently to SuperLink and most investors will incur some additional costs. However, in recognition of this, Asgard will arrange to freeze the current administration fees for existing SuperLink clients for a period of 6 months from 1 July 2008. Existing clients will start paying the new fee schedule from 1 January 2009.

What fees are payable under the new Asgard SMSF Service?

The new Asgard SMSF Service PDS (issued effective 1 July 2008) outlines the full range of fees. Information relating to fees can also be located on adviserNET by navigating to the Asgard SMFS Service product information pages. Captured below is an extract of the fees payable under the new Asgard SMSF Service.

Fees when your money moves in or out of the Fund

Type of fee or cost	Amount		How and when paid
Establishment fee – This fee is applied to set up the initial investment	New Fund Plus a Trust Deed fee of Existing Fund Plus possible Trust Deed service fees of \$660 if existing deed needs to be updated. Plus a minimum fee of \$1,650 for each incomplete year where we need to prepare prior year's accounts and tax returns. Plus a minimum fee of \$230 for each month's processing in the current financial year up to the date of receipt of fund application. Plus a fee of \$660 if the fund is converting from a SAF to an SMSF.	\$550 \$550 Nil	Payable at application time from your Fund's assets.
Contribution fee – This fee is applied for the initial and every subsequent investment made or made on behalf of the investor e.g. by an employer).	\$Nil		Not applicable.
Withdrawal fee – This fee is applied for each withdrawal made (including any instalment payments)	\$Nil		Not applicable.
Termination fee – This fee is applied for winding up fund or closing account	Month 1-12 Balance of 12 months fees calculated as the number of months remaining to 12 months times the charge for the month immediately prior to the fund being wound up or transferred to another administrator. Month 13 onwards		The fee will be debited to the fund prior to the payment of the final benefits. Not applicable.

Management Fees – The fees and costs for managing your fund

Type of fee or cost	Amount		How and when paid
Administration Fee - This fee is applied for operating the fund.	A flat fee per annum of Plus a fee per annum based on the aggregate value of assets in the fund Maximum Administration fee \$10,725 Subject to a minimum fee per annum of \$2,200	\$550 0.33% \$2,200	Payable monthly in arrears from your Fund's assets charged on the 15th of the following month based on the most recent fully reconciled investment balance.
Audit Fee – This fee is applied for the annual Audit of a Fund	Minimum Fee per annum (non-complying funds or funds with special circumstances may be charged an additional fee) These fees only apply where Ure Lynam is the chosen auditor. The trustees must negotiate their own fee with any other auditors.	\$550	Payable annually from your Fund's assets, to the Fund's auditor.
ATO levy – This fee is applied for prudential regulation of a Fund.	Fee per annum	\$150	Payable annually from your Fund's assets, to the Tax Office.

What differences will my clients and I notice in the administration of their Funds?

- **New name** – the name will change from Asgard SuperLink to the Asgard SMSF Service.
- **New PDS** – a new PDS titled the 'Asgard SMSF Service' will be issued on 1 July 2008
- **A Welcome Binder** – This will be provided by Smartsuper to Trustees or yourselves (depending on point of contact) and will contain a range of documents to assist Trustees understand their responsibilities. (Trustees will need to keep their SuperLink binder or transfer the contents to the new binder issued by Smartsuper)
- **Online access** – You will have the option to apply for an additional service to gain access to all your client's SMSF documents via the Smartsuper portal, www.smartview.com.au, enabling you to monitor the progress of outstanding tasks, view asset allocations and keep track of pension payments and contributions.
- **Monthly administration** – Smartsuper will reconcile client transactions on a monthly basis to enable effective monitoring of the position of the fund and report on any breaches or potential breaches that may be found by Smartsuper.
- **Transaction & other Minutes** – Smartsuper will produce the various minutes relating to all transactions and monitoring. Trustees are obligated to carry out. These will be provided to Trustees to sign and retain in the Welcome Binder.

- **Quarterly Reports** – The new reports to be provided by Smartsuper provide a significant improvement to the information previously provided to clients.

What is happening to the 06/07 tax returns?

06/07 SuperLink tax returns are being prepared by Smartsuper under a contract arrangement until 30 June. From 1 July, if you have a query about your client's 06/07 tax return, you should either contact Smartsuper on 1300 725 170 or log onto their website.

What is the status of 06/07 tax returns

Smartsuper have input all client data into their systems and are working through any outstanding tax return requirements or issues.

What was the last quarterly report SuperLink completed for clients?

Where there were no outstanding queries, Asgard prepared the December 07 quarterly reports for SuperLink investors. Smartsuper will complete the March 08 and any outstanding historical quarterly reports. This however may mean the delivery of the March quarterly reports will be delayed.

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