




11 January 2022

Contact details

panoramainvestor.com.au 
1300 881 716 
support@panorama.com.au 

Michael Mashman And Michelle Rainer
85 Hall Drive
MENAI NSW 2234

Dear Mr Mashman and Mrs Rainer

Product name: Guaranteed Annuity
Policy number: 501749323
Account ID: 123270738/220820665

We are pleased to confirm your Guaranteed Annuity is now open. BT Portfolio Services Ltd will administer and service your annuity.

We enclose the following for your records:

- Investor Certificate, which along with the Policy Document provided in the product disclosure statement received at the time of investment, contains important information about your annuity. Please keep for future reference.
- Financial Services Guide.

How to access your account

You can securely access up-to-date information about your investment on **Panorama** online, including:

- Your investment details,
- Your transaction history,
- Copies of previously issued confirmations and statements.

Please call us if you have any questions about accessing your account online.

For more information, please contact your financial adviser, log into Panorama or contact Panorama Customer Relations on 1300 881 716.

Yours sincerely




Challenger Investor Services

Guaranteed Annuity (Product) is issued by Challenger Life Company Limited ABN 44 072 486 938 AFSL 234670 (Challenger Life). BT Portfolio Services Ltd ABN 73 095 055 208 AFSL 233715 (BTPS) is the operator of Panorama and provides platform administration services to Challenger Life in respect of the Product. BTPS is a subsidiary of Westpac Banking Corporation ABN 33 007 457 141 (Westpac). An investment in the Product is not an investment in, deposit with, or any other liability of, Westpac, or any other company in the Westpac Group. Westpac and its related entities do not stand behind or otherwise guarantee the capital value or investment performance of the Product.

Investor Certificate

Issue date: 11 January 2022
Policy number: 501749323
Account ID: 123270738/220820665
Policy name: IMMI SUPER PTY LTD

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Michael Mashman And Michelle Rainer
 85 Hall Drive
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Product name: Guaranteed Annuity

Policy owner details

Policy owner IMMI SUPER PTY LTD

Annuity details

Commencement date	10 January 2022
Investment amount	\$112,000.00
Type of money invested	Ordinary money (non-superannuation)
Term	1 year
Rate	1.20% p.a. (paid yearly)
Date of first regular payment	10 January 2023
Regular payment frequency	Yearly
Indexation of regular payments	Regular payments are not indexed.
Maturity date	10 January 2023 This is when your regular payments end.
Residual capital value (RCV)	RCV100 - This means the investment amount is returned at the end of the term.

Payment details

Financial institution	Westpac Banking Corporation
Account number	#####947
Account name	IMMI SUPERANNUATION FUND

Taxation information

Tax file number recorded	No
Australian Business Number recorded	No

First year regular payment schedule

Payment date	Gross payment	Tax-free amount	Assessable amount	Tax	Net payment*
10 Jan 2023	\$1,344.00	\$0.00	\$1,344.00	\$0.00	\$1,344.00
Total	\$1,344.00	\$0.00	\$1,344.00	\$0.00	\$1,344.00

The details illustrated above are based on taxation laws and regulations current at the commencement date and are subject to change without notice. For further information about taxation please speak to the Australian Taxation Office and/or your taxation adviser.

*If you have agreed to pay your financial adviser an ongoing adviser service fee, it will be deducted from the net payment above. Please see the financial adviser details section for more information.

Financial adviser details

Ron Palmer - Count Financial Limited

Phone: 02 99827200

Adviser service fees reflect your arrangement with your financial adviser. To discuss these fees please contact your adviser. The following adviser service fees apply to your annuity:

Upfront adviser service fee	\$0.00
Ongoing adviser service fee	\$0.00 p.a.

More information

For more information, please contact your financial adviser, log into Panorama or contact Panorama Customer Relations on 1300 881 716.

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Financial Services Guide

– administration via Panorama

Preparation Date: 4 October 2021

What is the purpose of this financial services guide?

This financial services guide (FSG) is an important document. It is designed to assist you in deciding whether to use any of the financial services offered by us, as described in this FSG. We are required to give you an FSG if we provide certain financial services to you and you are a retail client. This FSG contains important information about:

- who we are;
- the financial services we offer;
- the financial products to which those services relate;
- how we and others are paid in connection with those services;
- your privacy;
- how we deal with complaints; and
- how we can be contacted.

This FSG is not intended for 'wholesale clients' as defined by the Corporations Act 2001 (ie professional investors). References to 'you' and 'your' refer to potential investors who are not 'wholesale clients'. This FSG is provided by Challenger Life Company Limited (ABN 072 486 938, AFSL 234 670) (Challenger Life). Challenger Life's ultimate parent is Challenger Limited (Challenger Limited). References to 'Challenger', 'we', 'us' and 'our' refer to each of these entities. BT Portfolio Services Ltd (ABN 73 095 055 208) (BTPS) (also referred to as the administrator) provides administration services to Challenger.

Are there any other documents that you will receive?

Will you receive a statement of advice?

A person who provides a retail client with personal advice (that is advice that takes into account the client's objectives, financial situation and needs) must give the client a statement of advice (SOA). We do not provide personal advice to retail clients. Accordingly, you should not expect to receive an SOA from us.

Will you receive a product disclosure statement?

Before acquiring one of our products, you should be provided with a product disclosure statement (PDS), which is designed to assist you to make an informed decision about the product. The statement will contain information about the product and will usually include the costs and details of other fees and charges which may apply, including (if applicable) any fees, or other benefits (collectively referred to as Adviser Remuneration) payable to financial advisers.

Will you receive a general advice warning?

A person who gives retail clients general advice (that is, advice that is not personal advice) must generally warn the client that the advice does not take into account the client's objectives, financial situation or needs. Where we provide you with general advice, we will also generally provide you with a general advice warning. The general advice warning will be given in the same manner as the advice is provided (ie in writing or verbally).

How do you obtain further information?

This FSG contains general information about the financial services that we provide. When providing these financial services, we act on our own behalf. If you require more information, please contact us.

Challenger Life is not an authorised deposit-taking institutions for the purpose of the *Banking Act 1959* (Cth), and its obligations does not represent deposits or liabilities of an authorised deposit-taking institution in the Challenger Group (**Challenger ADI**) and no Challenger ADI provides a guarantee or otherwise provides assurance in respect of the obligations of Challenger Life. **Accordingly, unless specified otherwise, the performance, the repayment of capital and any particular rate of return on your investments are not guaranteed by any Challenger ADI.**

The financial services Challenger Life¹ is authorised to provide

Provide financial product advice about:

- Basic deposit products
- Deposit products other than basic deposit products
- Derivatives
- Foreign exchange contracts
- Debentures, stocks or bonds issued or proposed to be issued by government
- Interests in managed investment schemes²
- Securities
- Superannuation
- Investment life insurance products as well as any products issued by a Registered Life Insurance Company that are backed by one or more of its statutory funds
- Life risk insurance products as well as any products issued by a Registered Life Insurance Company that are backed by one or more of its statutory funds.

Deal in a financial product issuing, applying for, acquiring, varying or disposing of a financial product in respect of the following classes of financial products:

- Derivatives
- Foreign exchange contracts
- Investment life insurance products as well as any products issued by a Registered Life Insurance Company that are backed by one or more of its statutory funds
- Life risk insurance products as well as any products issued by a Registered Life Insurance Company that are backed by one or more of its statutory funds.

Deal in a financial product by applying for, acquiring, varying or disposing of a financial product on behalf of another person in respect of the following classes of products:

- Basic deposit products
- Deposit products other than basic deposit products
- Derivatives
- Foreign exchange contracts
- Debentures, stocks or bonds issued or proposed to be issued by a government
- Interests in managed investment schemes²
- Securities.

¹ Able to offer these financial products and services to both retail and wholesale clients.

² Excluding investor directed portfolio services.

Any advice provided by Challenger is limited to general financial product advice which we provide, for example, in our PDSs, investment newsletters, investor reports and website material. This information generally relates to product features, managing risk and return, investment market commentaries and economic overviews.

We do not provide personal financial product advice to retail clients. Before you make any investment decision, we recommend that you obtain advice tailored to address your individual objectives, financial situation and needs from a licensed financial adviser.

We are responsible for the financial services provided to you under our Australian Financial Services Licences (AFSL). We do not act as a representative for any other AFSL holder.

Why we do not give personal advice to retail clients

We believe investors should obtain financial product advice from qualified financial advisers who fully understand the investors' individual objectives, financial situation and needs.

How we and others are paid for the financial services we provide

If you acquire one of our products or services, we will receive fees and other benefits. These are generally set out in the PDS for the product or in an individual contract for services. Where permitted by law, this remuneration may include contribution fees, withdrawal fees and management fees applicable to the particular product or service. Financial advisers may receive (in accordance with applicable legal requirements) Adviser Remuneration if they provide advice to you or arrange for you to acquire our products. Only costs associated with advice that relates to your superannuation may be deducted from your superannuation account.

Any Adviser Remuneration, if paid by us, is set out in the PDS under which you acquired the product. The amount (or method of calculating the amount) of Adviser Remuneration should be disclosed in the SOA you should receive from the adviser.

Other Challenger Limited companies may receive fees and other benefits for products or services provided to us in connection with any of our products. Some or all Challenger Limited companies and their directors may benefit from fees and other benefits received by us or another Challenger Limited company.

Our staff are paid a salary and may be entitled to receive bonuses and non-monetary benefits. These bonus payments are not an additional cost to you.

You may receive advice about our products from financial advisers. These advisers may receive remuneration from us if you buy our product. Your adviser is required to set out their Adviser Remuneration in the FSG and/or SOA they must give to you. If you have an ongoing fee arrangement with your financial adviser they must also provide you with a fee disclosure statement on an annual basis.

We do not pay fees or other benefits to third parties for solely referring customers to us. However, we may pay a third party to be our administrator.

We may provide benefits to financial services intermediaries where the law permits us to do so. If we do, we will provide these benefits from our own resources. We maintain a register of these benefits. If you would like to review our register, please contact us.

Related parties and service providers

We may enter into transactions with, and use the services of, any related parties. It is our policy to ensure that such arrangements are on arm's length commercial terms. We or any related parties or any director or officer of any of them may invest in any financial product we issue or manage.

We may receive fees or derive a profit as issuer of financial products and, where applicable, fees as the investment manager. Directors, being employees or independent directors receive a salary (from employment) or director fees. From time to time the directors may hold interests in shares of Challenger Limited or financial products issued by us.

Privacy

We respect your privacy and have provided detailed information in the PDS in relation to how we collect, use and disclose your personal information. Our Privacy Policy can be obtained by contacting us directly or by visiting our website challenger.com.au.

Challenger has appointed BT Portfolio Services Limited (BTPS) to perform administration services to and for Challenger in relation to Challenger Annuities via Panorama. BTPS is a subsidiary of Westpac Banking Corporation ABN (33 007 457 141) (Westpac). You should be aware that if you hold Westpac Group products, any personal information provided to the Westpac Group in those circumstances will continue to be treated in accordance with Westpac's Privacy Policy (available at www.westpac.com.au) and BT's Privacy Policy (available at www.bt.com.au).

Conflicts of interest

Potential conflicts may occasionally arise between the interests of investors, ourselves and our related parties and other parties (including service providers appointed by us). We have statutory and common law fiduciary duties to manage conflicts of interest, act in the interests of investors and, if there is a conflict, give priority to investors' interests and/or duties (as applicable).

We have policies, procedures and organisational arrangements in place to manage conflicts of interest. Our Board is responsible for the management and resolution of conflicts of interest arising in relation to the operation of the financial products we issue.

Compensation arrangements

Challenger is insured under the terms of a current professional indemnity insurance policy, in satisfaction of the requirement under section 912B of the Corporations Act that Challenger has in place this type of insurance. These insurances provide cover even if one of our employees has ceased to work for us.

How we deal with complaints

As part of our commitment to providing quality services to our clients, we endeavour to resolve all complaints quickly and fairly. Our policy is to acknowledge any complaint within 24 hours or as soon as practical after receiving it and investigate, properly consider and decide what action (if any) to take and to communicate our decision to you within 30 calendar days for standard complaints. Different timeframes apply for trustee, superannuation and death benefit distribution complaints.

If you have a particular complaint regarding your Annuity, please do not hesitate to contact the administrator by calling Panorama Customer Relations on 1300 881 716 or by writing to them at:

The Complaints Officer
Challenger annuities via Panorama
GPO Box 2861
Adelaide SA 5001

If you are not happy with our response or how the complaint has been handled (or if we have not responded within 30 days), you may contact the following external dispute resolution scheme:





Australian Financial Complaints Authority (AFCA)
GPO Box 3
Melbourne VIC 3001
Tel: 1800 931 678
Email: info@afca.org.au
www.afca.org.au

AFCA provides fair and independent financial services complaint resolution that is free to consumers. There are some time limits for lodging certain complaints including those related to a death benefit. Please consult the AFCA website to find out if or when the time limit relevant to your circumstances expires.

How can you contact us and provide us with instructions?

To change your investment or personal details or conduct transactions, you need to instruct us in writing via the administrator. Some products and services may have their own rules on how to provide instructions or carry out certain instructions. Please refer to the relevant PDS or other communications relating to your Annuity for details.

You can contact the administrator by:

-  Calling Panorama Customer Relations on **1300 881 716**
-  Emailing support@panorama.com.au
-  Visiting www.panoramainvestor.com.au
-  Writing to BT Panorama, GPO Box 2861, Adelaide SA 5001

You can contact us by:

-  Calling our Investor Services team on **13 35 66**
-  Emailing info@challenger.com.au
-  Visiting challenger.com.au
-  Writing to us at Challenger Life Company Limited, GPO Box 3698, Sydney NSW 2001