Acenda Life

GUARANTEED ANNUITIES

Lifestream Guaranteed Income Fixed term annuity

Product Disclosure Statement and Policy Document

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Issuer

The issuer of this Product Disclosure Statement (PDS) is Resolution Life Australasia Limited ABN 84 079 300 379, AFSL No. 233671 ('Resolution Life', 'we', 'our', 'us').

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What you need to know

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To purchase an annuity, you need to complete the application process described in this PDS. The offer made in this PDS is available only to persons receiving this PDS in Australia and is subject to the terms and conditions described in this PDS and the Policy Document. You should read these documents together before purchasing an annuity. You should also refer to the Target Market Determination (TMD) applicable to this product. Applications from outside Australia will not be accepted.

Unless stated otherwise, all references to monetary amounts in this PDS are in Australian dollars (AUD).

Taxation considerations are general and based on present taxation laws and may be subject to change. You should seek independent, professional tax advice before making any decision based on this information.

Resolution Life is not a registered tax (financial) adviser under the *Tax Agent Services Act 2009*. You should seek tax advice from a registered tax agent or a registered tax (financial) adviser if you intend to rely on this information, to satisfy the liabilities or obligations or claim entitlements that arise, or could arise, under a taxation law.

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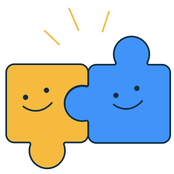
Why choose us?

When it comes to managing your wealth, confidence comes from having some certainty around your financial portfolio. We provide security, predictability and peace of mind to help you grow and protect your wealth, keeping you on track to achieve your financial goals.

Lifestream Guaranteed Income is issued by Resolution Life Australasia Limited (Resolution Life) under the Acenda Life brand. Resolution Life is legally responsible for making all guaranteed regular payments under the product.

Built for long-term income security

Resolution Life manages its business with a long-term focus and maintains capital reserves above the requirements set by the Australian Prudential Regulation Authority (APRA). This supports the ongoing payments of guaranteed income over time.



A statutory fund designed to protect you

Your annuity is held in a Resolution Life statutory fund, to which Resolution Life also contributes capital. All guaranteed regular payments are made from this fund. If returns are not enough to meet guaranteed regular payments, the shortfall is met from capital held within the statutory fund. This structure is designed to support regular payments, even in adverse market conditions.

An investment approach focused on meeting the objective

Our investment strategy is designed to support reliable, guaranteed regular payments across different market conditions. To help manage risk and support long-term performance, we invest in a diversified range of income-oriented assets.

Experience

With extensive experience in the annuities market, we design products to provide income certainty. We also offer tools, resources, and digital access to help you and your adviser stay informed and manage your income with confidence.

Lifestream Guaranteed Income fixed term annuities

What is a fixed term annuity?

A fixed term annuity guarantees you regular income for a fixed term in exchange for a lump sum payment. You choose the term, payment frequency, and how much of the investment amount is returned at the end of the term.

Who are fixed term annuities suitable for?

A Lifestream Guaranteed Income fixed term annuity may suit you if you are looking for:

- A secure, guaranteed income you can rely on for a defined period.
- A low-risk product that provides regular, predictable payments.
- A product that may provide tax-efficient income.
- Flexibility with a range of capital return options.
- Greater confidence in your income as part of a diversified portfolio.

Types of fixed term annuities we offer

You can choose from the following types of fixed term annuities:

- Short Term Income (1 to 5 years).
- Long Term Income (6 to 30 years).

Benefits of Lifestream Guaranteed Income fixed term annuities

- You can lock in a guaranteed income stream for a fixed term, with regular payments not affected by market volatility or interest rate changes.
- You have the comfort of knowing that your capital and regular payments are guaranteed.
- You receive tax-free regular payments if you are aged 60 or over and purchase the annuity with money from your superannuation (super).
- You can choose to have your regular payments indexed annually in line with the Consumer Price Index (CPI) or by a fixed percentage for terms of 6 – 30 years.
- You have the flexibility to choose how often you receive your regular payments – monthly, quarterly, half-yearly, or yearly.
- The Residual Capital Value (RCV) provides flexibility in how much of the investment amount is returned as a lump sum at the end of the term.
- There are no ongoing management fees.
- You have the flexibility to make a full withdrawal before the end of the fixed term.
- You can nominate your beneficiaries, providing greater certainty about who will receive any benefits payable if you pass away.

How can we guarantee the regular payments?

Lifestream Guaranteed Income is supported by a structure designed to meet our payment commitments.

When you purchase an annuity:

- Your investment amount is allocated to a dedicated Resolution Life statutory fund.
- Resolution Life adds capital to support that fund.
- Your regular payments are made directly from this fund.

This approach links your regular payments to a pool of assets and capital that's specifically set aside to meet those obligations, supporting the ongoing delivery of your regular payments over time.

Find the right guaranteed income option for you

How do you wish to purchase your fixed term annuity?

Directly
The annuity is held in your personal name.
The policy can be owned individually or jointly.

Via an entity
The annuity is held by an Australian company, trust, or super fund, such as the trustee of a Self-Managed Super Fund (SMSF).

Individually owned
The annuity is held by the individual only.

Jointly owned
The annuity is held as tenants in common, with each person owning a separate percentage share (provided total ownership equals 100%*).

From super
Available to Australian residents only, if aged 60 or over with unrestricted access to their super**.

From personal savings
Available to Australian residents and non-residents if aged 18 or over.

From super
Not available.

* Each person owns a separate percentage share between 5% and 95%, provided the total ownership equals 100%. The regular payments will be paid to each person according to the ownership share specified in the Policy Schedule.

** You will generally have unrestricted access to your super if you cease work after age 60 or have reached age 65. You may also have unrestricted access if you become permanently incapacitated or terminally ill.

Non-residents – purchasing with personal savings (non-superannuation)

You must receive all the documentation (including the PDS) and complete and sign the application form while present in Australia.

The regular payments must be paid in Australian dollars to an Australian bank account, credit union, or building society in your name.

The tax you pay depends on your country of residence, so please speak to your tax adviser before purchasing an annuity.

Australian companies, trusts, and super funds

Australian companies, trusts, and super funds (such as the trustee of an SMSF) can also purchase fixed term annuities. The entity must be a single Policy Owner and the regular payments must be paid into an Australian bank account, building society, or credit union in the name of the Australian company, trust, or trustee of a super fund.

Part 1

Fixed term annuities

Key features – Fixed term annuities

Table 1: Key features – Fixed term annuities - Individuals

Feature	Page	Fixed term	
Source of money	**–**	**Money from your super.**	**Personal savings (non-super).**
Term	–	Short Term Income – 1 to 5 years. Long Term Income – 6 to 30 years.	
Eligible customers	–	• Individuals – if aged 60 or over with unrestricted access to their super.	• Individuals – if aged 18 or over. • Joint owners – if aged 18 or over can jointly purchase with another person.
Customer exclusions	–	• Not available to non-residents.	• N/A
Minimum investment amount	–	$10,000.	
Maximum investment amount	–	$2.1 million (This amount is indexed to the General Transfer Balance Cap).	No maximum.
Indexation	11	Short Term Income – No. Long Term Income – Yes. Regular payments can be indexed to Consumer Price Index (CPI) or increased by a fixed percentage, up to 5% yearly.	
Payment frequency	10	Choice of monthly, quarterly, half-yearly, or yearly. Yearly not available for a one-year term.	
Residual Capital Value (RCV)	10	• Yes: 0–100% of the investment amount. • RCV may be limited to meet the minimum annual payment requirements.	• Yes: 0–100% of the investment amount.
Full withdrawal	16	Yes.	
Partial withdrawal	16	No.	Yes.
Minimum partial withdrawal	16	N/A.	$5,000 (at least $10,000 must remain in the annuity).
Reversionary Beneficiary	13	You can nominate your spouse as a Reversionary Beneficiary.	No.
Nominated Beneficiary/s	13	You can nominate up to four individuals and/or your Legal Personal Representative (on behalf of your estate), where there is no Reversionary Beneficiary.	

For more information on some of the key features and terms, see 'Glossary' on page 19.

Key features – Fixed term annuities

Table 2: Key features – Fixed term annuities – Entities

Feature	Page	Fixed term
Source of money	**–**	**Australian companies, trusts, and super funds (such as the trustee of an SMSF).**
Term	–	Short Term Income – 1 to 5 years. Long Term Income – 6 to 30 years.
Eligible customers	–	• Australian companies and trusts. • Trustee of a super fund (such as an SMSF).
Minimum investment amount	–	$10,000.
Maximum investment amount	–	No maximum.
Indexation	11	Short Term Income – No. Long Term Income – Yes. Regular payments can be indexed to Consumer Price Index (CPI) or increased by a fixed percentage, up to 5% yearly.
Payment frequency	10	Choice of monthly, quarterly, half-yearly, or yearly. Yearly unavailable for a one-year term.
Residual Capital Value (RCV)	10	Yes: 0–100% of the investment amount.
Full withdrawal	16	Yes.
Partial withdrawal	16	Yes.
Minimum partial withdrawal	16	$5,000 (at least $10,000 must remain in the annuity).
Reversionary Beneficiary	–	Not available.
Nominated Beneficiary/s	–	Not available.

For more information on some of the key features and terms, see 'Glossary' on page 19.

Receiving an income

How much income will I receive?

The regular payments you receive may depend on:

- the investment amount and applicable interest rates at the time you purchase.
- any upfront Adviser Service Fee (ASF) you have authorised.
- the term of your annuity.
- the chosen features including Residual Capital Value (RCV), indexation option, and payment frequency, and
- any tax withheld from your regular payments.

Where can I find the details of my regular payments?

Your quote will show the details of your regular payments, including your policy details (see 'How to apply' on page 39).

When will I receive my regular payments?

You can choose whether you want your regular payments paid:

- monthly
- quarterly
- half-yearly, or
- yearly (not available for a one-year term).

You can't change the payment frequency or regular payment date after your annuity has commenced.

Can I have some or all of my investment amount returned at the end of the fixed term?

Yes, if you purchase a fixed term annuity, you can choose between zero and 100% of your investment amount returned to you as a lump sum at the end of the fixed term. This is called your Residual Capital Value (RCV).

Once the annuity has commenced, your RCV amount can't be changed. The higher the percentage you would like returned to you, the lower your regular payments will be.

For example, if you choose an RCV of 100%, your regular payments will be lower as they will consist only of income earned. However, you will receive 100% of your investment amount back at the end of the fixed term.

If you choose an RCV of 0%, your regular payments will be higher as they will consist of a portion of the investment amount as well as income earned. However, nothing will be payable to you at the end of the fixed term.

If you purchase a fixed term annuity with money from your super, the RCV you choose may be limited to ensure you meet the minimum annual payment requirements (see 'Minimum annual payment requirements' on page 11).

Minimum annual payment requirements

If you purchase a fixed term annuity with money from your super, your regular payments must meet the minimum annual payment requirements.

The minimum annual payment requirements are set by the Government and depend on your age, as outlined below.

Table 3: Minimum annual payment requirements

Age	Percentage of investment amount
Under 65	4%
65–74	5%
75–79	6%
80–84	7%
85–89	9%
90–94	11%
95+	14%

The following table outlines the difference in how minimum annual payment requirements are met, depending on whether you have chosen an RCV.

Table 4: Minimum annual payment requirement for RCV

RCV percentage	Minimum annual payment requirement
No RCV (0%)	The minimum annual payment requirement must be met only in the first year of the annuity. The term of the annuity can only be up to your 100th birthday.
RCV greater than 0%	The minimum annual payment requirement must be met every year. Where the Government has legislated a reduced minimum requirement, your quote may still be based on the minimum requirement outlined in Table 3. This is due to the term of your annuity. If you are purchasing with money from your super, this may prevent you from choosing a 100% RCV, as your RCV may need to be adjusted to ensure the minimum annual payment requirements are met. Where this occurs, it will be shown on your quote.

Indexation

To help protect against rising living costs, Long Term Income (6 to 30 years) can:

- provide regular payments that increase each year in line with the Consumer Price Index (CPI), or
- provide regular payments that increase by a fixed percentage each year, up to 5%.

If you choose CPI indexation, your regular payments will not reduce if CPI falls. If CPI increases in the later years, your regular payments will increase to the extent that there is a net increase in CPI.

For example, if there is a fall in CPI in year six and an increase the following year then your payments will be:

Table 5: CPI indexation example

Year	CPI	Change in regular payment	Example of regular payment in dollars
5	100	–	$1,000 p.a.
6	99	No change.	$1,000 p.a.
7	102	2% increase.	$1,020 p.a.

Indexation is not available for Short Term Income annuities.

When your fixed term ends

The maturity date is the final day of your annuity's fixed term. No further regular payments will be made after this date.

If you have purchased an annuity with no Residual Capital Value (RCV), your annuity will end on the maturity date.

If you have purchased an annuity where some or all of your RCV is to be repaid at the end of the fixed term, we'll notify you before your maturity date to outline your options. You can choose to:

- reinvest some or all of your RCV
- withdraw some or all of your RCV, or
- rollover some or all of your RCV (if purchased with money from your super).

If you choose to reinvest some or all of your RCV into a fixed term annuity with money from your super, the RCV may be limited to ensure you meet the minimum annual payment requirements (see 'Minimum annual payment requirements' on page 11).

In cases where we don't hear from you before the maturity date, we'll pay out your RCV in the same way as your regular payments.

We recommend you review your personal financial circumstances regularly with your financial adviser to ensure the annuity remains appropriate for you.

Choosing a beneficiary

Types of beneficiaries

Reversionary Beneficiary (for super policies only)

You can only nominate your spouse as a Reversionary Beneficiary. If you pass away with a valid Reversionary Beneficiary, your spouse will continue to receive guaranteed regular payments until the end of the term.

If you choose to nominate a Reversionary Beneficiary, you must do so when your annuity commences. You can't change this nomination. If needed, you can remove your Reversionary Beneficiary, but your regular payments won't change (see 'Benefits paid on death' on page 14).

It is not possible to nominate a Reversionary Beneficiary for policies purchased with personal savings or by an Australian company, trust, or super fund.

Nominated Beneficiary

If there is no current Reversionary Beneficiary listed on the policy, you can include up to four individuals and/or your Legal Personal Representative (on behalf of your estate) as Nominated Beneficiaries.

You can add, change, or remove Nominated Beneficiaries at any time (see 'Benefits paid on death' on page 14).

It is not possible to include a Nominated Beneficiary for policies purchased by an Australian company, trust, or super fund.

Benefits paid on death

What happens if I pass away?

If you pass away, your Legal Personal Representative, surviving Joint Policy Owner, Reversionary Beneficiary, Nominated Beneficiary/s, or next of kin should contact us (see inside front cover for contact details).

The following table outlines how benefits are paid if you pass away.

Table 6: How benefits are paid on death

Scenario	What happens?
Joint Policy Owners (personal savings policies only)	If you pass away with a surviving Joint Policy Owner, they will continue to receive guaranteed regular payments, including your percentage share of the guaranteed regular payments until the end of the fixed term.
With a valid Reversionary Beneficiary (super policies only)	If you pass away with a valid Reversionary Beneficiary, your spouse will continue to receive the guaranteed regular payments until the end of the fixed term. Once the Reversionary Beneficiary becomes the Policy Owner, they may request the Withdrawal Value to be paid. Your Reversionary Beneficiary must confirm they were your spouse at the time of your death. If they were not your spouse at that time, the Withdrawal Value (if any) will be payable to your estate.
With valid Nominated Beneficiaries	If you pass away with a single valid Nominated Beneficiary, they can choose to continue the regular payments until the end of the fixed term or be paid the Withdrawal Value (if any). If there are multiple Nominated Beneficiaries, they must be paid the Withdrawal Value. Where there are multiple Nominated Beneficiaries and one or more of the Nominated Beneficiaries is invalid, the Withdrawal Value will be paid proportionately to the remaining valid Nominated Beneficiaries. For policies purchased with money from your super, a Nominated Beneficiary must be a dependant at the time of your death. Restrictions may apply, if the Nominated Beneficiary is a child who wishes to continue to receive regular payments (see 'Super restrictions for a child Nominated Beneficiary' on page 15).
With no surviving beneficiaries or Joint Policy Owner	***Policies purchased with super*** If there are no surviving Reversionary Beneficiary or Nominated Beneficiaries, regular payments will end and the Withdrawal Value will be payable to your estate. ***Policies purchased with personal savings*** If there is no surviving Joint Policy Owner or Nominated Beneficiaries, the benefit will be payable to your estate. The estate can choose to continue the regular payments until the end of the fixed term or be paid the Withdrawal Value.

Tax treatment of the Withdrawal Value

Table 7: Tax treatment of the Withdrawal Value

Policy type	Tax treatment
Policies purchased with money from your super	The Withdrawal Value will be tax-free if paid to a tax dependant. Tax may be payable if the Withdrawal Value is paid to a non-tax dependant (see the 'Tax' section on page 21).
Policies purchased with personal savings	Part of the Withdrawal Value may be taxable if the amount paid exceeds the portion treated as a return of capital for tax purposes (see the 'Tax' section on page 21).

Under Australian superannuation law, a dependant can be your spouse (including de facto spouse), child (including an adopted child or stepchild), someone who is financially dependent on you, or someone who is in an interdependency relationship with you.

Under Australian tax law, a tax dependant may not be the same as a dependant under Australian superannuation law. A tax dependant may include your spouse (including de facto spouse), former spouse, child under the age of 18, an individual who is financially dependent on you, or an individual who is in an interdependency relationship with you. You should seek independent taxation advice to determine your tax dependants.

Super restrictions for a child Nominated Beneficiary

Your child can continue to receive regular payments if, at the time of your death, they are the only Nominated Beneficiary and are:

- less than 18 years of age, or
- aged between 18 and 24 and financially dependent on you, or
- disabled within the meaning of the *Disability Services Act 1986*.

In all other cases, a Nominated Beneficiary who is a child will be paid the Withdrawal Value as a lump sum.

Regular payments to a child Nominated Beneficiary must end and the Withdrawal Value paid, when the child reaches age 25, unless the child meets the definition of disability under the *Disability Services Act 1986*.

Withdrawing your annuity

Making a withdrawal before maturity

A fixed term annuity is designed to provide a regular guaranteed income stream, not on-call access to your money. However, we understand that your circumstances may change.

If you purchase with personal savings, you can choose to make a full or partial withdrawal.

If you purchase with money from your super, you can choose to make a full withdrawal only (partial withdrawals are not permitted).

Please contact us for an estimate of the Withdrawal Value (see inside front cover for contact details).

Making a partial withdrawal

The minimum partial withdrawal amount is $5,000 and at least $10,000 must remain in the annuity.

After you make a partial withdrawal, we'll recalculate your regular payments and RCV (if applicable) based on:

- the current value of your remaining annuity
- applicable interest rates at the time of withdrawal
- the number of regular payments remaining to the end of the term
- changes to the RCV payable (if applicable),
- any material costs incurred by us for breaking the annuity, and
- any relevant requirements under the *Life Insurance Act 1995*.

The total of all withdrawals cannot be more than your investment amount.

Your revised regular payments

If you make a partial withdrawal, your regular payments may continue at a reduced level. We'll confirm your revised regular payments and RCV (if applicable).

Making a full withdrawal

The Withdrawal Value is the amount you will receive if you choose to make a full withdrawal. If you make a full withdrawal, the annuity and regular payments will end.

If you make a full withdrawal, the amount you receive may be less than the investment amount but will not be greater than the investment amount.

The Withdrawal Value will be calculated based on:

- applicable interest rates at the time of withdrawal
- regular payments remaining
- any RCV payable (if applicable)
- any material costs incurred by us for breaking the annuity, and
- any relevant requirements under the *Life Insurance Act 1995*.

If you make a withdrawal, we may request that all or part of the upfront Adviser Service Fee is refunded to us by your financial adviser. In circumstances where all or part of the upfront Adviser Service Fee has not been refunded, the Withdrawal Value may be reduced.

Withdrawal Value illustration

The following table is illustrative and is intended as a guide only of how an early Withdrawal Value is calculated.

It is based on a three-year term with:

- annual regular payments
- an investment amount of $100,000, and
- an RCV of 100%.

The Withdrawal Value is based on interest rates at the time of withdrawal, so will vary over time with interest rate changes and regular payments made.

If you withdraw your fixed term annuity at the end of the second year, after receiving two annual payments of $5,500 each, an estimate of your Withdrawal Value is as follows:

Table 8: Withdrawal Value illustration as at 22 July 2026

Change in interest rate since purchasing	Estimated Withdrawal Value	Total annual regular payments received	Total received since purchasing
Decrease in 2% rate	$100,000	$11,000	$111,000
Decrease in 1% rate	$99,886	$11,000	$110,886
No change to rate	$98,949	$11,000	$109,949
Increase in 1% rate	$98,030	$11,000	$109,030
Increase 2% rate	$97,128	$11,000	$108,128

If you purchase with money from your super, your regular payments must meet the minimum annual payment requirements. To meet these requirements, we'll make an unscheduled regular payment prior to making the full withdrawal. We'll then calculate the Withdrawal Value based on the remaining amount.

To request a withdrawal form, please contact us on the details on the inside front cover.

Part 2

Other important information

Glossary

Table 9: Glossary of key terms

Term	Meaning
Commencement	The policy start date indicated in the Policy Schedule.
Deductible amount	Annuity income that represents a return of your capital and is tax-free.
Dependant	Under Australian superannuation law, your spouse (including de facto spouse), child (including an adopted child, stepchild or ex-nuptial child), someone who is financially dependent on you, or someone who is in an interdependency relationship with you.
Investment amount	The amount you pay to purchase the annuity, including any upfront Adviser Service Fee (ASF), net of any applicable taxes or levies if using money from your super.
Joint Policy Owner	Two people aged 18 or over who purchase an annuity using personal savings.
Legal Personal Representative	A person legally authorised to administer your estate after your death, such as the executor named in your Will or, if you don't have a Will, the administrator appointed by a court.
Long Term Income	A fixed term annuity between 6 and 30 years.
Maturity date	The final day of your annuity's fixed term.
Nominated Beneficiary	An individual and/or your Legal Personal Representative (on behalf of your estate) who may be entitled to the annuity benefit if the Policy Owner passes away and they survive any Reversionary Beneficiary or Joint Policy Owner.
Personal savings	Non-superannuation money.
Policy	The contract between us and the Policy Owner and the Joint Policy Owner (if applicable). This consists of the application, Policy Document, and Policy Schedule.
Policy Owner	The individual or entity purchasing the annuity.
Policy start date	The commencement date of this Policy, as stated in the Policy Schedule.
Residual Capital Value (RCV)	The amount to be returned to the Policy Owner and Joint Policy Owner (if applicable) as a lump sum at the end of their fixed term.
Reversionary Beneficiary	A spouse who may be entitled to continue receiving the regular payments after the Policy Owner passes away.
Rollover	The transfer of money from your super directly from one financial product or entity to another. Monies must be unrestricted and non-preserved to purchase a Lifestream Guaranteed Income annuity.
Short Term Income	A fixed term annuity between 1 and 5 years.
Spouse	Spouse has the same meaning as in the *Superannuation Industry (Supervision) Act 1993* and includes a person to whom the member is married, is in a registered relationship, or lives with on a genuine domestic basis as a couple.
Tax dependant	Under Australian tax law, a tax dependant may include your spouse (including de facto spouse), former spouse, child under the age of 18, an individual who is financially dependent on you, or an individual who is in an interdependency relationship with you. You should seek independent taxation advice to determine your tax dependants.
Withdrawal Value	The amount you receive if you make a full withdrawal.

Key risks

A fixed term annuity is designed to provide guaranteed income for a fixed term. Your regular payments are not affected by market volatility or interest rate changes. However, there are important risks to consider.

Withdrawal risk

If you request a withdrawal, or we are required to pay a Withdrawal Value after your death, the amount received may be less than your investment amount. This may be due to factors such as changes in interest rates.

Counterparty risk

This is the risk that we may not be able to meet our payment obligations to you. As an Australian life insurer, we are regulated by the Australian Prudential Regulation Authority (APRA) and must meet strict capital and solvency requirements that are designed to protect customers. These requirements support our ability to continue making payments, but extreme or unforeseen events could still affect our ability to do so. Australian prudential requirements work to ensure, as far as possible, that we can continue to meet our contractual obligations to customers, even during extreme or unforeseen events.

Regulatory risk

Government policies and legislation, including tax and social security, may change in the future, which could impact your annuity and/or other social security entitlements – for example, the Age Pension. If this occurs, we may be required to change the annuity policy terms and conditions. We'll generally notify you in advance of any material change to your annuity before it occurs (or, in any event, as soon as practicable after the change).

Inflation risk

If your annuity payments are not indexed in line with the Consumer Price Index (CPI), the purchasing power of your regular payments may not keep pace with inflation.

Reinvestment risk

This is the risk that when your annuity ends (or regular payments are reinvested), you may not be able to purchase another fixed term annuity with the same income level.

We recommend you review your personal circumstances with a financial adviser to help you understand and manage the risks.

Tax

This section only applies to individual customers who are Australian tax residents. It provides general information about taxation that relates to your Australian income.

If you are purchasing a fixed term annuity via an entity such as a company, trust, or super fund (such as the trustee of an SMSF), we suggest you seek your own tax advice.

The taxation of a fixed term annuity will depend on whether you purchase the annuity using money from your super or personal savings, and may change over time. You should seek tax advice from a registered tax agent or registered tax (financial) adviser.

Will tax be deducted when I purchase an annuity?

Generally, tax is not deducted from the investment amount when you purchase an annuity.

If you use money from your super that includes an untaxed element (which may arise from certain Government schemes), a 15% tax will apply to that portion and will be deducted from your investment amount when it's received by us.

If the untaxed element exceeds your 'untaxed plan cap', the excess will be taxed by the transferring fund at the highest marginal tax rate, plus any applicable Government levies.

Will my regular payments be taxed?

Where the annuity is purchased using money from your super, payments will be tax-free when received if you are aged 60 or over.

If you purchase your annuity using personal savings, each payment will include:

- a **deductible amount**, which represents a return of your initial investment amount and is tax-free, and
- a **taxable amount**, which is any amount above the deductible amount. This is taxed at your marginal tax rate, plus Government levies.

For a fixed term annuity, the deductible amount is calculated using the following formula:

Deductible amount =	(Initial investment amount – partial withdrawals – residual capital value) / term of the annuity.

Depending on your individual circumstances, we may withhold tax from the taxable portion of your payments. Two factors that could impact the amount withheld are the total taxable amount of your annuity payments and whether you have claimed the tax-free threshold.

At the end of each financial year, we will provide you with a PAYG payment summary and tax information to assist you with completing your income tax return.

Will lump sum withdrawals be subject to tax?

Where the annuity is purchased using money from your super, withdrawals made before the maturity date are tax-free if you are aged 60 or over at the time of withdrawal.

If you purchase your annuity using personal savings, any lump sum withdrawal will generally include a return of your remaining investment amount, which is tax-free. To the extent that the withdrawal exceeds your remaining investment amount, the excess will be included in your assessable income and taxed at your marginal tax rate, plus Government levies.

Will my annuity be taxed if I pass away?

Annuity benefits paid after death are taxed differently depending on whether the annuity payments continue as ongoing amounts or are paid as a lump sum.

Table 10: Tax treatment of death benefits

	Money from your super	Personal savings (non-super)
Ongoing regular payments		
	Not subject to tax where: a. the deceased was aged 60 or over at the time of death, or b. the beneficiary is aged 60 or over when the payment is made.	Each payment may include: • a **deductible amount**, which represents a return of the deceased's initial investment amount and is tax-free, and • a **taxable amount**, which is any amount above the deductible amount. This is taxed at the beneficiary's marginal tax rate.[4]
Lump sum		
Received by a tax dependant[1]	Not subject to tax.	A lump sum death benefit will consist of any remaining investment amount. This is tax-free. If the lump sum amount exceeds the remaining investment amount, the excess amount is taxed at the beneficiary's marginal tax rate.[4]
Received by a non-tax dependant[2]	**Tax-free component[3]** Not subject to tax. **Taxable component[3]** Taxed at up to 15%[4]	

[1] Under Australian tax law, a tax dependant may include your spouse (including de facto spouse), former spouse, child under the age of 18, an individual who is financially dependent on you, or an individual who is in an interdependency relationship with you. You should seek independent taxation advice to determine your tax dependants.

[2] A non-tax dependant is anyone who is not considered a tax dependant.

[3] Superannuation benefits may include a tax-free and taxable component – these components are generally determined by the types of contributions made over time. If you use money from your super to purchase a fixed term annuity, the annuity's tax-free and taxable components will generally reflect those of the super benefit initially transferred.

[4] Plus any applicable Government levies, such as the Medicare Levy.

Am I required to provide a Tax File Number (TFN)?

No, you are not required to provide your Tax File Number (TFN).

However, if you purchase your annuity using personal savings and choose not to provide us with your TFN, we may be required to withhold tax at the highest marginal tax rate (including applicable levies and charges).

We will use your TFN only for the purpose of managing your annuity, such as calculating tax on benefits and providing information to the ATO.

Am I required to complete any tax documents?

Where the annuity is purchased using money from your super, you are not required to complete any tax withholding documents.

If you purchase your annuity using personal savings, providing us with a TFN declaration form and/or a Withholding declaration form may reduce the tax deducted from your regular payments in certain circumstances.

The TFN declaration form provides us with your TFN (or TFN exemption) and notifies us whether to apply the tax-free threshold when calculating the tax to be withheld from your assessable income component.

The Withholding declaration form notifies us whether you are eligible to claim the Seniors and Pensioners Tax Offset. This information may affect the amount of tax we withhold from your regular payments.

Both forms are included in the back of this PDS.

Is there anything else I should be aware of?

A limit applies to the amount of super that can be used to start a retirement phase income stream. This is known as your **personal transfer balance cap**.

Your personal transfer balance cap is initially equal to the **General Transfer Balance Cap** when you first commence a retirement phase income stream. After that, indexation only applies to any unused portion of your cap.

The General Transfer Balance Cap is $2.1 million for the 2026–27 financial year and is indexed in $100,000 increments in line with CPI.

If you purchase this annuity with money from your super, the investment amount counts towards your personal transfer balance cap. If you exceed your cap, you must reduce your retirement phase income streams (including this annuity) by commuting the excess and withdrawing it as a lump sum. Additional tax may apply to the excess amount.

If the excess is not addressed, the ATO may issue a Commutation Authority or Default Commutation Notice, requiring us to commute the specified amount from your super balance within 60 days.

Social security

This section only applies to individual customers who are Australian residents and provides general information only on social security. If you are purchasing a fixed term annuity via an entity, such as an Australian company, trust, or super fund (for example, the trustee of an SMSF), we suggest you seek your own financial advice.

Centrelink and/or the Department of Veterans' Affairs assess eligibility for certain government support using income and assets tests. The amount you may receive often depends on your income, assets, and personal circumstances, such as whether you are single or a member of a couple. We recommend you discuss any social security matters with your financial adviser, Centrelink, and/or the Department of Veterans' Affairs.

Income support payments

The table below outlines how fixed term annuities are assessed for income support payments – for example, Age Pension, Carer Payment, Disability Support Pension, and JobSeeker Payment.

Table 11: Income support assessment

Term	Assets test	Income test
Short Term Income[1]	Initially, the entire investment amount is assessable under the assets test. The assessable amount reduces by half of the deductible amount[2] at the end of each 6-month period.[3]	Deeming rules apply and are set by the Australian Government. The deeming rules assume that your annuity earns a certain amount of income, regardless of the actual income you receive from us.
Long Term Income		The deductible amount, which represents a return of your initial investment amount, is not assessable. If the payment amount (before tax and Adviser Service Fees) exceeds the deductible amount, the excess will be assessable.

[1] If the Policy Owner has a life expectancy of 5 years or less at the commencement of the annuity, and the term is greater than or equal to their life expectancy, it will be assessed as a Long Term Income stream for social security purposes.

[2] The deductible amount for social security purposes is calculated using the following formula: Deductible amount = (Initial investment amount – partial withdrawals – residual capital value) / term of the annuity.

[3] If the payment frequency is annual, the assessable amount reduces by the deductible amount at the end of each 12-month period.

Other government payments and benefits

Some social security benefits – for example, Carer Allowance and the Commonwealth Seniors Health Card (CSHC) assess income differently and do not include an assets test. For these benefits, the assessment of a fixed term annuity depends on whether it is purchased with money from your super or personal savings, as shown in the table below.

Table 12: Other government payments and benefits assessment

Purchased with	Assets test	Income test
Money from your super	N/A	Regular payments are not assessable.
Personal savings	N/A	The deductible amount, which represents a return of your initial investment amount, is not assessable. If the payment amount (before tax and Adviser Service Fees) exceeds the deductible amount, the excess will be assessable.

Fees and other costs

There are no fees or charges that you need to pay us. We take the costs of managing the Lifestream Guaranteed Income annuity into account when setting the amount of regular payments we pay you.

Adviser Service Fees (ASF)

You may agree for an Adviser Service Fee (ASF) to be paid to your financial adviser from your Lifestream Guaranteed Income annuity for the services they have provided and/or will provide you.

Your financial adviser is responsible for setting up and renewing an ASF arrangement with you. Any ASF you agree to pay to your financial adviser will be paid to their dealer group.

There are two types of optional ASFs that can be paid from your Lifestream Guaranteed Income annuity. These are outlined below.

Table 13: Adviser Service Fees (ASF)

Fee type	Amount	How and when paid	Changes to the fee
Upfront ASF (including GST)	May be paid as a fixed dollar amount or a percentage of the investment amount, subject to maximum percentage limits based on the annuity term (see Table 14: Maximum upfront Adviser Service Fee).	Paid at commencement and will reduce your regular payments.	Refundable if you exercise your cooling-off rights (see 'Cooling-off period' on page 30). If you make a withdrawal, we may request that all or part of the upfront Adviser Service Fee is refunded to us by your financial adviser.
Ongoing ASF (including GST)	A flat dollar fee can be deducted from each of your regular payments. Your regular payments will be reduced by this amount and can't be greater than your regular payments.	Deducted from your regular payments at the same payment frequency.	Can be cancelled or changed at any time[1] by writing to us. The fee will end[2] if the ownership changes, or if your financial adviser and/or dealer group ends a relationship with us.

[1] Where your request is received less than 7 calendar days before the next regular payment, the change will be made from the next regular payment.

[2] On death, where there is a surviving Joint Policy Owner, the Ongoing Adviser Service Fee will continue unless we are advised otherwise.

Maximum upfront Adviser Service Fee (ASF)

The upfront ASF is capped at a maximum percentage of the investment amount. This varies based on the annuity term, as shown in Table 14.

Table 14: Maximum upfront Adviser Service Fee (ASF)

Term (years)	Maximum upfront ASF (incl. GST) (% of the investment amount)	Example (incl. GST) for a $50,000 investment amount
1	0.55%	$275
2	1.10%	$550
3	1.65%	$825
4+	2.20%	$1,100

Example of upfront and ongoing Adviser Service Fees (ASF)

The following tables are illustrative and intended as guides only.

The table below illustrates how an upfront ASF of 0.50% is calculated for a one-year fixed term annuity purchased with $100,000, providing a regular income of $427 per month.

Table 15: Upfront Adviser Service Fee (ASF) example

Fee type	Amount	Illustrative calculation
Upfront ASF	0.50% ASF $100,000 investment amount	0.50% x $100,000 = $500 Upfront ASF = $500 **Monthly regular payments:** • Before upfront ASF = $427 • After upfront ASF = $385

Table 16: Ongoing Adviser Service Fee (ASF) example

The table below illustrates how an ongoing ASF of $20 per month is calculated for a one-year fixed term annuity purchased with $100,000, providing a regular income of $427 per month.

Fee type	Amount	Illustrative calculation
Ongoing ASF	$20 ASF per month	$20 x 12 months = $240 per annum **Monthly regular payments:** • Before ongoing ASF = $427 • After ongoing ASF = $407

Other information you need to know

Changes to this Product Disclosure Statement (PDS)

The information in this PDS is current as at the issue date on the front cover, but it may change from time to time.

We may update information that is not materially adverse to you and make it available at **acenda.com.au/annuities**

Alternatively, please contact us for a free paper copy of the information (see inside front cover for contact details).

If we make a change that is materially adverse to you, we will communicate it in writing through a Supplementary Product Disclosure Statement (SPDS) or a new PDS. We'll generally notify you before any material change to your policy occurs (and, in any event, as soon as practicable after the change).

Effective date of your annuity

The effective date of your annuity is the date that all application requirements, including your investment amount, are received and accepted by us.

Where all requirements have not been received within 28 days, your money will be returned.

How is my money invested?

All monies from fixed term annuities are invested in Resolution Life's No.1 Statutory Fund, maintained under the *Life Insurance Act 1995*. Assets of this fund are invested to meet our annuity liabilities created when you purchase a Lifestream Guaranteed Income fixed term annuity.

Responsible investing

Environmental, Social and Governance (ESG) considerations are embedded into our investment decision-making process.

Anti-Money Laundering (AML) and Counter-Terrorism Financing (CTF) laws

We are required to comply with anti-money laundering and counter-terrorism financing (AML/CTF) obligations, including verifying the identity of our customers and other persons associated with your annuity. To meet these obligations, we may request additional information or documentation from time to time.

Where necessary to comply with our legal and regulatory obligations, we may delay, block, freeze or refuse a transaction, suspend access to your annuity, or if legally compelled, disclose information to regulatory or law enforcement authorities. We may not be permitted to notify you when this occurs. This may affect your annuity and could result in delayed payments, a loss of income, or a reduction in the value of your annuity.

Automatic Exchange of Information (AEOI)

Australia is one of many countries that has passed laws and entered into international agreements for the automatic exchange of account information, as this assists with making sure everyone pays the right amount of tax. As a result, financial institutions are required to identify foreign tax residents and report their details and relevant financial account information to their local tax authority – in Australia, this is the Australian Taxation Office (ATO). Tax authorities will then exchange this information with other countries who have passed similar laws.

There are two AEOI laws that may affect you: the Foreign Account Tax Compliance Act, and the Common Reporting Standard.

Foreign Account Tax Compliance Act (FATCA)

FATCA is the United States (US) Government's legislative framework to improve compliance with US tax laws. FATCA imposes certain requirements, including the provision of information to the Internal Revenue Service (IRS) on foreign (non-US) financial institutions, including Australian institutions.

The Australian Government has in place an intergovernmental agreement (IGA) with the US Government. Under the terms of the IGA, we will provide the ATO with any required information that would otherwise need to be submitted to the IRS.

Financial institutions are required to review customer accounts to determine whether they are reportable accounts (accounts held by US citizens or US tax residents) and report this information periodically to the ATO. The information will only relate to customers who are identified as US tax residents or those whose residency can't be identified due to insufficient information being provided ('non-compliant account holders').

Non-compliant account holders may be subject to a 30% withholding tax on part or all of the payments received from US sources.

Other information you need to know

Common Reporting Standard (CRS)

The CRS is a global standard for the collection and exchange of account information. You will be required to certify your residence for tax purposes and, if you are a foreign tax resident, to supply your tax identification number or equivalent, if you have one. Where the account holder is an entity, we may also require this information from certain individuals associated with the entity, such as owners or controllers.

Once you have an account, we may also contact you from time to time to confirm your tax residency and may request additional supporting documentation.

Where you are a foreign tax resident, or we have information in our records that indicate you may be a foreign tax resident but have failed to respond to any request for clarification, we are obliged to report certain account information annually to the ATO, who will then exchange this information with the tax authority in the appropriate country.

Identification and verification details

To comply with Anti-Money Laundering and Counter-Terrorism Financing (AML/CTF), Foreign Account Tax Compliance Act (FATCA) and Common Reporting Standard (CRS) obligations, identification and verification information is required.

The identification and verification requirements for individuals are included in the application form at the back of this PDS. Applications made on behalf of an Australian company, trust or superannuation fund require additional identification and verification forms, which can be downloaded from **acenda.com.au/annuities** or obtained by contacting us (see inside front cover for contact details).

A list of persons authorised to certify copies of documents is included in the application form for individuals. To be accepted, certified copies must clearly state "True and correct copy of the original document" and include the certifier's name, position, signature and date. If a document has not been correctly certified, additional or replacement documents may be requested.

Family Law

Under family law legislation, the super assets of married and de facto (including same-sex) couples who have divorced or separated can be divided.

If purchased with money from your super, you and/or your spouse, or a person intending to enter a super agreement with you (such as a pre-nuptial agreement) can make a written request for information. This request must comply with the requirements under family law legislation.

Electronic communication

If you've given us your electronic contact details, we may use these details to provide information to you electronically – for example, by sending reminders via SMS or email. You may also access information on our products and services via our digital portal.

If you prefer to receive paper forms of communication from us and want to opt out of electronic forms of communication, please contact us (see inside front cover for contact details).

Privacy of your personal information

Resolution Life Privacy Policy Summary

This section summarises key information about how we handle personal information, including sensitive information.

More information can be found in the full version of the Resolution Life Privacy Policy (Privacy Policy) online at **resolutionlife.com.au/privacy**

Your privacy is important to us, and Resolution Life is bound by the *Privacy Act 1988* and other laws which protect your privacy.

Collecting your personal information

We may collect personal information directly from you or your financial adviser. We will only collect your personal information directly from you, unless we obtain your prior consent to collect it from an authorised third party or when we are permitted to do so under relevant privacy laws.

Our main purpose in collecting personal information from you is so we can process your application. If you choose not to provide the information necessary to process your application, we may not be able to process it.

We may also collect and use any of your personal information, including sensitive information, collected and held by Resolution Life or its related bodies corporate (as defined in section 50 of the *Corporations Act 2001*) if you authorise us to do so.

We may also use this information for related purposes – for example, enhancing customer service, product options, and providing you with ongoing information about opportunities that may be useful for your financial needs through direct marketing. These may include investment, retirement, financial planning, life insurance products, and enhanced customer services that may be made available by us, or our related bodies corporate, or by your financial adviser. Please contact us if you do not want your personal information used for direct marketing purposes (see inside front cover for contact details).

We usually disclose information of this kind to:

- Our related bodies corporate.
- Your financial adviser (if you have one).
- External service suppliers who may be located in Australia or overseas and supply administrative, financial, or other services to Resolution Life or its related bodies corporate for you. A list of countries where these providers are likely to be located can be accessed via our Privacy Policy.
- The Australian Transaction Reports and Analysis Centre (AUSTRAC), where required by our anti-money laundering compliance plan.
- The Australian Taxation Office (ATO) to conduct searches on the ATO's Lost Member Register for lost superannuation.
- Anyone you have authorised or if required by law.

Under the current Resolution Life Privacy Policy, you may access personal information about you held by Resolution Life or its related bodies corporate. The Resolution Life Privacy Policy sets out Resolution Life's policies on management of personal information, including information about how:

- you can access your personal information
- you can seek to have any corrections made on inaccurate, incomplete, or out-of-date information
- you can make a complaint about privacy, and
- Resolution Life deals with such complaints.

You can access the Resolution Life Privacy Policy online at **resolutionlife.com.au/privacy** or by contacting us (see inside front cover for contact details).

Enquiries and complaints

Most enquiries can be resolved quickly by contacting us (see inside front cover for contact details).

If your enquiry is not resolved to your satisfaction, you may lodge a complaint by talking with us. You can also lodge your complaint in writing by sending it to:

Acenda
Guaranteed Annuities
GPO Box 3306
Sydney NSW 2001

Or via email to: **retirement@acenda.com.au**

Please mark your letter or email subject line as 'Notice of Complaint'.

When you make a complaint, we will:

- Acknowledge your complaint.
- Give you a reference number and contact details so that you can follow up if you want to.
- Make sure we understand the issues and investigate the cause of your concern.
- Do everything we can to fix the problem.
- Respond to you as quickly as possible.
- Keep you informed of our progress if the matter can't be resolved quickly.
- Keep a record of your complaint.

If you make a complaint and we resolve it to your satisfaction within five business days of receiving it, we are not required to provide you with a written response. This is unless you request one or your complaint relates to hardship.

For complaints relating to death benefits under this product, we will provide a written response within 90 calendar days of receiving your complaint.

Australian Financial Complaints Authority (AFCA)

If you're not satisfied with our handling of your complaint or our decision, you may refer your complaint to the Australian Financial Complaints Authority (AFCA). AFCA offers a free, independent dispute resolution service for consumer and small business complaints.

You can contact AFCA on **1800 931 678** between 9am and 5pm (AEST/AEDT), Monday to Friday, excluding public holidays, from anywhere in Australia, online at **afca.org.au**, via email to **info@afca.org.au**, or by writing to:

Australian Financial Complaints Authority
GPO Box 3
Melbourne VIC 3001

Cooling-off period

After taking out an annuity, you will receive a Policy Schedule from us. You have 14 days to check whether the policy meets your needs. This is known as the cooling-off period.

You can cancel your policy within the cooling-off period and request a refund. Your request must be in writing and sent with your Policy Schedule.

If you cancel your policy, we will refund the investment amount, including any upfront Adviser Service Fees. No interest will be applied. If you purchased your policy with money from your super, your investment amount will be adjusted to account for any applicable taxes and/or levies.

Information we'll send you

Once your application is accepted, we'll send you:

- a Policy Schedule that sets out the terms and conditions of your policy, and
- a Centrelink Schedule for social security purposes (if applicable).

During the course of your annuity, you'll also receive:

- an annual statement, which details any regular payments and tax deductions you have received during the financial year,
- a PAYG payment summary each year (if applicable), and
- a Maturity Instruction form, if you have purchased a fixed term annuity where some or all of your Residual Capital Value (RCV) is to be returned when your annuity matures.

Part 3

Lifestream Guaranteed Income
Fixed term annuity Policy Document

Lifestream Guaranteed Income Fixed term annuity Policy Document

1. Definitions and interpretation

1.1 Definitions

In this Policy, some words have special meanings:

'Annuity' means the annuity offered by this Policy which is one of the following types of annuities chosen in your Application:

- Short Term Income (1–5 years),
- Long Term Income (6–30 years), or
- any other annuity we have agreed to offer you.

'Application' means the application form which you completed and any other declarations, information and statements which you have given or made, or which we have required, in connection with your application for this Policy.

'Benefits' means the regular payments, the Residual Capital Value (RCV) (if allowed under your policy), and any Withdrawal Value, subject to any deductions and variations in accordance with this Policy.

'Dependant' means under Australian superannuation law, a person who, at the time of death, is/was:

a. the spouse (including de facto spouse) of the Policy Owner.

b. a child (including adopted child, stepchild or ex-nuptial child) of the Policy Owner.

c. someone who is financially dependent on the Policy Owner, or

d. any person with whom the Policy Owner (if applicable) has an interdependency relationship.

'Fixed term' means in respect of an annuity, the period during which regular payments will be made and are not based on the death of the Policy Owner, Joint Policy Owner, Reversionary Beneficiary or Nominated Beneficiary.

'Increase in CPI' means the percentage increase (if any) in the quarterly Consumer Price Index (CPI), being the weighted average of the eight capital cities combined in Australia, compared with the same quarter in the previous year.

The CPI figure used is the last published figure available immediately before the date that is three months before the variation date.

If the quarterly CPI is unavailable, we will use another appropriate retail price index.

'Indexation' means the annual increase (if any) of regular payments stated in the Policy Schedule.

'Investment amount' means the amount you pay us when you purchase an annuity (inclusive of any upfront Adviser Service Fee), net of any applicable taxes or levies (if using superannuation monies). If the money you purchase with superannuation monies includes an untaxed element, 15% tax will be applied to this amount and will be deducted when your investment amount is received.

'Joint Policy Owner' means the Joint Policy Owner (if any) stated in the Policy Schedule.

'Life Insurance Act' means the *Life Insurance Act 1995* including amendments, regulations and any policies, determinations or requirements issued by the relevant regulator that we determine will apply to this Policy.

'Nominated Beneficiary' means the Nominated Beneficiary stated in the Policy Schedule which can be changed or removed from time to time according to clause 4.2.

'Ongoing Adviser Service Fee' means the fee, if any, that you authorise us to pay to your financial adviser from your annuity. The fee will be deducted from each of your regular payments.

'Partial Withdrawal' means the payment of a lump sum which must:

a. be at least $5,000.

b. be less than the Withdrawal Value, and

c. not result in a Withdrawal Value (after the payment of the Partial Withdrawal) of less than $10,000 or such other amounts we may from time to time apply.

'Personal savings' means non-superannuation money.

'Policy' means the contract between you and us. It consists of:

a. your Application.

b. this document.

c. the Policy Schedule, and

d. any attachments or endorsements to it or any variations made by us to them.

'Policy Anniversary Date' means each anniversary of the Policy Start Date during the term of this Policy.

'Policy Owner' means the Policy Owner stated in the Policy Schedule.

'Policy Schedule' means the Policy Schedule to this Policy as amended from time to time.

'Policy Start Date' means the start date of this Policy as stated in the Policy Schedule.

'Regular payment dates' means the date(s) specified in the Policy Schedule upon which regular payments are payable in accordance with this Policy.

'Regular payments' means the amount(s) specified as such in the Policy Schedule, subject to any deductions and variations in accordance with this Policy.

'Residual Capital Value (RCV)' means in respect of an annuity for a fixed term the amount, if any, specified in the Policy Schedule subject to any deductions and variations in accordance with this Policy.

'Reversionary Beneficiary' means the Reversionary Beneficiary (if any) stated in the Policy Schedule. A Reversionary Beneficiary is only available for annuities purchased with superannuation monies. A Reversionary Beneficiary must be a spouse of the Policy Owner at the time of death.

'Revised Annuity' means the annuity recalculated under clause 11.2 following a partial withdrawal.

'SIS' means *Superannuation Industry (Supervision) Act 1993* including amendments, regulations and any standards, practice guides, determinations or requirements issued by the relevant regulator that we determine will apply to this Policy.

'Super Fund' means an Australian superannuation fund (including a self-managed superannuation fund and small APRA fund) where the Policy Owner is a corporate trustee or individual trustee/s of the super fund.

'Superannuation monies' means a rollover superannuation benefit within the meaning of Tax Law.

'Tax Law' means the *Income Tax Assessment Act 1936* and the *Income Tax Assessment Act 1997*, *Taxation Administration Act 1953* and *Income Tax (Transitional Provisions) Act 1997* as applicable, including amendments, regulations and income tax rulings issued by the Australian Taxation Office.

'Tax dependant' means your spouse (including de facto spouse), former spouse, child under the age of 18, an individual who is financially dependent on you, or an individual who is in an interdependency relationship with you. You should seek independent taxation advice to determine your tax dependants.

'Upfront Adviser Service Fee' means a fee, if any, that you authorise us to pay to your financial adviser from your annuity. This fee will reduce the amount of your regular payments. The maximum upfront Adviser Service Fee you can authorise is 0.55% for a one-year term, 1.10% for a two-year term, 1.65% for a 3 year-term, and 2.20% for a term of four years or more (including GST) of your investment amount.

'we', **'us'**, **'our'** or **'Resolution Life'** means Resolution Life Australasia Limited ABN 84 079 300 379, AFSL No. 233671.

'Withdrawal Value' means the Withdrawal Value determined under clause 10.

'you' or **'your'** means:

a. the Policy Owner(s) named in the Policy Schedule (including where applicable the Joint Policy Owner).

b. where there is a Joint Policy Owner, the survivor of the Policy Owner and the Joint Policy Owner.

c. on the death of the Policy Owner, any surviving Reversionary Beneficiary.

d. any surviving Nominated Beneficiary on the death of the survivor of the Policy Owner and the Reversionary Beneficiary (if any).

e. if the ownership of the Policy has changed, the person or corporation having legal title to the Policy.

1.2 Interpretation

In this Policy, unless the context otherwise requires:

a. References to one gender include any other gender and references to the singular include the plural and vice versa.

b. References to any legislation, subordinate legislation or a provision thereof, include a reference to any legislation, subordinate legislation or provision amending, consolidating or replacing it and reference to any Act of Parliament includes reference to any regulations or other subordinate legislation made under that Act.

c. Any consideration, determination or opinion made by us or our actuary may be made in our or our actuary's absolute discretion and shall be conclusive and binding on all persons.

2. Your Policy

In your Application, you will have nominated which type of annuity applies to your Policy. This is also stated in the Policy Schedule.

This Policy contains certain provisions which are clearly expressed to only apply to one type of annuity and not to the others.

Where a provision of this Policy is expressed to apply to an annuity not being the type of annuity you have purchased, you should ignore that provision because it is irrelevant to you.

This Policy in respect of an annuity that is Short Term Income and Long Term Income or any other fixed term annuity we have agreed to offer you, is a Policy of Resolution Life's No.1 Statutory Fund. The Policy does not participate in the profits of Resolution Life or in any surplus of Resolution Life's No.1

Statutory Fund. The value of this Policy is calculated according to its terms and conditions and not by reference to the value of the underlying assets of Resolution Life's No.1 Statutory Fund.

3. Agreement

We have issued this Policy on the basis of your application including all other declarations, information and statements supplied to us in connection with this Policy. If your Application is accepted, this Policy is issued on the assumption that all such declarations, information and statements are complete and correct in all material respects. This Policy is a life insurance policy and in consideration of the payment by you to us of the investment amount of the Policy, we will pay the Benefits set out in this Policy and the Policy Schedule, subject to the terms and conditions of this Policy.

4. Reversionary Beneficiary and Nominated Beneficiary

4.1 Where we permit, when completing the Application, you may elect your spouse as a Reversionary Beneficiary. The Reversionary Beneficiary will be outlined in the Policy Schedule and cannot be subsequently changed later. If needed, you can remove your Reversionary Beneficiary, but your regular payment will not change.

4.2 Where we permit, when completing the Application and at such other times as we agree, you may elect a Nominated Beneficiary/s. Where we permit, the Nominated Beneficiary/s can be changed at a later date.

5. Regular payments

Subject to the terms and conditions of this Policy, regular payments may depend on:

- the investment amount and the applicable interest rates at the time you purchase,
- any upfront Adviser Service Fee you have authorised,
- the term of your Policy,
- the chosen features including Residual Capital Value (RCV), indexation option and payment frequency, and
- any tax withheld from your regular payments.

Subject to the terms and conditions of this Policy, regular payments will be paid by us on the following basis:

- We make regular payments, on each regular payment date, monthly, quarterly, half-yearly, or yearly (not available for one-year term), as specified in your Policy Schedule.
- The regular payments will be paid by electronic funds transfer to your bank account, building society or credit union. The account name must be in the name of the Policy Owner or Joint Policy Owner. If the regular payment is payable to Joint Policy Owners, it will be paid to each person according to the percentage share specified in the Policy Schedule.
- We will deduct from each regular payment any applicable taxes, levies and charges as prescribed by legislation. The net amount will be paid as permitted under clause 13.

6. Indexation of regular payments

On each anniversary of the first regular payment date, we will increase the amount of the regular payments then payable by the Indexation (if any) applying to this Policy. The new regular payment will therefore be paid on the first regular payment date after the Policy Anniversary Date.

If Indexation applies (see the Policy Schedule), the type of increase will be one of:

- fixed rate (Long Term Income only) as stated in the Policy Schedule, or
- increase in CPI (Long Term Income only).

If you choose to index your regular payments in line with changes in CPI, your regular payments will not reduce if CPI falls. If CPI increases in the following year(s), your regular payments will increase to the extent that there is a net increase in CPI.

7. Death

7.1 The following provisions apply to fixed term annuities purchased with superannuation monies:

a. If the Policy Owner passes away before the end of the fixed term and there is no surviving Reversionary Beneficiary or Nominated Beneficiary, the estate will be paid the Withdrawal Value.

b. If the Policy Owner passes away before the end of the fixed term and there is a surviving Reversionary Beneficiary, the Reversionary Beneficiary (your spouse) will continue to receive the regular payments until the end of the fixed term. Once the Reversionary Beneficiary becomes the Policy Owner, they may request the Withdrawal Value to be paid.

c. If the Policy Owner passes away before the end of the fixed term and there is no surviving Reversionary Beneficiary, a single Nominated Beneficiary may choose to continue regular payments or be paid the Withdrawal Value, provided they are a dependant at the time of your death. Restrictions may apply if the Nominated Beneficiary is a child who wishes to continue regular payments (refer 7.2 'Child Nominated

Beneficiaries and super'). If the Nominated Beneficiary is not a dependant or if they predecease you, the Withdrawal Value will be paid to your estate.

d. If the Policy Owner passes away before the end of the fixed term and there are multiple Nominated Beneficiaries, they must be paid the Withdrawal Value, provided they are a dependant at the time of your death. If a Nominated Beneficiary is not a dependant or if they predecease you, their percentage will be pro-rated and paid to any remaining dependent Nominated Beneficiaries.

7.2 Child Nominated Beneficiaries and super

For Fixed Term annuity purchased with superannuation monies, your child (including adopted child, stepchild or ex-nuptial child) can continue regular payments as a Nominated Beneficiary if, at the time of your death, they are the only Nominated Beneficiary and they are:

- less than 18 years of age, or
- aged between 18 and 24, and are financially dependent on the Policy Owner, or
- disabled within the meaning of subsection 8(1) of the *Disability Services Act 1986*.

In all other cases a Nominated Beneficiary who is a child will be paid the Withdrawal Value as a lump sum.

Regular payments to a child Nominated Beneficiary must end and the Withdrawal Value paid, when the child reaches age 25, unless the child meets the definition of disability under the *Disability Services Act 1986*.

7.3 The following provisions apply to fixed term annuities purchased with personal savings:

a. If the Policy Owner passes away before the end of the fixed term and there is no surviving Joint Policy Owner or Nominated Beneficiary, the estate can choose to continue the regular payments until the end of the fixed term, or be paid the Withdrawal Value.

b. If a Joint Policy Owner passes away before the end of the fixed term, the surviving Joint Policy Owner will continue to receive regular payments including those of the deceased Joint Policy Owner until the end of the fixed term.

c. If the Policy Owner passes away before the end of the fixed term and there is a surviving single Nominated Beneficiary, the Nominated Beneficiary can choose to continue the regular payments until the end of the fixed term, or be paid the Withdrawal Value.

d. If the Policy Owner passes away before the end of the fixed term and there are multiple Nominated Beneficiaries, the Nominated Beneficiaries must be paid the Withdrawal Value.

8. Residual Capital Value

When you purchase a fixed term annuity, you can choose between zero and 100% of your investment amount to be returned to you as a lump sum when the Policy matures. This is called your Residual Capital Value (RCV). Once the Policy has commenced, your RCV amount can't be changed. The higher the percentage that you would like returned to you, the lower your regular payments will be.

9. Maturity

The maturity date is the final day of your Policy's fixed term. No further regular payments will be made after this date.

If you have purchased a Policy with no Residual Capital Value (RCV), your Policy will end on the maturity date.

If you have purchased a Policy where some or all of your RCV is to be repaid at the end of the fixed term, we'll notify you before your maturity date to outline your options. You can choose to reinvest some or all of your RCV, withdraw some or all of your RCV or rollover (if purchased with superannuation monies) some or all of your RCV.

If an RCV applies to your Policy, and you choose to reinvest the RCV and we receive your written instructions before the maturity date, your new annuity will commence on the same day as the maturity date of your original annuity.

If you choose to reinvest some or all of your RCV into a fixed term annuity with superannuation monies, the RCV may be limited to ensure you meet the minimum annual payment requirements.

If you choose to withdraw some or all of the RCV at maturity, your withdrawal will be processed on the first NSW business day after the maturity date as specified in your Policy Schedule.

Where we don't hear from you before the maturity date, we'll pay out your RCV in the same way as your regular payments. For personal savings, the RCV will be paid out on the first NSW business day after your annuity matures. If you have purchased with superannuation monies, we may delay paying out the RCV by up to two weeks.

10. Full withdrawal

10.1 You may request the Withdrawal Value to be paid before the end of the fixed term. In other circumstances, as outlined in this Policy, we will pay the Withdrawal Value.

10.2 The Withdrawal Value will be calculated based on:

- applicable interest rates at the time of withdrawal.
- regular payments remaining.
- any Residual Capital Value (RCV) payable, (if applicable).
- any material costs incurred by us for breaking the annuity, and
- any relevant requirements under the *Life Insurance Act 1995*.

If you make a full withdrawal, we may request that all or part of the upfront Adviser Service fee is refunded to us by your financial adviser. In circumstances where all or part of the upfront Adviser Service Fee has not been refunded, the Withdrawal Value may be reduced.

10.3 Any request for a Withdrawal Value must be accompanied by such documentation as we may require.

10.4 If you have purchased a fixed term annuity with superannuation monies and you request a full withdrawal, then your Withdrawal Value will consist of two parts:

- unless SIS permits us otherwise, a proportion of your regular payment so as to ensure that you are paid the minimum annual amount as provided for under SIS, and
- the balance of the Withdrawal Value to be paid as a lump sum.

11. Partial withdrawals purchased with personal savings

11.1 Subject to any terms and conditions that we may from time to time apply, you may request a Partial Withdrawal to be paid before the end of the fixed term for a Short Term Income or Long Term Income Annuity other than an annuity purchased with superannuation monies.

11.2 When a Partial Withdrawal is requested, we'll recalculate the regular payments and RCV (if any) that would apply after payment of the Partial Withdrawal ('Revised Annuity') based on:

- the current value of your remaining annuity.
- applicable interest rates at the time of withdrawal.
- the number of regular payments remaining to the end of the term.
- changes to the RCV payable, if applicable.
- any material costs incurred by us for breaking the annuity, and
- any relevant requirements under the *Life Insurance Act 1995*.

We will inform you of the new regular payments and RCV (if any) that will apply to the Revised Annuity and the Policy Schedule will be deemed to have been amended accordingly.

11.3 Any request for a Partial Withdrawal must be accompanied by such documentation as we may require.

12. Annuities purchased with superannuation monies

Despite any other provision in this Policy the following provisions also apply to an annuity which is purchased with superannuation monies:

a. We may vary the regular payments and any RCV or Withdrawal Value or any other provisions of this Policy to ensure that the Short Term Income and Long Term Income Annuity complies with sub-regulation 1.05(11A) of SIS.

b. This Policy may not be transferred to another person, except the Reversionary Beneficiary or single Nominated Beneficiary on death.

c. If the Reversionary Beneficiary or single Nominated Beneficiary is entitled to receive payments under this Policy, the benefits must not be greater than the benefit payable to the Policy Owner.

d. If the Policy is commuted, the commuted amount must not be greater than the benefit that was payable immediately before the commutation.

e. For an annuity that is purchased with a 'rollover superannuation benefit' described in sub-regulation 1.05(1B) of SIS, the requirements of that sub-regulation must be met.

13. Payments

13.1 All amounts payable under this Policy will be paid in Australian dollars and made in accordance with relevant law.

13.2 We will pay a Benefit (or any part thereof):

- to you or your Legal Personal Representative.
- if we agree and, on such terms, and conditions as we may determine, such other person(s) as you or your Legal Personal Representative in writing authorise, or
- in accordance with the terms of this Policy and/or relevant law and such payment will operate as a complete discharge to us of our obligations under this Policy in respect of that Benefit.

13.3 Where a Benefit payment consists of the RCV then payment of the RCV will be in accordance with the procedure that we advise you.

13.4 We will deduct the Benefit and applicable taxes, levies and charges that we are required to pay.

13.5 Withholding

Notwithstanding any other clause in this Policy, we may withhold an amount from any Benefit payment to you to meet our obligations under foreign or domestic law, including those imposed pursuant to sections 1471 to 1474 of the United States Internal Revenue Code 1986 (FATCA).

14. Statements

We will issue statements to you in accordance with relevant law.

15. Benefit payment requirements

15.1 Where a claim or request for payment of Benefits is made, the following must be lodged with us before we will make payment:

a. Policy Schedule.

b. satisfactory proof of the claimant's identity.

c. satisfactory proof of death.

d. written instructions for the payment of the relevant monies, and

e. any other document we may require at the time.

15.2 We will not pay a Benefit or otherwise transact in respect of this Policy if we are not permitted by law to do so including under any anti-money laundering and counter- terrorism financing legislation.

16. Variations to your Policy

This Policy is subject to applicable laws (including taxation laws). We may vary the terms and conditions of the Policy (including the amount of and method of charging fees under this Policy):

- to reflect any change in law or basis for taxation.
- to comply with any law, ruling, or determination of the relevant government authorities, or
- in any other circumstances described in this Policy.

If we make any variation to your Policy pursuant to this condition or any other condition of this Policy at any time, we will recalculate the relevant Benefit(s) and/or terms of this Policy (with due allowance for the costs of the change and any other factors we consider relevant) and we will either send you a revised Schedule or pay you the revised Benefit, if any, as appropriate.

Any legislative requirement which must be satisfied in order for the income stream provided for in this Policy to be treated as an annuity for the purposes of Tax Law is deemed to be included in this Policy for so long as it is so required.

17. Assignment

Your Policy, or any Benefits under it, cannot be assigned, mortgaged or otherwise used as security for any borrowing.

18. Notices

Any notices required to be given to you will be posted to your last address which you notified to us. You will be deemed to have received that notice after an allowance for delivery in the ordinary course of the post. All notices and requests by you to us should be delivered to us.

19. Governing legislation

This Policy is governed by and administered in accordance with the Federal laws of Australia and the laws of the State of New South Wales.

Contact details

Phone: **13 57 22** between 9am and 5pm (AEST/AEDT), Monday to Friday, excluding public holidays.

Email: **retirement@acenda.com.au**

Postal address: Acenda
Guaranteed Annuities
GPO Box 3306
Sydney NSW 2001

Part 4

How to apply

How to apply

Before applying, carefully read this Product Disclosure Statement (PDS), the Policy Document, and any Supplementary PDS (SPDS). You should also consider the Target Market Determination (TMD) for this product at **acenda.com.au/tmd**

Obtaining a quote

Before completing an application, you need a valid quote. Your quote shows your regular payments and is based on your chosen features and personal circumstances.

To obtain a quote:

- contact your financial adviser, or
- contact us (see inside front cover for contact details).

Quotes are generally valid for 14 days, as income levels are reviewed regularly.

How to apply

Through a financial adviser

We recommend seeking financial advice before purchasing an annuity. Your adviser can help you obtain a quote and complete your application.

Directly from us

You can apply directly by providing:

- A completed and signed application form.
- A valid quote.
- Identification and verification documents.
- Your investment amount (via direct debit, direct deposit, cheque, or super rollover).

We do not accept applications from outside Australia.

Once your annuity is purchased, you cannot add more money to it. If required, you may purchase a new annuity.

How to apply

What you need to provide

Table 17: Application requirements

1. A completed and signed application form	Complete and sign the application form included at the back of this PDS. To avoid delays, please make sure all details are accurate and match your quote. Your annuity will start once we have received and accepted all required documents and your investment amount. We reserve the right to decline any application or not provide a quote.
2. A valid quote	Your quote must be current and reflect your selected features and personal details.
3. Identification and verification documents	We must verify your identity under AML/CTF, FATCA, and CRS requirements. Identification and verification details are included in Part A of the application form. If you are making an application for an Australian company, trust, or super fund (Part B of the application form), separate ID and verification forms are required. Please download the appropriate ID and verification forms at **acenda.com.au/annuities** or contact us (see inside front cover for contact details).
4. Investment amount	You can provide your investment amount using one of the following methods: **Direct debit** Provide your Australian bank account details in the application form. The account must be in your name. Please confirm with your financial institution that your account supports the Bulk Electronic Clearing System (BECS) direct debit. **Direct deposit** Account name: **Resolution Life Australasia Limited** BSB: **032 021** Account number: **103312** Please include a copy of the deposit receipt with your application. **Cheque** Make payable to **Resolution Life Australasia Limited**. **Super rollover** If purchasing with money from your super, please provide details of the super rollover in the application form so we can request the Rollover Benefits Statement on your behalf. If your super fund does not support electronic rollovers, you can complete the Superannuation benefit transfer request form at **acenda.com.au/annuities** or by contacting us.

Where to send your application

Table 18: Online, email and postal application submission details

Submit online	Email application	Post
Adviser use only Financial advisers can submit applications for individuals (Part A) online through MyApply in the My Resolution Life portal.	Scan and email the completed application and documentation to: **retirement@acenda.com.au**	Acenda Guaranteed Annuities GPO Box 3306 Sydney NSW 2001

If the application is submitted online or via email before 3pm on a NSW business day, the application will generally be processed on that day. If the application is submitted after 3pm on a NSW business day, it will generally be processed the next NSW business day. You and/or your financial adviser should keep original copies of all documents you provide, as we may request them if required.

Acenda Life

Guaranteed Annuities Lifestream Guaranteed Income

Fixed term annuity application form to be completed by individuals (Part A)

Issue date: 21 September 2026

Instructions/information on how to complete this form:

- Before completing this application form, ensure you have read and understood the Product Disclosure Statement (PDS), Policy Document and any Supplementary PDS for this product. These documents will help you understand the product and decide whether it is appropriate for your needs.
- Ensure you have considered the Target Market Determination (TMD) which describes the key features and attributes applicable to this product that affect whether it is likely to be consistent with the objectives, financial situation and needs of customers in the target market.
- Complete this application form using BLACK or BLUE INK in CAPITAL LETTERS. Mark appropriate answer boxes with a cross ✗.
- Fields marked with an asterisk (*) must be completed for the purposes of Anti-Money Laundering (AML) and Counter-Terrorism Financing (CTF) laws, Foreign Account Tax Compliance Act (FATCA) and Common Reporting Standard (CRS).

Step 1 – Type of annuity

☐ Short Term Income (1–5 years) ☐ Long Term Income (6–30 years)

Step 2A – Customer 1 details (Applicant for Policy Owner)

Title*

Given name(s)*

Surname*

Date of birth* D D M M Y Y Y Y

Gender* ☐ Male ☐ Female

Occupation and position title (specify if retired)*

Residential address* (PO Box is not acceptable)

Suburb State Postcode Country

Postal address (if different to residential address)

Suburb State Postcode Country

Mobile number

Alternate phone number

Email address

Step 2B – Customer 2 details (Applicant for Joint Policy Owner)

Title*

Given name(s)*

Surname*

Date of birth* D D M M Y Y Y Y

Gender* ☐ Male ☐ Female

Occupation and position title (specify if retired)*

Residential address* (PO Box is not acceptable)

Suburb State Postcode Country

Postal address (if different to residential address)

Suburb State Postcode Country

Mobile number

Alternate phone number

Email address

Step 3A – Tax residency for Customer 1

Please answer **both** tax residency questions:

Is the individual a tax resident of Australia?* ☐ Yes ☐ No

Is the individual a tax resident of another Country?* ☐ Yes – complete below ☐ No

If the individual is a tax resident of a country other than Australia, please provide their tax identification number (TIN) or equivalent below. If they are a tax resident of more than one other country, please list all relevant countries below.

A TIN is the number assigned by each country for the purposes of administering tax laws. This is the equivalent of a Tax File Number in Australia or a Social Security Number in the US. If a TIN is not provided, please list one of the three reasons specified (A, B or C) for not providing a TIN.

	Country	TIN	If no TIN, list reason A, B or C
1.			
2.			
3.			

☐ If there are more countries, provide details in the additional comments/instructions section.

Reason A The country of tax residency does not issue TINs to tax residents

Reason B The individual has not been issued with a TIN

Reason C The country of tax residency does not require the TIN to be disclosed.

Please note: Tax Residency rules differ by country. Whether an individual is a tax resident of a particular country is often (but not always) based on the amount of time a person spends in a country, the location of a person's residence or place of work. For the US, tax residency can also be as a result of citizenship or residency. If you are uncertain, you should seek tax advice from a registered tax agent or a registered tax (financial) adviser.

Step 3B – Tax residency for Customer 2

Please answer **both** tax residency questions:

Is the individual a tax resident of Australia?* ☐ Yes ☐ No

Is the individual a tax resident of another Country?* ☐ Yes – complete below ☐ No

If the individual is a tax resident of a country other than Australia, please provide their tax identification number (TIN) or equivalent below. If they are a tax resident of more than one other country, please list all relevant countries below.

A TIN is the number assigned by each country for the purposes of administering tax laws. This is the equivalent of a Tax File Number in Australia or a Social Security Number in the US. If a TIN is not provided, please list one of the three reasons specified (A, B or C) for not providing a TIN.

	Country	TIN	If no TIN, list reason A, B or C
1.			
2.			
3.			

☐ If there are more countries, provide details in the additional comments/instructions section.

Reason A The country of tax residency does not issue TINs to tax residents

Reason B The individual has not been issued with a TIN

Reason C The country of tax residency does not require the TIN to be disclosed.

Please note: Tax Residency rules differ by country. Whether an individual is a tax resident of a particular country is often (but not always) based on the amount of time a person spends in a country, the location of a person's residence or place of work. For the US, tax residency can also be as a result of citizenship or residency. If you are uncertain, you should seek tax advice from a registered tax agent or a registered tax (financial) adviser.

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Step 4A – Your purchase details

Investment amount

$

Source of money

☐ Money from your super ☐ Personal savings (non-superannuation)

Money from your super

☐ Reinvestment from existing policy Policy number

Please note: If you are reinvesting from an existing policy, please proceed directly to step 4B or 4C.

This purchase will be made by:

☐ Full rollover (unrestricted non-preserved super money)

☐ Partial rollover (unrestricted non-preserved super money) of $

If purchasing with money from your super, we require a Rollover Benefits Statement confirming the tax components of your investment amount. Please complete the below so we can request this on your behalf:

Super fund name

Membership or account number

Australian Business Number (ABN)

Unique Superannuation Identifier (USI)

Electronic Service Address (self-managed super funds only)

Please note: If your super fund doesn't allow electronic rollovers, please complete the Superannuation benefit transfer request form available online at **acenda.com.au/annuities**.

The Resolution Life Unique Superannuation Identifier (USI) number is **84 079 300 379 014**.

Personal savings (non-superannuation)

To meet our AML/CTF obligations, we require information about the source of funds used for this purchase.

Please select the source of funds used for this purchase*:

☐ Savings (personal savings accumulated over time)

☐ Matured investments (annuity, term deposits)

☐ Sale of assets (property, shares, other assets)

☐ Employment income (salary, wages, bonus)

☐ Investment income (rent, dividends, interest, capital gains)

☐ Business income (income or profits from operating a business)

☐ Inheritance

☐ Gifts

☐ Insurance payout (claim proceeds)

☐ Compensation payment (legal settlement or payout)

☐ Redundancy payment

☐ Windfall gains (lottery or unexpected winnings)

☐ Government benefits

☐ Superannuation or pension payments made to you

☐ Other

☐ Reinvestment from existing policy Policy number

Please note: If you are reinvesting from an existing policy, please proceed directly to step 4B or 4C.

Step 4A – Your purchase details (continued)

This purchase will be made by:

☐ **Direct Debit**

Details of the account to be debited

The account name must be an individual or joint account which includes your name. Third party accounts are not permitted.

Account name

BSB number | Account number | Name of Australian financial institution where account is held

Investment amount to be debited	Frequency
$	One-off

Please note: Direct debit is not available through the Bulk Electronic Clearing System (BECS) on all accounts offered by Australian financial institutions. If in doubt, please refer to your Australian financial institution.

☐ **Direct deposit** – you can make a deposit from your Australian financial institution using reference 'Annuities <insert your account name>' into the following bank account. Please attach a copy of the direct deposit receipt to your application.

Account name: Resolution Life Australasia Limited
BSB number: 032 021
Account number: 103312

☐ **Cheque** – make cheque payable to 'Resolution Life Australasia Limited'

Please also complete Step 4B or 4C.

Step 4B – Short Term Income (1–5 years)

Short term of ______ year(s)

Residual Capital Value (RCV) – indicate how much of the investment amount you want returned to you at the end of the fixed term.

$ ______ or ______ %

(Maximum 100% or maximum amount adjusted to meet the minimum annual payment requirements for super).

Step 4C – Long Term Income (6–30 years)

Long term of ______ years

Residual Capital Value (RCV) – indicate how much of the investment amount you want returned to you at the end of the fixed term.

$ ______ or ______ %

(Maximum 100% or maximum amount adjusted to meet the minimum annual payment requirements for super).

Indexation

☐ No increase ☐ Consumer Price Index OR ☐ Fixed increase of ______ (between 1 and 5%, no decimals).

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Step 5A – Payment details for Customer 1

Payment frequency

☐ Monthly ☐ Quarterly ☐ Half-yearly ☐ Yearly (Note: Yearly n/a for one-year term)

Please provide the details of the account you want your regular payments paid to. Regular payments can only be made to an individual or joint account which includes your name. Third-party accounts are not permitted.

Account name

BSB number | Account number | Name of Australian financial institution

Step 5B – Payment details for Customer 2

Please provide the details of the account you want your regular payments paid to. Regular payments can only be made to an individual or joint account which includes your name. Third-party accounts are not permitted. Write 'as above' if the account is the same as Customer 1.

Account name

BSB number | Account number | Name of Australian financial institution

Percentage share of regular payments	
Customer 1	% (between 5% and 95%)
Customer 2	% (between 5% and 95%)
TOTAL	**100%**

Step 6A – Reversionary Beneficiary details (money from your super only)

You can only nominate your spouse as a Reversionary Beneficiary.

Title* | Given name(s)* | Surname*

Date of birth* D D M M Y Y Y Y

Gender* ☐ Male ☐ Female

Residential address* (PO Box is not acceptable)

Suburb | State | Postcode | Country

Relationship to you: Spouse

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Step 6B – Nominated beneficiary details

Where there is no Reversionary Beneficiary chosen, you may nominate up to four individuals and your legal personal representative. The percentages must equal 100%. If purchased with money from your super, the Nominated Beneficiary must be a dependant at the time of your death.

Title, Given name(s), Surname, Date of birth and Gender	Address	Relationship to you	% of death benefit
Nominated beneficiary 1			
Title* Given name(s)* Surname* Date of birth* D D M M Y Y Y Y Gender* ☐ Male ☐ Female	Residential address* (PO Box is not acceptable) Suburb State Postcode Country	☐ Spouse ☐ Child ☐ Financially dependent ☐ Interdependent ☐ Other (personal savings only)	%
Nominated beneficiary 2			
Title* Given name(s)* Surname* Date of birth* D D M M Y Y Y Y Gender* ☐ Male ☐ Female	Residential address* (PO Box is not acceptable) Suburb State Postcode Country	☐ Spouse ☐ Child ☐ Financially dependent ☐ Interdependent ☐ Other (personal savings only)	%
Nominated beneficiary 3			
Title* Given name(s)* Surname* Date of birth* D D M M Y Y Y Y Gender* ☐ Male ☐ Female	Residential address* (PO Box is not acceptable) Suburb State Postcode Country	☐ Spouse ☐ Child ☐ Financially dependent ☐ Interdependent ☐ Other (personal savings only)	%
Nominated beneficiary 4			
Title* Given name(s)* Surname* Date of birth* D D M M Y Y Y Y Gender* ☐ Male ☐ Female	Residential address* (PO Box is not acceptable) Suburb State Postcode Country	☐ Spouse ☐ Child ☐ Financially dependent ☐ Interdependent ☐ Other (personal savings only)	%
Legal personal representative (on behalf of my estate)			%
Total of all Nominated Beneficiaries and/or legal personal representative must equal 100%			**100%**

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Step 7 – Identification and verification

You are required to complete this section and attach your certified ID documents and (if applicable) certified ID documents of your Power of Attorney.

Documents certified within the last 12 months will be accepted.

Please provide:

- One primary photographic identification, or
- Two primary non-photographic identification, or
- One primary non-photographic and one secondary identification.

If your financial adviser meets the criteria as a person who can certify documents, they must complete Step 10.

For a valid certification, the certifier must confirm that the photocopy is a true and correct copy of the original documents, followed by their signature, name, qualification and date.

Section 1 – Acceptable primary photographic identification (Select one valid option from this section only)	**Customer 1**	**Customer 2**
Driver's licence issued in Australia or New Zealand containing a photograph of the person.	☐	☐
An Australian passport issued by the Commonwealth, which has not been expired for 2 years or more.	☐	☐
Proof of Age Cards issued under a law of a state or territory.	☐	☐
A national identity card, international driver's licence, international passport or similar document issued by a foreign government, United Nations (UN) or an agency of the UN, containing a photograph and signature of the person.	☐	☐

Section 2 – Acceptable primary non-photographic identification (Complete this section if you do not own a document from Section 1) Select two valid options from this section	**Customer 1**	**Customer 2**
Australian birth certificate.	☐	☐
Australian citizenship certificate.	☐	☐
A concession card defined in the *Social Security Act 1991* and issued by Services Australia (formally the Department of Human Services/Centrelink), or the Department of Veterans' Affairs, being one of the following: • A pensioner concession card, or • A health care card, or • A senior's health card.	☐	☐
A citizenship certificate issued by a foreign government.	☐	☐
A birth certificate issued by a foreign government, United Nations (UN) or an agency of the UN.	☐	☐

OR – select one valid option from Section 2 above and one valid option from Section 3.

Section 3 – Acceptable secondary identification (The document must contain both your full name and residential address)	**Customer 1**	**Customer 2**
A notice issued by the Australian Taxation Office within the preceding 12 months that records a debt payable by you to the Commonwealth or a refund by the Commonwealth to you (e.g. notice of assessment).	☐	☐
A notice issued by a local government body or utilities provider within the preceding three months that records the provision of services to you (e.g. rates, gas, water, electricity bill).	☐	☐
A notice issued by the Commonwealth or a State or Territory within the preceding 12 months that records the provision of financial benefits to you (e.g. pension statement).	☐	☐

Section 4 – Individuals that reside in an aged care facility (Only complete this section if the documentation requirements on Section 1, 2 and 3 cannot be met and you reside in an aged care facility.) (Select both options from this section)	**Customer 1**	**Customer 2**
A notice or invoice issued by the aged care facility at which you reside, issued within the preceding three months, that records your name and the provision of care services to you.	☐	☐
A letter from Centrelink or Medicare which confirms your address is that of the aged care facility and/or which confirms that the aged care facility is receiving benefits on behalf of you.	☐	☐

Please note

- Documents written in a language that is not English must be accompanied by an English translation prepared by an accredited translator.
- Documents in a previous name must be accompanied by a change of name certificate (e.g. marriage certificate).

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Persons who can certify documents

A person who is currently licensed or registered under a law to practise in Australia in one of the following occupations:

- Architect
- Chiropractor
- Dentist
- Financial adviser or financial planner
- Legal practitioner
- Medical practitioner
- Midwife
- Migration agent registered under Division 3 of Part 3 of the *Migration Act 1958*, or similar legislation in a foreign country
- Nurse
- Occupational therapist
- Optometrist
- Patent attorney
- Pharmacist
- Physiotherapist
- Psychologist
- Trade marks attorney
- Veterinary surgeon

A person who is enrolled on the roll of the Supreme Court of a State or Territory, or the High Court of Australia, as a legal practitioner (however described);

An officer with, or authorised representative of, a holder of an Australian financial services licence, having two or more years of continuous service with one or more licensees;

An officer with, or a credit representative of, a holder of an Australian credit licence, having two or more years of continuous service with one or more licensees; or a person who is in the following list:

- Accountant who is:
  a. a fellow of the National Tax Accountants' Association; or
  b. a member of any of the following:
    i. Chartered Accountants Australia and New Zealand;
    ii. the Association of Taxation and Management Accountants;
    iii. CPA Australia;
    iv. the Institute of Public Accountants
- Agent of the Australian Postal Corporation who is in charge of an office supplying postal services to the public
- APS employee engaged on an ongoing basis with two or more years of continuous service who is not specified in another item in this list
- Australian Consular Officer or Australian Diplomatic Officer (within the meaning of the *Consular Fees Act 1955*)
- Bailiff
- Bank officer with two or more continuous years of service
- Building society officer with two or more years of continuous service
- Chief executive officer of a Commonwealth court
- Clerk of a court
- Commissioner for Affidavits
- Commissioner for Declarations
- Credit union officer with two or more years of continuous service
- Employee of a Commonwealth authority engaged on a permanent basis with two or more years of continuous service who is not specified in another item in this list
- Employee of the Australian Trade and Investments
- Commission who is:
  a. in a country or place outside Australia; and
  b. authorised under paragraph 3(c) of the *Consular Fees Act 1955*; and
  c. exercising the employee's function in that place
- Employee of the Commonwealth who is:
  a. at a place outside Australia; and
  b. authorised under paragraph 3(d) of the *Consular Fees Act 1955*; and
  c. exercising the employee's function in that place
- Engineer who is:
  a. a member of Engineers Australia, other than at the grade of student; or
  b. a Registered Professional Engineer of Professionals Australia; or
  c. registered as an engineer under a law of the Commonwealth, a State or Territory; or
  d. registered on the National Engineering Register by Engineers Australia
- Finance company officer with two or more years of continuous service
- Holder of a statutory office not specified in another item in this list
- Judge
- Justice of the Peace
- Magistrate
- Marriage celebrant registered under Subdivision C of Division 1 of Part IV of the *Marriage Act 1961*
- Master of a court
- Member of the Australian Defence Force who is:
  a. an officer; or
  b. a non-commissioned officer within the meaning of the *Defence Force Discipline Act 1982* with five or more years of continuous service; or
  c. a warrant officer within the meaning of that Act
- Member of the Australasian Institute of Mining and Metallurgy
- Member of the Governance Institute of Australia Ltd
- Member of:
  a. the Parliament of the Commonwealth; or
  b. the Parliament of a State; or
  c. a Territory legislature; or
  d. a local government authority
- Minister of religion registered under Subdivision A of Division 1 of Part IV of the *Marriage Act 1961*
- Notary public, including a notary public (however described) exercising functions at a place outside:
  a. the Commonwealth; and
  b. the external Territories of the Commonwealth

Persons who can certify documents (continued)

- Permanent employee of the Australian Postal Corporation with five or more years of continuous service who is employed in an office providing postal services to the public.
- Permanent employee of:

  a. a State or Territory or a State or Territory authority; or

  b. a local government authority; with two or more years of continuous service other than such an employee who is specified in another item in this list.
- Person before whom a statutory declaration may be made under the law of the State or Territory in which the declaration is made.
- Police officer
- Registrar, or Deputy Registrar, of a court
- Senior Executive employee of a Commonwealth authority
- Senior Executive employee of a State or Territory
- SES employee of the Commonwealth
- Sheriff
- Sheriff's officer
- Teacher employed on a permanent full-time or part-time basis at a school or tertiary education institution.

Step 8 – Adviser Service Fee

Complete this section if you wish to have any Upfront or Ongoing Adviser Service Fees paid in respect of your annuity. I/We authorise Resolution Life to pay my/our financial adviser:

☐ An Upfront Adviser Service Fee of $ ____________ (incl. GST) OR ______ % (incl. GST) of amount received (no more than 2 decimal places).

And/or

☐ An Ongoing Adviser Service Fee of $ ____________ (incl GST) of the regular payments (no more than 2 decimal places).

Step 9 – Declaration

- I/We have read and understood the Guaranteed Annuities Lifestream Guaranteed Income Fixed term annuity PDS, Policy Document and any Supplementary PDS.
- I/We have considered the Target Market Determination (TMD) which describes the key features and attributes applicable to this product that affect whether it is likely to be consistent with the objectives, financial situation and needs of customers in the target market.
- I/We have completed this application in Australia.
- I/We wish to apply to Resolution Life Australasia Limited ABN 84 079 300 379, AFSL No. 233671 (Resolution Life) for the Lifestream Guaranteed Income product identified in this application.
- I/We declare the answers to all questions, declarations and all information supplied by me/us or on my/our behalf in relation to this application is true and correct (including those not in my/our own handwriting).
- I/We will promptly advise Resolution Life if it changes.
- I/We declare that I am/we are the named person/people or am/are authorised to provide this information on their behalf.
- I/We declare that all the information/documentation required under the anti-money laundering and counter-terrorism financing laws has been completed.
- I/We declare that all the information/documentation required under the Foreign Account Tax Compliance Act (FATCA) has been completed.
- I/We understand that any guarantee offered in this product is only provided by Resolution Life.
- I/We declare that if this application is signed under a Power of Attorney, the Attorney declares that he/she has not received notice of revocation of the power (a certified copy of the Power of Attorney must be submitted with this application).
- I/We have read and understood the 'Privacy of your personal information' section of the PDS. I/We acknowledge and consent to the collection, use and disclosure of my/our personal information as detailed in that section.
- I consent to my tax file number being disclosed and acknowledge it is being collected for the purposes of commencing my account and calculating applicable taxes, levies and charges on benefits.
- I acknowledge that Resolution Life is authorised under the *Income Tax Assessment Act 1997* (Cth) to collect my TFN, which will only be used for lawful purposes.
- I/We have read the 'Adviser Service Fees' section of the PDS and request Resolution Life to pay the Adviser Service Fee as indicated in Step 8 of this application form.

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Step 9 – Declaration (continued)

- I/We understand that:
  - Any Upfront Adviser Service Fee is refundable under the cooling-off provisions of this PDS.
  - Any Ongoing Adviser Service Fee will be deducted from the after-tax regular payments.
  - Any Adviser Service Fees are negotiated between my/our financial adviser and me/us. Resolution Life does not monitor the amount of the Ongoing Adviser Service Fee or the service provided by your financial adviser for the fee. Any Adviser Service Fee is paid to your financial adviser's dealer group.

Super rollover authorisation (money from your super only)

- I am aware I may ask my superannuation provider for information about any fees or charges that may apply, or any other information about the effect this transfer may have on my benefits.
- I discharge the superannuation provider of my Super fund of all further liabilities in respect of the benefits paid and transferred to Resolution Life.
- I request and consent to the transfer of superannuation as described above and authorise the superannuation provider of each fund to give effect to this transfer.

Direct debit request authorisation (personal savings only)

I/We authorise and request Resolution Life – Direct Debit User ID 639871 for the above policy, until further notice in writing, to arrange for funds to be debited from my/our account, at the Australian financial institution identified and as described in Step 4A, any amounts which Resolution Life may debit or charge me/us.

I/We declare that:

- I/We have read the 'Direct debit request service agreement' located at the back of the current PDS and acknowledge and agree with its terms and conditions.
- I/We request this arrangement to remain in force in accordance with the details as indicated in Step 4A of this application form and in compliance with the 'Direct debit request service agreement'.

☐ I do not want to receive marketing information from Resolution Life

Signature of Customer 1*

X

Date* D D M M Y Y Y Y

Print name*

☐ I do not want to receive marketing information from Resolution Life

Signature of Customer 2*

X

Date* D D M M Y Y Y Y

Print name*

Step 10 – Financial adviser to complete

Verify the individual's full name, date of birth and residential address. Receipt of a completed form will constitute your agreement as a reporting entity that you have completed the identification and verification of the customer for the purposes of anti-money laundering and counter-terrorism financing laws.

Customer 1 details

ID document details	Document 1	Document 2
Document type (e.g. passport)		
Verified from	☐ Original ☐ Certified copy	☐ Original ☐ Certified copy
Document issuer		
Issue date	D D M M Y Y Y Y	D D M M Y Y Y Y
Expiry date	D D M M Y Y Y Y	D D M M Y Y Y Y
Document number		
Accredited English translation	☐ N/A ☐ Sighted	☐ N/A ☐ Sighted
Date verified	D D M M Y Y Y Y	D D M M Y Y Y Y

Step 10 – Financial adviser to complete (continued)

Customer 2 details

ID document details	Document 1	Document 2
Document type (e.g. passport)		
Verified from	☐ Original ☐ Certified copy	☐ Original ☐ Certified copy
Document issuer		
Issue date	D D M M Y Y Y Y	D D M M Y Y Y Y
Expiry date	D D M M Y Y Y Y	D D M M Y Y Y Y
Document number		
Accredited English translation	☐ N/A ☐ Sighted	☐ N/A ☐ Sighted
Date verified	D D M M Y Y Y Y	D D M M Y Y Y Y

- I certify that I have provided the customer/s with the Guaranteed Annuities Lifestream Guaranteed Income Fixed term annuity PDS, Policy Document and any supplementary PDS.
- I certify that I have provided the customer/s with the Target Market Determination (TMD) applicable to this product and confirm the customer/s is/are within the target market. If the customer/s is/are not within the target market, I certify that the product is appropriate for the customer's individual objectives, financial situation and needs.
- I have negotiated in accordance with my obligations the Adviser Service Fee indicated in Step 8 of this application and I have read the 'Adviser Service Fees' section of the PDS and I understand that all Adviser Service Fees are paid to my dealer group.
- I certify that the adviser sections of the relevant Identification and Verification form for the customer has been completed.
- If required, I give permission for Resolution Life to contact the customer/s directly to clarify any matter in relation to this application.
- If using eProcess, I certify that I have read and understood the additional eProcess terms and conditions outlined below.

eProcess terms and conditions

- Originals of all documents including copies of verification documents sent via the eProcess must be retained by me and be made available to Resolution Life upon request.
- If you submit the application form online or via email before 3pm on a NSW business day, the application will generally be processed on that day. If the application is submitted after 3pm on a NSW business day, it will generally be processed the next NSW business day.

Financial adviser name

Financial adviser group name

Sales ID

AFSL number

Phone number

Email address

Financial adviser signature*

✗

Date*

D D M M Y Y Y Y

Additional comments/instructions

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Application checklist

To ensure that we are able to process your application promptly, please check that you have:

☐ Chosen the correct part of the application form to complete. Part A for individuals. Part B for Australian companies, trusts or super funds.

Step 1

☐ Selected the type of annuity.

Step 2A/2B

☐ Provided your customer details including surname, given name, date of birth and residential address.

Step 3A/3B

☐ Provided tax residency status.

☐ For tax residents of another country, provided your tax residency details and TIN. Please note that where a TIN is not provided, we may be unable to progress the application. A TIN is still required if you are aged 60.

Step 4A

☐ Provided your purchase details and your direct debit details or super rollover details (if applicable).

☐ Attached a cheque or a copy of the direct deposit receipt (if applicable).

Step 4B or 4C

☐ Completed either Step 4B or 4C.

Step 5A/5B

☐ Selected the payment frequency and provided your Australian financial institution details.

Step 6A

☐ Provided your Reversionary Beneficiary details (if applicable).

Step 6B

☐ Provided your Nominated Beneficiary details (if applicable).

Step 7

☐ Attached certified identification (ID) documents.

☐ Attached certified ID documents of Power of Attorney (if applicable).

☐ The certifier must confirm the photocopy is a true and correct copy of the original ID, followed by their signature, name, qualification and date. If you have a financial adviser, and Step 10 is completed you are not required to provide Certified ID documents.

Step 8

☐ Provided details of any Upfront Adviser Service Fee (if applicable).

☐ Provided details of any Ongoing Adviser Service Fee (if applicable).

Step 9

☐ Read the declaration, signed and dated application form.

Step 10 (Financial adviser to complete)

☐ Had your financial adviser provide their details and sign and date the application form (if applicable).

TFN Declaration form

☐ Completed and signed an original TFN Declaration form for each customer (and if applicable a Withholding declaration form). It is not an offence to not quote your TFN, however if you choose not to provide us with your TFN or claim an exemption, we may withhold an amount at the highest marginal tax rate (including any applicable levies and charges).

You are not required to provide your Tax File Number if you are aged 60 or over at the date of payment when purchasing with money from your super.

Quote

☐ Attached a valid quote.

☐ Attached quote matches application.

If your application is incomplete or your quote has expired, we won't proceed with setting up your annuity until all required information is received.

Where to send

Please send your application form, investment amount via direct debit, direct deposit, cheque, or super rollover, certified ID, Tax File Number declaration form and Withholding declaration form (if applicable) and valid quote either via post or electronically.

If the application is submitted online or via email before 3pm on a NSW business day, the application will generally be processed on that day. If the application is submitted after 3pm on a NSW business day, it will generally be processed the next NSW business day.

Submit online	Email application	Post
Adviser use only Financial advisers can submit applications for individuals (Part A) online through MyApply in the My Resolution Life portal.	Scan and email the completed application and documentation to: **retirement@acenda.com.au**	Acenda Guaranteed Annuities GPO Box 3306 Sydney NSW 2001

What you need to know

The issuer of this product is Resolution Life Australasia Limited ABN 84 079 300 379, AFSL No. 233671 (Resolution Life). As product issuer, only Resolution Life has obligations in respect of this product and provides any guarantee offered under it. Acenda Life is a registered trademark of Nippon Life Insurance Australia and New Zealand Limited ABN 90 000 000 402 (formerly MLC Limited), a related body corporate of Resolution Life, and is used under licence by Resolution Life. If the information in this document is factual information only, it does not contain any financial product advice or make any recommendations about a financial product or service being right for you. Any advice is provided by Resolution Life, is general advice and does not take into account your objectives, financial situation or needs. Before acting on this advice, you should consider the appropriateness of the advice having regard to your objectives, financial situation and needs, as well as the product disclosure statement (if available) and policy document for this product. Any Target Market Determinations for this product can be found at **acenda.com.au/tmd**. Resolution Life can be contacted by calling **13 57 22**.

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Australian Government
Australian Taxation Office

ato.gov.au

Tax file number declaration

This declaration is NOT an application for a tax file number.

- Use a black or blue pen and print clearly in BLOCK LETTERS.
- Print **X** in the appropriate boxes.
- Read all the instructions including the privacy statement before you complete this declaration.

Section A: To be completed by the PAYEE

1 What is your tax file number (TFN)?

For more information, see question 1 on page 2 of the instructions.

OR I have made a separate application/enquiry to the ATO for a new or existing TFN.

OR I am claiming an exemption because I am under 18 years of age and do not earn enough to pay tax.

OR I am claiming an exemption because I am in receipt of a pension, benefit or allowance.

2 What is your name? Title: Mr Mrs Miss Ms

Surname or family name

First given name

Other given names

3 What is your home address in Australia?

Suburb/town/locality

State/territory Postcode

4 If you have changed your name since you last dealt with the ATO, provide your previous family name.

5 What is your primary e-mail address?

6 What is your date of birth? Day / Month / Year

7 On what basis are you paid? (select only one)

Full-time employment | Part-time employment | Labour hire | Superannuation or annuity income stream | Casual employment

8 Are you: (select only one)

An Australian resident for tax purposes | A foreign resident for tax purposes | OR | A working holiday maker

9 Do you want to claim the tax-free threshold from this payer?

Only claim the tax-free threshold from one payer at a time, unless your total income from all sources for the financial year will be less than the tax-free threshold.

Yes **No** Answer **no** here if you are a foreign resident or working holiday maker, except if you are a foreign resident in receipt of an Australian Government pension or allowance.

10 Do you have a Higher Education Loan Program (HELP), VET Student loan (VSL), Financial Supplement (FS), Student Start–up Loan (SSL) or Australian Apprenticeship Support Loan (AASL) debt?

Yes Your payer will withhold additional amounts to cover any compulsory repayment that may be raised on your notice of assessment. **No**

DECLARATION by payee: *I declare that the information I have given is true and correct.*

Signature

You MUST SIGN here

Date Day / Month / Year

There are penalties for deliberately making a false or misleading statement.

Once section A is completed and signed, give it to your payer to complete section B.

Section B: To be completed by the PAYER (if you are not lodging online)

1 What is your Australian business number (ABN) or withholding payer number?

84 079 300 379

Branch number (if applicable)

2 If you don't have an ABN or withholding payer number, have you applied for one? **Yes** **No**

3 What is your legal name or registered business name (or your individual name if not in business)?

RESOLUTION LIFE
AUSTRALASIA
LIMITED

4 What is your business address?

GPO BOX 3306

Suburb/town/locality
SYDNEY

State/territory
NSW

Postcode
2001

5 What is your primary e-mail address?

6 Who is your contact person?

Business phone number

7 If you no longer make payments to this payee, print X in this box.

DECLARATION by payer: *I declare that the information I have given is true and correct.*

Signature of payer

Date Day / Month / Year

There are penalties for deliberately making a false or misleading statement.

If you are not lodging online, return the completed original ATO copy to:
Australian Taxation Office
PO Box 9004
PENRITH NSW 2740

IMPORTANT
See next page for:
- **payer obligations**
- **lodging online.**

Sensitive (when completed)

30921124

Australian Government
Australian Taxation Office

ato.gov.au

Tax file number declaration

This declaration is NOT an application for a tax file number.

- Use a black or blue pen and print clearly in BLOCK LETTERS.
- Print **X** in the appropriate boxes.
- Read all the instructions including the privacy statement before you complete this declaration.

Section A: To be completed by the PAYEE

1 What is your tax file number (TFN)?

For more information, see question 1 on page 2 of the instructions.

OR I have made a separate application/enquiry to the ATO for a new or existing TFN.

OR I am claiming an exemption because I am under 18 years of age and do not earn enough to pay tax.

OR I am claiming an exemption because I am in receipt of a pension, benefit or allowance.

2 What is your name? Title: Mr Mrs Miss Ms

Surname or family name

First given name

Other given names

3 What is your home address in Australia?

Suburb/town/locality

State/territory Postcode

4 If you have changed your name since you last dealt with the ATO, provide your previous family name.

5 What is your primary e-mail address?

6 What is your date of birth? Day / Month / Year

7 On what basis are you paid? (select only one)

Full-time employment | Part-time employment | Labour hire | Superannuation or annuity income stream | Casual employment

8 Are you: (select only one)

An Australian resident for tax purposes | A foreign resident for tax purposes | OR | A working holiday maker

9 Do you want to claim the tax-free threshold from this payer?

Only claim the tax-free threshold from one payer at a time, unless your total income from all sources for the financial year will be less than the tax-free threshold.

Yes **No** Answer **no** here if you are a foreign resident or working holiday maker, except if you are a foreign resident in receipt of an Australian Government pension or allowance.

10 Do you have a Higher Education Loan Program (HELP), VET Student loan (VSL), Financial Supplement (FS), Student Start-up Loan (SSL) or Australian Apprenticeship Support Loan (AASL) debt?

Yes Your payer will withhold additional amounts to cover any compulsory repayment that may be raised on your notice of assessment. **No**

DECLARATION by payee: *I declare that the information I have given is true and correct.*

Signature

You MUST SIGN here

Date Day / Month / Year

There are penalties for deliberately making a false or misleading statement.

Once section A is completed and signed, give it to your payer to complete section B.

Section B: To be completed by the PAYER (if you are not lodging online)

1 What is your Australian business number (ABN) or withholding payer number?

84 079 300 379

Branch number (if applicable)

2 If you don't have an ABN or withholding payer number, have you applied for one? **Yes** **No**

3 What is your legal name or registered business name (or your individual name if not in business)?

RESOLUTION LIFE
AUSTRALASIA
LIMITED

4 What is your business address?

GPO BOX 3306

Suburb/town/locality
SYDNEY

State/territory
NSW

Postcode
2001

5 What is your primary e-mail address?

6 Who is your contact person?

Business phone number

7 If you no longer make payments to this payee, print X in this box.

DECLARATION by payer: *I declare that the information I have given is true and correct.*

Signature of payer

Date Day / Month / Year

There are penalties for deliberately making a false or misleading statement.

If you are not lodging online, return the completed original ATO copy to:
Australian Taxation Office
PO Box 9004
PENRITH NSW 2740

IMPORTANT
See next page for:
- **payer obligations**
- **lodging online.**

Sensitive (when completed)

30921124

Australian Government
Australian Taxation Office

PAYER'S COPY

Withholding declaration form
– short version for seniors and pensioners

Complete this declaration to authorise your payer to adjust the amount of tax withheld from payments made to you.

You must provide, or have previously provided, your payer with a completed Tax file number declaration (NAT 3092), quoting your tax file number or claiming an exemption from quoting it, before you can make a Withholding declaration.

- Read the Instructions before completing this declaration.
- Print neatly in BLOCK LETTERS.
- Print X in the appropriate boxes.

Section A: **Payee's declaration**

To be completed by payee.

1 What is your name? Title: Mr ☐ Mrs ☐ Miss ☐ Ms ☐ Other ______

Family name

Given names

2 What is your date of birth?

Day / Month / Year

3 What is your tax file number (TFN)?

For information about tax file numbers, see instructions.

If you have not provided your TFN, indicate if any of the following reasons apply:

☐ I have lodged a TFN application. ☐ I am claiming an exemption because I am a pensioner.

4 Are you an Australian resident for tax purposes? Yes ☐ No ☐ You must answer **no** at questions 5.

5 Are you claiming or do you want to claim the tax-free threshold from this payer? Yes ☐ No ☐

6 Do you want to claim the seniors and pensioners tax offset by reducing the amount withheld from payments made to you? Yes ☐ No ☐

Are you:

☐ Single ☐ A member of an illness-separated couple ☐ A member of a couple

DECLARATION BY PAYEE

The tax laws impose heavy penalties for giving false or misleading statements.

I declare that the information I have given on this form is true and correct.

Signature of payee

Date Day / Month / Year

Privacy
For information about your privacy, visit our website at **ato.gov.au/privacy**

Sensitive (when completed)

Section B: **Payer's declaration**

To be completed by payer.

YOUR DETAILS

1 What is your Australian business number (ABN)
(or your withholding payer number if you are not in business)?

84 079 300 379

2 What is your registered business name or trading name
(or your individual name if you are not a business)?

RESOLUTION LIFE AUSTRALASIA LIMITED

HOW MUCH SHOULD YOU WITHHOLD?

The payee's answers at questions 4 and 5 will indicate which of the weekly, fortnightly or monthly tax tables you should use as the base rate of withholding.

A **yes** answer at question 6 will generally require a variation of the rate of withholding specified in the tax tables.

DECLARATION BY PAYER

The tax laws impose heavy penalties for giving false or misleading statements.

I declare that the information I have given on this form is true and correct.

Signature of payer

Date Day / Month / Year

Privacy

For information about your privacy, visit our website at **ato.gov.au/privacy**

WRITTEN NOTICE

This declaration will constitute written notice under section 15-15 of schedule 1 to the Taxation Administration Act 1953 (TAA 1953) of the Commissioner's approval to vary the amount required to be withheld where:

- the payee has given a completed Tax file number declaration to the payer, or they have entered into a voluntary agreement with the payer
- the payee has notified the payer of the varied rate of withholding in writing on this approved form at section A.

STORING AND DISPOSING OF WITHHOLDING DECLARATIONS

The information in the completed Withholding declaration form must be treated as sensitive. Once you have completed, signed and dated the declaration, you should file it. **Do not send it to us**.

Under the TFN guidelines in the Privacy Act 1988, you must use secure methods when storing and disposing of TFN information. Under tax laws, if a payee submits a new Withholding declaration or leaves your employment, you must still keep this declaration for the current and next financial year.

Do not send this declaration form to us.

Sensitive (when completed)

CLN1930 09/26

Australian Government
Australian Taxation Office

PAYER'S COPY

Withholding declaration form
– short version for seniors and pensioners

Complete this declaration to authorise your payer to adjust the amount of tax withheld from payments made to you.

You must provide, or have previously provided, your payer with a completed Tax file number declaration (NAT 3092), quoting your tax file number or claiming an exemption from quoting it, before you can make a Withholding declaration.

- Read the Instructions before completing this declaration.
- Print neatly in BLOCK LETTERS.
- Print X in the appropriate boxes.

Section A: **Payee's declaration**

To be completed by payee.

1 What is your name? Title: Mr ☐ Mrs ☐ Miss ☐ Ms ☐ Other ☐

Family name

Given names

2 What is your date of birth?

Day / Month / Year

3 What is your tax file number (TFN)?

For information about tax file numbers, see instructions.

If you have not provided your TFN, indicate if any of the following reasons apply:

☐ I have lodged a TFN application. ☐ I am claiming an exemption because I am a pensioner.

4 Are you an Australian resident for tax purposes? **Yes** ☐ **No** ☐ You must answer **no** at questions 5.

5 Are you claiming or do you want to claim the tax-free threshold from this payer? **Yes** ☐ **No** ☐

6 Do you want to claim the seniors and pensioners tax offset by reducing the amount withheld from payments made to you? **Yes** ☐ **No** ☐

Are you:

☐ Single ☐ A member of an illness-separated couple ☐ A member of a couple

DECLARATION BY PAYEE

The tax laws impose heavy penalties for giving false or misleading statements.

I declare that the information I have given on this form is true and correct.

Signature of payee

Date Day / Month / Year

Privacy

For information about your privacy, visit our website at **ato.gov.au/privacy**

Sensitive (when completed)

Section B: **Payer's declaration**

To be completed by payer.

YOUR DETAILS

**1 What is your Australian business number (ABN)
(or your withholding payer number if you are not in business)?**

84 079 300 379

**2 What is your registered business name or trading name
(or your individual name if you are not a business)?**

RESOLUTION LIFE AUSTRALASIA LIMITED

HOW MUCH SHOULD YOU WITHHOLD?

The payee's answers at questions 4 and 5 will indicate which of the weekly, fortnightly or monthly tax tables you should use as the base rate of withholding.

A **yes** answer at question 6 will generally require a variation of the rate of withholding specified in the tax tables.

DECLARATION BY PAYER

The tax laws impose heavy penalties for giving false or misleading statements.

I declare that the information I have given on this form is true and correct.

Signature of payer

Date Day / Month / Year

Privacy

For information about your privacy, visit our website at **ato.gov.au/privacy**

WRITTEN NOTICE

This declaration will constitute written notice under section 15-15 of schedule 1 to the Taxation Administration Act 1953 (TAA 1953) of the Commissioner's approval to vary the amount required to be withheld where:

- the payee has given a completed Tax file number declaration to the payer, or they have entered into a voluntary agreement with the payer
- the payee has notified the payer of the varied rate of withholding in writing on this approved form at section A.

STORING AND DISPOSING OF WITHHOLDING DECLARATIONS

The information in the completed Withholding declaration form must be treated as sensitive. Once you have completed, signed and dated the declaration, you should file it. **Do not send it to us**.

Under the TFN guidelines in the Privacy Act 1988, you must use secure methods when storing and disposing of TFN information. Under tax laws, if a payee submits a new Withholding declaration or leaves your employment, you must still keep this declaration for the current and next financial year.

Do not send this declaration form to us.

Sensitive (when completed)

CLN1930 09/26

Acenda Life

Guaranteed Annuities Lifestream Guaranteed Income

Fixed term annuity application form to be completed by Australian companies, trusts or super funds (Part B)

Issue date: 21 September 2026

Instructions/information on how to complete this form:

- Before completing this application form, please ensure you have read and understood the latest Product Disclosure Statement (PDS), Policy Document and any Supplementary PDS for this product. These documents will help you understand the product and decide whether it is appropriate for your needs.
- Before completing this application form, please ensure you have considered the current Target Market Determination (TMD) which describes the key features and attributes applicable to this product that affect whether it is likely to be consistent with the objectives, financial situation and needs of customers in the target market.
- Complete this application form using BLACK or BLUE INK in CAPITAL LETTERS. Mark appropriate answer boxes with a cross ✗.
- Fields marked with an asterisk (*) must be completed for the purposes of Anti-Money Laundering (AML) and Counter-Terrorism Financing (CTF) laws, Foreign Account Tax Compliance Act (FATCA) and Common Reporting Standard (CRS).

Step 1 – Type of annuity

☐ Short Term Income (1–5 years) ☐ Long Term Income (6–30 years)

Step 2 – Type of entity

Please select the type of entity purchasing. In this form a 'regulated' Australian superannuation fund means a fund regulated by the ATO or APRA. An 'unregulated' Australian trust includes a family, testamentary, charitable or other type of trust.

☐ Australian company	**Step 3A**
☐ Australian unregulated trust (company trustee)	**Step 3B**
☐ Australian unregulated trust (individual trustee)	**Step 3C**
☐ Australian regulated superannuation fund (company trustee)	**Step 3B**
☐ Australian regulated superannuation fund (individual trustee)	**Step 3C**

Is the entity a charity? ☐ Yes ☐ No

Country established, if not Australia

Is the entity's primary business activity investing?* ☐ Yes ☐ No

Select 'yes' if the entity earns more than 50% of its total income from investment activities. For example, rent, interest or dividends, or more than 50% of the entity's assets produce or are held for producing investment income.

Step 3A – Australian company details

Name of Australian Company or Company Trustee*

ABN/ACN*

Business address* (PO Box is not acceptable)

Suburb State Postcode Country

Please provide details of contact person

Title*

Date of birth D D M M Y Y Y Y

Given name(s)*

Surname*

Mobile number

Alternate phone number

Email address

Step 3B – Australian trust or superannuation fund details – company trustee

Name of Australian Trust or Superannuation fund*

ABN/ACN/ARSN*

Full business name of the trustee in respect of the Trust or Superannuation fund*

ABN/ACN*

Residential or business address* (PO Box is not acceptable)

Suburb State Postcode Country

Please provide details of contact person

Title*

Date of birth*

D D M M Y Y Y Y

Given name(s)*

Surname*

Mobile number

Alternate phone number

Email address

Step 3C – Australian trust or superannuation fund details – individual trustee

Primary Trustee

The Primary Trustee is the primary signatory on the application form. If the entity type is an Australian unregulated trust, the Primary Trustee completes the 'identification verification requirements'.

Name of Australian Trust or Superannuation Fund*

ABN

Title*

Date of birth*

D D M M Y Y Y Y

Given name(s)*

Surname*

Business address* (PO Box is not acceptable)

Suburb State Postcode Country

Mobile number

Alternate phone number

Email address

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Step 4A – Your purchase details

Investment amount

$

To meet our AML/CTF obligations, we require information about the source of funds used for this purchase.

Please select the source of funds used for this purchase*:

- ☐ Matured investments (annuity, term deposits)
- ☐ Sale of assets (property, shares, other assets)
- ☐ Investment income (rent, dividends, interest, capital gains)
- ☐ Business income (income or profits from operating a business)
- ☐ Gifts
- ☐ Charitable donations
- ☐ Insurance payout (claim proceeds)
- ☐ Compensation payment (legal settlement or payout)
- ☐ Other

☐ Reinvestment from existing policy Policy number

Please note: If you are reinvesting from an existing policy, please proceed directly to step 4B or 4C.

This purchase will be made by:

☐ **Direct Debit**

Details of the account to be debited

The account name must be in the name of the entity or trustee. Third-party accounts are not permitted.

Account name

BSB number	Account number	Name of Australian financial institution where account is held

Investment amount to be debited	Frequency
$	One-off

Please note: Direct debit is not available through the Bulk Electronic Clearing System (BECS) on all accounts offered by Australian financial institutions. If in doubt, please refer to your Australian financial institution.

☐ **Direct deposit** – you can make a deposit from your Australian financial institution using reference 'Annuities <insert your account name>' into the following bank account. Please attach a copy of the direct deposit receipt to your application.

Account name: Resolution Life Australasia Limited
BSB number: 032 021
Account number: 103312

☐ **Cheque** – make cheque payable to 'Resolution Life Australasia Limited'

Please also complete Step 4B or 4C.

Step 4B – Short Term Income (1–5 years)

Short term of ____ year(s)

Residual Capital Value (RCV) – indicate how much of the investment amount you want returned to you at the end of the fixed term.

$ ____ or ____ % (Maximum 100%).

Step 4C – Long Term Income (6–30 years)

Long term of [ ] years

Residual Capital Value (RCV) – indicate how much of the investment amount you want returned to you at the end of the fixed term.

$ [ ] or [ ] % (Maximum 100%).

Indexation

☐ No increase ☐ Consumer Price Index **OR** ☐ Fixed increase of [ ] (between 1 and 5%, no decimals).

Step 5 – Payment details

Payment frequency

☐ Monthly ☐ Quarterly ☐ Half-yearly ☐ Yearly (Note: Yearly n/a for one-year term)

Please provide the details of the account you want your regular payments to be paid to. Regular payments can only be made to the entity or trustee account. Third-party accounts are not permitted.

Account name

BSB number | Account number | Name of Australian financial institution

Step 6 - Identification and verification

Please provide details of all directors/beneficial owners on the appropriate AML/counter-terrorism financing identification form and attach this as part of your application.

Please download the appropriate identification form at **acenda.com.au/annuities** or by contacting us on **13 57 22** between 9am and 5pm (AEST/ AEDT), Monday to Friday, excluding public holidays.

Please find below the identification and verification forms required depending on the entity or trustee.

Entity	Trustee	Identification and verification form
Australian company	–	• Australian Companies • Individuals
Australian unregulated trust (e.g. testamentary, charitable or other type of trust) Self-managed super fund (SMSF)	Company trustee	• Unregulated trusts and trustees • Australian Companies • Individuals
	Individual trustee	• Unregulated trusts and trustees • Individuals
Australian regulated superannuation fund	Company trustee	• Regulated trusts
	Individual trustee	• Regulated trusts

Step 7 – Adviser Service Fee

Complete this section if you wish to have any Upfront or Ongoing Adviser Service Fees paid in respect of your annuity. I/We authorise Resolution Life to pay my/our financial adviser:

☐ An Upfront Adviser Service Fee of $ [ ] (incl. GST) OR [ ] % (incl. GST) of amount received (no more than 2 decimal places).

And/or

☐ An Ongoing Adviser Service Fee of $ [ ] (incl GST) of the regular payments (no more than 2 decimal places).

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Step 8 – Declaration

- I/We have read and understood the Guaranteed Annuities Lifestream Guaranteed Income Fixed term annuity PDS, Policy Document and any Supplementary PDS.
- I/We have considered the Target Market Determination (TMD) which describes the key features and attributes applicable to this product that affect whether it is likely to be consistent with the objectives, financial situation and needs of customers in the target market.
- I/We have completed this application in Australia.
- I/We wish to apply to Resolution Life Australasia Limited ABN 84 079 300 379, AFSL No. 233671 (Resolution Life) for the Lifestream Guaranteed Income product identified in this application.
- I/We declare the answers to all questions, declarations and all information supplied by me/us or on my/our behalf in relation to this application is true and correct (including those not in my/our own handwriting).
- I/We will promptly advise Resolution Life if it changes.
- I/We declare I/we are authorised by, and have consent of, the entity and any beneficial owners to provide the information.
- I/We declare the entity and any beneficial owners are aware that information about them and the annuity may be provided to the tax authorities.
- I/We declare that all the information/documentation required under the anti-money laundering and counter- terrorism financing laws has been completed.
- I/We declare that all the information/documentation required under the Foreign Account Tax Compliance Act (FATCA) has been completed.
- I/We understand that any guarantee offered in this product is only provided by Resolution Life.
- I/We declare that if this application is signed under a Power of Attorney, the Attorney declares that he/she has not received notice of revocation of the power (a certified copy of the Power of Attorney must be submitted with this application).
- I/We have read and understood the 'Privacy of your personal information' section of the PDS. I/We acknowledge and consent to the collection, use and disclosure of my/our personal information as detailed in that section.
- I/We have read the 'Adviser Service Fees' section of the PDS and request Resolution Life to pay the Adviser Service Fee as indicated in Step 7 of this application form.
- I/We understand that:
  - Any Upfront Adviser Service Fee is refundable under the cooling-off provisions of this PDS.
  - Any Ongoing Adviser Service Fee will be deducted from the after-tax regular payments.
  - Any Adviser Service Fees are negotiated between my/ our financial adviser and me/us. Resolution Life does not monitor the amount of the Ongoing Adviser Service Fee or the service provided by your financial adviser for the fee. Any Adviser Service Fee is paid to your financial adviser's dealer group.

Direct debit request authorisation

I/We authorise and request Resolution Life – Direct Debit User ID 639871 for the above policy, until further notice in writing, to arrange for funds to be debited from my/our account, at the Australian financial institution identified and as described in Step 4A, any amounts which Resolution Life may debit or charge me/us.

I/We declare that:

- I/We have read the 'Direct debit request service agreement' located at the back of this PDS and acknowledge and agree with its terms and conditions.
- I/We request this arrangement to remain in force in accordance with the details as indicated in Step 4A of this application form and in compliance with the 'Direct debit request service agreement'.

☐ I/We do not want to receive marketing information from Resolution Life.

Signature of Director/Company officer/Trustee*

X

Date* D D M M Y Y Y Y

Print name*

Signature of Director/Company officer/Trustee*

X

Date* D D M M Y Y Y Y

Print name*

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Step 9 – Financial adviser to complete

- I certify that I have provided the customer(s) with the Guaranteed Annuities Lifestream Guaranteed Income Fixed term annuity PDS, Policy Document and any supplementary PDS.
- I certify that I have provided the customer(s) with the Target Market Determination (TMD) applicable to this product and confirm the customer(s) is within the target market. If the customer(s) is not within the target market, I certify that the product is appropriate for the customer(s)'s individual objectives, financial situation and needs.
- I have negotiated in accordance with my obligations the Adviser Service Fee indicated in Step 7 of this application and I have read the 'Adviser Service Fees' section of the PDS and I understand that all Adviser Service Fees are paid to my dealer group.
- I certify that the adviser sections of the relevant Identification and Verification form for all customer(s) have been completed.
- If required, I give permission for Resolution Life to contact the customer(s) direct to clarify any matter in relation to this application.
- If using eProcess, I certify that I have read and understood the additional eProcess terms and conditions outlined below.

eProcess terms and conditions

- Originals of all documents including copies of verification documents sent via the eProcess must be retained by me and be made available to Resolution Life upon request.
- If you submit the application form via email before 3pm on a NSW business day, the application will generally be processed on that day. If the application is submitted after 3pm on a NSW business day, it will generally be processed the next NSW business day.

Financial adviser name

Financial adviser group name

Sales ID

AFSL number

Phone number

Email address

Financial adviser signature*

✗

Date*

D D M M Y Y Y Y

Additional comments/instructions

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Application checklist

To ensure that we are able to process your application promptly, please check that you have:

- [ ] Chosen the correct part of the application form to complete. Part A for individuals. Part B for Australian companies, trusts or super funds.

Step 1

- [ ] Selected the type of annuity.

Step 2

- [ ] Provided type of entity details.

Step 3A, 3B or 3C

- [ ] Provided your customer details (including contact details, phone number and email).

Step 4A

- [ ] Provided your direct debit details or attached a copy of the direct deposit receipt or cheque (if applicable).

Step 4B or 4C

- [ ] Completed either Step 4B or 4C.

Step 5

- [ ] Selected the payment frequency and provided your Australian financial institution details.

Step 6

- [ ] Completed and signed the appropriate AML & FATCA form/s.
- [ ] Attached certified ID documents of your Power of Attorney (if applicable).
- [ ] The certifier has confirmed the photocopy is a true and correct copy of the original ID, followed by their signature, name, qualification and date.

Step 7

- [ ] Provided details of any Upfront Adviser Service Fee details (if applicable).
- [ ] Provided details of any Ongoing Adviser Service Fee per regular payment details (if applicable).

Step 8

- [ ] Read the declaration, signed and dated application form.

Step 9 (Financial adviser to complete)

- [ ] Had your financial adviser provide their details and sign and date the application form (if applicable).

Quote

- [ ] Attached a valid quote.
- [ ] Attached quote matches application.

If your application is incomplete or your quote has expired, we won't proceed with setting up your annuity until all required information is received.

Where to send

Please send your application form, investment amount via direct debit, direct deposit or cheque, identification form(s), and valid quote either via post or electronically.

If the application is submitted via email before 3pm on a NSW business day, the application will generally be processed on that day. If the application is submitted after 3pm on a NSW business day, it will generally be processed the next NSW business day.

Email application	Post
Scan and email the completed application and documentation to: **retirement@acenda.com.au**	Acenda Guaranteed Annuities GPO Box 3306 Sydney NSW 2001

What you need to know

The issuer of this product is Resolution Life Australasia Limited ABN 84 079 300 379, AFSL No. 233671 (Resolution Life). As product issuer, only Resolution Life has obligations in respect of this product and provides any guarantee offered under it. Acenda Life is a registered trademark of Nippon Life Insurance Australia and New Zealand Limited ABN 90 000 000 402 (formerly MLC Limited), a related body corporate of Resolution Life, and is used under licence by Resolution Life. If the information in this document is factual information only, it does not contain any financial product advice or make any recommendations about a financial product or service being right for you. Any advice is provided by Resolution Life, is general advice and does not take into account your objectives, financial situation or needs. Before acting on this advice, you should consider the appropriateness of the advice having regard to your objectives, financial situation and needs, as well as the product disclosure statement (if available) and policy document for this product. Any Target Market Determinations for this product can be found at **acenda.com.au/tmd**. Resolution Life can be contacted by calling **13 57 22**.

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Acenda Life

Direct Debit Request Service Agreement

This form must be retained by the customer

We, Resolution Life Australasia Limited, note our commitment to you as follows:

This is your Direct Debit Request Service Agreement with Resolution Life Australasia Limited (Direct Debit User ID 639871) ABN 84 079 300 379, AFSL No.233671. It explains what your obligations are when undertaking a Direct Debit arrangement with us. It also details what our obligations are to you as your Direct Debit provider. Please keep this agreement for future reference. It forms part of the terms and conditions of your Direct Debit Request (DDR) and should be read in conjunction with your DDR authorisation.

Definitions

Account means the account held at your financial institution from which we are authorised to arrange for funds to be debited.

Agreement means this Direct Debit Request Service Agreement between you and us.

Business day means a day other than a Saturday or a Sunday or a public holiday listed throughout Australia.

Debit day means the day that payment by you to us is due.

Debit payment means a particular transaction where a debit is made.

Direct Debit Request or **DDR** means the Direct Debit Request between us and you.

Us or **we** means Resolution Life – Direct Debit User ID 639871, the Debit User you have authorised by requesting a DDR.

You means the customer who has signed or authorised by other means the DDR.

Your financial institution means the financial institution nominated by you on the DDR at which the account is maintained.

1. *Debiting your account*

1.1 By signing a DDR or by providing us with a valid instruction, you have authorised us to arrange for funds to be debited from your account. You should refer to the DDR and this agreement for the terms of the arrangement between us and you.

1.2 We will only arrange for funds to be debited from your account as authorised in the DDR. By agreeing to the Direct Debit Request, by the method presented, you authorise us to arrange for funds to be debited from your account in accordance with the Agreement or if we have sent to the address nominated by you in the DDR, a billing advice which specifies the amount payable by you to us and when it is due. We will do this except where we have agreed to a temporary variation in accordance with your instructions under Clause 3 of this agreement, or where a credit tribunal or other legal tribunal has instructed us to vary the arrangement.

1.3 If the debit day falls on a day that is not a business day, we may direct your financial institution to debit your account on the following business day. If you are unsure about which day your account has or will be debited you should ask your financial institution.

2. Amendments by us

2.1 We may vary any details of this agreement or a DDR at anytime by giving you at least 14 days written notice.

2.2 We reserve the right to cancel this agreement if the first debit from your account is returned unpaid or two or more debit attempts are returned unpaid by your financial institution.

3. Amendments by you

You may change*, stop or defer a debit payment, or terminate this agreement by providing us with at least 14 days notification by contacting us in writing at Acenda, Guaranteed Annuities, GPO Box 3306, Sydney NSW 2001, emailing us at **retirement@acenda.com.au** or by contacting us on **13 57 22** between 9am and 5pm (AEST/AEDT), Monday to Friday, excluding public holidays. You can also arrange any change through your financial institution, which is required to act promptly on your instructions.

*In relation to the reference to 'change', your financial institution may change your debit payment only to the extent of advising us of your new account details.

4. Your obligations

4.1 It is your responsibility to ensure that there are sufficient clear funds available in your account to allow a debit payment to be made in accordance with the DDR and this agreement.

4.2 If there are insufficient clear funds in your account to meet a debit payment:

a) you may be charged a fee and/or interest by your financial institution.

b) you may also incur fees or charges imposed or incurred by us, and

c) you must arrange for the debit payment to be made by another method or arrange for sufficient clear funds to be in your account by an agreed time so that we can process the debit payment.

4.3 You should check your account statement to verify that the amounts debited from your account are correct.

5. Dispute

5.1 If you believe that there has been an error in debiting your account, you should notify us directly on **13 57 22** between 9am and 5pm (AEST/AEDT), Monday to Friday, excluding public holidays and confirm that notice in writing with us as soon as possible so that we can resolve your query more quickly. Alternatively, you can take it up directly with your financial institution.

5.2 If as a result of our investigations, we conclude that your account has been incorrectly debited we will respond to your query by arranging for your financial institution to adjust your account (including interest and charges) accordingly. We will also notify you in writing of the amount by which your account has been adjusted.

5.3 If as a result of our investigations, we conclude that your account has not been incorrectly debited we will respond to your query by providing you with reasons and any evidence for this finding in writing.

5.4 Any queries you may have about an error made in debiting your account should be directed to us in the first instance and, if we are unable to resolve the matter, you can refer such queries to your financial institution which will obtain details from you of the disputed transaction and may lodge a claim on your behalf.

6. Accounts

6.1 Before completing the DDR you should check with your financial institution whether direct debiting is available from your account, as direct debiting is not available through the Bulk Electronic Clearing System (BECS) on all accounts offered by financial institutions.

6.2 You should confirm that the account details you provide to us are correct by checking them against a recent account statement.

6.3 If you have any questions about how to complete the DDR, you should contact your financial institution.

7. Confidentiality

7.1 Subject to Clause 7.2, we will keep any information (including your account details) collected as part of your DDR confidential. We will make reasonable efforts to keep any such information that we have about you secure and to ensure that any of our employees or agents who have access to information about you do not make any unauthorised use, modification, reproduction or disclosure of that information.

7.2 We will only disclose information about you that we have collected as part of your DDR:

a) to the extent specifically required or permitted by law or under our Privacy Policy or procedures, or

b) for the purposes of this agreement, including disclosing information in connection with any query or claim.

8. Notice

8.1 If you wish to notify us about anything relating to this agreement, you can write to us at:

Acenda
Guaranteed Annuities
GPO Box 3306
Sydney NSW 2001

Or email us at:
retirement@acenda.com.au

8.2 We will notify you by sending a notice in the ordinary post or via email to the address you have given us in the DDR.

8.3 Any notice will be deemed to have been received on the third business day after posting.

What you need to know

The issuer of this product is Resolution Life Australasia Limited ABN 84 079 300 379, AFSL No. 233671 (Resolution Life). As product issuer, only Resolution Life has obligations in respect of this product and provides any guarantee offered under it. Acenda Life is a registered trademark of Nippon Life Insurance Australia and New Zealand Limited ABN 90 000 000 402 (formerly MLC Limited), a related body corporate of Resolution Life, and is used under licence by Resolution Life. If the information in this document is factual information only, it does not contain any financial product advice or make any recommendations about a financial product or service being right for you. Any advice is provided by Resolution Life, is general advice and does not take into account your objectives, financial situation or needs. Before acting on this advice, you should consider the appropriateness of the advice having regard to your objectives, financial situation and needs, as well as the product disclosure statement (if available) and policy document for this product. Any Target Market Determinations for this product can be found at **acenda.com.au/tmd**. Resolution Life can be contacted by calling **13 57 22**.

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Acenda Life

Contact us

For more information, visit **acenda.com.au/annuities** or contact us on **13 57 22** between 9am and 5pm (AEST/AEDT), Monday to Friday, excluding public holidays.

Postal address

Acenda
Guaranteed Annuities
GPO Box 3306
Sydney NSW 2001

Email address

retirement@acenda.com.au

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