

SUPERANNUATION

Annual Report

TOWER Master Fund

YEAR ENDED 30 SEPTEMBER 2009



Introduction

This Annual Report for the TOWER Master Fund is for the year ended 30 September 2009 and is provided by the Trustee of the Fund, TOWER Australian Superannuation Limited. It includes details about the Fund's investment objective and strategy, investment option details and other fund information. Please read it in conjunction with your Annual Statement and the TOWER Newsletter.

Your Annual Statement details your specific entitlements under the Fund.

If you'd like a printed copy of this report or have any questions, please call us on 1800 812 922 or email corporate.super@toweraustralia.com.au

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Whether you've just started working or are nearing retirement age, keeping track of your superannuation is important. Review your investment strategy regularly and make sure details such as your beneficiaries are up to date.

Keep your superannuation up to date

A superannuation portfolio is often a major part of a long-term savings plan which is why it's important to review your investment strategy regularly. Your investment strategy has a significant impact on your final superannuation balance so it's a good idea to keep on top of your superannuation and consult a financial adviser if you need to. If you don't have a financial adviser, please contact us and we'll put you in touch with one.

Don't forget to let us know any changes to your account details such as your address so we can keep you up to date on your superannuation.

How to nominate or update your beneficiaries

Understanding who receives your superannuation benefit (and any applicable insurance) in the event of your death is important. Under the Fund rules, the Trustee has a discretion to determine to whom and in what proportions any death benefit is payable. You may, however, nominate your personal representative and/or dependants as your preferred beneficiaries and the Trustee will take into account your wishes in the event of your death.

To nominate or update your beneficiary, details please complete and return the 'The TOWER Master Fund Change of Details Form' which can be downloaded from the webpage www.toweraustralia.com.au/assetmgt/disclosure.asp

Alternatively, contact us on 1800 812 922 to obtain a copy of the form. If you require any further information regarding the death benefit nomination process please contact us on 1800 812 922 or via email on corporate.super@toweraustralia.com.au



YOUR SUPERANNUATION STRATEGY

Preferred Choice Corporate Super is designed for employers who contribute to superannuation for their employees and members who are permitted under superannuation law to make contributions and wish to save for their retirement.

Trustee's investment objective and strategy

The Trustee's investment objective is to allow members to select from a range of investments which are broadly suitable for their personal circumstances at any particular time.

The Trustee's investment strategy is to invest in insurance policies issued by TOWER, which provide investment options consistent with the Trustee's investment objective.

The investment objective and strategy for each investment option is consistent with the Trustee's investment objective and strategy.

Investment options

The following investment options are available to Preferred Choice Corporate Super members

- TOWER Capital Assured
- TOWER Security Focus
- TOWER Conservative Balanced
- TOWER Balanced Growth
- TOWER Growth Maximiser
- TOWER Cash
- TOWER Property Plus
- TOWER Australian Shares
- TOWER Ethical Growth
- TOWER International Growth
- TOWER Assured Caution

Please refer to pages 9 to 11 for investment option details.

Fee increases or alterations

Standard fees and charges are detailed in the information which was provided to you upon joining, and in the current Product Disclosure Statement. Further information may be obtained at any time from your financial adviser or by calling us on 1800 812 922.

Fees and charges may be indexed in line with any increase in the 12 month Consumer Price Index (CPI) on 1 January each year. Members will be provided with at least 30 days notice before introducing any additional fee(s) or before any increases (other than CPI increases) occur to the fees and charges previously disclosed.

With effect from 1 January 2010, the following fees are indexed in line with a CPI increase of 1.3%.

Fee type	Previous amount (net)	From 1 January 2010 (net)
Member fee	\$6.79/month	\$6.88
Withdrawal fee (on the 2nd and subsequent withdrawals)	\$44.64	\$45.22
Family Law – Request for Information charge (this fee is payable by the spouse making the request for information)	\$169/request	\$171.20

PREFERRED CHOICE CORPORATE SUPER

Corporate Super is designed for employers who contribute to superannuation for their employees and Members who are permitted under superannuation law to make contributions and wish to save for their retirement.

Trustee's investment objective and strategy

The Trustee's investment objective is to allow members to select from a range of investments which are broadly suitable for their personal circumstances at any particular time.

The Trustee's investment strategy is to invest in insurance policies issued by TOWER, which provide investment options consistent with the Trustee's objective.

The investment objective and strategy for each investment option is consistent with the Trustee's investment objective and strategy.

Investment options

The following investment options are available to Corporate Super members.

- TOWER Capital Assured
- TOWER Growth Maximiser
- TOWER Security Focus
- TOWER Cash
- TOWER Conservative Balanced
- TOWER Assured Caution
- TOWER Balanced Growth

Please refer to pages 9 to 11 for investment option details.

Fee increases or alterations

Standard fees and charges are detailed in the information which was provided to you upon joining, and in the current Product Disclosure Statement. Further information may be obtained at any time from your financial adviser or by calling us on 1800 812 922.

Fees and charges may be indexed in line with any increase in the 12 month (CPI) on 1 January each year. Members will be provided with at least 30 days notice before introducing any additional fee(s) or before any increases (other than CPI increases) occur to the fees and charges previously disclosed.

With effect from 1 January 2010, the following fees are indexed in line with a CPI increase of 1.3%.

Fee type	No. of Members in Employer Plan	Previous amount (net)	From 1 January 2010 (net)
Member fee	1-9	\$8.37/month	\$8.48/month
	10-19	\$6.85/month	\$6.93/month
	20 or more	\$5.73/month	\$5.81/month
Withdrawal fee (on the 2nd and subsequent withdrawals)		\$44.69	\$45.27
Family Law – Request for Information charge (this fee is payable by the spouse making the request for information)		\$169/request	\$171.20

CORPORATE SUPER

Please note the Unit Linked product is closed to both new employers and new employees.

Trustee's investment objective and strategy

The Trustee's investment objective is to allow Members to select from a range of investments which are broadly suitable for their personal circumstances at any particular time.

The Trustee's investment strategy is to invest in insurance policies issued by TOWER, which provide investment options consistent with the Trustee objectives.

The investment objective and strategy for each investment option is consistent with the Trustee's investment objective and strategy.

Investment options

The following investment options are available to Unit Linked members.

- TOWER Cash
- TOWER Security Focus
- TOWER Balanced Growth
- TOWER Ethical Growth

Please refer to pages 9 to 11 for investment option details.

With effect from 1 January 2010, the following fees are indexed in line with a CPI increase of 1.3%.

Fee type	Previous amount (net)	From 1 January 2010 (net)
Member fee	\$5/month (please note no indexation applies to this fee)	\$5.00
Family Law fee – Request for Information charge (this fee is payable by the spouse making the request for information)	\$169/request	\$171.20

Fee increases or alterations

Standard fees and charges are detailed in the information which was provided to you upon joining, and in the current Product Disclosure Statement. Further information may be obtained at any time from your financial adviser or by calling us on 1800 812 922.

Fees and charges may be indexed in line with any increase in the 12 month (CPI) on 1 January each year. Members will be provided with at least 30 days notice before introducing any additional fee(s) or before any increases (other than CPI increases) occur to the fees and charges previously disclosed.

UNIT LINKED

Corporate FIRST is designed for employers who contribute to superannuation for their employees and members who are permitted under superannuation law to make contributions and wish to save for their retirement.

Trustee's investment objective and strategy

The Trustee's investment objective is to provide modest investment growth over the medium term from a portfolio that invests in a range of asset classes, with a strong emphasis on defensive assets such as cash and fixed interest.

The Trustee's investment strategy is to invest in insurance policies issued by TOWER, which provide investment options consistent with the Trustee objectives.

The investment objective and strategy for the investment option is consistent with the Trustee's investment objective and strategy.

Investment options

The TOWER Capital Assured investment option is available to Corporate FIRST members.

Please refer to page 9 for details on the TOWER Capital Assured investment option.

Fee increases or alterations

Standard fees and charges are detailed in the information which was provided to you upon joining, and in the current Product Disclosure Statement. Further information may be obtained at any time from your financial adviser or by calling us on 1800 812 922.

Fees and charges may be indexed in line with any increase in the 12 month CPI on 1 January each year. Members will be provided with at least 30 days notice before introducing any additional fee(s) or before any increases (other than CPI increases) occur to the fees and charges previously disclosed.

With effect from 1 January 2010, the following fees are indexed in line with a CPI increase of 1.3%.

Fee type	Previous amount (net)	From 1 January 2010(net)
Member fee	\$6.09/month	\$6.17
Family Law fee – Request for Information charge (this fee is payable by the spouse making the request for information)	\$169/request	\$171.20

CORPORATE FIRST

Master Trust is designed for employers who contribute to superannuation for their employees and members who are permitted under superannuation law to make contributions and wish to save for their retirement.

Trustee’s investment objective and strategy

The Trustee’s investment objective is to provide modest investment growth over the medium term from a portfolio that invests in a range of asset classes, with a strong emphasis on defensive assets such as cash and fixed interest.

The Trustee’s investment strategy is to invest in insurance policies issued by TOWER, which provide investment options consistent with the Trustee’s investment objective.

The investment objective and strategy for the investment option is consistent with the Trustee’s investment objective and strategy for the Fund.

Investment options

The TOWER Capital Assured investment option is available to Master Trust members.

Please refer to page 9 for details on the TOWER Capital Assured investment option.

Fee increases or alterations

Standard fees and charges are detailed in the information which was provided to you upon joining, and in the current Product Disclosure Statement. Further information may be obtained at any time from your financial adviser or by calling us on 1800 812 922.

Charges may be indexed in line with any increase in the 12 month CPI on 1 January each year. Members will be provided with at least 30 days notice before introducing any additional fee(s) or before any increases (other than CPI increases) occur to the fees and charges previously disclosed. Please note the member fee is indexed to the Insurance Salary Award on the anniversary of your policy commencement date.

With effect from 1 January 2010, the member fee is indexed to the Insurance Salary Award, and the Family Law fee is indexed in line with a CPI increase of 1.3%.

Fee type	Previous amount (net)	From 1 January 2010(net)
Member fee	\$4.69/month	\$5.10
Family Law fee – Request for Information charge (this fee is payable by the spouse making the request for information)	\$169/request	\$171.20

MASTER TRUST

This section details the each investment option's strategy, objective, asset allocation and other important investment information. Please note not all options are available to each product.

Investment option details

TOWER Capital Assured			
Investment manager	TOWER Australia Limited		
Investment objective	The option aims to provide modest investment growth over the medium term from a portfolio that invests in a range of asset classes.		
Investment strategy	The option invests in a range of asset classes, with a strong emphasis on defensive assets such as cash and fixed interest.		
Investment timeframe	3+ years		
Risk and return profile	Low to moderate		
Asset allocation	Asset class	2009 (%)	2008(%)
	Australian fixed interest	41	42
	Australian shares	10	9
	Cash and short-term securities	20	21
	International fixed interest	22	20
	International shares	4	5
	Property	3	3
TOWER Security Focus			
Investment manager	TOWER Australia Limited		
Investment objective	The option aims to provide modest investment growth over the medium term from a portfolio that invests in a range of asset classes.		
Investment strategy	The option invests in a range of asset classes, with a strong emphasis on defensive assets such as cash and fixed interest.		
Investment timeframe	3+ years		
Risk and return profile	Low - moderate		
Asset allocation	Asset class	2009 (%)	2008(%)
	Australian fixed interest	29	31
	Australian shares	17	14
	Cash and short-term securities	25	26
	International fixed interest	16	15
	International shares	9	10
	Property	4	4

INVESTMENT INFORMATION

TOWER Conservative Balanced			
Investment manager	TOWER Australia Limited		
Investment objective	The option aims to provide moderate investment growth over the medium to long term from a portfolio that invests in a range of asset classes.		
Investment strategy	The option invests in a range of asset classes, with a broadly equal weighting to growth and defensive assets.		
Investment timeframe	3 – 5 years		
Risk and return profile	Moderate		
Asset allocation	Asset class	2009 (%)	2008(%)
	Australian fixed interest	19	21
	Australian shares	29	25
	Cash and short-term securities	15	16
	International fixed interest	15	16
	International shares	16	15
	Property	6	7

TOWER Balanced Growth			
Investment manager	TOWER Australia Limited		
Investment objective	The option aims to provide moderate to high investment growth over the long term from a portfolio that invests in a range of asset classes.		
Investment strategy	The option invests in a range of asset classes, with a strong emphasis on growth assets such as shares and property.		
Investment timeframe	5+ years		
Risk and return profile	Moderate to high		
Asset allocation	Asset class	2009 (%)	2008(%)
	Australian fixed interest	17	21
	Australian shares	40	34
	Cash and short-term securities	3	3
	International fixed interest	7	8
	International shares	25	26
	Property	8	8

TOWER Growth Maximiser			
Investment manager	TOWER Australia Limited		
Investment objective	The option aims to provide high investment growth over the long term from a portfolio that invests in a range of asset classes.		
Investment strategy	The option invests predominantly in growth assets such as shares and property.		
Investment timeframe	5+ years		
Risk and return profile	High		
Asset allocation	Asset class	2009 (%)	2008(%)
	Australian fixed interest	5	6
	Australian shares	45	40
	Cash and short-term securities	5	5
	International fixed interest	5	5
	International shares	35	36
	Property	5	8

TOWER Cash			
Investment manager	TOWER Australia Limited		
Investment objective	The option aims to provide cash returns over the short term from investments in short-term securities and cash.		
Investment strategy	The option invests in short-term securities and cash.		
Investment timeframe	Up to 1 year.		
Risk and return profile	Low		
Asset allocation	Asset class	2009 (%)	2008(%)
	Cash	100	100

TOWER Property Plus			
Investment manager	Vanguard Investments Australia Limited		
Investment objective	The option aims to provide property returns over the long term from a portfolio of property securities.		
Investment strategy	The option invests in a range of property securities.		
Investment timeframe	5+ years		
Risk and return profile	High		
Asset allocation	Asset class	2009 (%)	2008(%)
	Property	100	100

TOWER Australian Shares			
Investment manager	TOWER Australia Limited		
Investment objective	The option aims to provide high investment growth over the long term from a portfolio of Australian shares.		
Investment strategy	The option invests in a range of Australian shares.		
Investment timeframe	5+ years		
Risk and return profile	High		
Asset allocation	Asset class	2009 (%)	2008(%)
	Australian shares	100	100

TOWER Ethical Growth			
Investment manager	AMP Capital Investors Limited		
Investment objective	The option aims to provide high investment growth over the long term from a portfolio of Australian shares issued by companies that take into account the wider ethical, social and environmental issues in the community.		
Investment strategy	The option invests in a range of Australian shares issued by companies that take into account the wider ethical, social and environmental issues in the community.		
Investment timeframe	5+ years		
Risk and return profile	High		
Asset allocation	Asset class	2009 (%)	2008(%)
	Australian shares	100	100

TOWER International Shares			
Investment manager	TOWER Australia Limited		
Investment objective	The option aims to provide high investment growth over the long term from a portfolio of international shares.		
Investment strategy	The option invests in a range of international shares.		
Investment timeframe	5+ years		
Risk and return profile	High		
Asset allocation	Asset class	2009 (%)	2008(%)
	International shares	100	100

TOWER Assured Caution			
Investment manager	TOWER Australia Limited		
Investment objective	The option aims to provide some investment growth over the medium term from a portfolio that invests in a range of asset classes.		
Investment strategy	The option invests predominantly in defensive assets such as cash and fixed interest.		
Investment timeframe	3+ years		
Risk and return profile	Low - moderate		
Asset allocation	Asset class	2009 (%)	2008(%)
	Australian fixed interest	42	44
	Australian shares	8	7
	Cash and short-term securities	22	22
	International fixed interest	20	20
	International shares	4	4
Property	4	3	

Other investment information

Asset allocations and benchmarks

Asset allocations for 30 September 2009 and 2008 for each of the investment options are shown on pages 9 to 11 and have been rounded to the nearest whole percentage point. The actual allocations may vary from time to time due to market fluctuations and investment decisions.

A limited portion of the investment portfolios may be held as cash for liquidity or other investment purposes from time to time. This cash holding is included in the asset class specified in the manager's mandate. For example, a specialist shares manager may hold some cash (within specified limits) and this would be classified as shares.

If you need further information about asset allocation benchmarks and minimum and maximum ranges, please contact your financial adviser, call us on 1800 812 922 or visit the website at www.toweraustralia.com.au

Risk and return profile

Volatility can be simply defined as fluctuations in the returns of an investment and is the most common way to measure the risk associated with certain asset classes. An investment which is more volatile than another is said to be riskier. This is because the greater the volatility of an investment, the greater the chance that its return could be less than expected.

It is widely accepted that over long periods of time, a relationship exists between the risk and return of each investment option. Generally, the investment options with the potential for earning higher returns carry a higher risk (ie have higher volatility of returns).

If you would like details for each of the investment options available to you as a member of the Fund (including asset allocation benchmarks and ranges) contact us on 1800 812 922 or visit the website at www.toweraustralia.com.au

Multi-manager investment style

TOWER's multi-manager investment options are managed by Russell Investment Management Ltd (Russell Investments), ABN 53 068 338 974. Russell Investments selects the underlying investment managers for its funds and regularly monitors the investment managers ensuring the investment options continue to meet investment objectives.

Multi-manager investing involves selecting quality specialist investment managers from around the world to manage some assets in the investment options. Russell Investments conducts a wide range of research, and has access to superior market information and a broad skill base for investment decision making.

TOWER's incumbent investment manager, Russell Investments, is a signatory to the United Nations Principles of Responsible Investment (UN PRI). As a signatory, Russell Investments believes that environmental, social and corporate governance issues can affect the performance of investment portfolios. They also recognise that applying the Principles to investment decisions may better align investors with the broader objectives of society.

Labour standards and environmental, social and ethical considerations

Other than for the Ethical Growth investment option, labour standards, environmental, social, or ethical considerations are not taken into account for the purpose of selecting, retaining, or realising an investment. Underlying investment managers may or may not take these considerations into account.

Investment in derivatives

Derivatives such as futures, forwards, options and swaps (as applicable) may be used, within agreed limits, by the underlying investment managers in managing the various asset classes.

TOWER's Derivative Risk Statement (DRS contains information about our approach to the use of derivatives. If you would like a copy of this, please contact us or visit www.toweraustralia.com.au/assetmgmt/riskmgmt.asp where a copy of the DRS can be accessed.

Processing of contributions and withdrawals

We reserve the right to suspend the processing of all contributions or withdrawals under certain market conditions or extraordinary circumstances, if in our opinion, to continue processing would not be in the best interests of members.

If the suspension on withdrawals continues for a long period, the Trustee must seek approval from the Australian Prudential Regulation Authority (APRA).

Please note that before you rollover, transfer or withdraw a benefit you can ask us for any assistance or information on anything you are unsure of, including benefits, fees and charges, or the possible effects of rolling over/transferring your benefit.

Identification requirements

TOWER has processes in place to help to prevent unauthorised people from gaining access to your investments. However, there are some steps that individuals can take to help protect their personal information from unauthorised access or use and these are available within our website at www.toweraustralia.com.au/privacy.asp

The Anti-Money Laundering and Counter-Terrorism Financing Act 2006 (the AML/CTF Act) requires us to identify you and verify your identity when you withdraw benefits from your policy. Generally, you will need to provide certain documents (such as your passport or current driver's licence) for sighting and verification of your identity. If you do not provide identifying documents we will not be able to pay your benefit.

The AML/CTF Act also imposes reporting obligations on us if we form suspicions about the identity of someone we are transacting with or about the transaction itself. In these circumstances we may decide to delay or decline to process that transaction and report it to the regulator if we are concerned that the request or transaction may be in breach of the provisions of the AML/CTF Act or cause us to commit an offence under that Act. If we take this step we will not incur any liability to you.

Unit pricing

Benefit payments

TOWER's current procedure is to calculate the withdrawal value using the latest available unit price at the time of calculating the payment. Our current process has been updated and may differ from the benefit calculation procedure in your original product terms.

Adjustments

Unfortunately from time to time, an error may occur in the calculation of a unit price. When a material error has been identified, TOWER will adjust members' accounts as follows:

- for members who are still current, we will adjust your investment to ensure it is in the position it should have been had the error not occurred; and
- for members who have exited, compensation may be paid where the adjustment is at least \$20. Amounts less than \$20 will remain in the Fund.

Where an exited member has been overpaid, TOWER may seek to recover the overpayment from the Trustee. In these circumstances, the Trustee reserves its right to recover the overpayment from the exited member.

HOW WE MANAGE YOUR SUPERANNUATION

Fees

We will provide you with at least 30 days notice before introducing any additional fee(s) or before any increases (other than Consumer Price Index increases) to existing fees.

Lost members

The Australian Taxation Office (ATO) maintains a register of 'lost members'. Members may search this register to help trace any superannuation entitlements that may have been transferred to an eligible rollover fund. It is important to ensure that we are always advised of any change of address.

Unclaimed benefits

In some circumstances, your benefit in the Fund may become subject to the unclaimed money laws.

For example, if you reach the prescribed age (ie 65 years of age) and a benefit from the Fund is to be paid to you but we have not received any contributions or rollovers into your account in the last two years and, after making reasonable efforts and after five (5) years, we are unable to contact you about the benefit payable, your benefit will be considered as an unclaimed benefit.

We must pay unclaimed benefits to the ATO.

To claim any benefit transferred to the ATO, you or your dependants will need to contact the unclaimed money service of the ATO. The contact details are:

Call 13 10 20

Website www.ato.gov.au

On transfer to the ATO, any benefit entitlement (including any insurance protection benefit, if applicable) that you have in the Fund will cease.

Superannuation surcharge

The Government abolished the superannuation surcharge with effect from 1 July 2005, however if an assessment is still outstanding, the surcharge will be deducted from your account balance. Details of any such deduction will be shown on your Annual Statement.

Approved eligible rollover fund

We are required by superannuation law to select an eligible rollover fund (ERF) to which we may transfer your withdrawal benefit in certain circumstances including if:

- your address details have never been provided to us; or
- we have sent to you one item of written communication which has been returned as unclaimed mail.

Small accounts of \$1,000 or less may also be transferred to the ERF. If we pay your benefit to the ERF, you cease to be a member of the Fund and become a member of the ERF. On transfer to the ERF, any benefit entitlement (including any insurance protection benefit) that you have in the Fund ceases. You are able to transfer or withdraw your benefit from the ERF as the governing legislation permits.

The Trustee has nominated the Australian Eligible Rollover Fund as the Fund's ERF. The contact details are:

Australian Eligible Rollover Fund

Locked Bag 5429

Parramatta NSW 2124

1800 677 424



The Fund

The products listed on the inside cover of this Annual Report are part of the TOWER Master Fund, which is a complying superannuation fund under the Superannuation Industry (Supervision) Act 1993.

The Trustee

The Trustee, TOWER Australian Superannuation Limited, currently has an approved guarantee from the National Australia Bank. Under this agreement, all liabilities of the Trustee incurred as a result of the Trustee fulfilling its duties to the TOWER Master Fund (and other superannuation entities of which it is trustee) are guaranteed by the National Australia Bank. This guarantee extends up to the amount of \$5 million. A copy of the approved guarantee is available for review upon request by contacting us.

Indemnity insurance

The Trustee is covered under a professional indemnity insurance policy.

Trust deed

A legal document called a trust deed sets out the provisions that govern the Fund. The Trustee is responsible for ensuring that the Fund operates according to the trust deed and the accompanying rules and that it complies with all relevant superannuation law.

Members may inspect the trust deed at any time by arrangement with us (see Directory on the inside cover for contact details).

Fund review date

The annual fund review date is 30 September. This is the date each year when your account balance is valued specifically for the purpose of:

- determining and reporting your benefits to you (ie as at the end of the reporting period), as required by law;
- and
- preparing the Fund's financial accounts (see 'Financial Information' for further information) and annual return to APRA.

Financial information

The financial accounts of the Fund are prepared in accordance with the Australian Accounting Standard AAS25 *Financial Reporting by Superannuation Plans* and within the provisions of the trust deed and relevant legislative requirements.

Members' benefits in the Fund are wholly determined by reference to life insurance policies. This means that the Fund is exempt from providing the following information to members:

- audited fund accounts, auditor's report or abridged financial information;
- statement of assets; and
- details of any assets (or group of associated assets) which exceed 5% of the value of the Fund.

All expenses incurred by the Trustee of the Fund to date have been borne by us, and reflected in the charges appropriate to the life insurance policies within the Fund. The Trustee is entitled (and may commence) to recover reasonable expenses from the Fund by giving 30 days notice to members. Any such expense recoveries may be made by deducting the relevant amounts from the Fund's assets as a whole.

FUND INFORMATION

At TOWER we pride ourselves on our high standards of customer service. If you have any questions about your TOWER product, we're here to help.

Contact us

- call us on 1800 812 922 Monday – Friday 8:30am-5:30pm (EST)
- email us at corporate.super@toweraustralia.com.au quoting your member number: or
- write to us at the following address quoting your member number

TOWER Australia Limited
PO Box 142
Milsons Point NSW 1565

Complaints

If you have a complaint about the Fund please put it in writing and send it to the following address:

TOWER Complaints Manager
TOWER Australia Group Limited
PO Box 142
Milsons Point NSW 1565

If your complaint has not been resolved to your satisfaction within 90 days of lodging your complaint, you may refer your complaint in writing to the Superannuation Complaints Tribunal (SCT), at the following address:

Superannuation Complaints Tribunal
Locked Bag 3060
GPO Melbourne VIC 3001

Call 1300 780 808
Email info@sct.gov.au
Website www.sct.gov.au

About the Superannuation Complaints Tribunal

The SCT is an independent body established by the Commonwealth Government to review unresolved complaints arising from trustee decisions relating to its members as opposed to trustee decisions about the management and operation of a superannuation fund as a whole. The objective of the SCT is to provide a fair, timely and economical means of resolution of complaints as an alternative to the court system. The SCT cannot consider complaints that have not been first referred to the Trustee's complaint resolution process.

CONTACT DETAILS





Superannuation Fund:

TOWER Master Fund
ABN 20 891 605 180

Issuer and Trustee:

TOWER Australian Superannuation Limited
ABN 69 003 059 407
AFSL No. 237851
Prepared and Issued – December 2009

TOWER Australia Limited

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