

Product Glossary

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Credit

Business finance

Product	Definition
Business credit cards	A form of short-term finance allowing goods and services to be purchased sooner by a business.
Business loans	A loan provided to a business (may be secured or unsecured, fixed or variable interest).
Commercial bills	A document expressing the commitment of a business to repay a short-term debt at a fixed date in the future.
Hire purchases/leases	Buying goods by instalment payments. The 'hirer' has the use of the goods while paying for them, but does not become the owner until all instalments have been paid.
Letters of credit	A permanent and absolute responsibility by a financial firm to repay the principal and interest of a loan in the event of a default by the borrower.
Lines of credit/overdrafts	A fully functional transaction account that has a credit limit attached to it. The borrower can generally withdraw funds at any time, up to the credit (or facility) limit. (If the credit limit is attached to more than one account, the borrower may only be able to draw up to the account limit on each account.) There is usually no fixed repayment schedule; however, the borrower is usually required to make payments to at least cover the interest and fees on the loan.
Non FF debt / Non-financial product debt	<p>A debt that has been incurred as a result of a non-financial product. Debts such as telephone, electricity, gas and water bills are non-financial firm debts.</p> <p>NB: if the debt is not owed to a AFCA financial firm and does not relate to a financial service, use "Non Rules" instead.</p>

Consumer credit

Product	Definition
Construction loans	Short-term (usually three years) real estate financing secured by a mortgage on the property being

Product	Definition
	financed. This loan is meant to cover the cost of land development and building construction, and is paid out as needed, as each stage is completed, according to a prearranged schedule, or when some condition is met.
Credit cards	Credit cards are a form of short-term finance, allowing goods and services to be purchased sooner, even if at greater cost, than if you had to save up for them.
Debt management/credit repair	Services which assists consumers with an incorrect listing on their credit report or negotiates a reduced payment for a debt owed.
Equity releases	Also known as a reverse mortgage or lifetime mortgage. It is a loan to senior homeowners that allows them to access a portion of the equity value in their home. No repayments are required whilst the borrower(s) remains in their property. Interest and fees accrue on the loan and the loan is repayable in full when the last surviving borrower permanently vacates the home or the home is sold.
Hire purchase/leases	Buying goods by instalment payments. The 'hirer' has the use of the goods while paying for them but does not become the owner until all instalments have been paid.
Home loans	The funds a buyer has to borrow (usually from a bank or other financial institution) to purchase a property; generally secured by a registered mortgage to the bank over the property being purchased.
Interest-free finances	Credit for interest free loans is usually provided by a finance company through the retail outlet. Some of these finance companies provide a credit card as part of the credit contract. If used outside any "interest free" promotion then interest and charges will generally accrue in the same way as other credit cards. But the interest rates for credit cards issued by finance companies are usually higher than those offered by other types of lenders.
Investment property loans	The funds a buyer has to borrow (usually from a bank or other financial institution) to purchase an investment property.

Product	Definition
Lines of credit/overdrafts	A line of credit allows you to make the bulk of your purchases or payments through a credit card with an interest free period. You use the credit card for most purchases allowing you to leave the bulk of your wage in the loan until your credit card account is payable. This slightly reduces the balance of the home loan debt for part of the month and therefore slightly reduces the interest payable.
Non FF debt / Non-financial product debt	A debt that has been incurred as a result of a non-financial product. Debts such as telephone, electricity, gas and water bills are non-financial firm debts. NB: if the debt is not owed to a AFCA financial firm and does not related to a financial service, use “Non Rules” instead.
Personal loans	A type of loan available from banks, finance companies and other financial institutions, generally for the purposes such as buying a car, boat or furniture.
Short-term finance	Short –term finance refers to the act of seeking or finding sources of monetary funds for a period of time of less than one year. For example, project managers may seek short-term funding for unexpected expenses.

Guarantees

Product	Definition
Bank guarantees	A type of guarantee in which a bank or other lending organisation promises to repay the liabilities of a debtor in the event that the debtor is unable to.
Business guarantees	A guarantee offered by a company or an individual as security for the borrowings of a business.
Consumer guarantees	A guarantee offered by a business or an individual as security for the borrowings of an individual or individuals.

Margin loans

Product	Definition
Margin loans	A type of loan available from various financial institutions, allowing investors to borrow cash against the value of listed shares or units in managed funds.

Deposit taking

Current accounts

Product	Definition
Business transaction accounts	A deposit account used by businesses for everyday transactions.
Foreign currency accounts	A deposit account which holds funds in a foreign currency or currencies.
Mortgage offset accounts	A deposit account where the balance is 'offset' (either fully or partially) against a home loan, reducing the amount of interest payable.
Passbook accounts	An account with a passbook attached to it, containing a physical record of all transactions.
Personal transaction accounts	A deposit account used by consumers for everyday transactions.

Savings accounts

Product	Definition
Bank bills	A bank bill is a short-term money market investment. The investor purchases a bank bill at a discount to its face value. The face value is the amount the investor will receive at the bill's maturity date. The amount of discount (the difference between the face value and purchase price) represents the return to be earned by holding the bank bill to maturity.
Cash management accounts	A deposit account which pays a reasonable amount of interest on funds deposited without requiring the funds to be deposited for a fixed term.
First home buyer accounts	First home buyer accounts became available from 1 October 2008. Unlike an ordinary savings account or investment, you can only use the funds in this type

Product	Definition
	of account to buy or build a home that you will live in and only after you have saved for at least four financial years. A first home saver account is a way of saving to buy or build your first home in which your savings attract a government contribution.
Online accounts	An account which must be linked to another deposit account for the purpose of making deposits or withdrawals and is generally conducted via the internet or telephone banking.
Term deposits	A deposit account where monies are held for a fixed term and interest accrues at a fixed rate.

Safe custody

Product	Definition
Safe custody	A facility whereby it is possible to arrange for your valuable documents & other possessions to be securely stored inside the vault at a bank branch.

General insurance

Domestic insurance

Product	Definition
Consumer credit insurance*	Consumer credit insurance (or CCI) is insurance that covers you if something happens that affects your capacity to meet the payments on your loan or credit card. CCI can be Life Insurance, General Insurance or a combination.
Home building	A home building insurance product is a contract or part of a contract that provides insurance cover (whether or not the cover is limited or restricted in any way) in respect of destruction of or damage to a home building.
Home contents	A home contents insurance product is a contract or part of a contract that provides insurance cover (whether or not the cover is limited or restricted in any way) in respect of loss of or damage to the contents of a residential building.

Product	Definition
Landlords Insurance	A home building insurance product is a contract or part of a contract that provides insurance cover (whether or not the cover is limited or restricted in any way) in respect of destruction of or damage to a rental property (both commercial and residential)
Motor vehicle	A motor vehicle insurance product is a contract or part of a contract that provides insurance cover (whether or not the cover is limited or restricted in any way) in respect of one or more of the following: <ul style="list-style-type: none"> (a) loss of, or damage to, a motor vehicle; and (b) liability for loss of, or damage to, property caused by or resulting from impact of a motor vehicle with some other thing.
Personal and domestic property	A personal and domestic property insurance product is a contract or part of a contract that provides insurance cover (whether or not the cover is limited or restricted in any way) in respect of loss or damage to property that is wholly or mainly used for personal, domestic or household purposes. Property includes any of the following: <ul style="list-style-type: none"> (a) moveables (b) valuables (c) a caravan or mobile home (d) an on-site mobile home (e) a trailer (f) a marine pleasure craft (g) a horse (h) a domestic pet (i) a mobile phone
Trust Bond	<p>A Trust Bond is a type of cover for residential tenants, where the beneficiary is the landlord or real estate agent and the tenant is the holder of the trust bond. The tenant pays a premium (normally up front) for the duration of the rental contract, and the insurance company assumes liability for any damages or outstanding rent at the end of the rental contract. While trust bonds are not an insurance product under the Corporations Act, they have similar features to insurance.</p> <p>The product is being trialled under the Terri Scheer Brand, using Suncorp's AFSL with the product name "Trustbond".</p>
Residential strata title	A residential strata title is an insurance contract insuring the body corporate of large apartment block

Product	Definition
	buildings that are wholly occupied for residential or small business purposes.
Sickness and accident*	A sickness and accident insurance product is a contract or part of a contract that has either of the following characteristics: (a) the contract provides insurance cover (whether the cover is limited or restricted in any way) in respect of the insured person contracting a sickness or disease or a specified sickness or disease or sustaining an injury or a specified injury; and (b) if the insured person dies as a result of the sickness, disease or injury, the contract provides insurance cover (whether the cover is limited or restricted in any way) in respect of the death.
Ticket insurance	Insurance that provides cover where someone is unable to attend an event (e.g. entertainment, sports) because of unforeseen circumstances such as accident, illness or transport delays. The insurance is often arranged when booking through a ticketing company such as Ticketmaster or Ticketek.
Travel insurance	A travel insurance policy insures you for things like personal injury, illness, loss or theft while you are travelling or any disruption to your travel plans.

Extended warranty

Product	Definition
Brown goods	Extended warranty arrangement under which the customer pays a fee in return for the warranty provider to repair or replace parts or components for light electronic consumer durables (e.g. TVs, radios, CD/DVD players, computers).
Motor vehicles	An extended motor vehicle warranty is an arrangement under which the customer pays a fee in return for the warranty provider, agreeing to repair or replace (or cover the cost of repairing or replacing) parts or components of a vehicle in the event of mechanical breakdown of those parts or components.
White goods	Extended warranty arrangement under which the customer pays a fee in return for the warranty provider to repair or replace parts or components for

Product	Definition
	Heavy consumer durables (e.g. air conditioners, refrigerators, stoves, etc).

Professional indemnity insurance

Product	Definition
Medical indemnity insurance	Medical indemnity insurance protects a medical business and its employees when they are sued for an act, error or omission in relation to professional services.
Other professional indemnity	Professional indemnity insurance protects a business and its employees when they are sued for an act, error or omission in relation to professional services.

Small business/farm insurance

Product	Definition
Commercial vehicle	Insurance that provides cover against theft and accidents for vehicles used for business purposes.
Computer and electronic breakdown	Insurance that provides cover against computer and other electronic equipment breakdown.
Contractors all risk	Insurance that covers all risks associated normally with a construction project. The insurance is often issued under the joint names of a contractor and a principal (client). It also usually includes public liability insurance.
Fire or accident damage	Insurance cover provided in the event of fire or accidental damage.
Glass	Insurance cover provided in the event of glass breakage (e.g. shop fronts).
Industrial special risk	Insurance which covers almost all risks and perils which a large industry may face during its operation
Land transit	Insurance that provides indemnity to the owner of goods for the loss or damage sustained by the goods shipped whilst in transit from a place of shipment to a destination.

Product	Definition
Livestock	Insurance cover for owners of horses, cattle, sheep, and other useful animals kept or raised on a farm or property.
Loss of profits/business interruption	Insurance cover that is designed to cover a business should something happen that causes the company to be unable to operate.
Machinery breakdowns	Insurance that provides cover for the costs incurred in reinstatement, replacement and/or repair of mechanical and electrical equipment following accidental damage or mechanical breakdown.
Money	Insurance that provides indemnity following the theft or loss of money.
Public liability	Public liability insurance is insurance for claims by third parties (the public) for personal injury or property damage caused by or attributable to the negligence of the insured.
Thefts	Insurance that provides indemnity following an act of theft.

Investments

Derivatives/hedging

Product	Definition
Contracts for difference	A contract between two people that mirrors the situation of trading a security, without actually buying or selling the security. The two parties make a contract that the seller will pay the buyer the difference in price after a certain period of time if the designated security's price increases, and the buyer will in return pay the seller the difference in price if the security's price decreases.
Foreign exchange	Cash or other claims (e.g. bank deposits and bonds) on another country, held in the currency of that country.
Forwards	A future commitment whose terms are established now; a contract under which one side will buy and the other sell a specific asset at a set price on a given future date.

Product	Definition
Futures	An agreement to buy or sell a standard quantity of a products, such as gold or \$US, on a specific future date at an agreed price determined at the time the contract is traded on the futures exchange.
Options	The right to buy or sell shares or securities at a set price and within a set period. The buyer/seller has the right but not the obligation to buy or sell.
Swaps	An arrangement in which two entities lend to each other on different terms.

Managed investments

Product	Definition
Australian equity funds	An Australian equity fund is a fund that invests primarily in Australian stocks, allowing investors to buy into the fund and thus buy a basket of stocks more easily than they could purchase the individual securities.
Cash management accounts	An account that uses a management tool to ensure that sufficient cash is available to meet current and future liabilities, with any surplus being safely invested to generate the maximum income.
Charitable/educational schemes	Funds which are established and are operated for a charitable or educational purpose, such as scholarship funds.
Film schemes	A management investment scheme where: People are brought together to contribute money to get an interest in the scheme ('interests' in a scheme are a type of 'financial product' and are regulated by the <i>Corporations Act 2001</i>). The money is pooled together with other investors (often many hundreds or thousands of investors) or used in a common enterprise.
Horse Schemes	Investment schemes centred upon the co-ownership of a horse for the purpose of financial advantage, such as racing and breeding syndicates.
International equity funds	An international equity fund is an open or closed-end fund that invests primarily in overseas shares/securities and other assets, allowing investors to buy into the fund and thus buy a basket

Product	Definition
	of stocks more easily than they could purchase the individual securities.
Investor directed portfolio services	An investor directed portfolio service (IDPS) is a service for acquiring and holding investments that involve arrangements for the custody of assets and consolidated reporting. There will generally be a menu of investments opportunities associated with an IDPS. Arrangements typically marketed as master funds and wrap accounts are likely to be an IDPS. An important feature of an IDPS is that the investor makes all the investment decisions.
Managed discretionary accounts	Generally, managed discretionary accounts (MDAs) are arrangements that involve a person (an MDA operator) managing a portfolio of assets for a retail client on an individual basis. The MDA operator makes discretionary decisions on behalf of the client (does not need to get authority from the client for each transaction) but this is done in accordance with an agreed investment strategy.
Managed strata title schemes	A managed strata title scheme is when an investor in a strata (apartment) unit has a right (by agreement or an understanding with the promoter) to a return which depends, in whole or in part, on the use of other investors' strata units (as opposed to common property). For example, your return depends on an arrangement for pooling income or for fairly allocating tenants.
Mixed asset funds	Multiple managed investments or mixed funds. (So you might have an investment portfolio involving various managed investments).
Mortgage schemes	A managed investment scheme that has most of its non-cash assets invested in mortgage loans.
Primary production schemes	Schemes where the investor is really a "grower" of the primary product (e.g. tea trees, pine trees, paulownia trees, olives, viticulture, beans, coffee etc). The investor/grower usually enters into an agreement with the manager/responsible entity for the scheme to plant, establish and maintain the trees until they are harvested at maturity.
Property funds	A type of collective investment where investors collect their money together and a professional manager operates the scheme, which invests in residential or commercial properties.

Product	Definition
Timeshare schemes	A timeshare scheme is a scheme: in Australia or elsewhere, where participants are entitled to use, occupy or possess, for two or more periods, property to which the scheme relates; and operates for not less than three years.
Trustee common funds	Funds invested by trustees who are empowered to pool monies in common funds despite the fact that the monies were received from individual trusts.

Real property

Product	Definition
Real property	Land including things that are fixed to land, such as buildings. The buildings may be used for residential purposes or commercial purposes. Investing in real property is a form of investment and may include an investment in things such as a residential home either as a primary residence or as a rental property; an apartment, unit or other strata title interest used for residential purposes; or, a shop, office, factory, unit or other building used for commercial purposes.

Securities

Product	Definition
Bills of exchange	A bill of exchange is an unconditional order in writing, addressed by one person to another, signed by the person giving it, requiring the person to whom it is addressed to pay on demand, or at a fixed or determinable future time, a certain sum in money to, or to the order of, a specified person or to the bearer.
Bonds	A bond is a statement of debt and is issued by governments, companies, other entities and individuals in return for cash from lenders and investors.
Debentures	A debenture is one way for a business to raise money from investors. In return for your money, the business (or 'issuer' of the debenture) promises to: pay you interest; and pay back the money you lend them (or your 'capital') on a future date.
Exchange traded funds	A managed fund that is traded on a stock exchange.

Product	Definition
Promissory notes	A promissory note is a written promise, free of any conditions, to pay an agreed sum of money to someone at a fixed time in the future. Most commonly they are used to raise short term finance.
Shares	A share is simply a part-ownership of a company. For example, if a company has issued a million shares, and a person buys ten thousand shares in it, then the person owns one per cent of the company.
Warrants	A certificate giving the holder the right to purchase securities at a stipulated price within a specified time span, or in some cases, indefinitely. Warrants are sometimes attached to other securities as an added purchase inducement and may be traded separately after issue. They are similar to call options. Warrants have all the other features of shares- entitlement to dividends, tradeable on the share market; price goes up and down depending on the underlying share price.

Superannuation – non-trustee related

Product	Definition
Annuity policy	An annuity policy is an income stream provided by a life insurance company that is declared to be a superannuation policy under the Life Insurance Act . It pays out a guaranteed stream of payments to an individual for a set period of time. It is used as an income stream for retirees.
Approved deposit funds	A fund with particular taxation advantages, designed to receive superannuation benefits that are rolled over from another superannuation fund (e.g. accumulated superannuation benefits paid to someone leaving a job).
Pension	<i>Account based pension</i> An account-based pension (also called an allocated pension) is one of a number of concessionaly taxed products that investors can buy with a lump sum from a superannuation fund, or pay from a self-managed superannuation fund, to give them an income during retirement. An investment account is set up with this money from which they draw a regular income. A minimum payment must be made at least annually. It is also possible to nominate a reversionary pensioner to continue to receive

Product	Definition
	<p>income payments after the member's death.</p> <p><i>Life time pension</i> A lifetime pension is a type of superannuation pension that is payable for the life of the pensioner and in some cases the life of a reversionary pensioner such as a spouse. Lifetime pensions are sometimes called defined benefit pensions.</p> <p><i>Transition to Retirement Pension</i> A Transition to Retirement Pension (or TRIS) is a form of account-based pension that can be paid to a superannuation fund member even if the member has not yet retired. In addition to the minimum annual pension payment (see Account based Pension), there is a maximum annual payment of 10% of the account balance. Unlike an account-based pension, the investment earnings of a TRIS are not eligible for concessional tax treatment and it is not usually possible for income payments to continue on the death of the pensioner. Instead, if the pensioner dies, the account balance must be paid as a lump sum.</p>
Pooled superannuation trusts	A wholesale superannuation entity in which multiple superannuation trustees contribute superannuation assets and structured as a tax-paid unit trust.
Retirement savings accounts	A special capital guaranteed superannuation account with banks or credit unions that is used to save funds for retirement.
Self-managed superannuation funds	Small superannuation funds where the members are also the trustees (or directors of the corporate trustee). There is a limit on the number of members.
Small APRA fund	A small superannuation fund for members who do not want to be trustees. A professional trustee is instead used.
Superannuation fund	<p>A superannuation fund is a trust-based vehicle where compulsory Superannuation Guarantee (SG) contributions and voluntary contributions can be paid. Superannuation funds are usually divided into three broad categories:</p> <ul style="list-style-type: none"> • Registrable Superannuation Entities (RSEs) that are regulated by the Australian Prudential Regulation Authority (APRA),

Product	Definition
	<ul style="list-style-type: none"> ● Self-managed superannuation funds regulated by the Australian Taxation Office (ATO), and ● Exempt public-sector superannuation schemes providing benefits for government employees or schemes established by Commonwealth, State or Territory law, that are not directly subject to the SIS Act 1993 and APRA regulation. <p>APRA-regulated RSE licensees are generally classified into four types:</p> <ul style="list-style-type: none"> ● Corporate funds – a private superannuation fund that is supported by an employer. Corporate funds are generally only open to people working for a particular employer or corporation. ● Industry funds – a type of not-for-profit superannuation created for people who work in a particular industry or under a particular industrial award. Industry funds are often open for anyone to join. ● Retail funds - a retail fund is a type of superannuation fund that is open to everyone. Retail funds can also have sub-plans that are only open to particular employee groups. ● Public sector funds - a superannuation fund established for employees of federal and state government departments. They are generally only available to government employees. They may provide higher employee contributions than the statutory minimum.

Life insurance

Income stream risk

Product	Definition
Consumer credit insurance	Usually pays monthly benefits to help pay interest on loans.
Income protection	Income protection insurance pays a monthly benefit where the life insured is unable to work due to injury or illness. Business expenses may be covered separately or form part of the policy for self-employed.

Non-income stream risk

Product	Definition
Annuities	An annuity is an income stream, which is paid at pre-determined intervals, at a predetermined rate, for either a specific period of time or for the life of the pensioner. Lifetime pensions or annuities provide income payments for the investor's lifetime and for the lifetime of reversionary beneficiaries (if any).
Endowments	Under endowment assurance policies, the sum assured and any bonuses are paid on the death of the life insured or at the end of a set period, whichever occurs first.
Funeral plans	A type of insurance cover that pays a lump sum on death, usually to cover funeral expenses.
Scholarship funds	A fund to provide money for scholarships, bursaries or prizes.
Term life	Term life insurance pays a death benefit if the life insured dies during the term of the policy (before the policy expires). See Whole of life for distinction.
Total and permanent disability	Total and permanent disability insurance (TPD) provides a lump sum payment if a person become totally and permanently disabled.
Trauma	Trauma (or critical illness) insurance provides a lump sum benefit if a person is diagnosed with a specified illness or injury. These types of products cover major illnesses or injuries that will impact a person's life and lifestyle.
Whole of life	A life insurance policy guaranteed to stay in force for the duration of the insured's life, provided premiums are paid. See Term life for distinction.

Payment systems

Direct transfer

Product	Definition
ATM	A transaction (deposit, withdrawal or balance enquiry) completed using an Automatic Teller Machine.
Bank drafts	A cheque drawn by one bank against funds deposited into its account at another bank, authorising the second bank to make payment to the individual named in the draft. (e.g. a - foreign currency cheque drawn on an overseas bank).
Cheques	A signed order in writing, addressed by a person to a financial institution, requiring the financial institution to pay a sum of money on demand.
Counter transactions	A banking transaction conducted in person, at a branch.
Direct debits	A standing authority provided to a business (usually a third party company, but can also be provided to the financial firm) allowing it to directly debit a nominated account. The direct debit can be linked to an account with a financial institution (e.g. personal transaction account or to a credit card).
Electronic banking	Transactions carried out via internet banking and telephone banking.
Foreign currency transfers	Transfer of foreign currency between institutions, pertaining to international financial markets.
Merchant facilities	Facility offered by financial firms to businesses to accept payment in forms other than cash (e.g. EFTPOS, credit cards etc). Different card providers may require different merchant facilities (e.g. AMEX, Diners, Visa and MasterCard).
Telegraphic transfers	An electronic method of payment used to transfer funds between financial institutions. Can be either local (e.g. between two Australian banks) or overseas.

Non-cash

Under the Corporations Act 2001 (Cth), ASIC licenses issuers and distributors of “non-cash payments” facilities. “Non-cash payments” are defined as payments made

“otherwise than by the physical delivery of Australian or foreign currency in the form of notes and/or coins”.

Product	Definition
Loyalty programs	Loyalty schemes are operated by, or on behalf of, a person (the ‘issuer’) linked to the goods and services (e.g. credit card services, flight services or store goods) they offer or provide. The loyalty scheme is designed to encourage the issuer’s customers to use or spend on the issuer’s goods and services.
Non-cash systems	A facility through which a person makes non-cash payments (e.g. PayPal)
Stored value cards	A type of non-cash system. Stored value facilities are services that allow you to put money into a card that can be used to make purchases for goods and services.
Travellers’ cheques	A pre-printed, fixed-amount cheque designed to allow the person signing it to make an unconditional payment to someone else as a result of having paid the issuer for that privilege.

Superannuation

Annuity policy

Product	Definition
Pension	<i>Life time pension</i> A lifetime pension is a type of superannuation pension that is payable for the life of the pensioner and in some cases the life of a reversionary pensioner such as a spouse. Lifetime pensions are sometimes called defined benefit pensions.
Death Benefit	When an annuitant dies, a death benefit may be payable to the deceased’s estate or to a nominated beneficiary, depending on the terms of annuity.

Approved deposit fund

Product	Definition
Pension	<i>Account based pension</i> An account-based pension (also called an allocated pension) is a concessional tax product that

Product	Definition
	<p>members can receive from an approved deposit fund to give them an income during retirement. A minimum payment must be made at least annually. It is also possible to nominate a reversionary pensioner to continue to receive income payments after the member's death.</p> <p><i>Transition to Retirement Pension</i> A Transition to Retirement Pension (or TRIS) is a form of account-based pension that can be paid to a member even if the member has not yet retired. In addition to the minimum annual pension payment, there is a maximum annual payment of 10% of the account balance. Unlike an account-based pension, the investment earnings of a TRIS are not eligible for concessional tax treatment and it is not usually possible for income payments to continue on the member's death. Instead, if the member dies, the account balance must be paid as a lump sum.</p>
Death Benefit	<p>When a member of an approved deposit fund dies, the trustee of the fund must pay a death benefit in accordance with the fund's rules. This might be to the nominated beneficiary (binding) or according to the trustee's discretion. The death benefit may include an insured component.</p>
Terminal Illness	<p>If a member of an approved deposit fund suffers a 'terminal medical condition' under the Superannuation Industry (Supervision) Regulations, the trustee of the fund may pay a terminal illness benefit to the member. The terminal illness benefit may include an insured component where the fund member is 'terminally ill' as defined by the policy.</p>
Total & Permanent Disability	<p>When a member of an approved deposit fund becomes Totally and Permanently Disabled (within the meaning of the fund's rules), the trustee of the fund may pay a TPD benefit to the member. The TPD benefit may include an insured component where the fund member is totally and permanently disabled, as defined by the policy. In order for the trustee to pay the benefit from the fund, the member must be unable to work in any occupation (see condition of release for 'permanent incapacity').</p>
Income Protection	<p>Income protection insurance, also known as salary continuance, replaces the income lost through the insured's inability to work due to injury or illness. The majority of superannuation funds offer some level of</p>

Product	Definition
	income protection cover as an optional extra. Cover will be in the form of a percentage of current income. In order for the trustee to pay the benefit from the fund, the member must also satisfy the condition of release for 'temporary incapacity'.
Superannuation Account	An account held by a member of an approved deposit fund. A member's superannuation account can only be paid in cash to the member if the member has satisfied a condition of release but, subject to the rules of the fund, the member can usually request to rollover their account to another approved deposit fund or to a superannuation fund at any time.

Life policy fund

Product	Definition
Death Benefit	When a member of a superannuation fund dies, the trustee of the fund must pay a death benefit in accordance with the fund's rules. This might be to the nominated beneficiary (binding) or according to the trustee's discretion. The death benefit may include an insured component.
Terminal Illness	If a member of a superannuation fund suffers a 'terminal medical condition' under the Superannuation Industry (Supervision) Regulations, the trustee of the fund may pay a terminal illness benefit to the member. The terminal illness benefit may include an insured component where the fund member is 'terminally ill' as defined by the policy.
Total & Permanent Disability	When a member of a superannuation fund becomes Totally and Permanently Disabled (within the meaning of the fund's rules), the trustee of the fund must pay a TPD benefit to the member. The TPD benefit may include an insured component where the fund member is totally and permanently disabled, as defined by the policy. In order for the trustee to pay the benefit from the fund, the member must be unable to work in any occupation (see condition of release for 'permanent incapacity').
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Superannuation Account	An account held by a member of a Superannuation Fund. A member's superannuation account can only be paid in cash to the member if the member has satisfied a condition of release but, subject to the rules of the fund, the member can usually request to rollover their account to another superannuation fund at any time.

Retirement savings account

Product	Definition
Death Benefit	When the holder of a Retirement Savings Account dies, a death benefit will be paid in accordance with the terms and conditions. This might be to the nominated beneficiary or the holder's estate. The death benefit may include an insured component.
Terminal Illness	If a holder of a Retirement Savings Account suffers a 'terminal medical condition' under the Retirement Savings Account Regulations, a terminal illness benefit may be paid to the holder. The terminal illness benefit may include an insured component where the holder is 'terminally ill' as defined by the policy.
Total & Permanent Disability	When a holder of a Retirement Savings Account becomes Totally and Permanently Disabled (within the meaning of the terms and conditions), a TPD benefit may be paid to the holder. The TPD benefit may include an insured component where the holder is totally and permanently disabled, as defined by the policy. In order to pay the benefit, the holder must be unable to work in any occupation (see condition of release for 'permanent incapacity').
Income Protection	Income protection insurance, also known as salary continuance, replaces the income lost through the insured's inability to work due to injury or illness and can be obtained through a Retirement Savings Account. Cover will be in the form of a percentage of current income. In order for the benefit to be paid,

Product	Definition
	the holder must also satisfy the condition of release for 'temporary incapacity'.
RSA Account	An account held by a holder of a Retirement Savings Account. A holder's RSA account can only be paid in cash to the holder if the holder has satisfied a condition of release but, subject to the terms and conditions, the holder can usually request to rollover their account to another Retirement Savings Account or a superannuation fund at any time.

Small APRA fund

Product	Definition
Pension	<p><i>Account based pension</i> An account-based pension (also called an allocated pension) is a concessional tax product that members can receive from a superannuation fund to give them an income during retirement. A minimum payment must be made at least annually. It is also possible to nominate a reversionary pensioner to continue to receive income payments after the member's death.</p> <p><i>Life time pension</i> A lifetime pension is a type of superannuation pension that is payable for the life of the pensioner and in some cases the life of a reversionary pensioner such as a spouse. Lifetime pensions are sometimes called defined benefit pensions.</p> <p><i>Transition to Retirement Pension</i> A Transition to Retirement Pension (or TRIS) is a form of account-based pension that can be paid to a superannuation fund member even if the member has not yet retired. In addition to the minimum annual pension payment (see Account based Pension), there is a maximum annual payment of 10% of the account balance. Unlike an account-based pension, the investment earnings of a TRIS are not eligible for concessional tax treatment and it is not usually possible for income payments to continue on the death of the pensioner. Instead, if the pensioner dies, the account balance must be paid as a lump sum.</p>
Death Benefit	When a member of a superannuation fund dies, the trustee of the fund must pay a death benefit in

Product	Definition
	accordance with the fund's rules. This might be to the nominated beneficiary (binding) or according to the trustee's discretion. The death benefit may include an insured component.
Terminal Illness	If a member of a superannuation fund suffers a 'terminal medical condition' under the Superannuation Industry (Supervision) Regulations, the trustee of the fund may pay a terminal illness benefit to the member. The terminal illness benefit may include an insured component where the fund member is 'terminally ill' as defined by the policy.
Total & Permanent Disability	When a member of a superannuation fund becomes Totally and Permanently Disabled (within the meaning of the fund's rules), the trustee of the fund must pay a TPD benefit to the member. The TPD benefit may include an insured component where the fund member is totally and permanently disabled, as defined by the policy. In order for the trustee to pay the benefit from the fund, the member must be unable to work in any occupation (see condition of release for 'permanent incapacity').
Income Protection	Income protection insurance, also known as salary continuance, replaces the income lost through the insured's inability to work due to injury or illness. Cover will be in the form of a percentage of current income. In order for the trustee to pay the benefit from the fund, the member must also satisfy the condition of release for 'temporary incapacity'.
Superannuation Account	An account held by a member of a Superannuation Fund. A member's superannuation account can only be paid in cash to the member if the member has satisfied a condition of release but, subject to the rules of the fund, the member can usually request to rollover their account to another superannuation fund at any time.

Superannuation fund

Product	Definition
Pension	<i>Account based pension</i> An account-based pension (also called an allocated pension) is a concessional tax product that members can receive from a superannuation fund to

Product	Definition
	<p>give them an income during retirement. A minimum payment must be made at least annually. It is also possible to nominate a reversionary pensioner to continue to receive income payments after the member's death.</p> <p><i>Life time pension</i> A lifetime pension is a type of superannuation pension that is payable for the life of the pensioner and in some cases the life of a reversionary pensioner such as a spouse. Lifetime pensions are sometimes called defined benefit pensions.</p> <p><i>Transition to Retirement Pension</i> A Transition to Retirement Pension (or TRIS) is a form of account-based pension that can be paid to a superannuation fund member even if the member has not yet retired. In addition to the minimum annual pension payment (see Account based Pension), there is a maximum annual payment of 10% of the account balance. Unlike an account-based pension, the investment earnings of a TRIS are not eligible for concessional tax treatment and it is not usually possible for income payments to continue on the death of the pensioner. Instead, if the pensioner dies, the account balance must be paid as a lump sum.</p>
Death Benefit	<p>When a member of a superannuation fund dies, the trustee of the fund must pay a death benefit in accordance with the fund's rules. This might be to the nominated beneficiary (binding) or according to the trustee's discretion. The death benefit may include an insured component.</p>
Terminal Illness	<p>If a member of a superannuation fund suffers a 'terminal medical condition' under the Superannuation Industry (Supervision) Regulations, the trustee of the fund may pay a terminal illness benefit to the member. The terminal illness benefit may include an insured component where the fund member is 'terminally ill' as defined by the policy.</p>
Total & Permanent Disability	<p>When a member of a superannuation fund becomes Totally and Permanently Disabled (within the meaning of the fund's rules), the trustee of the fund must pay a TPD benefit to the member. The TPD benefit may include an insured component where the fund member is totally and permanently disabled, as defined by the policy. In order for the</p>

Product	Definition
	trustee to pay the benefit from the fund, the member must be unable to work in any occupation (see condition of release for 'permanent incapacity').
Income Protection	Income protection insurance, also known as salary continuance, replaces the income lost through the insured's inability to work due to injury or illness. The majority of superannuation funds offer some level of income protection cover as an optional extra and some funds offer it automatically. Cover will be in the form of a percentage of current income. In order for the trustee to pay the benefit from the fund, the member must also satisfy the condition of release for 'temporary incapacity'.
Superannuation Account	An account held by a member of a Superannuation Fund. A member's superannuation account can only be paid in cash to the member if the member has satisfied a condition of release but, subject to the rules of the fund, the member can usually request to rollover their account to another superannuation fund at any time.

Traditional trustee services

Estate management

Product	Definition
Estate management	Administering or managing a trust, deceased estate or other estate of an individual, e.g. in the capacity of trustee, executor or guardian.

Estate planning

Product	Definition
Enduring powers of attorney	Preparation of an enduring power of attorney.
Wills	Preparation of a will.

Trusts

Product	Definition
Specific purpose	Preparation of a trust instrument for a specific purpose trust (i.e. a trust established for a specific purpose rather than for designated beneficiaries).
Beneficiary	Preparation of a trust instrument for a trust created for beneficiaries.

Non Rules

Non Rules

Product	Definition
Non Rules	This product category is used for complaints involving products that do not come within the AFCA Rules, e.g., products such as workers compensation insurance or telecommunications services. NB: if the complaint is about the actions of a AFCA financial firm in relation to a debt that did not originate through a financial service, such as a collections agency collecting on a telecommunications bill, use "Non FF debt" instead.