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<website>

dd Month yyyy

<Title><First Name><Last Name>  
<2<sup>nd</sup> owner name where applicable (IDPS)>  
<Address>  
<Suburb> <State> <Postcode>

Dear <Salutation>

<Full Product Name>  
Client number: <client number>  
Account number: <account number>

## A better rate on your Cash Account

### The new rates will automatically apply from December

We are making some changes to improve the earnings on your Cash Account, which have been impacted by the COVID-19 pandemic.

#### What is my Cash Account?

Your Cash Account is used to process all account transactions that occur within your <product name> account. Examples of transactions include deposits, investment buys and sells, income, fees and costs, and <regular withdrawals, pension payments, insurance premiums>.

We manage your Cash Account so that it earns interest. A portion of this interest is retained to cover costs ('indirect costs'). The rest is paid to you as Cash Account earnings each month ('net interest').

#### What are the changes?

Your Cash Account will be invested in a new interest-bearing account that will improve both the stability of and the net interest on your cash. The indirect cost in October was 0.60%. From December it will vary and is expected to be no more than 0.70%.

After taking into account indirect costs, your net interest is expected to increase from around 0.06% pa to the cash rate set by the Reserve Bank of Australia. This will vary and is currently around **0.25% pa**.

#### How does it benefit me?

Higher net interest means your Cash Account is earning more. If, for example, you had \$5,000 in your Cash Account, your earnings are expected to go from \$3.00 pa to **\$12.50<sup>1</sup> pa**.

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<sup>1</sup> Calculations based on current and expected rates

### When does the new rate apply?

The new rate will automatically apply to your Cash Account from 1 December 2020, and the first payment will be in January 2021. The payment is shown as 'Income on Cash Holding Account' on your statements and transaction history.

### More information

The information in this letter is general information only and does not take into account your personal financial situation or needs. If you have any questions about this letter or how this may affect your account, you can:

- contact your financial adviser, <Adviser Name> on <Adviser Number>
- contact ClientFirst on **1800 913 118** or email **clientfirst@ioof.com.au**

Thank you for choosing to invest with IOOF.

Yours sincerely

A handwritten signature in black ink, appearing to read 'F. Lombardo'.

Frank Lombardo  
Chief Operating Officer