



For the  
reversionary  
beneficiary of a  
Pursuit Core  
Term Allocated  
Pension  
member

# Core

# Pursuit

## Term Allocated Pension

Dated 28 February 2009

Product Disclosure Statement

Issuer: IOOF Investment Management Limited (ABN 53 006 695 021, AFS Licence No. 230524),  
as Trustee of the IOOF Portfolio Service Superannuation Fund (ABN 70 815 369 818).

This Product Disclosure Statement (PDS) has been prepared and issued by IOOF Investment Management Limited (IOOF) ABN 53 006 695 021, AFS Licence No. 230524. IOOF is the Trustee of the IOOF Portfolio Service Superannuation Fund (Fund), ABN 70 815 369 818. Pursuit Core Term Allocated Pension is a *pension product* in the Fund.

**Important notice** Pursuit Core Term Allocated Pensions are closed to new members and no new *pensions* can be commenced. The information in this PDS is only applicable to the *reversionary beneficiary* of a Pursuit Core Term Allocated Pension member who is continuing a Pursuit Core Term Allocated Pension on the death of the *primary beneficiary*.

**About the Trustee**

As Trustee, IOOF is responsible for operating the Fund honestly and in the best interests of members.

IOOF is also responsible for holding the assets of the Fund on behalf of members and undertakes all of the administrative tasks through IOOF Services Pty Ltd ABN 86 127 934 856. IOOF has investment and service contracts with related parties within the IOOF Group, including Perennial Investment Partners Ltd and IOOF Services Pty Ltd.

IOOF is solely responsible for the content of this PDS. This PDS was prepared by IOOF based on its interpretation of the relevant legislation as at the date of issue.

Investments in Pursuit Core Term Allocated Pension do not represent assets or liabilities of IOOF (other than as trustee of the Fund) or any other company or business within the IOOF Group, comprising IOOF Holdings Limited ABN 49 100 103 722 and its related bodies corporate. The terms 'our', 'we', 'us' and 'Trustee' in this PDS refer to IOOF. Neither IOOF, nor any other related or associated company, the investment managers providing the managed funds, service providers or the related bodies corporate of the parties mentioned, guarantee the repayment of capital or the performance or any rate of return of the investment options chosen in Pursuit Core Term Allocated Pension. However, note that investment options which solely invest in financial products that are explicitly guaranteed by the Commonwealth Government are available through Pursuit Core Term Allocated Pension. Investments made into the investment options in Pursuit Core Term Allocated Pension are subject to investment risks and other risks. This could involve delays in the repayment of principal and loss of income or principal invested.

IOOF operates Pursuit Core Term Allocated Pension on the terms and conditions outlined in this PDS and in accordance with the Fund's *Trust Deed*. IOOF may change any of the terms and conditions set out in the PDS at any time where permitted to do so under the Trust Deed and *superannuation (super) law*.

IOOF is also the responsible entity of the Perennial Trusts and the IOOF MultiMix Trusts (the Trusts), which are some of the investment options offered in Pursuit Core Term Allocated Pension (as listed in [Pursuit fact sheet 202: Pursuit Core investment options menu](#)), and we receive fees under the Constitutions of the Trusts.

**About Perennial**

Perennial Investment Partners Limited (Perennial) ABN 59 087 901 620, AFS Licence No. 238763, another company within the IOOF Group has been appointed by IOOF to manage the investment assets of the Perennial Trusts. Perennial is paid arms-length asset management fees by IOOF (as the responsible entity) for the management of the Perennial Trusts.

**Investment options offered**

IOOF makes no recommendation regarding the investment options set out in [Pursuit fact sheet 202](#).

As Trustee, IOOF regularly monitors the investment options available to members in Pursuit Core Term Allocated Pension and provides no assurance that any investment option currently available will continue to be available in the future. IOOF has the right to suspend or cease investments in a specific investment option and if necessary, can redeem and *transfer* your investments to your Cash Account in circumstances where the investment option is no longer available and no alternative instructions are provided. IOOF will notify you of any such change where possible before the change occurs.

The investment managers have not authorised or caused the issue of this PDS but have consented to the inclusion of statements which relate to their particular managed fund.

In order to choose an investment option for your investment strategy, you should review the information in [Pursuit fact sheet 201: Pursuit Core investment strategies](#). Before selecting an investment option your adviser should give you the product disclosure statement for that managed fund or the product guide for the term deposit. These documents provide you with important information to consider and evaluate prior to investing. Product disclosure statements for each managed fund and product guides for each term deposit are also available on our web site at [www.ioof.com.au](http://www.ioof.com.au)

**General advice warning**

The information contained in this PDS is of a general nature only and does not take into account your individual objectives, financial situation or needs. You should consider the appropriateness of this information having regard to your objectives, financial situation and needs and you may want to seek advice from a financial adviser before making a decision about Pursuit Core Term Allocated Pension.

**Updated information**

Naturally, the information referred to in this PDS may change from time to time. So we will inform you of any significant changes that could affect you, or other significant events that may affect the information in this PDS. Any updated information that is not materially adverse may be obtained by:

- checking our web site at [www.ioof.com.au](http://www.ioof.com.au)
- emailing us at [clientservices@ioof.com.au](mailto:clientservices@ioof.com.au) or
- calling us on **1800 062 963**.

A paper copy of the updated information will be provided free of charge on request.

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### How do I find my way around this PDS?

This PDS describes the key features, risks and purpose of the Pursuit Core Term Allocated Pension. It also contains some information we are required to include by law.

You will see that the PDS refers to a number of fact sheets – these contain statements and information that we are required by law to disclose to you. Each fact sheet is classified by a unique identifier and a description of what is covered. You can then use this description to decide whether to read the information. By law the statements and information in these fact sheets are taken to be included in the PDS.

This PDS and the fact sheets can be downloaded from our web site at [www.ioof.com.au](http://www.ioof.com.au), or contact us and we will send you a paper copy at no charge.

### Key words

There may be some words in this PDS and the fact sheets you may not be familiar with. To help you understand those terms we have defined them in [Pursuit fact sheet 308: Key words explained for term allocated pensions](#). Each time a defined term is first used in any topic of this PDS or in a fact sheet it is written in *italics* like this.

### About the Pursuit Core Term Allocated Pension

Your account balance depends on investment earnings which may rise or fall. Pension payments will cease when your pension account balance is exhausted, so this pension may not provide you with an income for the rest of your life.

# Section 1 - An introduction to the Pursuit Core Term Allocated Pension

A Pursuit Core Term Allocated Pension provides an *income stream* each year for a *fixed term*. Prior to commencing the pension, the *primary beneficiary* determined the length of the fixed term. A *reversionary beneficiary* will receive regular pension payments for the remainder of the original fixed term. The length of that fixed term cannot be changed.

As a reversionary beneficiary, you became a member of the *Fund* upon the death of the primary beneficiary. Your pension account will comprise:

- the investment options; and
- the Cash Account (see page 10 for more information on your Cash Account).

If you are receiving your Pursuit Core Term Allocated Pension as the child of the deceased primary beneficiary, the pension must be commuted to a tax-free lump sum *benefit* once you turn age 25 (unless you are permanently disabled).

## How is my annual pension calculated?

*Super law* specifies the rules for calculating your annual pension payment. The annual pension payments are calculated by dividing your account balance on 1 July each year by the pension payment factor that relates to the remaining term of your pension. Pension payment amounts will be rounded to the nearest \$10.

The pension payment factors are displayed on our web site at [www.ioof.com.au](http://www.ioof.com.au)

## How can I vary my pension payments?

You can vary your pension payments on an annual basis within set minimum and maximum limits.

The payment options available include:

- 90 per cent of the fixed pension payment (the minimum pension);
- the fixed pension payment<sup>1</sup>; or
- 110 per cent of the fixed pension payment (the maximum pension).

When a *reversionary beneficiary* commences the pension, the payment option selected by the *primary beneficiary* will continue for the remainder of that financial year. You can request a variation to your payment option to commence on 1 July of the next financial year.

## Example - payment options available

On 15 August 2008, the *primary beneficiary* died and the pension reverted to Leah, the *reversionary beneficiary*. No changes are made to the remaining pension payments for 2008/09. On 1 July 2009 the pension has a remaining *fixed term* of 13 years and an account balance of \$200,000. For 2009/10, Leah can choose to take:

- the fixed pension payment of \$19,420 (\$200,000 divided by the pension payment factor of 10.30 (rounded to the nearest \$10)); or
- the fixed pension payment of \$19,420 for 2009/10 and 5% annual indexation of the pension thereafter; or
- the minimum pension of \$17,478 (90% of the fixed pension payment); or
- the maximum pension of \$21,362 (110% of the fixed pension payment).

<sup>1</sup> If you select the fixed pension payment option, you can also choose to index your fixed pension by *CPI* or a fixed percentage (up to a maximum of five per cent per annum). Indexation is subject to the minimum and maximum limits above. If the annual pension payment is outside these ranges, the pension payment will default to the closest limit.

### Frequency of pension payments

You may elect to receive your annual pension payment as one annual payment or in instalments based on one of the following frequencies:

- twice-monthly;
- monthly;
- quarterly; or
- half-yearly.

Irrespective of the frequency you select, we will, where necessary, withhold any PAYG tax liability on the gross pension payment for that frequency as required by law. For more information, see 'Tax and social security information' on page 18 of this PDS.

We will deduct the required pension payments from your Cash Account and credit them electronically to your nominated account with a *financial institution*. Payments are made by the 28th day of the month where a pension payment is due, unless you have selected the twice-monthly option which is paid by the 14th and 28th day of each month.

## Dependants – paying benefits if you die

If you die before the end of the *fixed term*, a lump sum *benefit* will be paid to one or more of your nominated *dependants* and/or your *Legal Personal Representative*. The benefit payable will comprise the value of your pension account less any outstanding fees, costs and taxes (if applicable).

To provide greater certainty as to who will receive your benefit in the event of your death there are two estate planning options (only one option can be selected):

- *Binding Nomination*; or
- *Non-Binding Nomination*.

The most appropriate nomination will depend on your personal circumstances. Any person you nominate must be a dependant as defined by *super law*. Dependants include your *spouse*, *de facto spouse*, *same-sex partner* and *children*.

If you choose to make a Binding Nomination or Non-Binding Nomination you can nominate one or more people and allocate your benefit between them in any proportion.

### Important note

When we receive evidence of your death, your pension account balance will remain invested in the investment options selected prior to your death unless you have made a *Binding or Non-Binding Nomination* to pay your *Legal Personal Representative* or no nomination is in place. In such case, upon proof of your death we will put all of your money into your Cash Account until the Death Benefit is paid.

### Can I make a lump sum withdrawal?

Lump sum *withdrawals* cannot be made from your pension account, except:

- to commute and rollover your pension to purchase an *equivalent pension* but only if you were the *spouse* of the *primary beneficiary*; or
- to give effect to a payment split under the Family Law Act 1975.

### Can I make contributions?

No additional contributions can be made into a Pursuit Core Term Allocated Pension once it has commenced.

A short description of how each form of nomination works follows:

- **Binding Nominations**  
If you have a valid Binding Nomination in effect at the date of your death, we **must** pay your benefit to the dependant(s) and/or *Legal Personal Representative* that you have nominated in the proportions that you have set out in your nomination. A valid Binding Nomination remains in effect for **three years** from the date it was first signed, last amended or confirmed.
- **Non-Binding Nominations**  
Your nomination is **not binding** on us but rest assured we will take it into account when we determine who to pay your benefit to. You can amend your Non-Binding Nomination at any time by sending us a new Non-Binding Nomination.
- **No nomination**  
If you do not make a Binding Nomination or Non-Binding Nomination, we must pay your Death Benefit to your *Legal Personal Representative*, unless your estate is insolvent.

As there may be taxation and other implications to consider, we recommend that you seek professional advice before making your nomination.

Further information about *dependant* nominations and payment options available is in [Pursuit fact sheet 306: Dependant nominations for term allocated pensions](#).

# Section 2 - Making investment choices

## Your investment strategy

As a *reversionary beneficiary* you have access to term deposits and over 35 managed funds. With so many investment options you can construct a *portfolio* to help achieve your financial goals.

Your investment strategy should be a reflection of your attitude to investing, the level of risk you are comfortable accepting and your investment timeframe.

## What investment options can I choose?

You may choose from a range of investment options within the following sections.

| Section         | Overview of objectives  |
|-----------------|---|
| Easy Choice     | Offers you access to a spread of different asset classes designed to meet particular investment objectives. IOOF multi-manager Diversified and Sectoral Trusts simplify the investment selection process by combining the 'best of the best' manager blends to suit your investment objectives. |
| Investor Choice | This is where you and your financial adviser can tailor the investments to suit your investment strategy. Investor Choice allows you to select from a range of managed funds and term deposits.   |

**Pursuit fact sheet 201: Pursuit Core investment strategies** provides more information about the range of investment options.

## Choose what is right for you

The investment options available vary in risk, investment objectives (goals), strategies (ways of achieving those goals) and the types of assets in which investments are made. This allows you to invest in a range of investment options which may be diversified across different asset classes, investment managers and investment styles.

Importantly, you can *switch* between different investment options at any time and you can also select diversified managed funds managed by a range of leading Australian and international investment managers.

IOOF carefully researches leading Australian and international investment managers before selecting managed funds to be part of the investment menu. IOOF also monitors and reviews the investment managers and managed funds on an ongoing basis and may add or remove managed funds from time to time.

The list of managed funds is set out in **Pursuit fact sheet 202: Pursuit Core investment options menu** and also in the Investment Instructions form (Form B) located on our web site. The list may change from time to time.

You can obtain the most current list of managed funds from our web site at **www.ioof.com.au** or request a copy free of charge by calling a **Client Services Officer** on **1800 062 963**.



# Section 3 - Managing your pension account

This section provides you with instructions about how to select and maintain your Investment Instructions and manage the operation of your Cash Account.

## Using Portfolio Online

Portfolio Online is a valuable tool to help manage your investment. This user friendly web site gives you access to a range of current and historical transaction and performance details about your pension account, including the following.

- Portfolio summary View the total value of your account (*'portfolio'*).
- Account transactions View all your transactions, pension payments, *withdrawals* and income distributions.
- Account information View information about your Investment Instructions and other account features.
- Statements View current and historical *Member Statements* online.
- Reports View your portfolio history, Cash Account statement, asset allocation and performance reports.
- Trustee's Annual Report View the Trustee's report to members which contains important facts about the *Fund*, financial statements and general super updates for the previous financial year.

### How can I register for Portfolio Online?

You can register for Portfolio Online once you have received your client number. Simply apply online at [www.ioof.com.au](http://www.ioof.com.au) and we will send you an email allowing you to create your own password.

Once you have activated your online access, you will see that your pension account operates like this.

$$\text{Fund earnings} \quad - \quad \begin{array}{l} \text{Fees} \\ \text{Taxes} \\ \text{Fund losses} \\ \text{Pension payments} \\ \text{Lump sum withdrawals} \end{array} \quad = \quad \text{Your pension account balance}$$

Your balance is the value of your Pursuit Core Term Allocated Pension account and you can view it online.

## Your Cash Account

### Why do I have a Cash Account?

Your Cash Account is used to process all cash transactions that occur within your pension account. For example, any earnings from your investment options go through your Cash Account and all fees, pension payments and lump sum *withdrawals* are paid out of this account.

### Competitive investment returns from your Cash Account

The Cash Account provides you with exposure to a mix of Australian short-term money market securities and cash. Interest generated by these investments (less bank fees and charges) is calculated daily and credited monthly to your Cash Account.

The Cash Account provides competitive returns (when compared to cash funds) and if you wish to pursue a very low risk investment strategy, you can nominate a higher percentage allocation to the Cash Account.

Any income distributed by your chosen investment options is deposited into your Cash Account. From there it can then be re-invested back into the same investment option that made the income distribution (see 'Re-investing income distributions').

### Surplus cash

We will review your Cash Account on the 20th day (or nearest business day after the 20th) of February, May, August and November. If your Cash Account exceeds your minimum balance plus \$200, we will invest the excess according to the Primary Instruction if we have received one. The excess (if applicable) will normally be invested within five *business days* following our review of your Cash Account balance.

### Minimum allocation to your Cash Account

At least three per cent of your pension account balance always needs to be held in your Cash Account. The total percentage allocated to each investment option and your allocation to the Cash Account, must equal 100 per cent. Where no nomination is made, the 'default' cash allocation is three per cent.

If we determine that the balance in your Cash Account is likely to fall below zero within the next seven days, we will top up the balance to the 'default' cash allocation (or your nomination if higher) by redeeming the necessary amount from your investment option with the highest balance. In making our determination we will take into consideration any fees, pension payments and taxes that will be deducted from your Cash Account.

We recommend that you talk to a financial adviser about the minimum allocation to your Cash Account.

## Your Investment Instructions

We will maintain the investment allocation of the *primary beneficiary* unless you provide a switch instruction (see page 11).

### Re-investing income distributions

Income distributions may be paid from your investment option(s).

Any income distributions that you receive from your investment option(s) are automatically credited to your Cash Account. The entire amount of this income distribution is then re-invested back into the same investment option that made the income distribution. The re-investment will normally be completed within five business days following receipt of your income distribution into your Cash Account.

Where we have suspended or stopped investments in an investment option or where an investment option is redeemed in full (except where an investment option is no longer held due to the requirement to top up your Cash Account) income distributions received from that investment option will be retained in the Cash Account.

Re-investment of income distributions will involve the purchase of new units in one or more investment options.

## Changing the primary beneficiary's Investment Instructions

To update the *primary beneficiary's* Primary Instruction and/or Distribution Instruction, please complete the Investment Instructions form (Form B) located on our web site and send it to us.

Where we have suspended or stopped investments in an investment option or where an investment option is redeemed in full (except where an investment option is no longer held due to the requirement to top up your Cash Account), that investment option will be removed from any Investment Instruction and Distribution Instruction and the Instruction will be re-weighted. We will do this automatically and you will not be advised of the change.

### Example - automatic re-weighting

Maria submits a request to fully redeem her investments in Fund C. As a result, Maria's Primary Instruction is automatically updated to remove Fund C and to re-weight the remaining funds.

| Managed fund | Existing holding | Withdrawal request | Primary instruction before | Primary instruction after |
|--------------|------------------|--------------------|----------------------------|---------------------------|
| Cash Account | 3%               |                    | 3%                         | 3%                        |
| Fund A       | 17%              |                    | 17%                        | 22%                       |
| Fund B       | 60%              |                    | 60%                        | 75%                       |
| Fund C       | 20%              | 100%               | 20%                        |                           |

## Changing your investment options (switching)

Pursuit Core Term Allocated Pension gives you the ability to change your selected investment options. The decision is yours. Changing your investment option selection generally requires you to redeem units from one or more of your existing managed funds and purchase units in one or more managed funds selected by you. This process is often referred to as a *switching* instruction.

We currently do not charge a separate fee for switching between investment options in your account. A switching instruction can be made by completing the Investment Instructions form (Form B) located on our web site.

Unless you are redeeming the full balance held in a managed fund:

- the minimum amount that must be redeemed from a managed fund is \$100; and
- the minimum amount that must be retained in a managed fund is \$100.

If you select a new managed fund you must invest a minimum of \$100.

Switching between investment options generally involves redeeming units in one or more of your managed funds. This means you must complete a 'redemption' transaction before you can 'purchase' units in a new managed fund.

The proceeds of any 'redemption' transaction are first deposited into your Cash Account before units are purchased in the new investment option(s).

The product disclosure statement for a managed fund may be updated or replaced by the investment manager from time to time. This means that you may not always have the most recent copy of the applicable product disclosure statement for a new managed fund before making your switch request. IOOF provides electronic versions of product disclosure statements for the available managed funds via Portfolio Online. You can also obtain a copy free of charge by contacting a financial adviser or by calling a **Client Services Officer** on **1800 062 963**.

### Important note

A buy/sell spread may be incurred when *switching* between investment options. For more information, see 'Transaction costs' on page 15 and **Pursuit fact sheet 202: Pursuit Core investment options menu**.

# Section 4 - The nuts and bolts

## What will this cost me?

Pursuit Core Term Allocated Pension is competitively priced and easy to understand. A benefit of this approach is that we only charge you one *Administration Fee* regardless of how many times you transact on your account.

You are able to negotiate the remuneration structure payable to a financial adviser for financial advice and other services provided in relation to your investment. If you do not negotiate with a financial adviser to amend the existing remuneration, that remuneration structure will continue.

### Fees and other costs

#### DID YOU KNOW?

**Small differences in both investment performance and fees and costs can have a substantial impact on your long-term returns.**

**For example, total annual fees and costs of 2 per cent of your account balance rather than 1 per cent could reduce your final return by up to 20 per cent over a 30 year period (for example, reduce it from \$100,000 to \$80,000).**

**You should consider whether features such as superior investment performance or the provision of better member services justify higher fees and costs.**

**You may be able to negotiate to pay lower contribution fees and management costs where applicable. Ask the fund or your financial adviser\*.**

#### TO FIND OUT MORE

**If you would like to find out more, or see the impact of the fees based on your own circumstances, the Australian Securities and Investments Commission (ASIC) web site ([www.fido.asic.gov.au](http://www.fido.asic.gov.au)) has a superannuation fee calculator to help you check out different fee options.**

\* Only the Adviser Service Fee(s) and ongoing commission can be negotiated with a financial adviser.

This section shows fees and other costs that you may be charged. These fees and costs may be deducted directly from your account, from the returns on your investment or from the fund assets as a whole.

Taxes are set out under 'Tax and social security information' on page 18.

You should read all of the information about fees and costs as it is important to understand their impact on your investment.

Fees and costs for particular investment options are set out in [Pursuit fact sheet 202: Pursuit Core investment options menu](#).

## Fee table

| Type of fee or cost  | Amount  | How and when paid   |
|--|---|---|
| <b>Fees when your money moves in or out of the Fund<sup>3</sup></b>  |   |   |
| <b>Establishment Fee</b><br>The fee to open your investment.   | Nil   | Not applicable  |
| <b>Contribution Fee<sup>4</sup></b><br>The fee on each amount contributed to your investment – either by you or your employer.   | Nil   | Not applicable  |
| <b>Withdrawal Fee</b><br>The fee on each amount you take out of your investment.   | Nil   | Not applicable  |
| <b>Termination Fee</b><br>The fee to close your investment.  | Nil   | Not applicable  |
| <b>Management Costs</b>  |   |   |
| The fees and costs for managing your investment.   | <b>Administration Fee<sup>5</sup></b><br>Up to 1.30% p.a.   | The Administration Fee is calculated daily on your account balance <sup>6</sup> .<br><br>The fee is charged monthly in arrears and it is deducted from your Cash Account <sup>7</sup> at the beginning of each month.   |
| The Management Cost (excluding any Performance-based Fee) you pay for each investment option is listed in <a href="#">Pursuit fact sheet 202: Pursuit Core investment options menu</a> . | The Management Cost (excluding any Performance-based Fee) applied by each investment manager varies across the investment options and can range from 0.00% to 1.54% p.a. <sup>8</sup> (i.e. \$0.00 to \$15.40 p.a. per \$1,000 invested).<br><br>No Management Cost applies to term deposits. | The Management Cost (excluding any Performance-based Fee) applied by each investment manager is generally calculated daily as a percentage of the amount that you have invested in each investment option. It is not deducted directly from your account but is generally incorporated into the unit price of the investment option and generally charged monthly or quarterly in arrears. Please refer to the product disclosure statement for the applicable investment option. |
| <b>Service Fees<sup>9</sup></b>  |   |   |
| <b>Investment Switching Fee<sup>3</sup></b><br>The fee for changing investment options in your account.  | Nil   | Not applicable  |

<sup>3</sup> Buy/sell spreads - when you make a *switch*, you may also incur a buy/sell spread which is included in the unit price of the investment option you choose (see 'Transaction costs' on page 16 and [Pursuit fact sheet 202: Pursuit Core investment options menu](#)).

<sup>4</sup> No additional contributions can be made into a Pursuit Core Term Allocated Pension once it has commenced.

<sup>5</sup> Administration Fee – this fee includes an amount payable to a financial adviser. Where you do not use a financial adviser, the maximum fee specified will be applied and retained by IOOF. (See 'Financial adviser remuneration' under the heading 'Additional explanation of fees and costs').

<sup>6</sup> Account balance - comprises your Cash Account together with the value of your investment options.

<sup>7</sup> Your Cash Account is currently invested in an operating bank account (for day-to-day transactions) and the IOOF/Perennial Cash and Income Fund (ARSN 087 727 277) (Cash and Income Fund), for which IOOF is the responsible entity. Interest generated by this investment is reduced by bank charges and the management costs charged by IOOF, as the responsible entity of the Cash and Income Fund, before it is credited to the Cash Account. You are charged an indirect management cost on your Cash Account balance. As at 30 June 2008, this indirect management cost was 0.57 per cent per annum. We may change the investment of the Cash Account at any time.

<sup>8</sup> Management Costs (excluding any Performance-based Fee) applied by each investment manager – this fee range is an estimate only and is based on the information provided by each investment manager as at the date of this PDS (for further information refer to [Pursuit fact sheet 202](#)). Investment options and Management Costs may change from time to time. The most recent Management Cost (excluding any Performance-based Fee) applied by each investment manager for a particular managed fund can be obtained from [Pursuit fact sheet 202](#).

<sup>9</sup> Adviser Service Fee(s) - we will acquire and pay for the services of a financial adviser selected by you. You may negotiate the amount of this fee(s) up to a limit set by us. This fee is deducted from your account (see 'Financial adviser remuneration' under 'Additional explanation of fees and costs'). We do not charge this fee if you have not selected a financial adviser.

### Example - annual fees and costs for a balanced investment option

This table gives an example of how the fees and costs in the balanced investment option for this product can affect your pension investment over a one year period. You should use this table to compare this product with other *pension products*.

| Example - IOOF MultiMix Balanced Growth Trust  |                          |   |
|--|--------------------------|---|
| Balance of \$50,000  |                          |   |
| Contribution Fees  | Nil                      | Nil   |
| PLUS Management Costs  | 2.20% <sup>10</sup> p.a. | AND, for every \$50,000 you have in the fund you will be charged \$1,100 each year.             |
| EQUALS cost of fund  |                          | If your balance was \$50,000, for that year you will be charged fees of \$1,100 <sup>11</sup> . |
| <p><b>What it costs you will also depend on the investment option you choose and the fees you negotiate with your financial adviser.</b></p> |                          |   |

#### Additional fees may apply

- For this product, you may not negotiate directly with the Fund. You may negotiate with a financial adviser for one or more Adviser Service Fees that is deducted separately from your pension account. You may also be able to negotiate the amount of ongoing commission included in the Administration Fee.
- The example does not take into consideration any market movement in the value of the investment option and assumes that no further transactions were made and no further buy/sell spreads were incurred.
- No withdrawals have been taken into account with this example.

## Additional explanation of fees and costs

This section explains the fees and costs set out in the fee table (page 13) and also provides a brief explanation about any additional transactional fees and charges that may apply to your account.

### Administration Fee

The *Administration Fee* represents the annual fees and costs charged by us for operating and managing your pension account. This fee includes all administration and other expenses we incur, including the ongoing commission that we pay to a financial adviser, but excluding the financial adviser remuneration (outlined later) and the fees and costs charged by the investment managers for each managed fund (i.e. the Management Cost, any buy/sell spread and any Performance-based Fee, see [Pursuit fact sheet 202: Pursuit Core investment options menu](#) for further information).

The Administration Fee is a flat percentage fee that is charged against your account balance and includes *GST*. A *Reduced Input Tax Credit* (RITC) at the rate of 75% can be claimed against the GST incurred in the Administration Fee. Therefore, the GST in relation to the cost of the Administration Fee charged against your account is reduced by the amount of the RITC.

The amount of the Administration Fee which relates to fees payable to the financial adviser includes GST of 10 per cent. The amount charged against your account referable to this amount however, also takes into account the RITC entitlement on that part of the Administration Fee, and therefore will be less than the amount we pay to the financial adviser. This is illustrated below.

| Components of the Administration Fee   | Actual amount deducted from your account after RITC benefit (rounded to 2 decimal places) | Including GST of 10% |
|--|---|----------------------|
| Our fee for managing your account  | 0.74% p.a.  | 0.80% p.a.           |
| Our ongoing commission paid to a financial adviser (this portion of the fee can be negotiated between you and the financial adviser) | Up to 0.56% p.a.  | Up to 0.60% p.a.     |
| <b>Total</b>   | <b>Up to 1.30% p.a.</b>   |                      |

<sup>10</sup> The Management Costs comprise the *Administration Fee* of 1.30 per cent per annum and the Management Cost applied by IOOF MultiMix Balanced Growth Trust of 0.90 per cent per annum. The Management Cost applied by IOOF MultiMix Balanced Growth Trust was based on the fees and other costs attributed to this investment option for the financial year ending 30 June 2008.

<sup>11</sup> The example assumes a constant account balance of \$50,000 for the entire year.

Where you do not use a financial adviser, the maximum fee of 1.30 per cent per annum will be applied and retained by IOOF.

Where the financial adviser agrees to waive part or all of the ongoing commission (they are under no obligation to do so), this will result in a reduced Administration Fee.

For example, if you agree with the financial adviser to reduce the ongoing commission received by 50 per cent (i.e. you and the financial adviser have agreed to an ongoing commission of 0.30 per cent per annum), the reduction to the cost of the Administration Fee will be 0.28 per cent per annum (i.e. 50 per cent of 0.56). The total Administration Fee charged against your account (after allowing for RITC) will be 1.02 per cent per annum (i.e. 1.30 per cent per annum less 0.28 per cent per annum).

## Performance-based Fees

We do not charge any Performance-based Fees, however, an investment manager may charge a Performance-based Fee for a particular investment option when the investment return generated by the investment option exceeds a specific criteria or benchmark.

The Performance-based Fee (if applicable) is generally calculated daily as a percentage of the amount that you have invested in the investment option. The fee is generally deducted on a monthly, quarterly or annual basis. Please refer to the product disclosure statement for the relevant managed fund.

An investment manager may incorporate the cost into the unit price of the investment option, or alternatively, the investment manager can charge us and we will pass on the cost to you by directly deducting it from your pension account.

The investment managers that can charge a Performance-based Fee are outlined in [Pursuit fact sheet 202: Pursuit Core investment options menu](#).

## Transaction costs

Some managed funds have a difference between their entry (purchase) and exit (sale) unit prices and this is referred to as the 'buy/sell' spread. This difference is an allowance for the transaction costs (such as brokerage, clearing and settlement costs and stamp duty if applicable) of buying and selling the underlying securities/assets incurred by the investment manager of the particular managed fund.

The buy/sell spread (if applicable) will be applied when you purchase or redeem units in a managed fund (e.g. at the time of a *switch* or when you move money in or out of your account) and is additional to management costs and performance fees. However, the buy/sell spreads are not charged separately to your account; they are generally included in the unit prices of each managed fund. The buy/sell spread that applies to each managed fund is outlined in [Pursuit fact sheet 202: Pursuit Core investment options menu](#).

## Financial adviser remuneration

The fees for remuneration paid to a financial adviser can be structured as:

- an ongoing commission component included in the *Administration Fee*; and/or
- an Adviser Service Fee(s).

### Ongoing Commission included in the Administration Fee

The financial adviser who recommended this Pursuit Core Term Allocated Pension to the primary beneficiary would have normally received a commission for the sale. The amount paid to the financial adviser is up to a maximum of 0.60 per cent per annum of the account balance (inclusive of GST), and is paid by us from the Administration Fee. The cost to you includes the benefit of RITCs for any GST included in the Administration Fee.

The financial adviser may agree to waive part or all of the ongoing commission but is under no obligation to do so. A reduction of ongoing commission will result in a reduced annual Administration Fee. If you do not have a financial adviser, the full Administration Fee is charged.

### Adviser Service Fee(s)

We will acquire and pay for the services of a financial adviser selected by you to provide financial advice in relation to your pension.

The following optional fees are available for you to select the most appropriate remuneration arrangement with the financial adviser:

- Adviser Service Fee – Ongoing; and/or
- Adviser Service Fee – Once-Off.

You may agree to one or more of these options. For each option, we set a maximum amount that we will pay to the financial adviser. You and the financial adviser must agree on the amount of each Adviser Service Fee within these relevant limits.

The net amount of any Adviser Service Fee(s) (after allowing for RITCs) that we pay to the financial adviser, as agreed by you, will be an additional cost to you and charged against your pension account. We shall not charge an Adviser Service Fee unless you tell us to do so.

Any agreed Adviser Service Fee(s) will be charged by us to your pension account and paid in full to the financial adviser until you instruct us to cease payment.

Where you change the nominated financial adviser, the Adviser Service Fee(s) you agreed with the former financial adviser will continue with the new financial adviser.

### Adviser Service Fee - Ongoing

This fee is charged by us and we deduct the net cost from your account. We then pay the full amount of our fee to the financial adviser for ongoing financial advice and services provided to you in relation to your account. You can agree with the financial adviser on the amount of this fee which can be either:

- up to a maximum of 2.1 per cent per annum (inclusive of *GST*) of your account balance (calculated daily). The net cost to you can be up to a maximum of 1.96 per cent per annum (which reflects the effect of *RITCs*) of your account balance (calculated daily); or
- up to a maximum of \$1,500 per month (inclusive of *GST*). The net cost to you can be up to a maximum of \$1,397.73 per month (which reflects the effect of *RITCs*).

The amount of this fee is accrued daily and is deducted from your Cash Account at the beginning of each calendar month. For example, on an average monthly account balance (over 12 months) of \$50,000, we would pay the financial adviser up to a maximum of \$1,050 per annum (based on an Adviser Service Fee - Ongoing of 2.1 per cent per annum). The fee charged to your account would be up to \$980 per annum (which reflects the effect of *RITCs*).

### Adviser Service Fee – Once-off

This fee is charged by us and we deduct the net cost from your account. We then pay the full amount of our fee to the financial adviser for once-off financial advice and services provided in relation to your pension account.

The amount of this fee can be up to a maximum of \$10,000 (inclusive of *GST*) per request. The net cost charged to your account can be up to a maximum of \$9,318.18 per request (which reflects the effect of *RITCs*).

This fee can only be deducted from your Cash Account once in any 12 month period. A new request must be supplied each time you wish this fee to be applied.

### Additional financial adviser benefits

We may pay additional amounts to a financial adviser (or their dealer group) in return for the promotion and marketing of Pursuit Core superannuation and *pension products*. This payment may include both financial and non-financial rewards. Any such amounts are paid from our resources and are not separate or additional charges to you.

The financial adviser should provide you with the details of any such benefit that they may receive. This information will be included in the adviser's Financial Services Guide and/or a Statement/Record of Advice.

### Low account balances

If there are insufficient funds in your pension account to pay the fees (including the *Administration Fee* and Adviser Service Fee(s)) due in any month, the fees will be waived.

Where Adviser Service Fee(s) are waived no further fee(s) will be paid to the financial adviser until there are sufficient funds to meet such fees. Any Adviser Service Fee(s) waived will not be recovered.

### GST and taxes

The fees quoted in this section are inclusive of *GST* and net of any applicable *Reduced Input Tax Credits* (*RITCs*). See the 'Tax and social security information' section on page 19 for more information on tax.

### Netting

We often buy and sell units in a managed fund on the same day. We intend to deal as a 'net buyer' or 'net seller' of units on any given day. As a result, no transactions may need to be made at all to give effect to your Investment Instruction. However, you will still receive the prevailing sell or buy price applied to your particular investment transaction. We are entitled to retain any benefit that may arise from the netting of transactions.

### Fund manager payments

We may receive a fee from the investment managers of certain investment options. This fee (up to 0.30 per cent per annum plus *GST*, as at the date of this PDS) is generally based on the total amount of funds we have invested with each investment manager and is paid to us from the investment manager's own resources. The fee is retained by us and is **not** an additional cost to you.

### Product access payments

As at the date of this PDS, we may receive a fee of up to \$5,000 p.a. plus *GST* (per investment option) from the investment managers of certain investment options. Payment of this fee is for the inclusion of an investment option on our investment menu in Pursuit Core Term Allocated Pension and is paid to us from the investment manager's own resources. This fee is retained by us and is **not** an additional cost to you.

## Alternative Remuneration Register

We maintain an Alternative Remuneration Register in accordance with the IFSA/FPA Industry Code of Practice, which outlines the alternative forms of remuneration that are paid and received by us. You can see a copy of this register at IOOF's offices (ground floor, 303 Collins Street, Melbourne VIC 3000) at any time between 9 am and 5 pm on a *business day*.

## Alteration to fees

We are able to alter any of the fees and costs applied to your pension account, but you will receive 30 days notice of any change. We also have the right to introduce new fees. There are no maximum fees specified in the *Trust Deed* for Pursuit Core Term Allocated Pension.

Under the Trust Deed, we might decide to recover the costs and expenses incurred as a result of operating the product. As at the date of this PDS, we will not recover these amounts directly from your pension account. However the *Fund* has a historical reserve, which we use to pay certain regulatory costs, professional fees and other expenses authorised under the Trust Deed. No amounts are paid into this historical reserve, which means there is no effect on your returns.

We may also impose reasonable fees and pass on any expenses we incur, where your account is affected by requirements under the Family Law Act or related legislation. These may include fees for providing information to an eligible person, implementing the splitting of, or the application of a payment flag on your pension account. You will be notified of any fees and expenses that may be charged.

## What are the risks?

All investments carry some risk. As with the purchase of any financial product, you should consider the risks that may impact your investment in Pursuit Core Term Allocated Pension.

If you *switch* out of an investment option shortly after selecting it, you could get back less than the amount put in because of the level of investment returns and the effect of fees, costs and taxes.

Other key risks that may adversely affect your investment in Pursuit Core Term Allocated Pension include the possibility of negative investment returns, insufficient diversification of investments and changes to super and taxation law.

There are also investment risks that may affect the investment options, like market risk or credit risk and general risks associated with changing economic conditions. In the case of an investment in a *restricted investment*, depending upon the amount of pension required, pension payments may be delayed, reduced or unavailable until sufficient assets from that restricted investment can be redeemed.

For further information on these risks and others, see [Pursuit fact sheet 304: More about risks with term allocated pensions](#).

## Tax and social security information

This section provides you with some general information about the tax implications of investing in a Pursuit Core Term Allocated Pension.

The laws relating to super, including tax laws, are complex and subject to change from time to time. We recommend that you obtain professional advice on the consequences before investing.

### Tax on pension earnings

No tax is payable on your investment earnings (interest, income distributions or realised capital gains). Plus, as your pension investments are held within a tax exempt environment, no *CGT* applies if you choose to *switch* your investments or redeem any investments to provide for pension payments.

Your pension account may be entitled to a tax refund due to franking credits. A franking credit is a tax credit available to the *Fund* for the tax that has already been paid by the issuing company on dividends received by a managed fund.

### Tax on pension payments

If you are aged 60 or over, or at the date of death the *primary beneficiary* was aged 60 or over, all pension payments from your Pursuit Core Term Allocated Pension account will be tax-free.

If you are under age 60 and at the date of death the primary beneficiary was under age 60, pension payments from your account are split into a *tax-free component* and a *taxable component*. The taxable component is included in your assessable income; however a 15 per cent tax offset applies to this component.

*PAYG* tax (if any) will be deducted from the taxable component prior to each pension payment. At the end of the financial year you will be sent a *PAYG* payment summary. When you reach age 60, your pension payments will be received tax-free.

### Death Benefits

If the payment is made directly to your *Death Benefits Dependents* it will be tax-free. If the *benefit* is paid to your *Legal Personal Representative* and is to be distributed to your *Death Benefits Dependents* via your estate, the benefit will also be received tax-free.

If the lump sum benefit is to be paid direct to a beneficiary who is not a *Death Benefits Dependant* or paid to your *Legal Personal Representative* and the ultimate beneficiaries of your estate are not *Death Benefits Dependents*, the *taxable component* of the death benefit will be taxed at the rate of 15 per cent (plus Medicare Levy).

### Tax File Numbers (TFNs)

You will need to complete a TFN Declaration form and provide it to the Trustee before your Pursuit Core Term Allocated Pension commences. Under *super law*, the Trustee is required to ask you to provide your TFN. Although it is not an offence not to provide your TFN, the consequences relating to non-disclosure can be significant. If you provide your TFN, it will only be used for purposes permitted by law, which includes disclosure to other pension providers if your pension is rolled over and providing information to the ATO.

If you do not provide your TFN and you are under age 60, tax may be deducted at the top marginal tax rate (plus the Medicare Levy) from your pension payments. If your pension is tax-free, you can notify the Trustee of your TFN in writing. If your pension is not tax-free, you can complete a Tax File Number Declaration which is available by calling one of our **Client Services Officers** on 1800 062 963 or by emailing [clientservices@ioof.com.au](mailto:clientservices@ioof.com.au)

### Centrelink/Department of Veterans' Affairs information

The Commonwealth Government determines whether you are eligible for a Centrelink or Department of Veterans' Affairs (DVA) pension or allowance payment. In determining your eligibility for a pension or allowance, Centrelink or DVA will use the test which gives you the lower rate of payment.

#### 1. Assets Test

If you were the *spouse* of the *primary beneficiary*, only 50 per cent of the value of a Pursuit Core Term Allocated Pension account is counted as an asset when the pension reverts to you. Otherwise the whole account balance is counted as an asset under the Assets Test.

#### 2. Income Test

Under the Income Test, only part of the annual pension is counted as income. The amount excluded from the calculation is the original purchase price (less any later lump sum *withdrawals* from the pension<sup>12</sup>) divided by the *fixed term* selected by the primary beneficiary on commencement of the pension.

<sup>12</sup> Commonwealth Government regulations impose restrictions on when you can make lump sum (cash) withdrawals from a term allocated pension (refer to page 6).

# Section 5 - General information

## Do I have a 'cooling-off' period?

No *cooling-off period* applies for a Pursuit Core Term Allocated Pension paid to a *reversionary beneficiary*.

## Your instructions and communications

We will act in accordance with instructions from you or your appointed representative (including a financial adviser). We are not required to ask whether instructions are genuine or proper.

Instructions must be made in writing. We may accept an instruction to update your address details over the phone (provided you satisfy our identification and verification requirements). This does not apply to requests to update your address to a Post Office Box address which must be made in writing. Your instructions may generally be accepted by fax except, for instance, if they are instructions to change your name.

You agree to release us from, and indemnify us against, any and all losses and liabilities arising from any payment or action we make based on any written instruction (even if not genuine) that we receive bearing your account number and a signature we reasonably believe is yours or that of your representative. You also agree that neither you, nor anyone claiming through you, has any claim against us or the *Fund* in relation to these payments or actions.

However, please note that we are not required to effect any instructions if:

- it would make your account balance fall below the minimum holding requirement;
- giving effect to the instruction is contrary to our agreement with you, the law or any market practice;
- the instructions are incomplete or are, in our opinion, unclear;
- you do not have sufficient investments or funds in your Cash Account for us to carry out the instruction;
- we are not reasonably satisfied that the instructions are genuine;
- you have not provided us with relevant documents or information we consider necessary to act on your instructions; or
- your membership of the *Fund* is suspended or terminated.

We do not accept any liability whatsoever for an instruction not being implemented in these circumstances.

## Electronic communications

You can choose to receive any or all the following communications from the Trustee electronically via Portfolio Online:

- your *Member Statement*;
- the Trustee's Annual Report;
- confirmation of transactions which are required by law to be confirmed;
- notice of any change or event required by law to be given to members; and
- all communications other than those listed above.

You will be able to access and download these communications electronically at any time while you are a member and registered user of Portfolio Online.

By making these communications available to you electronically, we satisfy our obligations under the Corporations Act 2001. However, if you ever change your mind and would like paper copies of any of these communications, we will provide them to you free of charge on request.

## Keeping track of your investments

We provide you with comprehensive and consolidated reporting on all of your investments in your pension account.

We provide regular communications that are sent to you for your records. Additionally, you may request reports from a Client Services Officer or alternatively, view your account information via Portfolio Online.

### What you will receive from us

#### Welcome Letter including Statement of Membership

- Sent on the establishment of your pension account as a reversionary beneficiary, normally within seven business days of joining.
- Your Statement of Membership which confirms your pension account details and your current Investment Instructions.

#### Member Statement and Annual Pension Pack

- Provides a summary of all transactions during the financial year including:
  - details of your pension account value, current investments and historic performance results for each of your investment options;
  - taxation and other fees or costs deducted;
  - pension payments;
  - your withdrawals over the 12 month period; and
  - estate planning nominations.
- You will also receive a **Pension Pack** each year detailing your new annual pension payment for the following financial year, your PAYG payment summary for tax purposes (where required) and Centrelink/Department of Veterans Affairs schedule.
- The Annual Pension Pack is sent to you by 14 July each year.
- A Member Statement is provided within 6 months of the end of each financial year and following the closure of your account.

### What other information is available for you to access?

#### Additional information available free of charge

- You can request a copy of:
  - the most recent audited accounts for the Fund, together with the auditor's report;
  - the Trust Deed; and
  - the Fund's Risk Management Plan.
- You can also request other information that is reasonably required to help you understand your benefit entitlements in the Fund.
- Contact one of our **Client Services Officers** on **1800 062 963**.

#### Trustee's Annual Report

- We will provide on our web site the Trustee's Annual Report for the Fund, which covers financial statements, general super updates and managed fund information for each financial year ending 30 June.
- It is provided within six months of the end of each financial year.

#### Internet access and functionality

- Portfolio Online is a user friendly internet facility. It provides you with convenient and secure access to your key pension account details, including the value of your investment options.
- Members can register for access to Portfolio Online at **[www.ioof.com.au](http://www.ioof.com.au)**



## How can I change my details?

Any changes (or corrections) to your personal details (e.g. your name by marriage) should be advised in writing to us as soon as possible (together with a *certified copy* of documentation verifying the name change).

You can change your address details over the telephone by calling a **Client Services Officer** on **1800 062 963**, provided you satisfy our identification and verification requirements. Where you wish to update your postal address to a Post Office Box, a signed request is required.

If you wish to amend your Death Benefit nomination, you must submit a new *Binding Nomination* or *Non-Binding Nomination* form completed in accordance with the instructions on that form.

You may also confirm or revoke your nomination as per the process outlined in **Pursuit fact sheet 306: Dependant nominations for term allocated pensions**, by completing the relevant form. To obtain a copy of these forms, visit our web site at **www.ioof.com.au** see a financial adviser or call a **Client Services Officer** on **1800 062 963**.

Please contact us directly for further instructions if you want to make any other changes to your pension account (e.g. changing your selected investment options).

## Financial Adviser Authority

If you appoint a financial adviser you are taken to have automatically authorised your financial adviser and their staff (your financial adviser), as your agent, to operate your account and to give any instructions on your behalf in relation to your account to IOOF by any method acceptable to IOOF, including electronically.

This authority does not authorise your financial adviser to:

- withdraw any funds from your account;
- change the name on your account; or
- authorise any other person to operate your account.

Accordingly, your current or any future financial adviser you appoint can do everything you can do with your account except the three things listed above. IOOF will continue to follow instructions given by your financial adviser under this authority until we receive notice in writing signed by you to cancel the authority.



You can find all other general information about Pursuit Core in **Pursuit fact sheet 109: Other pension information you may find useful.**

## What if I have a complaint?

If you have a complaint about the Pursuit Core Term Allocated Pension, please contact the **Manager, Customer Care** on **1800 062 963** or write to:

**Manager, Customer Care**  
**IOOF Investment Management Limited**  
**GPO Box 264**  
**MELBOURNE VIC 3001**

If you let us know of any concerns arising from your dealings with us, we can work towards providing suitable resolutions and better service for all clients in the future. When you get in touch with us, please provide:

- your contact details;
- your account or client number; and
- a detailed description of the facts surrounding your complaint.

Where possible, concerns will be resolved straightaway.

We will consider and deal with your complaint as quickly as possible and are required by law to deal with your complaint within 90 days.

If you are not satisfied with our handling of the complaint or a decision we have made in relation to your complaint, you may contact the Superannuation Complaints Tribunal (SCT) by calling 1300 780 808, or by writing to the SCT at Locked Bag 3060, GPO Melbourne VIC 3001.

The SCT is an independent body set up by the Government to help resolve certain complaints relating to super.

## Your privacy

The Trustee recognises the importance of protecting your privacy. The main reason we collect, use and/or disclose your personal information, is to provide you with the products and services that you request. This may also include the following related purposes:

- to help your financial adviser provide you with financial advice and ongoing services in relation to your pension account;
- to facilitate internal administration, accounting, research, risk management, compliance and evaluation of IOOF Group products and services; and
- to provide you with information about other products and services that we or other members of the IOOF Group have that may interest you.

We may also disclose your information (or parts thereof) to external parties some of whom act on your or our behalf. These parties can include:

- your financial adviser;
- your employer;
- banks or other *financial institutions*;
- legal and accounting firms, auditors, mail houses, contractors, or other consultants involved with the *Fund*;
- the ATO; and
- other companies in the IOOF Group.

If you do not provide the information requested in your application form, we may not be able to accept and process your application. We are also permitted to collect and disclose your personal information when required or authorised to do so by law.

If you have concerns about the accuracy and completeness of the information we hold, you may request access to your personal information by writing to:

**Privacy Officer**  
**IOOF Investment Management Limited**  
**GPO Box 264**  
**MELBOURNE VIC 3001**

Depending upon the nature of the request, we have the right to impose a reasonable charge for providing access to that information. If you have provided us with information about another person (e.g. a family member to whom you have granted a power of attorney to deal with your pension account), you must advise them that we collect, hold and use the information for the purposes set out above.

To obtain a copy of the IOOF Group Privacy Policy or to elect not to receive marketing information about other IOOF Group products and services, please contact a **Client Services Officer** on **1800 062 963** or visit us at **www.ioof.com.au**



## Contact us

### POSTAL ADDRESS

Client Services  
GPO Box 264  
Melbourne VIC 3001

### TELEPHONE

1800 062 963

### FAX

1800 558 539

### EMAIL

[clientservices@ioof.com.au](mailto:clientservices@ioof.com.au)

### WEB SITE

[www.ioof.com.au](http://www.ioof.com.au)

### TRUSTEE

IOOF Investment Management Limited  
Level 29, 303 Collins Street  
Melbourne VIC 3000