



IOOF PURSUIT

FOCUS

Allocated Pension

Product Disclosure Statement

Dated: 1 December 2020

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 (IIML) ABN 53 006 695 021, AFS Licence No. 230524. IIML is the Trustee of the IOOF Portfolio Service Superannuation Fund (Fund), ABN 70 815 369 818. IOOF Pursuit Focus Allocated Pension is a pension product in the Fund.

Who is the IOOF group?

The IOOF group consists of IOOF Holdings Ltd ABN 49 100 103 722 and is listed in the top 200 on the Australian Securities Exchange (ASX: IFL). IIML is part of the IOOF group.

As one of the largest financial services groups in Australia, with over 170 years' experience in helping Australians secure their financial independence, the IOOF group provides services to more than 500,000 clients and has more than \$202 billion in funds under management and advice (as at 30 June 2020).

You can find more information about the IOOF group, director details, executive remuneration and other documents by visiting our website (www.ioof.com.au).

About the Trustee

The Trustee is a part of the IOOF group comprising IOOF Holdings Limited ABN 49 100 103 722 and its related bodies corporate (IOOF group). In fulfilling its duties as trustee, IIML has investment, service and other contracts with IOOF group companies, further details of which are set out in the **IOOF Pursuit pension general reference guide (PSP.01)**.

IIML is solely responsible for the content of this PDS.

This PDS was prepared by IIML based on its interpretation of the relevant legislation as at the date of issue.

Contributions made to, and investments in, an IOOF Pursuit Focus Allocated Pension do not represent assets or liabilities of IIML (other than as trustee of the Fund) or any other company or business within the IOOF group.

Neither IIML, nor any other related or associated company, the fund managers providing the managed investments, 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 IOOF Pursuit Focus Allocated Pension. Investments made into the investment options in IOOF Pursuit Focus 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.

IIML operates IOOF Pursuit Focus Allocated Pension on the terms and conditions outlined in this PDS and in accordance with the Fund's Trust Deed. We 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.

The IOOF MultiMix Trusts, IOOF MultiSeries, the IOOF Cash Management Trust and the Specialist Property Fund are operated by IOOF group companies and fees are received by the IOOF group under the constitutions of the Trusts. These are some of the investment options offered in IOOF Pursuit Focus Allocated Pension (as listed in the **IOOF Pursuit Focus investment guide (PFI.01)**) and **Investment Menu**.

An IOOF Pursuit Focus Allocated Pension is only available to persons receiving this PDS (electronically or otherwise) within Australia. We may refuse an application to join the Fund without providing reasons for the refusal. You become a member of the Fund when we accept your completed application and record you as a member.

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 an IOOF Pursuit Focus Allocated Pension.

Updated information

The information referred to in this PDS may change from time to time. 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 website (www.ioof.com.au)
- emailing us at clientfirst@ioof.com.au
- calling us on 1800 913 118.

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

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How to find your way around this PDS

This PDS is important because it will help you decide whether an IOOF Pursuit Focus Allocated Pension will meet your needs. It includes references to additional important information contained in the **IOOF Pursuit pension general reference guide (PSP.01)**, the **IOOF Pursuit Focus investment guide (PFI.01)** and **Investment Menu**, each of which forms part of the PDS. You can use it to compare the IOOF Pursuit Focus Allocated Pension with any other pension product you may be considering.

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

This PDS, the guides and the Investment Menu can be downloaded from our website (ioof.com.au/product_list/pursuit/focus/pension) or contact us and we will send you a paper copy at no charge. The material in these documents may change between the time when you read this PDS and the day you acquire the product.

Key words

There may be some words in this PDS and the guides you may not be familiar with. To help you understand these terms, we have defined them in the 'Key words explained' section in **PSP.01**.

An introduction to IOOF Pursuit Focus Allocated Pension

Managing the investment of your allocated pension is important. If managed correctly, it could ensure financial security and peace of mind during your retirement. Choosing a quality investment partner is a key step towards achieving your financial goals in retirement.

An IOOF Pursuit Focus (Pursuit Focus) Allocated Pension can help you control and manage your super savings and aims to provide a tax-effective pension in retirement. It also offers a pre-retirement (non-commutable) pension option.

In this introduction, you will find important information about Pursuit Focus, including a snapshot of the key features and benefits available to help you meet your retirement needs.

Investing in an IOOF Pursuit Focus Allocated Pension

You can select an investment strategy using one convenient administration facility. This includes having access to:

- a range of multi-manager investment options
- flexible investment instruction options
- view your account details and generate reports online via Portfolio Online
- consolidated reporting.

This makes it very simple for you to manage your retirement goals.

The value of the investment options you select forms part of your pension account. You do not directly invest into (or hold an interest in) any investment option. This means investing in Pursuit Focus is not the same as personally investing in managed investments.

About IOOF Pursuit Focus Allocated Pension

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. Your account balance depends on withdrawals (where permitted) and the amount of pension payments, as well as investment earnings which may rise or fall.

Pursuit Focus Allocated Pension is an account-based pension, which is required to make a minimum payment at least annually (maximum payments only apply to Transition to retirement pensions). If you are aged 60 or more, your pension payments will be tax-free. If you are below age 60, your pension payments will be taxed (until you reach age 60), but you will be eligible to receive a 15 per cent tax offset on the taxable component and no tax is payable on any tax-free component.

IOOF Pursuit offers Switchability

The IOOF Pursuit platform has been created to meet the changing needs of members by offering two models: Pursuit Focus and IOOF Pursuit Select. Switchability is a distinctive characteristic which enables you to move between different IOOF Pursuit models and products as your investment needs change.

Snapshot of IOOF Pursuit Focus Allocated Pension

The following table provides a snapshot of the key features and benefits.

Investing		Page
Investment options	Choose from a range of multi-manager investment options which provide you access to a spread of different asset classes designed to meet particular investment objectives.	6
Cash Account	When you open a Pursuit Focus account, a Cash Account is automatically established for you which records all transactions.	8
Income distributions	Options for income distributions from your managed investment(s) are to: <ul style="list-style-type: none"> re-invest the distribution back into the same managed investment (default option) retain distributions in your Cash Account. 	7
Options		
Retirement phase pension	If you have met a condition of release (such as retirement after reaching your preservation age or turning age 65) you can commence a Retirement phase pension.	4
Transition to retirement (TTR) pension	You can use the TTR pension option to commence a pension once you have reached your preservation age, regardless of your employment status.	4
Death benefit pension	You can commence a pension with the rollover of a death benefit either from another super fund or from another account within the Fund.	4
Estate planning options (For more information refer to PSP.01)	Choose from the following estate planning options: <ul style="list-style-type: none"> Reversionary Beneficiary Non-lapsing Death Benefit Nomination Binding Death Benefit Nomination Non-binding Death Benefit Nomination. 	
Managing your pension		
Pension payment options	You can choose to receive your pension payments: <ul style="list-style-type: none"> twice-monthly monthly quarterly half-yearly annually. We withhold any PAYG tax liability on gross pension payments, as required by law.	11
Switchability ¹	Switchability allows you to move: <ul style="list-style-type: none"> between similar products in the Pursuit Focus and IOOF Pursuit Select models between super and pension products available under the IOOF Pursuit platform. 	2
Portfolio Online	Secure access to your account online, 24 hours a day, 7 days a week.	7
Minimum amounts		
Initial contribution	\$10,000 per pension account.	4
Investment options and switching instruction (For more information refer to PSP.01)	No minimum per managed investment.	
Cash Account	Your initial contribution requires a minimum allocation to the Cash Account of 3%.	8
Pension payments	<ul style="list-style-type: none"> Your annual pension payments are subject to a minimum level set by the Commonwealth Government. Annual pension payments made under a TTR pension option are also subject to a maximum level set by the Commonwealth Government. 	4
Lump sum withdrawals (one-off) ²	The lesser of \$1,000 or your pension account balance.	2

¹ Some restrictions apply. Refer to the product disclosure statement for the relevant IOOF Pursuit product for further information.

² Commonwealth Government regulations impose restrictions on when you can make lump sum (cash) withdrawals where you have selected the TTR pension option.

How does an IOOF Pursuit Focus Allocated Pension work?

Commencing a Pursuit Focus Allocated Pension is easy. As long as you have met a condition of release, such as retiring after reaching your preservation age or turning age 65. You can make an initial contribution to your new Retirement phase pension account and start receiving your pension straight away.

Pursuit Focus Allocated Pension options

Pursuit Focus Allocated Pension has the following options:

1. Retirement phase pension

This is an account-based pension that is payable when you have met a condition of release and your super benefits are unrestricted non-preserved. Earnings on investments for Retirement phase pensions are tax-free. The Government sets a limit on the amount of benefits that can be transferred into Retirement phase pensions. This limit is called the transfer balance cap and is currently \$1.6 million. Retirement phase pensions are subject to a minimum annual pension payment and you can take cash lump sum withdrawals at any time.

2. Transition to retirement (TTR) pension

This is an account-based pension that is payable if you have reached your preservation age (see below) but you have not met a condition of release. Earnings on investments for TTR pensions are taxable at 15 per cent. TTR pensions are subject to minimum and maximum annual pension payments and cash lump sum withdrawals are severely restricted. When you meet a condition of release (such as turning age 65), your TTR pension will become a Retirement phase pension and will then be assessed under the transfer balance cap.

3. Death benefit or Reversionary pensions

A Reversionary pension is the transfer of an existing pension to a nominated Reversionary Beneficiary on the death of the primary pensioner. A Death benefit pension is a new pension that commences with the transfer of death benefits from another super fund or from another account within the Fund (including the commutation of a Reversionary or other Death benefit pension). As earnings on investments are tax-free, Death benefit and Reversionary pensions are treated as Retirement phase pensions and assessed under the recipient's transfer balance cap.

For details about how the transfer balance cap applies to Retirement phase pensions and income streams payable on death please refer to the **PSP.01**.

Your initial contribution

The minimum initial contribution required to establish a Pursuit Focus Allocated Pension is \$10,000 per pension account. We can accept a wide range of contributions to commence your pension. These are:

- personal contributions that you make yourself which are not tax deductible
- spouse contributions made by your spouse (legal or de facto) for your benefit
- transfer of super benefits from other super funds, ADFs or superannuation annuities
- downsizer contributions from the proceeds of selling your family home after age 65
- transfers from other super and pension accounts within the Fund
- transfer of death benefits from another super fund or super/pension account within the Fund to commence a Death benefit pension.

Your initial contribution can be made by completing the relevant section of the Application for Allocated Pension (Application form) located in the IOOF Pursuit Focus Allocated Pension Forms Booklet (Forms Booklet) and sending it to us with a completed Direct Debit Request form (one-off) and/or cheque made payable to:

IPS – IOOF Pursuit – [your full name or account number]

If you wish to make tax deductible personal super contributions (and/or any employer contributions), you must make these contributions to a super account first, and provide the appropriate tax notice before transferring the contributions (net of tax) to your Pursuit Focus Allocated Pension account.

Transferring from an external fund

If you are transferring your benefit from another super fund, please complete the relevant section of the Application form. We can facilitate the transfer on your behalf, if you complete the Request to Transfer (Transfer form) located in the Forms Booklet together with the Application form.

Transferring from an internal product

If you are transferring your benefit from another IOOF Pursuit or IOOF Portfolio Service super or pension account, please complete the relevant section of the Application form.

Continuing your pension account: For transfers from pension accounts, your current pension will **automatically** continue in your new Pursuit Focus Allocated Pension account, but under the investment and fee options and other terms set out in this PDS.

Commencing a new pension account: If you would like to commence a new pension account, you can indicate this in the relevant section of the Application form. A new pension account will automatically commence if you are:

- making a partial transfer
- transferring more than one pension
- changing your nominated Reversionary Beneficiary
- adding further contributions.

Please note that no additional contributions or transfers can be made to an existing pension account once your pension has commenced.

Restrictions on initial contributions used to commence your pension

You can commence your pension with transfers of benefits from other super funds or other super or pension accounts within the fund at any age. If you are making downsizer contributions, you must be at least age 65 and is subject to a cap of \$300,000.

However, to make personal or spouse contributions, you will need to be eligible to contribute to superannuation.

To be eligible to contribute to superannuation you must be either under age 67 when you make the contribution or if you have turned age 65 or more, you are making downsizer contributions, or you have met a work test. Before the contribution is made, you must have worked at least 40 hours in 30 consecutive days in the financial year in which the contribution is made. As long as you meet this work test during that particular financial year, personal and spouse contributions can be received into your pension account up to age 75.

You can also make a personal contribution after turning age 67 even though you do not meet the work test in the current financial year, if you met the work test in the previous financial year and your total superannuation balance is under \$300,000. A personal contribution must be received within 28 days after the end of the month in which you turn age 75.

Personal and spouse contributions are non-concessional contributions and the Commonwealth Government sets an annual cap on the amount of non-concessional contributions that can be made to your super each year. For the 2020/21 year a maximum of \$300,000 applies to most investors to the personal and spouse contributions you can make

to commence your pension. If you are aged 65 or more, the maximum is \$100,000. Additionally non-concessional contributions cannot be made if your current super and pension benefits (total super balance) is already \$1.6 million or more. If your 'total super balance' is \$1.6 million or more any new non-concessional contributions will be treated as excess contributions.

Finally, a Death benefit pension can only commence with the rollover or transfer of a death benefit. No other types of contributions can be added to commence the Death benefit pension, including transfers from your own super.

For further details about initial contributions, contribution caps, calculating your total superannuation balance and death benefit pensions please refer to the **IOOF Pursuit pension general reference guide (PSP.01)**.

What happens when my initial contribution is credited to the pension account?

For new members, your initial contribution is credited first to your Cash Account. This contribution (less any nominated Member Advice Fee – Upfront³) will be invested in accordance with your Investment Instructions. Further information on your Cash Account is contained on page 8.

If you are transferring from another IOOF Pursuit or IOOF Portfolio Service super or pension product, you can transfer your current investment options directly into your new pension account if those options are available in Pursuit Focus. You may also request that your existing investment options be aligned (or re-weighted) by completing an Investment Instructions form which is available from our website.

What are conditions of release and how do they affect the commencement of your pension?

Super funds can only pay benefits, such as commencing a Pursuit Focus Allocated Pension or paying a cash lump sum, in specified circumstances. Benefits in super are preserved⁴ until you meet a condition of release. Once you have met a condition of release your super benefits become unrestricted non-preserved and you can commence a Retirement phase Pursuit Focus Allocated Pension.

The main conditions of release are:

- permanently retiring after reaching your preservation age (see **PSP.01**)
- leaving employment after reaching age 60
- reaching age 65
- permanent incapacity.

³ For more information regarding the member advice fees available, refer to Fees and Costs section in **PSP.01**.

⁴ Benefits that are preserved also include restricted non-preserved benefits. However, restricted non-preserved benefits have an additional condition of release which is termination of employment with an employer who has contributed to the super fund.

Once you have reached your preservation age but have not retired, you have the option of accessing your preserved benefits by commencing a Pursuit Focus Allocated Pension using the TTR pension option.

See the 'About IOOF Pursuit Pensions' section in **PSP.01** for further information about conditions of release and preservation age.

Dependants – paying benefits if you die

If you die while you are a Pursuit Focus Allocated Pension account holder, super law requires us to pay your death benefit (the remaining balance of your pension account) to one or more of your dependants and/or your estate.

Please read the 'Death benefit nominations' section in **PSP.01** for further information about dependant nominations, how each nomination works and the available payment options.

Making investment choices

Your investment strategy

Pursuit Focus offers a range of multi-manager investment options which provide you access to a spread of different asset classes designed to meet particular investment objectives.

Multi-manager investment options simplify the investment selection process by combining the 'best of breed' manager blends to suit your investment objectives.

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

The **IOOF Pursuit Focus investment guide (PFI.01)** and the **Investment Menu** provide more information about the range of investment strategies and options.

Choose what is right for you

The investment options available vary in:

- level of risk
- investment objectives (goals)
- strategies (ways of achieving those goals)
- 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, fund managers and investment styles. You can normally switch between different managed investments at any time.

The list of investment options is set out in the **Investment Menu**. The list may change from time to time.

You can obtain the most current list of managed investments from our website or request a copy free of charge by calling ClientFirst on 1800 913 118.

Important note

More information about each of the available managed investments is detailed in the relevant product disclosure statement.

Product disclosure statements include information about performance, asset allocation, costs and the risks associated with investing in a particular managed investment and must be read and considered before selecting a managed investment.

Before investing, your financial adviser should provide you with a copy of the product disclosure statement for the managed investment(s) you have selected. Alternatively, you can obtain a copy free of charge by downloading it directly from our website or requesting it from ClientFirst on 1800 913 118.

It is recommended that you consult a financial adviser prior to selecting the investment options that you would like to invest in.

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

Easily manage your Pursuit Focus account anytime, anywhere.

Portfolio Online is a user-friendly website that allows you to view your Pursuit Focus account 24 hours a day, 7 days a week. With Portfolio Online you can:

- view a consolidated report of your account
- generate up-to-date portfolio summary, asset allocation, fund performance and transaction reports
- view and track all transactions placed by your financial adviser
- generate Centrelink/Department of Veterans' Affairs schedules
- view and download statements and letters.

You can register for Portfolio Online once you have received your client number via www.portfolioonline.com.au.

Your Investment Instructions

Your Investment Instructions outline how you would like your initial contribution (less any Member Advice Fee – Upfront⁵) to be invested.

You can instruct us to invest your initial contribution in two different ways:

- Primary Instruction
- Specific Instruction.

You can provide your Investment Instructions in the Application form contained in the Forms Booklet.

For more information on managing your portfolio refer to IOOF Pursuit pension general reference guide (**PSP.01**)

Types of Investment Instructions

1. Primary Instruction

This is your main Investment Instruction and is used for your initial contribution unless alternative instructions are provided to us.

A Primary Instruction will include the following information:

- the managed investment(s) you wish to invest in
- the percentage of your initial contribution you want to invest in each managed investment
- the required allocation to your Cash Account (which must be at least three per cent).

Please note that the total percentage allocated to each investment option and the Cash Account (of at least three per cent), must add up to 100 per cent.

2. Specific Instruction

This is a one-off instruction for initial contributions made via direct debit (one-off) or cheque.

A one-off Specific Instruction will override the use of the Primary Instruction for initial contributions made via direct debit (one-off) and cheque

3. Income Distribution instructions

Any income distributions that you receive from your investment option(s) are automatically credited to your Cash Account. This income can then be invested using one of the following two methods (only one method can be selected):

Re-invest (default option)⁶

This method allows you to automatically re-invest 100 per cent of the income distribution by using the income distribution to purchase new units in the same managed investment that made the income distribution.

Retain in your Cash Account

Leave all income distributions in your Cash Account⁷ to accumulate.

⁵ For more information regarding the member advice fees available, refer Fees and costs section in **PSP.01**.

⁶ Any re-investment of income distributions will involve the purchase of new units in one or more managed investments. Please note that you may not have the most recent product disclosure statement for the managed investment at the time these re-investments are made.

⁷ This may not reflect your retirement savings goals.

4. Automatic Re-weight Facility

You can nominate to set up an Automatic Re-weight Facility in the Application form. You can choose to re-weight your managed investments and Cash Account to a desired weighting percentage allocation or in line with your Primary Instruction allocation, provided a Primary Instruction is in place. You can choose your frequency from quarterly, half yearly or yearly.

Changing your Investment Instructions

You can update your Primary Instruction and/or Income distribution instruction, by completing and sending the Investment Instructions form which is available from our website to us.

Alternatively, your financial adviser can use Portfolio Online to update your Primary Instruction, Income distribution instruction and Automatic Re-weight Facility instruction on your behalf.

Changing your investment options (switching)

Pursuit Focus gives you the ability to change your selected investment options.

Changing your managed investment selection generally requires you to redeem units from one or more of your existing managed investments and purchase units in one or more managed investments selected by you. The proceeds of any redemption transaction are first deposited into your Cash Account before units are purchased in the new investment option(s).

We currently do not charge a separate fee for switching between managed investments in your account.

Your financial adviser can complete a switch on your behalf via Portfolio Online.

Alternatively, if you want to submit a switch instruction you can complete and send the Investment Instructions form available from our website.

Your Cash Account

Your Cash Account is used to process all cash transactions that occur within your pension account. For example, all money paid into your account and any earnings from your investment options goes through your Cash Account. All fees (excluding indirect costs), taxes and withdrawals (where applicable) are paid out of this account.

Your Cash Account holding is pooled with that of other clients' and placed in interest bearing accounts with an authorised deposit-taking institution (ADI) selected by us⁹, currently the Commonwealth Bank of Australia, ABN 61 814 236 264.

The funds in your Cash Account earn interest. We retain a portion of the interest earned on the pooled cash assets and set a net interest to be credited to the Cash Account. The net interest rate is based on daily interest generated from the pooled cash assets, less the interest retained by us (indirect cost) for administering the Cash Account.

The target net rate for crediting to the Cash Account is the cash rate set by the Reserve Bank of Australia. This is often referred to as the official cash rate, which is currently 0.10% and is subject to change. Net interest is credited to your Cash Account monthly.

Minimum allocation to your Cash Account

You are required to maintain a minimum of three per cent of your pension account balance in your Cash Account. This amount is used for funding fees and expenses, pension payments and taxes (where applicable).

You can nominate a higher percentage as your minimum Cash Account balance if you wish to fund these expenses as they fall due.

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 your Cash Account as directed by you to three per cent of your account balance (or any higher percentage you have nominated) by redeeming the necessary amount from your managed investment with the highest balance. In making our determination we will take into consideration any fees, pension payments and taxes expected to be deducted from your Cash Account during this period.

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

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 can view your account information via Portfolio Online or request reports from ClientFirst.

What you will receive from us
<p>Statement of Membership</p> <p>Sent on the establishment of your pension account in a Pursuit Focus Allocated Pension, normally within seven business days of joining.</p> <p>Your Statement of Membership confirms your pension account details and Primary Instructions.</p> <p>On receipt of all your contributions to commence your Retirement phase or Death benefit/Reversionary pension we will send a Centrelink/Department of Veterans' Affairs Schedule. TTR pensioners can download a Centrelink/Department of Veterans' Affairs Schedule from Portfolio online if required.</p>
<p>Annual Statement</p> <p>Provides a summary of all transactions during the financial year including:</p> <ul style="list-style-type: none"> • your initial contribution and withdrawals over the 12 month period • taxation and other fees or costs deducted • details of your pension account value, current investments and historic performance results for each of your investment options • pension payments • estate planning nominations • preservation status of your super benefit. <p>An Annual Statement is provided within six months of the end of each financial year and following the closure of your account.</p>
<p>Annual Pension Pack</p> <p>You will also receive a Pension Pack each year detailing your new annual pension payment for the following financial year and your PAYG payment summary for tax purposes (where required).</p> <p>The Annual Pension Pack is sent to you by 14 July each year.</p>
What other information is available for you to access?
<p>Additional information available free of charge</p> <p>You can request a copy of:</p> <ul style="list-style-type: none"> • the most recent audited accounts for the Fund, together with the auditor's report • the Trust Deed • the Fund's Risk Management Plan. <p>You can also view other information that is reasonably required to help you understand your benefit entitlements in the Fund on our website (ioof.com.au) or contact ClientFirst.</p>
<p>Trustee's Annual Report</p> <p>We will provide on our website the Trustee's Annual Report for the Fund, which covers financial statements, general super updates and managed investment information for each financial year ending 30 June.</p> <p>It is provided within six months of the end of each financial year.</p>
<p>Internet access and functionality</p> <p>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.</p> <p>You can register for Portfolio Online once you have received your client number via www.portfolioonline.com.au.</p>

Electronic communications

You can choose to receive certain communications from the Trustee that are available electronically via Portfolio Online. You can provide us with your preferred email address on your Application form.

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.

When a communication is available for you to access using Portfolio Online we will send a notification to your preferred email address. It is important to advise us promptly if your email address changes.

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.

Terms and conditions for electronic communications

Where you elect to receive communications from the Trustee electronically via Portfolio Online, you agree:

- to receive the communications from the Trustee that are available electronically by regularly accessing them using Portfolio Online
- to register or be registered and remain registered as a user of Portfolio Online
- any communication given to you electronically by making it available for you to access using Portfolio Online will be taken to be delivery of the communication to you
- the Trustee will send an email notification to your preferred email address when a communication is available for you to access using Portfolio Online
- you have provided your preferred email address in your application and are responsible to notify the Trustee of any change to your preferred email address
- you will be able to access such communications at any time while you are a member and registered user of Portfolio Online
- you can download a copy of any such communication
- the Trustee will send you a free paper copy of any communication you request
- Portfolio Online is a facility for the purposes of section 1017F(5) of the Corporations Act 2001
- The Trustee may give you any communication in any other method permitted by law.

Pension options explained

Pursuit Focus Allocated Pension is an easy to understand and flexible retirement product.

How is the minimum annual pension calculated?

The Commonwealth Government has set a minimum annual payment that you must withdraw from your pension account each financial year based on your age. The minimum is a percentage of your account balance and is measured at commencement⁹ and each following 1 July.

You are able to select any amount of pension payments above this minimum (unless you have a Transition to retirement (TTR) pension).

If you select a minimum limit in the 'Pension payment details' section of the Application form, the minimum level of payments as per the following table will apply to your pension for the remainder of the financial year unless you notify us otherwise when submitting your application.

Note: The Government reduced the minimum pension payments account-based pensioners are required to withdraw from their accounts by 50% for the 2019/20 and 2020/21 financial years. These amounts are also listed below.

Age	Default minimum drawdown rates	2019/20 and 2020/21 financial years
Under age 65*	4%	2%
65–74	5%	2.5%
75–79	6%	3%
80–84	7%	3.5%
85–89	9%	4.5%
90–94	11%	5.5%
95 and older	14%	7%

* This minimum also applies to payments made under the TTR pension option.

For Reversionary Beneficiaries, the minimum applying to the original pension applies for the remainder of the financial year. On 1 July, following the death of the original pensioner, the minimum pension will be calculated using the Reversionary Beneficiary age.

The percentage factor is determined by the age of the account holder on 1 July of a financial year or the date of commencement of the pension in that year as shown in the table directly above.

Selecting your annual pension payments

You can nominate your annual pension payment to be either:

- your age-based minimum annual payment, as above, rounded to the nearest \$10; or
- a fixed dollar amount.

Where you nominate a fixed dollar amount which does not meet your age-based minimum annual payment, your pension will be adjusted upwards to meet the minimum.

If you have nominated a fixed dollar amount, you can also elect to automatically index your pension by the Consumer Price Index (CPI) or a fixed percentage each year, provided the pension meets the Commonwealth Government's regulated pension payment limits.

If your income needs change, you can increase or decrease your selected pension payments at any time provided your pension payments meet the minimum annual pension payment. You can request a change to your selected pension payments at any time in writing. However, any lump sum withdrawal requests will not be treated as a change to your pension payments unless you specify otherwise.

For Reversionary Beneficiaries, the current pension payments will continue in your name, however you can choose to change the current pension selection (subject to meeting the Government minimum).

Depending on your selection, your annual pension payments will change over time. Please consult a financial adviser about how to select your required annual pension payment.

Important note

Your first year's pension payment amount will be reduced in proportion to the number of days between the date your pension account was established and the following 1 July, unless you request otherwise.

⁹ If the pension commences in June of a financial year, no minimum annual pension applies for that financial year. If your pension commences after 1 July in a financial year, the minimum annual pension is pro-rated.

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
- 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 'What taxes apply and how do they work?' section 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 14th or 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.

Please note, if there are insufficient funds in your Cash Account on or around the date you have chosen to receive your pension payment and we are unable to top up your Cash Account as part of our automated process you may receive your pension payment after the dates outlined above.

What is the Transition to retirement (TTR) pension option?

Special rules for TTR pensions

When you reach your preservation age you can acquire an income stream under the TTR pension option without having to permanently retire, change employment or reach age 65.

Your TTR pension can commence with preserved benefits, restricted non-preserved benefits and unrestricted non-preserved benefits. After commencement, payments will be deducted first from the unrestricted non-preserved and restricted non-preserved components and investment earnings will be allocated to the preserved component.

A TTR allocated pension has the following restrictions:

- A maximum of 10 per cent of the account balance may be paid to you in pension payments each financial year. This means that your nominated pension payment needs to be within the minimum four per cent and maximum 10 per cent limits.

- Cash lump sum withdrawals can only be made if you have unrestricted non-preserved benefits, or to give effect to a Release Authority from the ATO or a payment split under Family law.
- Investment earnings are taxable at 15 per cent, on the same basis as other accumulation super investments.

Once you meet a condition of release, such as retirement or turning age 65, these additional restrictions will no longer apply and your pension will transfer to Retirement phase. If you have been receiving the maximum pension payment, the annual amount will continue to be paid as a fixed dollar amount until you advise us otherwise.

Further information on commencing a TTR Pension including preservation ages can be found in the 'What is the Transition to retirement pension option?' section in the **IOOF Pursuit pension general reference guide (PSP.01)**.

Lump sum withdrawals

Generally, you can make a full or partial cash lump sum withdrawal from your Retirement phase pension account at any time.

You can also make a partial or full withdrawal and transfer your benefit at any time:

- to purchase a super product within the Fund
- to purchase a super product in another super fund
- to purchase a super pension or annuity¹⁰
- to purchase a new Death benefit pension, on the commutation of an existing Death benefit pension or Reversionary pension.

If you make a withdrawal, part of your withdrawal may be paid to you in cash as a pension payment. This will apply if you have not already received the minimum pension payments specified by the Commonwealth Government for the current year and the amount remaining in your pension account after the withdrawal would be insufficient to allow the minimum level of annual payments to be made.

Withdrawals will be redeemed from the investment option with the highest balance. Alternatively, a withdrawal can be redeemed from the investment option(s) you specify.

You can only make a partial withdrawal in cash or by transfer to another super fund if at least \$6,000 remains in your account (net of accrued liabilities). If you are making a partial transfer to another super or pension account within the Fund, the minimum balance remaining in your existing account is also \$10,000.

¹⁰ If you have a TTR allocated pension and have not met a condition of release, you can only transfer to another income stream that also applies restrictions on cash withdrawals

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% of your account balance rather than 1% could reduce your final return by up to 20% 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 or your employer, as applicable, may be able to negotiate to pay lower fees. 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)** website (www.moneysmart.gov.au) has a superannuation calculator to help you check out different fee options.

This document shows fees and other costs that you may be charged. These fees and costs may be deducted directly from your money, from the returns on your investment or from the assets of the super entity as a whole.

Other fees, such as activity fees and advice fees for personal advice may also be charged, but these will depend on the nature of the activity or advice chosen by you. Entry fees and exit fees cannot be charged.

The fees quoted in this section are inclusive of GST and any applicable reduced input tax credits (RITCs), unless otherwise stated. Definitions of the fees and costs can be found in the 'Additional explanation of fees and costs' section in **PSP.01** available at www.ioof.com.au.

Taxes are set out in another part of this document. You should read all the information about fees and other costs because it is important to understand their impact on your investment. You can also use this information to compare the fees and costs with other pension products.

The fees and other costs for each underlying investment option offered by the super entity are set out in the **Investment Menu** and in the relevant product disclosure statement for each managed investment.

Fee table

Pursuit Focus Allocated Pension														
Type of fee	Amount	How and when paid												
Investment Fee	Nil.	Not applicable.												
Administration Fee ¹¹	<table border="1"> <thead> <tr> <th>Part of your account balance</th> <th>Administration Fee (pa)</th> </tr> </thead> <tbody> <tr> <td>\$0 – \$250,000</td> <td>0.35% (or \$3.50 per \$1,000 invested)</td> </tr> <tr> <td>Next \$250,000</td> <td>0.25% (or \$2.50 per \$1,000 invested)</td> </tr> <tr> <td>Next \$500,000</td> <td>0.10% (or \$1 per \$1,000 invested)</td> </tr> <tr> <td>Next \$1,000,000</td> <td>0.05% (or \$0.50 per \$1,000 invested)</td> </tr> <tr> <td>Above \$2 million</td> <td>Nil</td> </tr> </tbody> </table>	Part of your account balance	Administration Fee (pa)	\$0 – \$250,000	0.35% (or \$3.50 per \$1,000 invested)	Next \$250,000	0.25% (or \$2.50 per \$1,000 invested)	Next \$500,000	0.10% (or \$1 per \$1,000 invested)	Next \$1,000,000	0.05% (or \$0.50 per \$1,000 invested)	Above \$2 million	Nil	<p>The Administration Fee is calculated daily on your account balance.¹²</p> <p>The fee is charged monthly in arrears and it is deducted from your Cash Account¹³ at the beginning of each month.</p> <p>The Account Keeping Fee is calculated daily. The fee is charged monthly in arrears and is deducted from your Cash Account at the beginning of each month. Where you are only an investor for a portion of the month, the Account Keeping Fee will be charged on a pro rata basis for that month.</p>
	Part of your account balance	Administration Fee (pa)												
	\$0 – \$250,000	0.35% (or \$3.50 per \$1,000 invested)												
	Next \$250,000	0.25% (or \$2.50 per \$1,000 invested)												
	Next \$500,000	0.10% (or \$1 per \$1,000 invested)												
	Next \$1,000,000	0.05% (or \$0.50 per \$1,000 invested)												
Above \$2 million	Nil													
Maximum Administration Fee of \$2,500 pa.														
Account Keeping Fee														
\$9.75 per month (\$117 pa)														
Interest retained on Cash Account	Estimated up to 0.70% pa on the balance of the Cash Account ¹³ . The actual interest retained is expected to be lower.	We retain a part of the interest that is earned on the Cash Account. The interest retained is the difference between the net rate of interest we credit to your Cash Account and the total interest earned in relation to pooled assets of the Cash Account. Note, the target net interest rate to be credited to your Cash Account is the official cash rate set by the Reserve Bank of Australia (currently 0.10% pa).												
Buy-sell spread	Varies across the managed investments available up to a maximum buy spread of 0.14% and a maximum sell spread of 0.14%.	<p>A buy-sell spread is added to, or deducted (as applicable) from the unit price of the relevant managed investment.</p> <p>The buy-sell spread that applies to each managed investment can change from time to time.</p> <p>Please refer to the Investment Menu and the relevant investment options' product disclosure statement for specific details.</p>												
Switching Fee	Nil.	Not applicable.												
Exit Fee	Nil.	Not applicable.												
Advice fees Relating to all members investing in a particular option.	Nil.	No advice fees will be charged unless you request us to do so. A range of advice fees are available (refer to the 'Fees and Costs' section in (PSP.01) for details). You should refer to your financial adviser's statement of advice for details on any agreed advice fees												
Other fees and costs	Refer to 'Additional explanation of fees and costs' in PSP.01 .													

¹¹ If your account balance for a product offering by the superannuation entity is less than \$6,000 at the end of the entity's income year, the total combined amount of administration fees, investment fees and indirect costs charged to you is capped at 3% of the account balance. Any amount charged in excess of that cap must be refunded).

¹² Your account balance comprises your Cash Account together with the value of your investment options. You are required to maintain a minimum of 3% of your pension account balance in your Cash Account. Where there are insufficient funds in your Cash Account to fund any applicable fees, the fees may be accrued and deducted when sufficient funds are available.

¹³ The interest we retain on pooled Cash Account assets is considered an indirect cost for administering your Cash Account. It is not deducted from your Cash Account directly, but through the interest generated from its underlying investments prior to crediting the 'net' interest to your Cash Account. The interest retained is subject to change. Interest on the Cash Account noted is retained at a rate of up to 0.70% pa and is for the purpose of the example only. The actual interest retained is expected to be lower and assumes a net interest crediting rate to the cash account of 0.10% pa.

Pursuit Focus Allocated Pension		
Type of fee	Amount	How and when paid
Indirect cost ratio	The indirect cost ratio varies across the managed investments and can range from 0.30% to 1.11% pa ¹⁴ (\$3.00 to \$11.10 pa per \$1,000 invested), excluding net transaction costs. ¹⁵ Performance related fees ¹⁶ may also apply to some managed investments when the investment return generated by the fund exceeds a specific criteria or benchmark.	Generally calculated daily as a percentage of the amount that you have invested in each managed investment. It is not deducted directly from your account but is generally incorporated into the unit price of the managed investment and generally charged monthly or quarterly in arrears. The indirect cost ratio and net transaction cost applied by each fund manager for a particular managed investment can be obtained from the Investment Menu or the relevant product disclosure statement for the particular managed investment.

¹⁴ Indirect cost ratios applied by each fund manager are estimates only and based on the information provided by each fund manager as at the date of this PDS (for further information refer to the **Investment Menu** Investment options and indirect cost ratios may change from time to time.

¹⁵ Please refer to the 'Transaction costs' section in **PSP.01** for further information.

¹⁶ Please refer to the 'Performance related fees' section in **PSP.01** for further information.

Your fees may be different

In certain circumstances, your fees may be different from those described in this PDS. This can apply for various historical reasons, including where your pension was transferred to the Fund as a result of a successor fund transfer or your account was transferred to Pursuit Focus from another product within the Fund.

Often in these circumstances, the Trustee of the Fund agrees to adopt the same fees as the old super fund or product. This allows the Trustee to transfer the super benefits as a whole, while protecting existing rights of transferring members. If this is the case, your fees may be different to those described in the Fee table. In all cases, any different fees will be those that have been agreed between you and your financial adviser.

Example of annual platform fees and costs

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

Example	Balance of \$50,000	
Investment fee	Nil	For every \$50,000 you have in the pension product, you will be charged \$0 each year
PLUS Administration fees	Administration fee 0.35% Account Keeping Fee \$117	AND you will be charged \$292 in administration fees each year.
PLUS Indirect costs for the pension product (assuming the product minimum of 3% is held in the Cash Account)	Cash Account: 0.70% * \$1,500	AND indirect costs of \$10.50 each year will be deducted from your investment.
EQUALS Cost of product	If your balance was \$50,000, and \$1,500 of that was held in your Cash Account, then for that year you will be charged fees of \$302.50* for the pension product.	

* **Note:** This example only shows the fees and costs that relate to access to the investments through the pension product and not the fees and costs of the underlying investments. Additional costs may be charged by the issuers of the products that you decide to invest in. Please refer to the example below that illustrates the combined effect of the fees and costs.

Example of total annual costs for a balanced investment option

This table illustrates the combined effect of fees and costs of the pension product and the fees and costs for the IOOF MultiSeries 70 through this pension product.

Example – IOOF MultiSeries 70		Balance of \$50,000
Cost of product	From example above: \$302.50	If your balance was \$50,000, then for that year you will be charged fees of \$302.50 for the pension product.
PLUS Indirect costs for the IOOF MultiSeries 70 investment option	Indirect cost ratio: 0.50% Net transactional cost: 0.17%	AND , indirect costs of \$324.95 each year will be deducted from your investment.
EQUALS total cost of investing in the IOOF MultiSeries 70 investment option through the pension product	If your balance was \$50,000, and \$1,500 of that was held in your Cash Account and you were invested in the IOOF MultiSeries 70 investment option, then for that year you will be charged total fees and costs of \$627.45* for the pension product.	

* **Note:** Additional fees may apply. And, if you leave the Fund, you may be charged a buy-sell spread for managed investment options you hold which also applies when you make an investment purchase or redemption. The estimated sell spread for exiting the IOOF MultiSeries 70 is 0.06%. In the above example a withdrawal of \$50,000, with a sale of \$48,500 from the managed fund, will have a sell spread of \$29.10.

This is an example only and the fees and costs may vary for your actual investment. For more information, please refer to the product disclosure statement of the managed investments selected by you.

You should read the important information about 'Fees and costs' before deciding if this product is right for you, refer to the **IOOF Pursuit pension general reference guide (PSP.01)** available on our website (www.ioof.com.au/product_list/pursuit/focus). The material relating to 'Fees and costs' may change between the time when you read this PDS and the day you acquire the product.

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 Focus.

If you leave the product shortly after joining, or 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 Focus 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.

Further information on these risks and others is available in the 'More about risks' section in the **IOOF Pursuit pension general reference guide (PSP.01)**.

How can investment risk be reduced?

An important way to help reduce your investment risk is to spread your investment over a number of assets, asset classes and even different fund managers. This process is called diversification. It is designed to help you achieve more consistent investment returns over time.

Pursuit Focus offers you a choice of investment options across all the major asset classes. When determining your investment strategy, this choice allows you to create a level of diversification in your investment portfolio.

A financial adviser can help you understand the various types of investment risk and assess which investment options are appropriate for your specific requirements considering your risk tolerance and risk/return investment objectives.

What taxes apply and how do they work?

This section provides you with some general information about the tax implications of investing in a Pursuit Focus Allocated Pension. It will help you answer questions like:

- how pension payments will be taxed
- how super benefits will be taxed if a cash withdrawal is made
- how earnings will be taxed in a Pursuit Focus 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 before investing.

This section sets out a summary of the key taxes that affect super and pensions. If you would like more information on specific super taxation rules please see the 'How your pension is taxed' section in **PSP.01**.

Contributions to commence your pension

Non tax-deductible personal contributions and spouse contributions are non-concessional contributions and are not taxed on contribution. Downsizer contributions and most rollovers and transfers into your account are also not taxable. Although, a 15 per cent tax may apply if you are transferring an untaxed element from an unfunded public sector scheme into your pension account.

Capital gains tax

If you commence your pension with the transfer of investment options currently available on Pursuit Focus Allocated Pension from another IOOF Pursuit or IOOF Portfolio Service super or pension product, these investment options are not realised on transfer and therefore no capital gains tax is incurred.

Tax on investment earnings in your pension account

The great advantage of super is that you can grow your investments in a low tax environment and take your retirement benefits tax-free once you turn age 60.

Through super, you can access investment options across all asset classes and receive investment earnings into your super account - all in a low tax environment.

The tax treatment of investment earnings will depend on whether your pension is a Retirement phase pension or a Transition to retirement (TTR) pension.

Tax on pension payments and lump sum withdrawals

When you are aged 60 and over pension payments and lump sum withdrawals are tax-free. If you are under age 60 we are required to deduct tax, depending on your age and the tax components of your benefit.

See the 'How your pension is taxed' section in **PSP.01** for more detailed information regarding the tax on pension payments and withdrawals.

Death benefits

The tax payable depends on whether the benefit is paid as a pension or a lump sum.

See the 'How your pension is taxed' section in **PSP.01** for more detailed information regarding tax treatment of death benefits.

Tax file numbers

Please provide your tax file number (TFN) when acquiring this product. Under the *Superannuation Industry (Supervision) Act 1993*, the Trustee is authorised to collect your TFN, which will only be used for lawful purposes and in accordance with the Privacy Act 1988. It is not an offence if you choose not to provide your TFN, but providing it has advantages, including:

- we will be able to accept all permitted contributions
- other than the tax that may ordinarily apply, you will not pay more tax than you need to
- it will be easier to find different superannuation and/or pension accounts in your name.

The Trustee requires your TFN in order to process your pension application.

There are different requirements for providing your TFN depending on your age. This information is outlined in the 'How your pension is taxed' section in **PSP.01**.

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.

See the 'How is my pension treated for Centrelink/Department of Veterans' Affairs purposes?' section in **PSP.01** for more information.

General information

Cooling-off period

To ensure that you are happy with your pension account in Pursuit Focus Allocated Pension, you have a 14 day cooling-off period to ensure that it meets your needs. The 14 day period starts from the earlier of the date you receive your welcome letter, or five business days after your pension account has been established.

If you want to close your pension account during the 14 day cooling-off period, you must provide written notice by mail to the postal address on the back cover of this PDS.

The amount returned (if applicable) will be adjusted for any market movements in your chosen investment option(s) (up or down) up to the date we receive your notification. We will not refund taxes and reasonable transaction or administration costs incurred by us in issuing your investment (excluding the payment of any member advice fee or similar fee). As a result, the amount received may be more or less than the amount of your initial contribution.

Please note that the cooling-off period ceases to apply if you exercise your rights or powers in a Pursuit Focus Allocated Pension, such as if you make an investment switch during the 14 day cooling-off period.

If you have selected a Transition to retirement (TTR) pension option, we cannot repay your initial contribution directly to you. You must nominate another complying income stream or a provider that offers a TTR pension option so that your initial contribution can be transferred.

If you do not make a nomination within one month after notifying us of your intention to seek the return of your initial contribution or your nominated provider does not accept the transfer, we will retain your initial contribution in the Cash Account.

Your instructions

Any changes (or corrections) to your account or details on your account such as personal details, death benefit nominations and investment instructions must be submitted in writing by you or your appointed representative (including your financial adviser). Please refer to the **IOOF Pursuit pension general reference guide (PSP.01)** for information on, and the terms applicable to, sending us instructions and communications.

Financial adviser authority

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

This authority does not authorise your financial adviser to:

- withdraw any funds from your account except to authorise payment of withdrawals to the bank account nominated by you (or any bank account you nominate in future)
- authorise any change in fees and charges for your account
- sign any form on your behalf where the law or an external party requires your signature on the form (such as a Beneficiary Nomination form or a Transfer form)
- change the name on your account
- 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 things listed above. We 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.

If you have authorised your financial adviser to do so, your financial adviser may submit switch or re-weight instructions, authorise payment of withdrawals from your Pursuit Focus account to the bank account nominated by you (or any bank account you nominate in future) and establish or change Investment Instructions in relation to your account.

Your financial adviser may also be authorised to use Portfolio Online to complete and submit on your behalf any forms which the Trustee permits to be submitted electronically using Portfolio Online.

Your financial adviser is required to provide you with a product disclosure statement for the investment options you choose to invest in. Alternatively, you can access the product disclosure statements for the available investment options through our website.

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

We are required to carry out proof of identity procedures before establishing a pension. These requirements arise under the *Anti-Money Laundering and Counter-Terrorism Financing Act 2006* (AML/CTF Act).

Where you have not already provided us with appropriate identification, we will be required to collect customer identification information and to verify it when you request a pension payment. We may also be required to collect customer identification at other times. If you do not provide the information or we are unable to verify the information, payment of your pension may be delayed or refused.

What if you have a complaint?

If you have a complaint about your Pursuit Focus account (or wish to obtain further information about the status of an existing complaint), please contact the Manager, Customer Care on 1800 913 118 or write to:

Manager, Customer Care
IOOF Investment Management Limited
Reply Paid 264
Melbourne VIC 8060

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
- a detailed description of the facts surrounding your complaint.

Where possible, concerns will be resolved immediately.

If further investigation is required, our Customer Care Team will acknowledge your complaint in writing and will consider and respond to your complaint as quickly as possible. We are required by law to respond to your complaint within 90 days.

If an issue has not been resolved to your satisfaction, you can lodge a complaint with the Australian Financial Complaints Authority, or AFCA. AFCA provides fair and independent financial services complaint resolution that is free to consumers.

Website: www.afca.org.au
Email: info@afca.org.au
Tel: 1800 931 678 (Free call)
Mail: Australian Financial Complaints Authority
GPO Box 3
Melbourne VIC 3001

Your privacy

We are committed to protecting your privacy. Any personal information we collect about you will be handled in accordance with our privacy policy, which outlines how we manage your personal information, how you may access or correct your personal information, and how you may complain about a breach of your privacy. To obtain a copy of the IOOF group privacy policy, please contact ClientFirst on 1800 913 118 or visit our website (www.ioof.com.au/privacy).

We collect your personal information from the Application form you complete when applying for this product for the purpose of providing you with the products and services that you request and for related purposes, including providing you with financial advice and ongoing services in relation to your account with us, or providing information about other products and services that may be of interest to you. If you do not provide all the information requested in your Application form, we may not be able to process your application.

To verify your identity for Know Your Customer (KYC) purposes, we may also solicit personal information about you from reliable identity verification service providers.

For the purpose of providing you with the products or services you have requested, we may disclose your personal information to our related bodies corporate or external parties, including your financial adviser or employer, banks or other financial institutions, medical professionals, insurers, legal or accounting firms, auditors, mail houses, or when required or authorised to do so by law. It is generally unlikely that we will disclose your personal information overseas. However, any overseas disclosure does not affect our commitment to safeguarding your personal information and we will take reasonable steps to ensure any overseas recipient complies with Australian privacy laws.

How to apply

Application procedure

Joining is simple. Your financial adviser may be able to complete an online application form on your behalf via Portfolio Online. Alternatively, you can complete the Application form and any other relevant forms in the Forms Booklet.

You can obtain a copy of this booklet:

- from your financial adviser
- by downloading one from our website
- by calling ClientFirst on 1800 913 118.

Contact us

Postal address

GPO Box 264
Melbourne VIC 3001

Telephone

1800 913 118

Fax

03 8614 4431

Email

clientfirst@ioof.com.au

Website

www.ioof.com.au

Trustee

IOOF Investment Management Limited
ABN 53 006 695 021
AFS Licence No. 230524

Registered address

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Melbourne VIC 3000