



LifeTrack Complying Pensions are closed to new members and no new pensions can be commenced. The information in this PDS is only applicable to the Reversionary Dependant of a LifeTrack Complying Pension member who is continuing a LifeTrack Complying Pension on the death of that member.

# LifeTrack Complying Pensions: LifeTrack Term Pension LifeTrack Flexible Pension

## Product Disclosure Statement

Dated: 1 July 2010

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. LifeTrack Complying Pensions are pension products in the Fund.

#### 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 Australian Wealth Management Services Co Pty Ltd ABN 99 074 572 919. IOOF has investment and service contracts with related parties within the IOOF group, including Perennial Investment Partners Limited (Perennial) ABN 59 087 901 620, AFS Licence No. 238763 and Australian Wealth Management Services Co Pty Ltd.
- At the date of this PDS, IOOF purchases all or part of the Current Pension component of the LifeTrack Complying Pensions from Challenger Life Company Limited (**Challenger**) ABN 44 072 486 938, AFSL No. 234670. The Current Pension component provided to IOOF by Challenger is guaranteed by Challenger subject to future legislative changes in relation to pensions.

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 the Top Up Reserve 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 for the investment of the Top Up Reserve. Investments in the Top Up Reserve 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 LifeTrack Complying Pensions 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 the Responsible Entity of the Perennial Trusts, the IOOF MultiMix Trusts and the IOOF Multi Series Balanced Trust (collectively referred to as the Trusts), and we receive fees under the Constitutions of the Trusts. IOOF Global One Limited ABN 54 093 415 251, AFS Licence No. 234432, is the Responsible Entity of the IOOF Wholesale Solutions and IOOF Wholesale Single Manager Solutions range of trusts, and is entitled to charge fees under the Constitutions of IOOF Wholesale Solutions and IOOF Wholesale Single Manager Solutions. These are some of the investment options offered in LifeTrack Complying Pensions as listed in **LifeTrack fact sheet 2: LifeTrack investment options menu**. (This fact sheet is only applicable to LifeTrack Flexible Pension members with a Top Up Reserve).

#### About the relationship between Perennial and IOOF

Perennial, another company within the IOOF group, has been appointed by IOOF to manage the investment assets of the Perennial Trusts. Perennial is paid arm's-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 **LifeTrack fact sheet 2**.

As Trustee, IOOF regularly monitors the investment options available to members for the Top Up Reserve 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 another investment option 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 **LifeTrack fact sheet 1: LifeTrack investment strategies**. (This fact sheet is only applicable to LifeTrack Flexible Pension members with a Top Up Reserve). 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 website ([www.ioof.com.au](http://www.ioof.com.au)). Please note, product disclosure statements and product guides are not available for Direct Share Choice investment options.

#### 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 a LifeTrack Complying Pension.

#### Updated information

Naturally, 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](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.

#### How to find your way around this PDS

This PDS describes the key features, risks and purpose of LifeTrack Complying Pensions. 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. The contents of the fact sheets are 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 website 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 the Glossary on page 19.

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# About LifeTrack Complying Pensions

The LifeTrack Complying Pensions are pensions which meet the Commonwealth Government pension and annuity standards as set out in the *Superannuation Industry (Supervision) Regulations 1994*.

There are two forms of LifeTrack Complying Pension:

- LifeTrack Term Pension; and
- LifeTrack Flexible Pension

The LifeTrack Complying Pensions provide an income stream for a Fixed Term. A Reversionary Dependant will receive regular pension payments for the remainder of the original Fixed Term of the Primary Beneficiary. The length of that Fixed Term cannot be changed. When the pension has been paid for the Fixed Term there will be no remaining value. The amount of your pension payments is based on the option selected by the Primary Beneficiary.

## LifeTrack Term Pension

The annual pension payable from a LifeTrack Term Pension may be:

- a fixed amount for the Fixed Term;
- indexed by up to five per cent pa; or
- indexed to the Consumer Price Index (CPI) (provided the Fixed Term is at least eight years).

This was determined by the Primary Beneficiary when the LifeTrack Term Pension was purchased.

## LifeTrack Flexible Pension

The annual pension payable from a LifeTrack Flexible Pension is a fixed amount for the Fixed Term. This was determined by the Primary Beneficiary when the LifeTrack Flexible Pension was purchased. The Primary Beneficiary sets aside a portion of the purchase price in a Top Up Reserve. The portion of the purchase price that was invested in the Top Up Reserve was determined by the Primary Beneficiary when the LifeTrack Flexible Pension was purchased. The Top Up Reserve was invested in investment options as selected by the Primary Beneficiary.

### Important note

- If the Primary Beneficiary **converted** their Top Up Reserve into pension income before their death your LifeTrack Flexible Pension will not have a Top Up Reserve.
- If the Primary Beneficiary **did not convert** their Top Up Reserve into pension income, your LifeTrack Flexible Pension will have a Top Up Reserve.

Please see page 3 for further details on the Top Up Reserve.

## How is your annual pension calculated?

The amount of pension you receive from your LifeTrack Complying Pension will depend upon:

- the purchase price;
- the portion of the purchase price invested in the Top Up Reserve (applicable to LifeTrack Flexible Pension members only);
- the Fixed Term;
- whether or not a specific income level was chosen;
- whether the pension was indexed to the CPI (to keep up with inflation);
- whether the indexation option was used; and
- prevailing market interest rates at the time of purchase.

The final figures of the amount of the annual pension were provided to the Primary Beneficiary by a Financial Adviser or by AM Life Ltd based on the options selected by the Primary Beneficiary and on prevailing interest rates at the time the pension was purchased.

## How long will your pension last?

Your LifeTrack Complying Pension will continue to provide pension payments for the remainder of the original Fixed Term. Your LifeTrack Complying Pension will have no residual capital value at the end of the Fixed Term, but can be commuted before the end of the Fixed Term in certain circumstances.

Please see 'Can you commute your pension?' on page 3.

## How often will your pension be paid?

Your LifeTrack Complying Pension pays pension payments into your nominated financial institution account on a monthly basis. Your financial institution may take up to three business days to clear a pension payment made into your account.

## Can you change your pension payments?

You cannot change the amount of your pension payments if you have a LifeTrack Term Pension or a LifeTrack Flexible Pension without a Top Up Reserve. If your LifeTrack Flexible Pension has a Top Up Reserve, you can elect to index your pension payments by exercising the Topping Up Option.

Please see page 4.

## Can you commute your pension?

You can only elect to commute and rollover your LifeTrack Complying Pension:

- to purchase an Equivalent Pension; or
- to give effect to a payment split under the Family Law Act.

## What happens in the event of your death?

In the event of your death before the end of the Fixed Term, a lump sum will be paid to your Dependants and/or Legal Personal Representative on behalf of your estate. The lump sum amount will be the Death Commutation Value of your LifeTrack Complying Pension (up to the Maximum Transfer Value).

The Death Commutation Value is based on the value of the remaining pension payments for the Fixed Term converted into a lump sum and applying a discount percentage, which will be the higher of:

- the underlying rate used to calculate the pension on 1 August 2001; or
- the Commonwealth Government Bond rate for the number of years remaining of the Fixed Term of your pension, plus 0.5 per cent.

## The LifeTrack Flexible Pension with a Top Up Reserve

If your LifeTrack Flexible Pension has a Top Up Reserve, Commonwealth Government regulations require you to convert your Top Up Reserve component (**Top Up Reserve**) into pension income at some time before the Fixed Term ends, otherwise the whole of the Top Up Reserve will be forfeited to the Trustee in accordance with the governing rules of the Fund.

There are three options available for converting the Top Up Reserve into pension income.

### Option 1 – Commute and roll over the whole of your LifeTrack Flexible Pension

You can commute and roll over your Current Pension and Top Up Reserve to purchase an Equivalent Pension from another pension provider. If you exercise this option, no part of the purchase price of the new pension will be exempt from the Centrelink/Department of Veterans' Affairs Assets test.

**Please Note:** Under this option, you can only commute and roll over an amount up to the Maximum Transfer Value of your pension. If the Current Transfer Value of your pension exceeds the Maximum Transfer Value, any amounts above the Maximum Transfer Value will be forfeited to the Trustee in accordance with the governing rules of the Fund.

### Option 2 – Commute and rollover your Top Up Reserve only

You can commute and rollover your Top Up Reserve to purchase an Equivalent Pension, for example, a term allocated pension. If you exercise this option, no part of the purchase price of the new pension will be exempt from the Centrelink/Department of Veterans' Affairs Assets test.

**Please note:** Under this option, if the value of your Top Up Reserve is less than the Maximum Transfer Value of your pension, no amount will be forfeited to the Trustee in accordance with the governing rules of the Fund.



## About Lifetrack Complying Pensions (continued)



### Option 3 – Use your Top Up Reserve to index your Current Pension

You can use your Top Up Reserve to index your Current Pension by five per cent pa. Indexing your Current Pension means that your pension payments will increase by five per cent each year. For example, if your Current Pension is \$5,000 pa and if you select the Topping Up Option with a five per cent indexing factor, your Current Pension for the next financial year will be \$5,250 (\$5,000 plus \$250). Your indexed pension will continue to be 100 per cent exempt from the Centrelink/Department of Veterans' Affairs Assets test. This option can be exercised at any time.

**Please note:** Any excess amount of Top Up Reserve which is not required to fund the indexation of your Current Pension will be retained by the Trustee at the end of the Fixed Term of the pension in accordance with the governing rules of the Fund.

### What are the advantages of commuting your Top Up Reserve to purchase an Equivalent Pension?

- Your annual pension income will increase. This is because you will continue to receive the same level of income from your Current Pension, and you will receive additional pension income from your new pension (your additional income is funded by purchasing an Equivalent Pension using your Top Up Reserve). You should be aware that your increased pension income may reduce your Centrelink/Department of Veterans' Affairs entitlements.
- Your Current Pension will continue to be 100 per cent exempt under the Centrelink/Department of Veterans' Affairs Assets test. However, no part of the purchase price of the new pension will be exempt under the Centrelink/Department of Veterans' Affairs Assets test.
- If your Current Transfer Value is already over your Maximum Transfer Value (the limit set by Commonwealth Government regulations on the establishment of the LifeTrack Flexible Pension), you can commute the Top Up Reserve component on its own and no excess amount will be forfeited to the Trustee.

### Why should you consider these options carefully?

You will need to consider exercising one of the options as soon as possible, particularly if the Current Transfer Value of your pension is getting close to the Maximum Transfer Value. If you do not exercise one of the options to convert your Top Up Reserve component by the end of the Fixed Term, the whole of the Top Up Reserve will eventually be forfeited to the Trustee in accordance with the governing rules of the Fund.

Although Centrelink and the Department of Veterans' Affairs have advised that they will treat your LifeTrack Flexible Pension as exempt from the Centrelink/Department of Veterans' Affairs Assets test, they have expressed a concern that the Top Up Reserve should be converted into pension income at some stage in the future.

If you do not convert your Top Up Reserve into pension income, Centrelink/Department of Veterans' Affairs may review your entitlements under the deprivation provisions. These provisions apply where a person gifts or disposes of an asset or income without adequate financial consideration. There is a risk that unless the Top Up Reserve is converted into pension income, some or all of the Top Up Reserve may be treated as a deprived asset, or, alternatively you may be deemed to have deprived yourself of income. Deprived income will be counted under the Centrelink/Department of Veterans' Affairs Income test. Deprived assets over \$10,000 in a financial year and/or over \$30,000 over a five-year period are treated as financial assets and are included in the Centrelink/Department of Veterans' Affairs Assets test and are deemed to be income under the Centrelink/Department of Veterans' Affairs Income test.

#### Important note

The LifeTrack Flexible Pension is a complex product. The Trustee recommends that you speak to your financial adviser about exercising one of the three options to convert your Top Up Reserve into pension income.

## Top Up Reserve Investment Options

If your LifeTrack Flexible Pension has a Top Up Reserve, you can decide how the Top Up Reserve is invested before it is converted into pension income.

You have access to over 180 managed funds, term deposits and over 60 different shares selected from the top 150 companies listed on the ASX. With so many investment options you can construct a portfolio to help achieve your retirement 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.

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 wide range of managed funds and term deposits.
Direct Share Choice	Direct Share Choice provides you with access to over 60 different shares selected from the top 150 companies listed on the ASX based on market capitalisation.

**LifeTrack fact sheet 1: LifeTrack investment strategies** provides more information about the range of investment strategies and options.

# Significant risks

This section is only applicable to LifeTrack Flexible Pension members who have a Top Up Reserve

All investments carry risk. There are risks involved in investing the Top Up Reserve as well as specific risks that may arise with your chosen investment options. This means that the value of the Top Up Reserve may rise or fall. You may not receive back some or all of the amount that was originally invested in the Top Up Reserve due to negative returns and the impact of fees and costs. The risks which should be considered when investing the Top Up Reserve are:

- your investment may not be sufficiently diversified (eg if you do not spread your selection of investment option(s) across different asset classes, sectors, investment managers and styles);
- 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 to fund the pension payment;
- system failures may cause a delay in the processing of transactions to your Top Up Reserve (or with investment managers);
- there may be a delay in purchasing or redeeming investments held in your Top Up Reserve if we do not receive a properly completed and authorised instruction from you;
- delays may occur where minimum investment or withdrawal limits are imposed by investment managers;
- economic conditions, interest rates and inflation may cause adverse investment returns;
- access to your capital is restricted to the limited circumstances available under super law;
- changes can occur in super, taxation or other law that may adversely affect your investments in the Top Up Reserve (eg may affect your ability to access the investments in your Top Up Reserve). These changes may also affect the investment option(s) into which you invest;

- the Trustee could be replaced or the Fund could be wound up. There is also a risk that we will not carry out our duties as Trustee properly. To minimise this risk, we have implemented a number of risk management strategies and corporate governance policies to assist us to meet our obligations. As Trustee, we are always required to act in the best interests of members;
- If you do not convert the Top Up Reserve to pension income (eg by rolling over to purchase an Equivalent Pension) before the end of the term of the pension, the entire Top Up Reserve will forfeit to the Trustee;
- you may not receive the level of income for the whole of the period that you want as the annual pension payments derived from investment of your Top Up Reserve are not guaranteed (payments are based on the value of those investment option(s), which reflect the ongoing fluctuating value of your investment portfolio and payments will cease when the value of those investment option(s) is exhausted); and
- pension payments are subject to Commonwealth Government retirement income payment rules that control the amount of income that must be received from each pension account irrespective of investment returns.

Please also refer to the product disclosure statement for the relevant managed fund for details of the specific investment risks that may arise with your chosen investment options.



## Risks that may affect your investment options

Type of risk	Explanation
Market risk	Investment returns are influenced by the performance of the market overall. Unexpected conditions (eg economic, technological or political) can have a negative impact on the returns of all investments within a particular market.
Company or security-specific risk	Within each asset class, company or security-specific risk refers to the many risks that can affect the value of a specific security (or share).
Currency risk	Investments in international markets can be exposed to changes in exchange rates. The possibility that foreign currencies may fall in value relative to the Australian dollar can have an adverse impact on investment returns from these investments.
Liquidity risk	Liquidity risk is the risk that a particular investment will not be able to be converted into cash or disposed of at market value.
Derivatives and gearing risk	Underlying managed funds may use derivatives and gearing (borrowing). The value of derivatives is linked to the value of the underlying assets and can be highly volatile. Potential gains and losses from derivative and geared transactions can be substantial.
Credit risk	Credit risk is the risk that a party to a contract will fail to perform its contractual obligations resulting in a financial loss.
Investment manager risk	Each managed fund has one or more investment managers (or a group of managers in the case of a multi-manager managed fund) to manage the investments. There is a risk that the investment manager may not perform to our expectations, meet its stated objectives or under-perform as compared to other investment managers.

### 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 investment managers. This process is called 'diversification'. It is designed to help you achieve more consistent investment returns over time.

LifeTrack Flexible Pension offers you a choice of investment options across all the major asset classes for investment of your Top Up Reserve. 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.



# 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 fund 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 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)** website ([www.fido.asic.gov.au](http://www.fido.asic.gov.au)) has a superannuation fee calculator to help you check out different fee options.

The fees and other costs associated with a LifeTrack Complying Pension were taken into account in the quotation of the amount of pension income payable over the Fixed Term that was issued to the Primary Beneficiary when the LifeTrack Complying Pension was established. The quotation took into account all fees and other costs that may be charged (including commission), except for the fees and other costs relating to the investment of the Top Up Reserve of a LifeTrack Flexible Pension.

Information about taxation is set out on page 17.

The fee table on page 9 sets out the fees and other costs that may be charged for a LifeTrack Complying Pension. The fees and costs for the investment of the Top Up Reserve of a LifeTrack Flexible Pension (if applicable) may be deducted directly:

- from the Top Up Reserve;
- from the returns on the Top Up Reserve investments; or
- from the Fund assets as a whole.

You should read all the information about fees and costs because it is important to understand their impact on your Top Up Reserve investment.

The Management Costs for Easy Choice and Investor Choice investment options are set out in **LifeTrack fact sheet 2: LifeTrack investment options menu**.

Unless stated otherwise, all fees and other costs shown in this section include the impact of Goods and Services Tax (GST) where applicable.

## 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>1</sup></b>			
<b>Establishment fee</b> The fee to open your investment.	Nil.	Not applicable.	
<b>Contribution fee</b> The fee on each amount contributed to your investment.	Nil.	Not applicable.	
<b>Withdrawal fee</b> The fee on each amount you take out of your investment.	Nil.	Not applicable.	
<b>Termination fee</b> The fee to close your investment.	Nil.	Not applicable.	
<b>Management costs</b>			
The fees and costs for managing your Top Up Reserve.	LifeTrack Term Pension	Nil.	Not applicable.
	LifeTrack Flexible Pension	Annual Management Fee of 1% pa of the value of the Top Up Reserve (calculated daily) <sup>2</sup>	The Annual Management fee is calculated daily as a percentage of the amount of the Top Up Reserve that you have invested in each investment option. This fee is generally charged monthly in arrears and is deducted by redeeming units from your investment options.
The Management Cost (excluding any Performance-based Fee) you pay for each managed fund is listed in <a href="#">LifeTrack fact sheet 2: LifeTrack investment options menu</a> .	LifeTrack Term Pension	Nil.	Not applicable.
	LifeTrack Flexible Pension	The Management Cost (excluding any Performance-based Fee) applied by each investment manager varies across the managed funds and can range from 0.22% to 2.12% pa <sup>3</sup> (ie \$2.20 to \$21.20 pa per \$1,000 invested).  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 of the Top Up Reserve that you have invested in each managed fund. It is not deducted directly from your account but is generally incorporated into the unit price of the managed fund and generally charged monthly or quarterly in arrears. Please refer to the product disclosure statement for the applicable managed fund.
<b>Service fees</b>			
<b>Switching fee<sup>4</sup></b> The fee for changing investment options	Nil.	Not applicable.	

<sup>1</sup> No additional contributions can be made into a LifeTrack Complying Pension once it has commenced.

<sup>2</sup> This fee includes an amount payable to your financial adviser. Where you do not have 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>3</sup> This fee range is an estimate only and is based on information provided by the investment manager of each investment option as at the date of this PDS. For further information refer to [LifeTrack fact sheet 2: LifeTrack investment options menu](#). 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 [LifeTrack fact sheet 2](#).

<sup>4</sup> When you switch or redeem investment options, you may incur transaction costs which are included in the unit price of the investment option you choose. (See 'Transaction costs – managed funds' on page 11 and the product disclosure statement for the particular managed fund for details).



## Fees and other costs (continued)



### Example of annual fees and costs in respect to the Top Up Reserve. (Applicable to LifeTrack Flexible Pension members with a Top Up Reserve only)

This table shows how the fees and costs in the balanced investment option can affect your Top Up Reserve investment over a one-year period.

Example – IOOF Multi Series Balanced Trust		Balance of \$50,000
Contribution Fees <sup>1</sup> (also known as entry fees)	Nil	Nil
PLUS Management Costs	1.65% <sup>2</sup> pa	<b>AND</b> , for every \$50,000 you have in your Top Up Reserve you will be charged \$825 each year.
EQUALS Cost of fund		If your balance was \$50,000, then for that year you will be charged fees of:  <b>\$825</b>  <b>What it costs you will depend on the investment option you choose.</b>

This example does not take into consideration any market movement in the value of the underlying managed fund and assumes a constant account balance in the Top Up Reserve for the entire year.

- 1 No additional contributions can be made into a LifeTrack Complying Pension once it has commenced.
- 2 The Management Costs comprise the Annual Management Fee of one per cent pa and the Management Costs applicable to the IOOF Multi Series Balanced Trust of 0.65 per cent pa. The Management Costs applicable to the IOOF Multi Series Balanced Trust were based on the fees and other costs attributed to this investment option for the financial year ending 30 June 2010.

## Additional explanation of fees and costs – (Applicable to LifeTrack Flexible Pension members with a Top Up Reserve only)

### Performance-based Fee

We do not charge any Performance-based Fees for a LifeTrack Flexible Pension with a Top Up Reserve. However, an investment manager may charge a Performance-based Fee for a particular managed fund when the investment return generated by the managed fund 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 managed fund. 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 managed fund, or alternatively, the investment manager can charge us and we will pass on the cost to you by directly deducting it from your Top Up Reserve.

The investment managers that can charge a Performance-based Fee are outlined in [LifeTrack fact sheet 2: LifeTrack investment options menu](#).

### Transaction costs – managed funds

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 (eg 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 can change from time to time. Details of the buy/sell spread (or how to obtain the current buy/sell spread) applicable to each investment option are outlined in the product disclosure statement issued by the investment manager for the particular managed fund which are available on our website ([www.ioof.com.au](http://www.ioof.com.au)).

### Transaction costs – listed securities

The following transaction costs apply to listed security transactions.

- **Listed Security Transaction Fee**  
A Listed Security Transaction Fee of \$25.63 (net of RITCs) for each transaction is charged when buying and selling listed securities.
- **Brokerage**  
Brokerage of 0.205 per cent (net of RITCs) of the value of each buy or sell order is payable, subject to a minimum of \$38.44 (net of RITCs).

These fees and costs are deducted from your Top Up Reserve at the time of the transaction.

### 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 for administration and investment related services. This fee (up to 0.30 per cent pa plus GST with a minimum annual dollar amount of \$5,000 plus GST, as at the date of this PDS) is generally based on the total amount of funds we have invested in each investment option 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.



## Fees and other costs (continued)



### 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.

The maximum fees set out in the Trust Deed (including fees currently not charged) are:

- Annual Management Fee – 1.98 per cent pa;
- Expense Recovery Charge – 0.5 per cent each year;
- Switching Fee – 5.0 per cent per switch;
- Contribution (Entry Fee) – 7.5 per cent per contribution;
- Contribution Fee (Transfer in fee) – 5.0 per cent per transfer; and
- Benefit Payment Fee – 2.5 per cent per benefit paid.

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 1975* 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.

### Financial Adviser Remuneration

The financial adviser who sold this product to the Primary Beneficiary may receive remuneration ('payment') for the sale. The financial adviser must meet their expenses from this remuneration and also relies on it to provide them with an income. The financial adviser's remuneration, which is described below, was included in the original quotation issued to the Primary Beneficiary at time the LifeTrack Complying Pension was purchased the (except for any initial commission which was paid from the contribution fee and any remuneration that the financial adviser charges you directly as a fee for service).

The remuneration paid to the financial adviser as described in the following table, is inclusive of GST.

#### Financial Adviser Remuneration

Ongoing Commission	<p>On <b>level pensions</b>, an ongoing commission of up to 0.40% pa of the purchase price may be payable to the financial adviser during the Fixed Term.</p> <p>On <b>indexed pensions</b>, an ongoing commission of up to 0.30% pa of the purchase price, indexed each 1 July at the pension indexation rate, may be payable to the financial adviser during the Fixed Term.</p>
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### Increases or Alterations in your Financial Adviser's Remuneration

Financial adviser remuneration is fixed under agreements between the financial adviser and the Trustee. There are no particular circumstances in which changes are expected to be made.

### 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 the Fund. 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, detailing any recommendations with respect to the LifeTrack Complying Pensions.

### Alternative Remuneration Register

We maintain an Alternative Remuneration Register in accordance with the FSC/FPA Industry Code of Practice, which outlines the alternative forms of remuneration that are paid and received by us. You can inspect a copy of this register at IOOF's offices (Ground floor, 303 Collins Street, Melbourne VIC 3000) at any time between 9:00am and 5:00pm (AEST) on a business day.

# General information

## What if your details have changed?

To ensure that members' personal details are accurate and up-to-date, please notify us in writing of any changes or corrections to the following information as soon as possible:

- name (eg by marriage);
- address;
- financial institution account details.

Provided that you satisfy our identification requirements, you can change your address details over the telephone by calling a **Client Services Officer** on **1800 062 963**.

## Member Communications

The table below outlines the information sent to members.

Information sent to members	
Information and communication	When sent to a member
<p>A Pension Pack includes:</p> <ul style="list-style-type: none"> <li>• Centrelink/Department of Veterans' Affairs Schedule;</li> <li>• Pension recalculation details for the following financial year; and</li> <li>• A PAYG Payment Summary and taxation details (for members under age 60 only)</li> </ul>	The Annual Pension Pack is sent to you by 14 July each year.
Member Statement	A Member Statement is provided within six months of the end of each financial year and following the closure of your account.
Quarterly Statement (For LifeTrack Flexible Pension members with a Top Up Reserve only)	Following the end of each quarter.
Transaction Confirmation Statement (For LifeTrack Flexible Pension members with a Top Up Reserve only)	Following a change of investment option(s).

### 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 Trustee's Annual Report;
- the Trust Deed;
- the Fund's Risk Management Plan; and
- other information that is reasonably required to help you understand your benefit entitlements in the Fund.

Simply contact one of our **Client Services Officers** on **1800 062 963**.

We will provide on our website 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.



## General information (continued)



### Is there a Cooling-Off Period?

No cooling-off period applies for a LifeTrack Complying Pension paid to a Reversionary Dependant.

### Differences between investing in a managed fund directly and investing through a super fund

(This section is only applicable to LifeTrack Flexible Pension members with a Top Up Reserve).

If you are investing through an IOOF pension product, there are a number of differences in the rights you might have if you had invested directly and hold the managed fund investment in your own name. The main differences are as follows.

- All investments through a pension product are held in the name of the trustee, not in your name. This means that you will not receive communications from the underlying investment managers in relation to your managed fund investments.
- You do not have the right to call, attend or vote at meetings of investors in a managed fund because the trustee is the legal owner of the units in the managed fund.
- If you invested directly in a managed fund and not through a pension product, you would be able to withdraw your money without the legislative restrictions and other limitations affecting access to super benefits. However, you would not be able to transfer preserved super money into a managed fund directly; nor would you be eligible for concessional tax treatment that is available in respect of super contributions.
- If you invested directly in a managed fund, you would also only incur the fees and costs applicable to the managed fund, and not the fees and costs applicable to the pension product, but you might not be entitled to any wholesale discounts or rebates that a trustee can usually negotiate with an investment manager.
- The time for processing transactions may be quicker if you were a direct investor because the trustee may be required to deal with several investment managers in order to process a single investor's request.
- If you invested directly in a managed fund, you would usually have the benefit of a 14 day cooling-off period. The trustee is not entitled to any cooling-off period because it is a wholesale investor.

- If you invested directly in a managed fund, any queries or complaints would be handled by the inquiry and dispute resolution mechanisms of the managed fund. As a super investor, any queries or complaints must be handled by the trustee's inquiry and dispute resolution mechanisms, even if they relate to a managed fund.

### What if you have a complaint?

If you have a complaint about your LifeTrack Complying Pension (or wish to obtain further information about the status of an existing complaint), 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.

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

If you are not satisfied with our handling of your complaint or a decision we have made in relation to your complaint, you may contact the Superannuation Complaints Tribunal (SCT) by calling 1300 884 114, or by writing to the SCT at Locked Bag 3060, Melbourne VIC 3001.

This service is available free of charge to you, but the SCT can only hear your complaint after you have first made use of our internal complaints handling arrangements (as explained above).



## Lost members

Generally if two consecutive written communications to you are returned unclaimed, we will consider you to be a lost member. We will undertake a range of steps to identify your current address. From 1 July 2010, we will be required to transfer lost accounts with balances less than \$200 or which have been inactive for five years and for which there are insufficient records to identify the owner of the account, to the Australian Taxation Office (ATO).

## Unclaimed benefits

Where a pension payment has not been claimed for five years, we are required to pay any unclaimed monies to the Commissioner of Taxation under the *Superannuation (Unclaimed Money and Lost Members) Act 1999*.

The ATO manages the claims process for unclaimed monies, and can be telephoned on 13 10 20.

## Is your pension portable?

A LifeTrack Complying Pension can only be commuted and rolled over to purchase an Equivalent Pension.

## 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 LifeTrack Complying Pension;
- 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.

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 personal 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 (eg a family member to whom you have granted a power of attorney to deal with your LifeTrack Complying Pension), 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 our website ([www.ioof.com.au](http://www.ioof.com.au)).



## General information (continued)



### Super and the Family Law Act

Under the *Family Law Act 1975*, on marriage breakdown, your pension account can be divided and your spouse or former spouse can receive a payment that can be:

- transferred to a new account within the Fund; or
- transferred to another super fund or withdrawn (subject to satisfying certain conditions).

Super entitlements can be divided either by a court order or a super agreement which must meet certain legislative requirements. Also your spouse or another person who intends to enter into a super agreement with you (eg a pre-nuptial super agreement) can request information from us.

### Super and bankruptcy

Under the *Bankruptcy Act 1966*, super contributions made on or after 28 July 2006 in order to defeat creditors can be recovered by the trustee of a bankrupt's estate. In certain circumstances a super trustee can be served with freezing orders and payment orders from the Official Receiver in respect of a bankrupt's pension account. There are also circumstances in which a court can order payment of money from the account to the trustee of the bankrupt's estate. We are required by law to comply with such orders.

### About the Trustee

The Trustee of the Fund holds an AFS Licence under the *Corporations Act 2001*.

The Trustee has effected and maintains in force professional indemnity insurance. The Trustee and its directors and officers are also entitled to be indemnified out of the assets of the Fund to the extent permitted by super law.

The role of the Trustee is to operate the Fund in accordance with its Trust Deed and relevant law.

### About the Trust Deed

The Trust Deed dated 20 June 1994 (as amended from time to time) governing the Fund, together with the relevant laws and this PDS, governs our relationship with you and sets out your rights as a member. In the event of any conflict between this PDS and the Trust Deed, the Trust Deed will apply.

On becoming a member of the Fund, the member agrees to be bound by the provisions of the Trust Deed. We may amend the Trust Deed from time to time, and will, when required by law, advise members in writing of the purpose, nature and effect of the amendment.

The Trustee may not amend the Trust Deed if the amendment would have the effect of reducing or adversely affecting the rights or claims of a member to accrued entitlements under the Fund. Such entitlements include those which have arisen prior to the amendment being made, or entitlements that have already become payable. In these circumstances, the amendment to the Trust Deed could only be made if the affected members consent in writing to the amendment, or the amendment is permitted by law or consented to by APRA. In making any amendment, the Trustee must act in the best interests of members.

You may obtain a copy of the Trust Deed free of charge by contacting a **Client Services Officer** on **1800 062 963**.

### How are the unit prices determined?

(This section is only applicable to LifeTrack Flexible Pension members with a Top Up Reserve)

To determine the value of a unit in a managed fund, we use the redemption/sell unit price provided by the investment manager for that particular managed fund. While unit prices are normally calculated daily, and may change according to market movement, the actual method by which unit prices are calculated and the timing at which unit prices are provided may vary. This is dependent on the investment manager for that particular managed fund. Please refer to the product disclosure statement of the managed fund for more information on how individual unit prices are calculated.

# Taxation information

The taxation information contained in this PDS is of a general nature only. The tax laws are complex and subject to change from time to time. The Trustee strongly recommends that you consult a professional taxation adviser about the taxation consequences of investing in a LifeTrack Complying Pension.

## Taxation of pension payments

Your pension payments will be received tax-free. This means that no PAYG tax will be deducted from your monthly pension payments and you do not have to include your annual pension income in your personal income tax return. Your annual pension income will not be reported to the ATO for tax purposes but it will still be reportable to Centrelink/ Department of Veterans' Affairs for social security purposes.

### **How are investment earnings from the Top Up Reserve taxed? (For LifeTrack Flexible Pensions with a Top Up Reserve only)**

All investment earnings from the Top Up Reserve are currently exempt from tax. Investment earnings generated from the Top Up Reserve should **NOT** be declared as assessable income in your personal income tax return.

## Death benefits

If a death benefit is paid directly to a person who is a Death Benefit Dependant, the benefit will be received tax-free.

If a death benefit is paid directly to a person who is not a Death Benefit Dependant, the benefit will be subject to tax at the rate of 15 per cent (plus Medicare Levy). The tax-free component of the benefit will be calculated as the same proportion as that which applied to the original pension (or which would have applied if the original pensioner had been under age 60).

If a death benefit is paid to your Legal Personal Representative and is to be distributed to a person who is a Death Benefit Dependant, the benefit will be received tax-free by the Death Benefit Dependant. If the death benefit is paid to your Legal Personal Representative and is to be distributed to a person who is not a Death Benefit Dependant, the taxable component of the death benefit will be taxed at the rate of 15 per cent (plus Medicare Levy).

## Tax File Number (TFN)

You will need to complete a TFN Declaration form and provide it to the Trustee before your LifeTrack Complying 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 commuted and rolled over and providing information to the ATO.

## Goods and Services Tax (GST)

In respect of all fees, remuneration fees and other such charges quoted in this PDS, the Trustee has included an allowance for the GST. Should either the level of the GST change at any time in the future or it becomes evident that insufficient allowance has been made to meet the GST liability, the Trustee reserves the right to apply the adjusted or corrected rate. Such alteration will be applied on and from the date the GST level changes or it is determined to be insufficient to meet the GST liability.

## Centrelink/Department of Veterans' Affairs Information

The Commonwealth Government applies two tests to assess if you are eligible for Centrelink or Department of Veterans' Affairs pensions or allowances. The tests are the Income test and the Assets test. The LifeTrack Complying Pensions are assessable under both the Centrelink and Department of Veterans' Affairs Income and Assets tests. The Income and Assets tests are applied separately. The test which gives the lower rate of payment is the one that Centrelink or the Department of Veterans' Affairs will use to determine your eligibility for a pension or allowance.



## taxation information (continued)



### Assets test

The purchase price of the LifeTrack Complying Pension is currently treated as a 100 per cent exempt asset under the Centrelink/Department of Veterans' Affairs Assets test. When a LifeTrack Complying Pension reverts to a Reversionary Dependant, the pension will continue to be 100 per cent Assets test exempt if the remaining term is at least equal to the life expectancy (rounded up) of the Reversionary Dependant and the Reversionary Dependant has reached age pension age.

### Income test

The annual pension payments from a LifeTrack Complying Pension less the tax-free component are counted as income under the Centrelink/Department of Veterans' Affairs Income test.

On commencement of your LifeTrack Complying Pension, we will provide you with a Schedule detailing your pension information that you may provide to Centrelink/Department of Veterans' Affairs. The information provided to Centrelink/Department of Veterans' Affairs relates to your LifeTrack Complying Pension only. You will also need to take into account your other assets and income to determine their effect on your Centrelink/Department of Veterans' Affairs entitlements. For more information you should contact Centrelink/Department of Veterans' Affairs or consult your Financial Adviser.

# Glossary

Australian Financial Services Licence (AFS Licence)	A licence issued by ASIC under the <i>Corporations Act 2001</i> which, amongst other things, permits the issuing of a financial product or the giving of financial advice.
Business Day	A day other than a Saturday, Sunday or a public holiday in Melbourne.
Commutation	The process of converting a pension or annuity into a lump sum. Please note that lump sum withdrawals cannot be made from a LifeTrack Complying Pension. However, a LifeTrack Complying Pension can be commuted and rolled over at any time to purchase an Equivalent Pension.
Consumer Price Index (CPI)	The CPI is the most common method of measuring the rate of inflation. It is based on a measure of the quarterly changes in the prices of a basket of goods and services which account for a high proportion of representative expenditure of metropolitan households. The CPI is published by the Australian Bureau of Statistics.
Current Transfer Value	Value of the future pension payments and the Top Up Reserve (if applicable) if it was commuted into a lump sum (allowing for a discounting percentage of the Commonwealth Government Bond rate for the number of years remaining of the Fixed Term plus 4%).  Please note that lump sum withdrawals cannot be made from a LifeTrack Complying Pension. However, a LifeTrack Complying Pension can be commuted and rolled over at any time to purchase an Equivalent Pension.
Current Pension	The amount of gross annual pension paid from a LifeTrack Complying Pension.
Death Benefit Dependant	When paying a death benefit, a dependant (for tax purposes) means: <ul style="list-style-type: none"> <li>• a spouse;</li> <li>• children under age 18 (including a natural child, step-child, adopted child or child of your spouse);</li> <li>• a person who is partially or wholly financially dependent on you at the date of death; or</li> <li>• a person with whom you have an interdependency relationship at the date of death.</li> </ul>
Death Commutation Value	Value of your future pension payments and the Top Up Reserve (if applicable) if it was commuted into a lump sum (allowing for a discounting percentage of the Commonwealth Government Bond rate for the number of years remaining of the Fixed Term of your pension plus 0.5%).
Dependant	A dependant (for super purposes) means: <ul style="list-style-type: none"> <li>• the spouse of the member;</li> <li>• any child of the member (including a child over 18). A child includes a natural child, ex-nuptial child, step-child, adopted child or child of your spouse;</li> <li>• a person who is partly or wholly financially dependent on the member at the date of death; or</li> <li>• a person with whom the member has an interdependency relationship at the date of death.</li> </ul>
Derivatives	Contracts that call for money to change hands at some future date, where the amount depends on, or is derived from, another security, liability or index. For example, a contract might specify that one person can buy an item from the other at today's price in six months' time, regardless of the market price at that time.
Equivalent Pension	A pension which meets the Commonwealth Government pension and annuity standards as set out in the <i>Superannuation Industry (Supervision) Regulations 1994</i> .
Financial Adviser	Refers to a person who has an AFS licence (or is a representative of an AFS licensee) who is authorised to give financial product advice as defined in the <i>Corporations Act 2001</i> .
Financial Institution	A bank, building society or credit union.
Fixed Term	The fixed term for a LifeTrack Complying Pension is based on either the life expectancy of the Primary Beneficiary, rounded up to whole years (with a minimum term of 5 years), or at least 15 years if their life expectancy was more than 15 years at the time the pension was purchased.



## Section heading (continued)



Fund	IOOF Portfolio Service Superannuation Fund (ABN 70 815 369 818)
GST (Goods and Services Tax)	A tax on the supply of goods and services.
Income stream	A series of payments provided by a pension or annuity product which is used to meet a person's income needs in retirement.
Interdependency Relationship	An interdependency relationship may exist between two people if they live together in a close personal relationship and one or each of them provides the other with financial and domestic support, and personal care. This may include a parent or sibling with whom you live. An interdependency relationship may still exist between two people if they have a close personal relationship but do not live together because either or both of them suffer from a physical, intellectual or psychiatric disability.
Legal Personal Representative	The executor of your will or the administrator of your estate.
Listed Security Transaction Fee	The fee charged by the Trustee for placing each buy or sell order with the Trustee's broker.
Maximum Transfer Value	<p>This amount represents the maximum amount that can be withdrawn from a LifeTrack Complying Pension at a particular point in time. Commonwealth Government regulations limit the amount that can be withdrawn from the LifeTrack Complying Pension. If the Current Transfer Value exceeds the Maximum Transfer Value, only the amount that represents the Maximum Transfer Value can be withdrawn. The excess amount is forfeited to the Trustee in accordance with the governing rules of the Fund.</p> <p><b>For Example</b></p> <p>Mr Smith has a Current Transfer Value of \$105,000 and a Maximum Transfer Value of \$100,000. Mr Smith can only withdraw \$100,000, the excess \$5,000 will be forfeited to the Trustee in accordance with the governing rules of the Fund.</p>
Primary Beneficiary	The person who originally commenced a LifeTrack Complying Pension.
Reduced Input Tax Credits (RITC)	Refers to a portion on the GST that can be claimed back from the ATO in certain circumstances.
Restricted investment	An 'illiquid investment' for the purposes of super law relating to the portability of members' benefits. Illiquid investments are assets which either cannot be readily realised within 30 days, or where realising those assets within 30 days would have an adverse impact on their value.
Reversionary Dependant	A Dependant of a Primary Beneficiary who continues the Primary Beneficiary's LifeTrack Complying Pension after the death of the Primary Beneficiary.
Spouse	Your married husband or wife; or a person with whom you have a relationship registered under State or Territory law; or a person with whom you live on a genuine domestic basis in a relationship as a couple. A spouse includes an opposite-sex or a same-sex de facto partner.
Super law	Includes the <i>Superannuation Industry (Supervision) Act 1993</i> , <i>Corporations Act 2001</i> , <i>Income Tax Assessment Act 1997</i> and associated regulations.
Taxable component	Tax is payable on the component of your benefits that is not included in the tax-free component.
Tax-free component	Tax is not payable on this component of your benefits. The tax-free percentage of the pension is determined on commencement of the pension and applies to all payments made thereafter (lump sum or pension).
Top Up Reserve (for LifeTrack Flexible Pensions only)	The portion of the purchase price that was set aside on the commencement of the LifeTrack Flexible Pension and invested into selected investment options.
Trust Deed	The legal document governing the Fund and its operation. A trustee must comply with its trust deed.





## 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)

### Website

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

### Trustee

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

### Registered address

Level 12, 303 Collins Street  
Melbourne Victoria 3000