



Personal super transaction processing Q&A **Excluding Direct Share Choice**

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The following information details some timeframes that we strive to achieve, explains the factors that may influence the processing of transactions and the communications that you will receive or may obtain from us in regard to your account.

Processing contributions

We will normally commence processing a contribution on the day of receipt or not later than the next business day, subject to any unforeseen circumstances.

Your contributions will be first credited to your Cash Account before being invested in accordance with your Investment Instruction. This will normally be completed within five business days following the receipt of each contribution.

Regular Contribution Plan (direct debit)

Direct debits will occur from your nominated account with a financial institution on the 10th day of the relevant month (or nearest business day after the 10th day).

Your Direct Debit Request must be received at least five business days before then to ensure that your deduction is processed that month. If an application is not received within these timeframes, it will be processed either that month or the following month (and then continue regularly according to the frequency you selected).

Withdrawal instructions*

Normally, payment of a withdrawal request will be processed within 10 business days of receipt of your completed request. If any units in your managed fund(s) are required to be redeemed to action your withdrawal request, individual investment manager operations and processes may cause the payment of funds to be delayed.

We are required to carry out proof of identity procedures before cashing a super benefit. These requirements arise under the Government's Anti Money Laundering and Counter Terrorism Financing legislation (AML/CTF Law). We are required to collect customer identification information and to verify it by reference to a reliable independent source. You will be notified of these procedures when

you request a cash withdrawal. If you do not provide the information or we are unable to verify the information, payment may be delayed or refused.

Lump sum withdrawals can be paid by cheque or direct credit to your nominated account with your financial institution. It is important to note that withdrawal payments can only be made in favour of the member registered on the account.

If you want your withdrawal proceeds to be credited directly into your nominated financial institution account, please provide all relevant account details on the Benefit Payment Request form. Otherwise, all withdrawal amounts will be paid to you by cheque.

In the event that you make a full withdrawal from your account no interest will be earned from the date of withdrawal.

If any of the units in your managed fund(s) are required to be redeemed to process your withdrawal request, this may give rise to CGT liability. You may like to speak to your financial adviser or tax adviser for more information.

Investment transactions

Your request to invest, switch or redeem an amount from an investment option in your account must satisfy the minimum requirements at all times.

Easy Choice and Investor Choice

We are not responsible for any delays by the investment managers in processing investments, switches, redemptions or distributions. Your request to invest, switch or redeem from a managed fund may be delayed in the following circumstances.

- **Redemptions from multiple investment managers**

Where your instructions require the redemption of units from a number of different investment managers, each

investment manager may complete their part of the instruction at different times. We will deposit the funds into your Cash Account as we receive them from each investment manager. As such, the processing of a switch transaction may be staggered depending on when each investment manager finalises their part of the transaction. The purchase of units in the new investment option(s) will therefore occur progressively as funds become available. Your request will be finalised when we have received the proceeds from all investment managers involved in your transaction.

- **Minimum restrictions by investment managers**

Some investment managers may impose minimum investment or redemption limits on their managed funds. Where a managed fund has a minimum investment or redemption limit, we will only process the instruction when we have received sufficient requests (from you and other members), which in aggregate, satisfy the relevant limit. Accordingly, a delay in your instruction being effected will occur in such circumstances.

- Delays may also apply when investing in and redeeming from illiquid managed funds (if applicable). Investments and redemptions will be based on the timing restrictions imposed by the investment managers of those managed funds.

- **Pending transactions**

The processing of transactions for issuing, switching or redeeming units may be delayed where an earlier transaction relating to your account is in progress (or pending).

- **Unforeseen circumstances**

The processing of transactions for the issuing, switching and redeeming of units may be delayed by unusually high volumes of processing or circumstances beyond our control.

* Commonwealth Government regulations impose restrictions on when you can make lump sum (cash) withdrawals from your super.

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