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IOOF Essential Investment Guide

The information in this investment guide forms part of the disclosure documents for:

- **IOOF Essential Super**, including the Product Disclosure Statement (**PDS**) dated 1 July 2022, IOOF Essential general reference guide (**General Reference Guide**) and IOOF Essential Insurance Guide (**Insurance Guide**);
- **IOOF Essential Pension**, including the PDS dated 1 July 2022 and IOOF Essential General Reference Guide (**General Reference Guide**); and
- **IOOF Essential Investment**, including the Investor Directed Portfolio Service Guide (**Offer Document**) dated 1 July 2022 and IOOF Essential Investment General Reference Guide (**General Reference Guide**).

These documents should be considered before making a decision to acquire the products. We recommend you read this entire guide and refer to the IOOF Essential investment options menu (**Investment Menu**) available on the website (ioof.com.au/essential-investment-menu). The information is divided into the following sections.

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Important notice

This guide has been prepared and issued by IOOF Investment Management Limited (IIML) ABN 53 006 695 021, AFSL 230524 and IOOF Investment Services Ltd (IISL) ABN 80 007 350 405, AFSL 230703. IIML is the Trustee of the IOOF Portfolio Service Superannuation Fund (Fund) ABN 70 815 369 818, and IISL is the Service Operator of IOOF Essential Investment.

IOOF Essential consists of IOOF Essential Super, IOOF Essential Pension and IOOF Essential Investment. IOOF Essential Super and IOOF Essential Pension are superannuation and pension products forming part of the Fund.

Investment options offered

The Trustee of IOOF Essential Super and IOOF Essential Pension and Service Operator of IOOF Essential Investment monitor the investment options available to investors and provides no assurance that any investment option currently available will continue to be available in the future.

The Trustee and Service Operator make no recommendation regarding the investment options set out in the **Investment Menu**.

The Trustee/Service Operator has the right to suspend or cease investments in a specific investment option and, if necessary, can redeem and transfer your investments to your Cash Account. For IOOF Essential Super and IOOF Essential Pension only, the proceeds may be directed to a similar investment option or the default investment strategy in circumstances where the investment option is no longer available, and no alternative instructions are provided. The Trustee/Service Operator will notify you of any such change where possible before the change occurs. The fund managers have not authorised or caused the issue of this product disclosure statement (PDS) or Offer Document but have consented to the inclusion of statements which relate to their particular managed investment.

IOOF Investment Services Ltd (IISL), ABN 80 007 350 405, AFSL 230703, part of the Insignia Financial Group, is the responsible entity of the IOOF MultiMix Trusts, IOOF MultiSeries, IOOF Cash Management Trust and the Specialist Property Funds, and receives fees under the Constitutions of the Trusts. These are the investment options offered in IOOF Essential Super, IOOF Essential Pension and IOOF Essential Investment (as listed in the **Investment Menu**).

In order to choose an investment option for your investment strategy, you should review the information in this **Investment Guide** and the **Investment Menu**. Before selecting an investment option, your financial adviser should provide you with the PDS for the relevant managed investment. These documents provide you with important information to consider and evaluate prior to investing. PDSs are also available on our website (www.ioof.com.au).

General advice warning

The information contained in this Investment Guide 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 deciding whether to acquire this product.

Identifying the right investment strategy for you can be complex and risky without professional assistance. We recommend that all clients consider obtaining and maintaining professional financial and/or tax advice prior to and while investing in IOOF Essential.

What to consider when investing

Your investment strategy

This guide is designed to provide you with information about the range of investment strategies available for you to select.

Making the right investment choice is an important part of developing a plan to help you achieve your retirement and investment goals. This requires careful consideration of a number of factors including your retirement needs/financial goals, your investment risk and return profile, and your overall financial position.

We recommend you discuss your investment strategy with a financial adviser.

The investment options

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

Before selecting an investment option, you should read the relevant product's PDS, Target Market Determination (**TMD**), this guide and talk to your financial adviser. For each investment option you select, you should read the relevant PDS, provided by your financial adviser or available from our website. These documents include information about performance, asset allocation, costs and the risks associated with investing in a particular investment option.

The PDS or TMD for a managed investment may be updated or replaced by the fund manager, responsible entity or issuer from time to time. This means that you may not always have the most recent copy of the applicable PDS or TMD for a new managed investment at the time of an investment instruction, such as for a regular savings plan, income distribution re-investment or switch request. We provide electronic versions of PDSs for the available managed investments via IOOF Online. You can also obtain a copy free of charge by contacting your financial adviser or by calling ClientFirst on 1800 913 118.

Choose what is right for you

As your individual circumstances change over time, your investment strategy may also need to change to accommodate any new goals or objectives.

The investment strategy that best suits your needs will depend on a number of personal factors, such as your:

- attitude towards investment risk and return
- investment timeframe
- income needs.

What investment options can you choose?

IOOF Essential offers you access to a spread of different asset classes designed to meet particular investment objectives. Our range of diversified and single-sector multi-manager trusts simplify the investment selection process by blending some of the best available managers to suit your investment objectives.

The list of investment options is set out in the **Investment Menu**. The process undertaken by the Trustee/Service Operator in establishing the investment menu is explained below. This list may change from time to time.

Selection of investments

The Trustee and Service Operator are ultimately responsible for the selection, management and monitoring of investments in a prudent and independent manner, having regard to legal and regulatory requirements and corporate governance standards. A Board Investment Committee has been established to assist the Trustee/Service Operator in fulfilling their investment responsibilities, by approving the appointment and termination of investment options. The construction of the **Investment Menu** takes into account factors that may include:

- recommendations made by the Insignia Financial Group Research and Investment Governance departments
- ratings from independent Research houses
- diversification by asset class, investment style and investment management groups
- constraints including capacity, liquidity, transparency, diversification and management accessibility
- cost-efficient fee alternatives
- Demand.

This selection process employs both quantitative and qualitative assessments, which are used to identify investment options that the Research and Investment Governance departments considers are most likely to achieve their investment objectives. Their due diligence process encompasses criteria including operational factors, financial viability of the manager, investment process, portfolio structure and performance.

Termination or change of status of an investment option

The Trustee and Service Operator and/or an external asset consultant, as appointed by the Board Investment Committee from time to time, reviews the investment menu periodically to identify investment options that may no longer be suitable for continued investment menu inclusion. The considerations for removal include but are not limited to:

- a change in their research rating or view by the Insignia Financial Group Research and Investment Governance departments resulting in a lower probability that the investment option will meet its stated objectives (factors may include a material personnel change or a change in operational risk, structural risk, underperformance or governance)
- an elevated probability of the investment option closing (potentially due to declining profitability driven by low levels of funds under management)
- insufficient demand
- a Target Market Determination (TMD) is not made available where required or due to the TMD's distribution conditions
- termination by the fund manager.

Managing conflicts of interest

As the Insignia Financial Group is a large financial institution that participates in both domestic and international markets, both real and perceived conflicts of interest may arise when adding to or removing from the **Investment Menu**. For example, IISL acts as the responsible entity for a number of investments on our menu. We have policies as to how conflicts are managed and these policies apply to the investment selection process. The same selection process is applied in selecting both related and unrelated managed investments to the menu.

About investing

Your investment risk and return profile

Your investment risk and return profile will affect your investment strategy. Generally, the higher the level of risk you are prepared to accept, the higher the potential return you can expect from the investment. For example, investing in shares may provide the highest potential return over the longer term, but may also have the highest risk of capital loss in the short term. Cash tends to have a small chance of capital loss, but its investment returns may be lower.

Diversification

Diversification is a common investment technique used to manage investment risk. You can diversify investments within an asset class, diversify investments across different asset classes or diversify investments across different fund managers.

A financial adviser can help you understand the relationship between the risk and return and the possible advantages of diversification.

IOOF multi-manager trusts

We recognise the importance and expertise required in managing investments through all investment cycles. We believe a multi-manager approach provides investors with an expertly managed portfolio incorporating the latest in investment, strategic and economic information. Our multi-manager trusts simplify the investment selection process by accessing a team of investment professionals who are dedicated to identifying, blending and managing specialist fund managers to improve returns for investors.

Managing risk through diversification

Diversification

Our IOOF multi-manager trusts aim to maximize returns for a given level of risk and take diversification that extra step by:

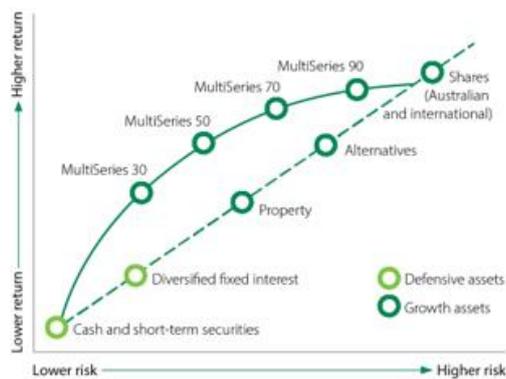
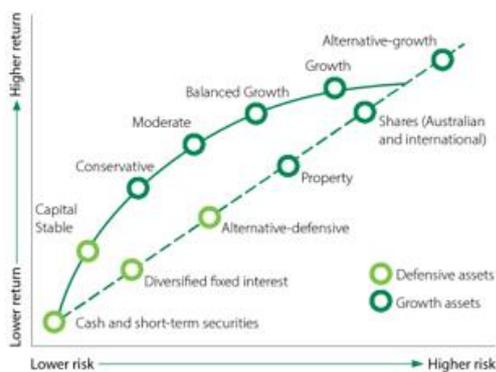
- investing in multiple asset sectors such as international and Australian shares, property, alternative strategies, fixed interest securities and cash
- investing the assets of each portfolio with multiple fund managers which have been carefully selected, blending multiple investment styles within a single fund.

Understanding risk versus return

Our IOOF MultiSeries and IOOF MultiMix Trusts offer a range of options across the risk/return spectrum.

IOOF MultiMix Trusts

IOOF Multi Series



The risk/return positions included in the above graphs are for illustrative purposes only. Please note, Alternative-defensive, Property and Alternative-growth are not offered as retail MultiMix Trusts.

Risk bands

The Standard Risk Measure is based on industry guidance to allow members to compare investment options that are expected to deliver a similar number of negative annual returns over any 20 year period. The Standard Risk Measure is not a complete assessment of all forms of investment risk, for instance it does not detail what the size of a negative return could be or the potential for a positive return to be less than a member may require to meet their objectives. Further, it does not take into account the impact of administration fees and tax on the likelihood of a negative return. Members should still ensure they are comfortable with the risks and potential losses associated with their chosen investment option/s.

Risk band	Risk label	Estimated number of negative annual returns over any 20-year period
1	Very low	Less than 0.5
2	Low	0.5 to less than 1
3	Low to medium	1 to less than 2
4	Medium	2 to less than 3
5	Medium to high	3 to less than 4
6	High	4 to less than 6
7	Very high	6 or greater

Labour standards, environmental, social and ethical considerations

The Trustee/Service Operator does not generally take into account Labour standards, Environmental, Social and Governance (ESG) considerations when selecting, retaining or removing fund managers and managed investments for the list of available investments. However, the Trustee/Service Operator acknowledges that ESG factors are considered by the underlying investment managers in investment decision-making processes in order to protect and manage investments for the long term. All other things being equal, entities that best manage ESG factors are more likely to be financially sustainable in the long term. ESG, especially good corporate governance, is a key contributor to sustainable positive outcomes for investors. Information regarding these policies will be disclosed in the PDS of the managed investments.

Your investment options

A full list of investment options can be obtained from our website (ioof.com.au/essential-investment-menu). Additional information, including a PDS for all of the managed investment options is available from our website (www.ioof.com.au).

Please ensure you read the relevant PDS before purchasing an investment option in IOOF Essential Super, IOOF Essential Pension or IOOF Essential Investment. If you have not read the relevant PDS or offer document, you may not have up-to-date information or may not have been notified of materially adverse changes or significant events affecting the investment option.

Investment categories and typical investors

The Trustee has determined that the investment strategy for the Funds is to provide diversified investment menus where adequate returns can be delivered for members over the long-term without exposing their investment to unreasonable risk. The Fund offers a multitude of investment options categorised into 17 Investment Strategies. Each of the investment categories is described in terms of their investment objective, investment strategy, level of risk and asset allocation.

The asset allocation for each of the 17 categories is as follows:

Investment Strategy	Asset Mix
Diversified Growth	70% to 100% growth assets and 0% to 30% defensive assets
Diversified Balanced	40% to 70% growth assets and 30% to 60% defensive assets
Diversified Conservative	0% to 40% growth assets and 60% to 100% defensive assets
Australian Share Funds ¹	90% to 100% Australian Shares and 0% to 10% cash
Global Share Funds ²	90% to 100% Global Shares and 0% to 10% cash
Property ³	90% to 100% Property and 0% to 10% cash
Global Infrastructure	90% to 100% Global Infrastructure and 0% to 10% cash
Alternatives ⁴	90% to 100% Alternative Investments and 0% to 10% cash
Commodities	90% to 100% Commodities and 0% to 10% cash
Australian Fixed Interest Funds ⁵	90% to 100% Australian Fixed Interest and 0% to 10% cash
International Fixed Interest Funds ⁶	90% to 100% International Fixed International and 0% to 10% cash
Cash Funds	100% Cash
Listed Investments - International Shares	90% to 100% International Shares and 0% to 10% cash
Listed Investments - Australian Shares	90% to 100% Australian Shares and 0% to 10% cash
Listed Investments - Australian Property Trusts	90% to 100% Australian Property and 0% to 10% cash
Listed Investments - High Yield Investments	25% to 75% Australian Fixed Interest and 25% to 75% International Fixed Interest
Exchange Traded Funds	Dependent on the underlying strategy or product

1. Includes large, mid and small caps
2. Includes large unhedged and large hedged global shares, small caps and regional shares
3. Includes both Australian and global property exposures
4. Includes hedge funds, private equity, managed futures, multi asset funds
5. Includes Australian Government, semi Government, corporate, inflation-linked, mortgage securities and high yielding securities.
6. Includes foreign Government, semi Government, corporate, inflation-linked, mortgage securities and high-yielding securities

Investment categories and typical investors for IOOF Essential

The available categories and typical investors that they could suit are as follows:

Investment Strategy	Investment Objective	Underlying Investments	Usually held for a minimum of:	Risk Band	Risk Label	Est. negative annual returns over 20yrs
Diversified Growth Funds	To provide a diverse range of multi asset growth orientated investment options that offer varied strategies aiming to achieve capital growth (in a risk adjusted manner) through the investment cycles. This can be delivered through a well-diversified portfolio of growth assets with higher expected volatility.	A mixture of cash, fixed interest, shares and property. Shares and property securities will generally represent more than three quarters of the portfolio. Alternative strategies may also be used in the portfolio.	Long Term 7+ Years	5 - 6	Medium - High	3 to less than 6
Diversified Balanced Funds	To provide a diverse range of multi asset balanced orientated investment options that offer varied strategies aiming to achieve above inflation rate growth (in a risk adjusted manner) through the investment cycles. This can be delivered by investing in a balanced exposure across growth and defensive assets.	Broadly an equal spread between growth assets such as shares and property securities and defensive assets such as cash and bonds. Alternative strategies may also be used in the portfolio.	Medium Term 5+ Years	4 - 6	Medium - High	2 to less than 6
Diversified Conservative Funds	To provide a diverse range of multi-asset defensive orientated investment options that offer varied strategies aiming to achieve relatively stable returns (in a risk adjusted manner) through the investment cycles. This can be delivered by investing in a range of growth and income assets, while providing lower volatility and capital protection through a high weighting to defensive assets.	A range of cash, fixed interest securities, shares and property securities. Fixed interest securities and cash will represent at least three quarters of the portfolio.	Short-Medium Term 2+ Years	3 - 5	Low - High	1 to less than 4

Australian Share Funds	To provide a diverse range of Australian Share investment options that offer varied investment styles aiming to achieve high returns (in a risk adjusted manner) through the investment cycles by investing in a variety of Australian listed companies.	A range of shares in listed Australian companies which operate in different industries.	Long Term 7+ Years	6 - 7	High - Very High	4 to 6 or greater
Global Share Funds	To provide a diverse range of International Share investment options that offer varied investment styles aiming to achieve high returns (in a risk adjusted manner) through the investment cycles by investing in a variety of international listed companies.	A range of shares in companies listed on world stock markets.	Long Term 7+ Years	6 - 7	High - Very High	4 to 6 or greater
Cash funds	To provide a diverse range of cash investments aiming to achieve a high degree of stability while delivering returns that are consistent with the prevailing market cash rate (in a risk adjusted manner) through the investment cycles.	A range of short-term money market securities issued by Australian governments, banks, high quality corporate borrowers and credit union deposits.	No Minimum	2 - 3	Low - Medium	0.5 to less than 2
Australian fixed interest funds	To provide a diverse range of Australian fixed interest investment options that offer varied investment strategies aiming to achieve a return in excess of the cash rate (in a risk adjusted manner) through the investment cycles by investing in a variety of Australian fixed interest securities.	A range of fixed interest securities issued by Australian governments, banks, other financial institutions and corporates	Medium Term 4+ Years	3 - 6	Low - High	1 to less than 6

International fixed interest funds	To provide a diverse range of international fixed interest investment options that offer varied investment strategies aiming to achieve a return in excess of the cash rate (in a risk adjusted manner) through the investment cycles by investing in a variety of international fixed interest securities	A range of international fixed interest securities issued by governments, banks, other financial institutions and corporates.	Medium Term 4+ Years	3 – 6	Low - High	1 to less than 6
Property Funds	To provide a diverse range of Australian and internationally listed property investment options that offer varied investment styles aiming to achieve moderate to high returns from growth and income (in a risk adjusted manner) through the investment cycles by investment in a variety of Australian and international property trusts.	A range of property securities listed on the Australian and international stock exchanges.	Long Term 7+ Years	6 - 7	High - Very High	4 to 6 or greater

Investing in managed investments

How to invest in and withdraw from managed investments

Managed investments can be purchased and sold via IOOF Online or by completing the Investment Instruction Form.

The unit price you will receive is determined by the investment manager when the trade occurs and will vary depending on:

- the time the request is sent to the investment manager
- the administration requirements of the investment manager
- the pricing frequency of the managed investment
- market liquidity and volatility of the underlying assets in the managed investment.

Generally, instructions sent to us on the Investment Instruction form will take longer than transactions submitted through IOOF Online.

Transaction processing delays

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

Redemptions from multiple fund managers

Where your instructions require the redemption of units from a number of different fund managers, each fund 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 fund manager. As such, the processing of a switch transaction may be staggered depending on when each fund 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 fund managers involved in your transaction.

Minimum restrictions by fund managers

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

Delays may also apply when investing in and redeeming from illiquid managed investments. Investments and redemptions will be based on the timing restrictions imposed by the fund managers of those investment options.

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 other circumstances beyond our control.

Differences between investing directly and investing through IOOF Essential

If you are investing through IOOF Essential, there are a number of differences in the rights you might have if you had invested directly and held the managed investment in your own name. The following table illustrates some key differences.

Category	Investing in your own name	Investing in IOOF Essential Investment	Investing in IOOF Essential Super and IOOF Essential Pension
Access to retail versus wholesale investments	Generally, you only have access to retail managed investments, unless you have a large sum of money to invest, or if you are a professional investor and can invest directly in wholesale funds.	You have access to a range of wholesale managed investments that generally charge lower fees than equivalent retail funds.	You have access to a range of wholesale managed investments that generally charge lower fees than equivalent retail funds.
Ownership	You are the legal and beneficial owner of the investments and hold the investments directly in your name.	Australian Executor Trustees Limited (Custodian) has custody of your investments, but you are the beneficial owner. All investments are legally held by the Custodian in the name of IOOF Essential on trust for you and not in your name.	The Custodian is the legal owner of the investments you have directed us to purchase and the investments are held in the name of the Custodian on behalf of the Trustee. The investment forms part of your interest in the Fund.
Multiple versus single points of customer contact details	You need to contact each fund manager separately for all investment administration issues. You will receive numerous communications such as reports, valuations and accounts from each fund manager for each investment.	You have one point of contact for all investment administration issues and receive a consolidated reporting on your account.	You have one point of contact for all investment administration issues and receive a consolidated reporting on your account.
Investment fees and costs	You only incur the fees and costs applicable to the managed investment and not the fees and costs applicable to IOOF Essential. Managed investment fees such as entry and exit fees can apply if you switch from one managed investment to another.	You pay no entry, exit or switching fees when you change your managed investments within IOOF Essential Investment. You are entitled to any wholesale discounts or rebates we can negotiate with a fund manager	You pay no entry, exit or switching fees when you change your managed investments within IOOF Essential Super or IOOF Essential Pension. You are entitled to any wholesale discounts or rebates we can negotiate with a fund manager.
	Generally, you will pay one combined administration and investment management fee for each investment you choose.	You will pay an administration management fee under IOOF Essential Investment.	You will pay an administration management fee under IOOF Essential Super or IOOF Essential Pension.

Category	Investing in your own name	Investing in IOOF Essential Investment	Investing in IOOF Essential Super and IOOF Essential Pension
Withdrawal rights	<p>You will have any relevant withdrawal rights. Where a PDS or disclosure document becomes defective before the issue of the investment, the issuer must offer you the ability to have your investment returned to you or offer you an option to withdraw your investment.</p>	<p>As the Custodian is the registered holder of accessible investments, it is the direct investor and holds all relevant withdrawal rights. These rights may differ due to the Custodian's wholesale client status and depending on whether the Custodian was provided with a PDS or other disclosure document for the purposes of investing on your behalf.</p> <p>Withdrawal rights for an accessible investment may not be available if the relevant PDS or disclosure document becomes defective before issue of the investment. Because the Custodian will be the registered owner, the product issuer would not be required to return the investment to you or provide you with other options such as notification of an option to withdraw under s724 (for disclosure documents) or s1016E (for PDSs) of the Corporations Act.</p>	<p>As the Custodian is the registered holder of accessible investments, it is the direct investor and holds all relevant withdrawal rights. These rights may differ due to the Custodian's wholesale client status and depending on whether the Custodian was provided with a PDS or other disclosure document for the purposes of investing on your behalf.</p> <p>Withdrawal rights for an accessible investment may not be available if the relevant PDS or disclosure document becomes defective before issue of the investment. Because the Custodian will be the registered owner, the product issuer would not be required to return the investment to you or provide you with other options such as notification of an option to withdraw under s724 (for disclosure documents) or s1016E (for PDSs) of the Corporations Act.</p> <p>Accessing monies held in IOOF Essential Super and IOOF Essential Pension are subject to meeting a condition of release. However, you are also eligible for concessional tax treatment that is available in respect of super withdrawals.</p>
Income distribution	<p>Income received from any managed investments will be re-invested or paid directly to you by each fund manager. You need to deal with each one separately.</p>	<p>Income received from any managed investments is collected first by us and deposited into your Cash Account. It is then reinvested in accordance with your income preferences. Alternatively, it can remain in your Cash Account.</p> <p>We then provide consolidated tax reporting.</p>	<p>Income received from any managed investments is collected first by us and deposited into your Cash Account. It is then reinvested in accordance with your income preferences. Alternatively, it can remain in your Cash Account.</p> <p>Tax on earnings is paid within the super fund and you receive an annual statement from the Trustee.</p>

Category	Investing in your own name	Investing in IOOF Essential Investment	Investing in IOOF Essential Super and IOOF Essential Pension
Cooling-off period	You are generally entitled to a 14-day cooling-off period to change your mind and cancel your investment.	You do not have any specific cooling-off rights with respect to the underlying investments that we purchase on your behalf. We provide a 14 day cooling-off period in respect of your initial investment through IOOF Essential Investment.	You do not have any specific cooling-off rights with respect to the underlying investments that we purchase on your behalf. We provide a 14 day cooling-off period in respect of your initial investment through IOOF Essential Super and IOOF Essential Pension.
Complaints	If you invested directly in a managed investment, any queries or complaints would be handled by the inquiry and dispute resolution mechanisms of the managed investment	As an investor in IOOF Essential Investment, any queries or complaints must be handled by the Service Operator's inquiry and dispute resolution mechanisms, even if they relate to a managed investment.	As a super or pension investor, any queries or complaints must be handled by the Trustee's inquiry and dispute resolution mechanisms, even if they relate to a managed investment.