



IOOF ESSENTIAL

# PENSION

## Product Disclosure Statement

Dated: 1 July 2021

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

This Product Disclosure Statement (PDS) has been prepared and issued by IOOF Investment Management Limited (IIML) ABN 53 006 695 021, 230524. IIML is the Trustee of the IOOF Portfolio Service Superannuation Fund (Fund), ABN 70 815 369 818. IOOF Essential consists of the IOOF Essential Super IOOF and IOOF Essential Pension which are superannuation and pension products forming part of the Fund. The terms 'our', 'we', 'us' and 'Trustee' in this PDS refer to IIML.

## About the Trustee

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

As IOOF is a large financial institution that participates in both domestic and international markets, conflicts of interest, both real and perceived may arise. We have policies in place that contain appropriate measures to identify, document and manage conflicts.

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

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

Neither IIML, nor any other related or associated company, the fund managers providing the self-selected managed funds, service providers or the related bodies corporate of the parties mentioned, guarantee the repayment of capital or the performance or any rate of return of the investment options chosen in IOOF Essential Pension. Investments made into the investment options are subject to investment risks and other risks. This could involve delays in the repayment of principal and loss of income or principal invested.

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

The IOOF Cash Management Trust, IOOF MultiMix Trusts, IOOF MultiSeries and the Specialist Property Fund (the Trusts) are operated by IOOF group companies and fees are received by the IOOF group under the constitutions of the Trusts. These are the investment options offered in IOOF Essential Pension (as listed in the IOOF Essential Investment Guide (**Investment Guide**) and IOOF Essential Investment Options Menu (**Investment Menu**)).

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

## Investment options offered

Information relating to the investment options offered is contained in the 'Investment Options offered' section in the **General Reference Guide**.

## Updated information

The information referred to in this PDS may change from time to time. We will inform you of any significant changes that could affect you, or other significant events which 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 [clientfirst@ioof.com.au](mailto:clientfirst@ioof.com.au)
- calling us on 1800 913 118.

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

## Who is the IOOF Group?

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

As one of the largest financial services groups in Australia, with over 170 years' experience in helping Australians secure their financial independence, the IOOF group provides services to more than 1,000,000 clients and has more than \$202 billion in funds under management, advice and administration (as at 31 December 2020).

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

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This PDS is a summary of significant information you need to help you decide whether IOOF Essential Pension will meet your needs. It includes references to additional important information contained in the **General Reference Guide**, **Investment Guide**, and the **Investment Menu** each of which forms part of the PDS. These references are indicated by the information icon and you should consider the PDS in its entirety before making a decision to join IOOF Essential Pension.

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 seeking advice from a financial adviser before making a decision about IOOF Essential Pension. This product is only available to persons receiving this PDS (electronically or otherwise). IIML may refuse an application to join the Fund without providing reasons for the refusal. There may be words in this PDS and the guides you may not be familiar with. To help you understand these terms, we have defined them in the 'Key words explained' section of the **General Reference Guide**.

# Introducing IOOF Essential Pension

## Why invest in IOOF Essential Pension?

IOOF Essential Pension provides you with a tax effective pension in retirement and makes it very easy for you to manage your retirement goals. You can convert your accumulated super from IOOF Essential Super into an income stream in IOOF Essential Pension once you reach your preservation age or meet another condition of release.

In this introduction, you will find important information about IOOF Essential Pension, including a snapshot of the key features and benefits available to help you meet your retirement goals.

IOOF Essential Pension is an account-based pension that has a pension option to suit your needs no matter what your retirement plans. You can choose either a Retirement phase pension or a Transition to retirement (TTR) pension. An account-based pension, otherwise known as an allocated pension, is required to make a minimum payment at least annually (maximum payments only apply to TTR pensions).

With an IOOF Essential Pension account, you can select an investment strategy using one convenient administration facility. This includes having access to:

- **Investment choice** – Choose from a range of multi-manager and sector investment options which provide you access to a spread of different asset classes designed to meet investment objectives. For further details about the investment options available please refer to the **Investment Guide** and **Investment Menu**.
- **Competitive fees** – Our fee structure is transparent, all clearly visible and there's no bundling. All fees are paid from your Cash Account, so it's easy for you to see exactly what is being charged at any time.
- **Full-featured online portal** – Securely manage and view your account anytime. IOOF Online gives you access to a range of information including your portfolio summary, record of transactions, account information, statements and reports. You can access multiple accounts using a single sign-on and the same email address. You can even use it to update your beneficiary nomination or contact details.

## Snapshot of IOOF Essential Pension

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

Investing	
Investment options <sup>1</sup>	A range of multi-manager and sector investment options managed by our experienced Investments team.
Investment strategy	When you apply for membership in IOOF Essential Pension you are required to make an investment choice as part of your application. If you have not made a decision about your future investment strategy, you can choose to invest in the Cash Account until you make another investment choice.
Cash Account	The Cash Account records all transactions related to your pension account.
Income preferences	Investment income received from your investment options is automatically credited to your Cash Account. The following options are available to manage investment income: <ul style="list-style-type: none"> <li>• Re-invest the income back into the same managed investment.</li> <li>• Retain the income in your Cash Account.</li> <li>• Choose to have your income re-invested into one or more managed investments.</li> </ul>
Options	
Retirement phase pension	If you have met a condition of release (such as retirement after reaching your preservation age or turning age 65) you can commence a Retirement phase pension.
Transition to retirement pension option	You can use the TTR pension option to commence a pension once you have reached your preservation age, regardless of your employment status.
Death benefit pension	You can commence a pension with the rollover of a death benefit either from another super fund or from another account within the fund.

<b>Estate planning options</b>	<p>Choose from the following estate planning options:</p> <ul style="list-style-type: none"> <li>• Reversionary Pensioner</li> <li>• Non-lapsing Binding Death Benefit Nomination (Non-lapsing Binding Nomination)</li> <li>• Binding Death Benefit Nomination (Binding Nomination)</li> <li>• Non-Binding Death Benefit Nomination (Non-Binding Nomination).</li> </ul> <p>Under the Reversionary Pensioner option, we are bound to pay your remaining account balance as a continuing pension to your nominated Death Benefits Dependant after your death. However, the Reversionary Pensioner may choose to make a lump sum withdrawal rather than continue to receive pension payments.</p> <p>Under the Non-lapsing Binding Nomination, Binding Nomination and Non-Binding Nomination options, we retain the flexibility to pay your benefit as a lump sum or pension.</p>
<b>Managing your pension</b>	
<b>Pension payment options</b>	<p>You can choose to receive your pension payments:</p> <ul style="list-style-type: none"> <li>• fortnightly</li> <li>• monthly</li> <li>• quarterly</li> <li>• half-yearly</li> <li>• yearly.</li> </ul> <p>All pensions are reviewed annually on 1 July.</p>
<b>IOOF Online</b>	View your account 24 hours a day, seven days a week with secure access to your account.
<b>Movement between IOOF Essential Super and IOOF Essential Pension<sup>2</sup></b>	If you are transferring your super benefit from an existing IOOF Essential Super account, the value of your account will not be reduced by the impact of buy-sell spreads if you maintain your investment options when transferring between the three divisions. Capital gains tax will not arise if you transfer any investments between these products.
<b>Minimum amounts</b>	
<b>Initial contribution</b>	Minimum of \$10,000 per pension account.
<b>Investment options limits</b>	Managed investments – no minimum applies.
<b>Cash Account</b>	You are required to maintain a minimum allocation to the Cash Account of 1%.
<b>Pension income</b>	Your annual pension payments are subject to a minimum level set by the Commonwealth Government. Annual pension payments made under a TTR option are also subject to a maximum level set by the Commonwealth Government.
<b>Lump sum withdrawals<sup>3</sup></b>	No minimum applies. <sup>4</sup>

<sup>2</sup> When you move money in or out of an IOOF Essential Pension managed investment (including when you make a switch), you may incur a 'buy-sell spread' which is included in the unit price of the investment option you choose.

<sup>3</sup> Commonwealth Government regulations impose restrictions on when you can make lump sum (cash) withdrawals where you have selected the TTR pension option.

<sup>4</sup> Partial lump sum withdrawals/rollovers to external funds must maintain a remaining balance of \$6,000 plus any liabilities or \$10,000 where funds are being rolled-over or transferred to accounts or products within the IOOF Group.

# How does IOOF Essential Pension work?

Commencing an IOOF Essential Pension is easy. As long as you have met a condition of release such as retiring after reaching your preservation age or turning age 65, you can make an initial contribution to your new Retirement phase pension and start receiving your pension straight away. Your initial contribution can include the transfer of benefits from IOOF Essential Super to IOOF Essential Pension.

Alternatively, if you have reached your preservation age but you have not retired, you can commence an IOOF Essential Pension using the TTR option but the amount of cash you can withdraw will be limited until you retire or reach age 65. The access rules are set out on page 11.

Finally, you can transfer a death benefit from another superannuation fund or another super account within the fund and commence a new Death benefit pension. The eligibility rules for starting a new Death benefit pension are set out on page 5.

## Starting your pension account

You or your spouse can make a contribution to IOOF Essential Pension. The minimum amount you need to establish an IOOF Essential Pension account is \$10,000.

Joining is simple. IOOF Essential has been designed to provide you and your financial adviser with an easy online application process which includes the ability to consolidate your super, nominate beneficiaries and set up your ongoing investment strategies. The application process will provide you with an account number immediately and a pre-populated Choice of Fund form to inform your employer of where to direct your future contributions.

You are only able to open an IOOF Essential Pension account if you have a financial adviser.

## What can the initial contributions to the IOOF Essential Pension be made up of?

We can accept a wide range of contributions to commence your pension. These are:

- Personal contributions you make yourself which are not tax deductible.
- Spouse contributions made by your spouse (legal or de facto) for your benefit.
- Downsizer contributions from the proceeds of selling your family home after age 65<sup>5</sup>.
- Transfer of super or pension benefits from other super funds, ADF's or superannuation annuities.
- Transfers from other super or pension accounts within the Fund.
- Death benefit pensions can commence with the transfer of a death benefit from another super fund or super/pension account within the Fund.

If you commence a pension with other types of contributions (for example, you want to make tax deductible personal

contribution), you will need to make this contribution to an accumulation superannuation account (such as IOOF Essential Super), accompanied by the Australian Taxation Office approved Notice of intent to claim or vary a deduction for personal super contributions form. Once this has been processed, you can then transfer your benefits to start a pension.

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

A new pension account and application are required if you are:

- combining pension accounts
- changing your nominated Reversionary Pensioner
- adding further contributions or transfers (including to a TTR pension).

## Are there restrictions on contributions used to commence your pension?

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

However, to make personal or spouse contributions, you will need to be eligible to contribute to superannuation. To be eligible to contribute to superannuation you must be either under age 67 when you make the contribution or if you have turned age 65 or more, you are making downsizer contributions, or you have met a work test. Before the contribution is made, you must have worked at least 40 hours in 30 consecutive days in the financial year in which the contribution is made. As long as you meet this work test during that particular financial year, personal and spouse contributions can be received into your pension account up to age 75. You can also make a personal contribution after turning age 65, even though you do not meet the work test in the current financial year, if you met the work test in the

previous year and your total superannuation balance is under \$300,000. A personal contribution must be received within 28 days after the end of the month in which you turn age 75. More information on making contributions to superannuation is available from the **General Reference Guide**.

Personal and spouse contributions are non-concessional contributions and the Commonwealth Government sets an annual cap on the amount of non-concessional contributions that can be made to your super each year. For 2021/22 the non-concessional contributions cap is \$110,000. If you are under age 67 on 1 July of the financial year, you may be able to bring forward the next two years' entitlements and contribute up to \$330,000.

Additionally non-concessional contributions cannot be made if your current super and pension benefits (total super balance) is already \$1.7 million or more. If your 'total super balance' is \$1.7 million or more any new non-concessional contributions will be treated as excess contributions. For details about contribution caps and how to calculate your total super balance please refer to the **General Reference Guide**.

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

## Investing your initial contribution into your pension account

For new members, your initial contribution is credited first to your Cash Account. This contribution (less any nominated Member Advice Fee – Upfront<sup>6</sup> and applicable taxes) will be invested in accordance with your Deposit Instruction on your Application form.

Information on how your Cash Account balance is invested is contained in the 'Managing your account' section of the **General Information Guide**.

For existing members, transferring from IOOF Essential Super to IOOF Essential Pension is simple. You can transfer your current investment options directly into your new pension account if those investment options are available in IOOF Essential Pension. The value of your account will not be reduced by the impact of buy-sell spreads if you maintain your investment options, nor will it create a capital gains tax event. Please note you are required to provide a Deposit Instruction as part of your application. If you have not made a decision about your future investment strategy, you can choose to invest in the Cash Account until you make another investment choice.

You may also request your existing investment options be aligned (or re-weighted) to your new investment strategy

## What types of account-based pension options are there?

### 1. Retirement phase pension

This is an account-based pension that is payable when you have met a condition of release and your super benefits are unrestricted non-preserved. Earnings on investments for Retirement phase pensions are tax-free. The Government sets a limit on the amount of benefits that can be transferred into Retirement phase pensions. This limit is called the transfer balance cap and is currently \$1.7 million. Retirement phase pensions are subject to a minimum annual pension payment and you can take cash lump sum withdrawals at any time.

### 2. Transition to retirement (TTR) pension

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

### 3. Death benefit pension or Reversionary pension

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

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

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

Super funds can only release benefits, such as commencing an IOOF Essential Pension or paying a cash lump sum, in certain circumstances. Benefits in super are 'preserved'<sup>7</sup> until you meet a condition of release. Once you have met a condition of release, your super benefits become unrestricted non-preserved and you can commence a Retirement phase pension.

<sup>6</sup> For more information regarding the member advice fees available, refer to the 'Fees and costs' section of the **General Reference Guide**.

<sup>7</sup> Benefits that are preserved can also include restricted non-preserved benefits. Restricted non-preserved benefits have an additional condition of release which may apply, which is termination of employment with an employer who has contributed to the super fund.

The main conditions of release are:

- permanently retiring after reaching your preservation age
- leaving employment after reaching age 60
- reaching age 65
- permanent incapacity.

Once you have reached your preservation age but have not retired, you can access your preserved benefits by commencing an IOOF Essential Pension using the TTR pension option.

See the 'Accessing your super' section of the **General Reference Guide** for further information about conditions of release and preservation age

## Dependants – paying benefits if you die

If you die while you are a member, super law requires we pay your Death Benefit (the remaining balance of your pension account) to one or more of your dependants and/or your estate.

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

- Reversionary Pensioner option.
- Non-lapsing Binding Death Benefit Nomination (Non-lapsing Binding Nomination).
- Binding Death Benefit Nomination (Binding Nomination).
- Non-Binding Death Benefit Nomination (Non-Binding Nomination).

If you do not select one of the above options, then we will pay your Death Benefit to your estate, unless your estate is insolvent or you do not have a Legal Personal Representative.

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

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

See the 'Death Benefit Nominations' section of **General Reference Guide** for further information about dependant nominations, how each nomination works and the available payment options.

## Making investment choices

### Your investment strategy

IOOF Essential offers a range of multi-manager and sector investment options which provide you access to a spread of different asset classes designed to meet particular investment objectives.

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

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

The **Investment Guide** provides more information about the range of investment strategies and options.

## Choose what is right for you

The investment options available vary in:

- level of risk
- investment objectives (goals)
- strategies (ways of achieving those goals)
- types of assets in which investments are made.

This allows you to invest in a range of investment options which may be diversified across different asset classes, fund managers and investment styles. You can normally switch between different managed investments at any time.

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

You can obtain a list of investment options from our website ([www.ioof.com.au](http://www.ioof.com.au)) or request a copy free of charge by calling ClientFirst on 1800 913 118.

**Important note:** A buy-sell spread may be incurred when switching between managed investments.

**Important note:** More information about each investment option available is detailed in the **Investment Menu** the PDS issued by the fund manager for the particular managed investment. The information relating to investments in **Investment Guide** and **Investment Menu** may change between the time you read the PDS and the day the Application form is signed. The most recent updates appear on our website.

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

Before investing, you should consider the PDS for the managed investment(s) you have selected. You can obtain a copy free of charge by requesting it from our ClientFirst by calling 1800 913 118 or directly from our website.

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

# Pension options explained

**IOOF Essential Pension is a very flexible retirement product. It provides an account-based pension with a TTR pension option, increasing your financial planning alternatives as you near retirement.**

## How is the minimum annual pension calculated?

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

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

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

Note: The Government reduced the minimum pension payments account-based pensioners are required to withdraw from their accounts by 50% for the 2021/22 financial year. These amounts are also listed below.

Age	Default minimum drawdown rates (%)	2021/22 financial year (%)
Under 65*	4	2
65 – 74	5	2.5
75 – 79	6	3
80 – 84	7	3.5
85 – 89	9	4.5
90 – 94	11	5.5
95 and older	14	7

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

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

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

## Selecting your annual pension payments

You can nominate your annual pension payment to be:

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

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

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

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

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

Depending on your selection, your annual pension payment will change over time<sup>8</sup>. Please consult a financial adviser about how to select your required annual pension payment.

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

<sup>8</sup> Depending on your investment selection, nominated level of pension payments and the amount of any lump sum withdrawals, your pension account balance may rise or fall.

## Frequency of pension payments

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

- fortnightly
- monthly
- quarterly
- half-yearly
- yearly

Irrespective of the frequency you select, where necessary, we will withhold any PAYG tax liability on the gross pension payment for that frequency as required by law. For more information, see 'What taxes apply and how do they work?' in this PDS.

We will deduct the required pension payments from your Cash Account and credit them electronically to your nominated account with a financial institution. Payments can be made on the 6th, 10th, 14th, 20th, 25th or 28th day of the month for monthly, quarterly, half-yearly and yearly pension payments. For fortnightly pension payments, payment is made on Tuesday, every fortnight starting from 6 July 2021.

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

### Special rules for TTR Pensions

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

A TTR pension has the following restrictions:

- A maximum of 10 per cent of the account balance may be paid to you in pension payments each financial year. This means your nominated pension payments need to be within the minimum 4 per cent and maximum 10 per cent limits.
- Cash lump sum withdrawals can only be made in very limited circumstances (see the 'Can a lump sum withdrawal be made?' section of this PDS).
- Investment earnings are taxable at 15 per cent, on the same basis as other accumulation superannuation investments.

Once you meet a condition of release, such as retirement or turning age 65, these additional restrictions will no longer apply. In this situation, if you have been receiving the maximum pension payment, we will convert your current annual pension payment to a fixed dollar amount and continue to pay the amount of pension until you advise us otherwise. Also your TTR pension will automatically convert to a retirement phase pension account in a tax-free investment environment and will therefore be assessed against the transfer balance cap.

## How the preservation components of your TTR pension are treated?

Your TTR pension can commence with preserved benefits, restricted non-preserved benefits and unrestricted non-preserved benefits. These components will retain their existing status on transfer into your pension. However, investment earnings will be allocated to the preserved component. Your pension payments and lump sum withdrawals will reduce each component in a prescribed order. Payments will be made first from your unrestricted non-preserved benefits, then from your restricted non-preserved benefits; and lastly, from your preserved benefits.

## Can I commence a TTR pension and also contribute to super?

An advantage of using IOOF Essential Pension for TTR purposes is that the investment option(s) you choose in your IOOF Essential Super account can normally be transferred directly into your IOOF Essential Pension account without being redeemed and without having to incur any capital gains tax liability. On transfer, you can either retain your existing investment option(s) or provide us with new instructions to change your investment strategy.

If you choose to transfer only part of your benefit from your IOOF Essential Super to your IOOF Essential Pension, a minimum balance of at least \$10,000 must remain in your IOOF Essential Super account to allow for further contributions to be made and to meet the cost of fees and any insurance premiums. The minimum balance may be higher where greater fees and insurance premiums are required to be paid in respect of your personal super.

## Can a lump sum withdrawal be made?

Generally, you can make a full or partial cash lump sum withdrawal from your pension account at any time, except where you have selected the TTR pension option.

Under the TTR pension option, the following restrictions apply to cash withdrawals. No lump sum cash withdrawals are permitted except:

- to give effect to a Release Authority under the Income Tax Assessment Act 1997
- to cash unrestricted non-preserved benefits
- to give effect to a payment split under the Family Law Act 1975.

Once you meet a condition of release, such as permanently retiring from the workforce or reaching age 65, the withdrawal restrictions cease and you can make cash withdrawals at any time.

Partial withdrawals or transfers can be made providing the remaining account maintains a balance of \$6,000 plus any liabilities (or \$10,000 plus any liabilities where the withdrawal or transfer is being made to an account within the IOOF Group).

You can transfer your benefit at any time:

- to a personal super or pension product in the Fund
- to a personal super or pension product in other super funds
- to purchase an annuity<sup>9</sup>
- to purchase a new Death benefit pension on the commutation of an existing Death benefit pension or Reversionary pension.

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

### **Transfer balance cap for Retirement phase and Death benefit / Reversionary pensions**

The Government sets a cap (the transfer balance cap) on the total amount of pension benefits that can transfer to a tax-free investment environment. This cap is currently at \$1.7 million. Retirement phase and Death benefit pension accounts are assessed against the transfer balance cap on pension commencement. Reversionary pensions are assessed 12 months from the date of death on the account balance as at the date of death. Death benefit or Reversionary pensions paid to minor children have an adjusted transfer balance cap based on the deceased parent's cap and the child's share of the death benefit.

Any excess amounts over the cap for a Death benefit or Reversionary pension must be withdrawn in cash. Any excess amounts from a Retirement phase pension can be withdrawn in cash or transferred back into personal superannuation.

If we receive a compulsory commutation authority from the ATO in relation to an excess amount for a Retirement phase pension, the Trustee will transfer the excess back to personal superannuation where possible.

<sup>9</sup> If you have a TTR pension and have not met a condition of release, you can only transfer to another income stream that also applies restrictions on cash withdrawals.

## Fees and other costs

### DID YOU KNOW?

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

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

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

You or your employer, as applicable, may be able to negotiate to pay lower administration fees. Ask the fund or your financial adviser.

### TO FIND OUT MORE

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

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

Other fees, such as activity fees and advice fees for personal advice, may also be charged, but these will depend on the nature of the activity or advice chosen by you.

The fees quoted in this section may be different from the amounts deducted from your account. Please refer to the 'Your fees may be different' section in the **General Reference Guide**.

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

The fees and other costs for each underlying investment option offered by the entity appear on our website in the relevant PDS for each managed investment.

In certain circumstances, where it is reasonable for us to do so, we may alter the fees and costs applied to your pension account (subject to law) without your consent. However, before doing so, we will provide you with 30 days' notice of any change. We also have the right to introduce new fees. The fees quoted in this section are inclusive of GST and any applicable reduced input tax credits.

## Fee table

### IOOF Essential Pension

Type of fee or cost	Amount	How and when paid												
Investment Fee	Nil.	Not applicable.												
Administration Fee <sup>10</sup>	<table border="1"> <thead> <tr> <th>Account balance</th> <th>Administration Fee (pa)</th> </tr> </thead> <tbody> <tr> <td>First \$250,000</td> <td>0.35% (\$3.50 per \$1,000 invested)</td> </tr> <tr> <td>Next \$250,000</td> <td>0.25% (\$2.50 per \$1,000 invested)</td> </tr> <tr> <td>Next \$500,000</td> <td>0.10% (\$1.00 per \$1,000 invested)</td> </tr> <tr> <td>Next \$1 million</td> <td>0.05% (\$0.50 per \$1,000 invested)</td> </tr> <tr> <td>Amounts above \$2 million</td> <td>Nil</td> </tr> </tbody> </table> <p>Maximum Administration Fee of \$2,500 pa (excluding account keeping fee). <b>Account keeping fee</b> of \$117 pa.</p>	Account balance	Administration Fee (pa)	First \$250,000	0.35% (\$3.50 per \$1,000 invested)	Next \$250,000	0.25% (\$2.50 per \$1,000 invested)	Next \$500,000	0.10% (\$1.00 per \$1,000 invested)	Next \$1 million	0.05% (\$0.50 per \$1,000 invested)	Amounts above \$2 million	Nil	<p>The Administration Fee is a percentage-based fee calculated daily on your account balance<sup>11</sup>. It is charged monthly in arrears and is deducted from your Cash Account<sup>11</sup> at the end of each month.</p> <p>The Account Keeping Fee is the dollar-based fee charged monthly in arrears and is deducted from your Cash Account at the end of the month. Where you are only a member for a portion of the month, the Account Keeping Fee will be charged on a pro-rata basis.</p>
Account balance	Administration Fee (pa)													
First \$250,000	0.35% (\$3.50 per \$1,000 invested)													
Next \$250,000	0.25% (\$2.50 per \$1,000 invested)													
Next \$500,000	0.10% (\$1.00 per \$1,000 invested)													
Next \$1 million	0.05% (\$0.50 per \$1,000 invested)													
Amounts above \$2 million	Nil													
Interest retained on Cash Account	Estimated up to 0.70% pa on the balance of the Cash Account <sup>12</sup> . The actual interest retained is expected to be lower.	We retain a part of the interest that is earned on the Cash Account. The interest retained is the difference between the net rate of interest we credit to your Cash Account and the total interest earned in relation to pooled assets of the Cash Account. Note, the target net interest rate to be credited to your Cash Account is the official cash rate set by the Reserve Bank of Australia (RBA) (currently 0.10% pa).												
Buy-sell spread	The amount of any buy-sell spread will vary, depending on the managed investments you select.	<p>A buy-sell spread is added to, or deducted from (as applicable), the unit price of the relevant managed investment. The buy-sell spread that applies to each managed investment can change from time to time.</p> <p>Please refer to the <b>Investment Menu</b> or the relevant investment options' PDS for specific details</p>												
Switching Fee	Nil.	Not applicable.												
Exit Fee	Nil.	Not applicable.												
Advice Fees	Nil.	No advice fees will be charged unless you request us to do so. A range of advice fees are available (please refer to the 'Additional explanation of fees and costs' section of the <b>General Reference Guide</b> . You should refer to your financial adviser's statement of advice for details on any agreed advice fees).												
Other Fees and costs	Refer to the 'Additional explanation of fees and costs' section in the <b>General Reference Guide</b> .													
Indirect cost ratio <sup>10</sup>	<p>The indirect cost ratio varies across the underlying managed investments available and currently range from 0.30% to 1.11% pa<sup>13</sup> \$3.00 to \$11.10 pa per \$1,000 invested excluding net transaction costs<sup>14</sup>.</p> <p>Performance related fees<sup>15</sup> may also apply to some managed investments when the investment return generated by the fund exceeds a specific criteria or benchmark.</p>	Generally calculated daily as a percentage of the amount you have invested in each managed investment. <b>It is not deducted directly from your account but is generally incorporated into the unit price of the managed investment and generally charged monthly or quarterly in arrears.</b> The indirect cost ratio and net transaction cost applied by each fund manager for a particular managed investment can be obtained from the <b>Investment Menu</b> and the relevant PDS for each managed investment.												

<sup>10</sup> If your account balance for a product offering by the superannuation entity is less than \$6,000 at the end of the entity's income year, the total combined amount of administration fees, investment fees and indirect costs charged to you is capped at 3% of the account balance. Any amount charged in excess of that cap must be refunded.

<sup>11</sup> Your account balance comprises your Cash Account together with the value of your investment options. You are required to maintain a minimum of one per cent of your pension account balance in your Cash Account. If your Cash Account goes into a negative balance, a fee will be charged for the period that your account has a negative balance. The fee equates to interest charged at the daily rate applicable for the Cash Account for the period that your Cash Account has a negative balance. Transactions including switches, partial withdrawals and other payments (including fees) may result in a negative balance. Refer to the 'Cash Account preferences' section of the **General Information Guide** for further information.

- 12 The interest we retain on pooled Cash Account assets is considered an indirect cost for administering your Cash Account. It is not deducted from your Cash Account directly, but through the interest generated from its underlying investments prior to crediting the 'net' interest to your Cash Account. The interest retained is subject to change. Interest on the Cash Account noted is retained at a rate of up to 0.70% pa and is for the purpose of the example only. The actual interest retained is expected to be lower and assumes a net interest crediting rate to the cash account of 0.10% pa.
- 13 Indirect cost ratios applied by each fund manager are estimates only and based on the information provided by external sources, including investment research providers and/or fund managers as at the date of this PDS (for further information refer to the **Investment Menu**. Investment options and indirect cost ratios may change from time to time.)
- 14 Please refer to 'Transaction Costs' in the 'Additional explanation of fees and costs' section of **General Reference Guide** for further information on net transaction costs.
- 15 Please refer to 'Performance fees' in the 'Additional explanation of fees and costs' section of the **General Reference Guide** for further information on performance related fees.

## Example of annual platform fees and costs

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

Example		Balance of \$50,000
Investment Fee	Nil.	For every \$50,000 you have in the pension product, you will be charged \$0 each year.
<b>PLUS</b> Administration fees	<b>Administration Fee:</b> 0.35% (0.35% x \$50,000) <b>Account Keeping Fee:</b> \$117	<b>AND</b> , you will be charged \$292 in administration fees.
<b>PLUS</b> Indirect costs for the product (assuming the product minimum of 1% is held in the Cash Account)	Cash Account: 0.70% x \$500	<b>AND</b> , indirect costs of \$3.50 each year will be deducted from your investment.
<b>EQUALS</b> Cost of product	If your balance was \$50,000, and \$500 of that was held in your Cash Account then for that year you will be charged fees of <b>\$295.50*</b> for the product.	

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

## Example of total annual costs for a balanced investment option

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

Example – IOOF MultiSeries 70 investment option		Balance of \$50,000
Cost of product	From example above: \$295.50	If your balance was \$50,000, then for that year you will be charged fees of \$295.50 for the superannuation product.
<b>PLUS</b> Indirect costs for the IOOF MultiSeries 70 investment option	<b>Indirect cost ratio:</b> 0.50% <b>Net transaction cost:</b> 0.17% (0.50% x \$49,500) + (0.17% x \$49,500)	<b>AND</b> , indirect costs of \$331.65 each year will be deducted from the underlying investment
<b>EQUALS</b> total cost of investing in the IOOF MultiSeries 70 investment option through the pension product	If your balance was \$50,000, and \$500 of that was held in your Cash Account and you were invested in the IOOF MultiSeries 70 investment option, then for that year you will be charged total fees and costs of <b>\$627.15*</b> for the product.	

\* **Note:** Additional fees may apply.

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

## Additional explanation of fees and costs

Further information relating to fees and costs is contained in the 'Fees and costs' section of the **General Reference Guide**.

## What taxes apply and how do they work?

This PDS provides you with some general information about the tax implications of investing in IOOF Essential Pension, including:

- how pension payments will be taxed
- how super benefits will be taxed if a cash withdrawal is made
- how earnings will be taxed in IOOF Essential Pension.

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

This section sets out a summary of the key taxes that affect super and pensions. If you would like more information on specific super taxation rules, please see the 'How super is taxed' section of **General Reference Guide**.

### Tax on contributions made to commence your pension

Non-tax deductible personal contributions, spouse contributions and downsizer contributions used to directly purchase a pension are non-concessional contributions and are not taxed when credited to your pension account. Also most rollovers and transfers into your account are not taxable, however 15 per cent tax may apply if you are transferring an untaxed element from an unfunded public sector scheme into your pension account.

If you commence your pension with the transfer of investment options from another IOOF Essential super or pension product, your investment assets are not realised on transfer and therefore no capital gains tax applies.

### Tax on investment earnings in your pension account

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

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

The tax treatment of investment earnings will depend on whether your pension is a Retirement phase pension or a TTR pension.

### Retirement phase pensions

If you have commenced a Retirement phase pension (including a Death benefit or a Reversionary pension), your investments will be held in a tax-exempt environment. No tax is payable on your investment earnings (interest, income distributions or realised capital gains). Plus, as your pension investments are held within a tax exempt environment, no CGT applies if you choose to switch your investments or redeem any investments to provide for pension payments or cash lump sums.

The Government limits the total amount that a person can transfer to the tax-exempt investment environment. This limit is called the transfer balance cap and is currently \$1.7 million<sup>16</sup>. For each new pension or Reversionary pension, the account balance is assessed against the recipient's remaining transfer balance cap on commencement (or date of death for a Reversionary pension). If the account balance exceeds the cap, the ATO will direct that the excess be commuted and either taken in cash or rolled back into personal super, with an allowance for tax on earnings. Excess amounts from Death benefit or Reversionary pensions can only be paid in cash.

If you choose to make a lump sum withdrawal from your pension account (either in cash or rollover to another super product), this amount will be debited against amounts already assessed against the transfer balance cap. Additionally any amounts that relate to compensation payments or structured settlements are excluded from assessment under the cap.

### Transition to retirement pensions

Investment earnings in your TTR pension account are taxed in a low tax environment and you can still take your retirement benefits tax-free once you turn age 60. The maximum rate of tax applied to investment earnings, which is the interest and investment income from your investment options, is 15 per cent. Capital gains are effectively taxed at the concessional rate of 10 per cent if the asset has been held for longer than 12 months.

When you meet a condition of release (such as turning age 65) your pension becomes a Retirement phase pension and the investment earnings will then become tax exempt. At this point the ATO will assess your pension against the transfer balance cap.

<sup>16</sup> The transfer balance cap is indexed to CPI in \$100,000 increments. If a member has already had pension benefits assessed against the cap, indexation will only apply to that proportion of the cap that is yet to be used.

## Tax on pension payments and lump sum withdrawals

### When you are aged 60 and over

Pension payments and lump sum withdrawals are tax-free.

### If you are under age 60

We are required to deduct tax, depending on your age and the tax components of your benefit. The tax components are calculated on a proportional basis<sup>17</sup> as follows.

Component	Pension payment	Lump sum withdrawal
Tax-free	Tax-free and not included in assessable income.	
Taxable	Included in assessable income. 15% tax offset applies if received after reaching preservation age or if totally and permanently disabled.	Under preservation age: 20% (+ Medicare Levy) Preservation age to age 59: Up to \$225,000 <sup>18</sup> threshold: 0% Excess over threshold: 15% (+ Medicare Levy) <sup>17</sup>

## Tax on benefits paid as a result of death

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

### Death benefit pensions

These are either Reversionary pensions or new Death benefit pensions paid to a nominated beneficiary or on the rollover of a death benefit from another super fund. A Death benefit pension is tax-free if either the deceased person or the beneficiary is aged 60 or over. Death benefit pensions, where both the deceased person and the beneficiary are under age 60, are taxed on the same basis as pensions paid to members under age 60. However, the 15 per cent offset applies even if the beneficiary is under preservation age. When the beneficiary turns age 60 the pension becomes tax-free.

Death benefit pensions can be commuted to a tax-free cash lump sum or rolled over to commence a new Death benefit pension at any time. However Death benefit pensions paid to dependent children must be fully commuted to a tax-free cash lump sum benefit once the child turns age 25 (unless the child is disabled).

### Lump sum Death benefits

If the payment is made directly to your Death benefits dependants it will be tax-free.

If the lump sum benefit is to be paid direct to a beneficiary who is not a Death benefits dependant, the benefit is taxed on a similar basis to lump sum benefits paid to those under age 60. However, the entire taxable component is taxed at 15 per cent (plus Medicare).

For more information regarding the tax on lump sum Death benefits see the 'How super is taxed' section of the **General Reference Guide**.

## Tax file numbers

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

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

The Trustee requires your TFN in order to process your IOOF Essential Pension application.

### If you are aged 60 or over

You can notify us of your TFN on the Application form. If we already hold your TFN (for example, you are transferring from another super account within the Fund) you do not have to submit it again.

### If you are under age 60

You will need to complete a TFN declaration. You can obtain a copy of the TFN declaration form by calling ClientFirst on 1800 913 118 or by email ([clientfirst@ioof.com.au](mailto:clientfirst@ioof.com.au)).

Please complete this form even if we already have your TFN, as the form includes additional tax information for us to appropriately deduct tax from your pension.

## Centrelink/Department of Veterans' Affairs information

The Commonwealth Government determines whether you are eligible for a Centrelink or Department of Veterans' Affairs (DVA) pension or allowance payment.

For more information see the 'How is super treated for Centrelink/Department of Veterans' Affairs purposes' section of **General Reference Guide**.

Centrelink or DVA may require the Trustee to provide information directly to Centrelink/DVA about your pension on an ongoing basis.

<sup>17</sup> The proportion of tax-free component and taxable component of the pension is determined at commencement and applies to all payments from the member account. For super, the tax-free and taxable proportions are calculated at the time of the withdrawal and again with each subsequent withdrawal.

<sup>18</sup> Threshold increases annually with movements in Average Weekly Ordinary Time Earnings rounded down to the nearest \$5,000. Rates apply to 2021/22 financial year, please refer to the ATO website for current rates.

## General information

### Cooling-off period

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

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

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

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

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

If you do not make a nomination within one month after notifying us of your intention to seek the return of your initial contribution or your nominated provider does not accept the transfer, the contribution will be retained in the Cash Account until you provide us with alternative instructions.

### What are the risks?

Information relating to risks is contained in the 'More about risks' section in the **General Reference Guide**.

### Managing your account

Additional information to assist you in managing your pension account is contained in the 'Managing your account' section in the **General Reference Guide**.

### Your instructions and communications

Information relating to providing instructions and communications is contained in the 'Your instructions and communications' section of the **General Reference Guide**.

### Electronic communications

Information relating to electronic communications is contained in the 'Electronic communications' section of the **General Reference Guide**.

### Keeping track of your investments

Information to assist you in keeping track of your investments is contained in the 'Keeping track of your investments' section of the **General Reference Guide**.

### Transferring assets into your IOOF Essential Pension account

Any external assets that you currently hold may be able to be transferred into your account in the Fund on commencement of your pension. As a transfer of external assets is treated as a contribution to the Fund, tax and super rules may apply to the transfer. The Trustee will treat the contribution as having been received by the Fund when legal title passes to the Trustee.

### Transferring from another IOOF Essential product or product from within the Fund

If you apply to transfer to IOOF Essential Pension from IOOF Essential Super, or another product from within the Fund, you are authorising us to transfer each investment option (where possible), and the balance of your Cash Account (together comprising the full balance of your existing account), to your new pension account.

Any investment options you may have held in your existing product that are not currently available in IOOF Essential Pension, will be redeemed and invested in the Cash Account until you provide us with new Investment Instructions. If any of those investments are redeemed prior to the transfer, you may incur a CGT liability.

If you are transferring an existing account to IOOF Essential Pension and you do not complete Deposit and Standing Instructions, your existing instructions will be transferred. You are not required to provide Deposit and Standing Instructions, unless you are making additional contributions to your transfer from an existing account to commence your pension.

A Member Advice Fee – Upfront will not be charged on the transfer of your existing account balance to your new account.

If you would like to transfer your benefit from another super or pension product, please complete the relevant section of the Application form located in the Forms booklet.

Where you wish to make a partial transfer to IOOF Essential Pension from an existing IOOF Essential product or product from within the Fund, you will need to maintain a balance of \$10,000 in the remaining account.

## Transfers from pension accounts within the Fund

For transfers from pension accounts within the Fund (excluding any Pursuit products), your current pension will automatically continue in your new IOOF Essential Pension account, but under the investment and fee options and other terms set out in this PDS.

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

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

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

## Appointment of representative (financial adviser authority)

Information relating to financial adviser authority is contained in the 'Appointment of representative (financial adviser authority)' section of the **General Reference Guide**.

## What if you have a complaint?

If you have a complaint (or wish to obtain further information about the status of an existing complaint), please contact Customer Care on 1800 913 118 or write to Customer Care, GPO Box 264, Melbourne VIC 3001.

We will provide you with all reasonable assistance and information you may require for the purpose of making a complaint and assist you in understanding our complaints handling procedures. We aim to provide a formal response within 28 days of our acknowledgement of the complaint.

You have the option to lodge a complaint with AFCA directly rather than lodging a complaint with us. Otherwise, you can also lodge a complaint with AFCA if you are not satisfied with our response or if your complaint has not been resolved within the maximum timeframe prescribed by ASIC's Regulatory Guides (RG 165/RG 271). AFCA provide a fair and independent financial services complaint resolution that is free to consumers. Time limits may apply to complain to AFCA. Please act promptly and consult the AFCA website to find out if or when the time limit relevant to your circumstance expires.

**Website:** [www.afca.org.au](http://www.afca.org.au)

**Email:** [info@afca.org.au](mailto:info@afca.org.au)

**Tel:** 1800 913 118 (Free call)

**In writing to:** Australian Financial Complaints Authority  
GPO Box 3  
Melbourne VIC 3001

## Your privacy

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

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

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

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

## Anti-Money Laundering and Counter Terrorism Financing (AML/CTF) requirements

We are required by law to carry out proof of identity procedures before establishing a pension. These requirements arise under the Commonwealth Government's AML/CTF Act.

Where you have not already provided us with appropriate identification, we will be required to collect customer identification information and to verify it by reference to a reliable independent source. You will be notified of these procedures during the application process and/or when you request a pension payment. We may also be required to collect customer identification at other times. If you do not provide the information or we are unable to verify the information, payment of benefits (including your pension) may be delayed or refused.

# How do I apply?

## Application procedure

Joining is simple. Your financial adviser may be able to complete an online application form on your behalf.

## Contact us

If you have any questions about IOOF Essential Pension, or would like a complimentary copy of this PDS or any reference information, please contact us.

**Post:** IOOF Essential  
GPO Box 264, Melbourne VIC 3001

**Phone:** 1800 913 118

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

**Email:** [clientfirst@ioof.com.au](mailto:clientfirst@ioof.com.au)

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# Contact us

**Postal address**

GPO Box 264  
Melbourne VIC 3001

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**Fax**

03 8614 4431

**Email**

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

**Website**

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

**Trustee**

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AFS Licence No. 230524

**Registered address**

Level 6, 161 Collins Street  
Melbourne VIC 3000