



infocus

This forms booklet is only
available to clients of Infocus
Wealth Management Limited



IOOF PURSUIT

SELECT

FOR INFOCUS

Allocated Pension

Forms Booklet

Dated: 1 July 2021

Issuer: IOOF Investment Management Limited | ABN 53 006 695 021 | AFSL 230524
as Trustee of the IOOF Portfolio Service Superannuation Fund | ABN 70 815 369 818

How to get started

This booklet contains the information and forms you need to set up your IOOF Pursuit Select Allocated Pension account.

Which forms to complete

Form name	Form letter	When to complete this form
Application for Allocated Pension	Form A	You need to complete this form if you wish to set up a new account and to indicate: <ul style="list-style-type: none"> • which investment option(s) you wish to invest in • how you want to manage your income distributions • your preferred top up cash option • how you want to establish your Investment Instructions
Request to Transfer	Form B	You need to complete this form if you wish to transfer monies from another superannuation fund or income stream.
Beneficiary Nomination	Form C	You need to complete this form if you wish to make a Beneficiary Nomination.
Family Fee Aggregation Application	Form D	You need to complete this form if you wish to apply for Family Fee Aggregation.
Direct Debit Request (DDR)	Form E	You need to complete this form if you wish to make an initial one-off contribution by direct debit.

Before you complete any forms, please ensure you have read the Product Disclosure Statement (PDS). If you require further information or any assistance in completing the forms, please contact ClientFirst on 1800 913 118 or your financial adviser. Please note that ClientFirst is not authorised to give you investment or financial product advice.

Step-by-step guide to opening your account

Once you have read the PDS and discussed your investment strategy with your financial adviser (if applicable), you are ready to set up your account.

How to set up your account	
Step 1	Complete the Application and all other forms that are relevant to you.
Step 2	Contributions can be made via direct debit or transfers. If you would like to make a contribution by cheque, make your cheque payable to: IPS – IOOF Pursuit – [your full name or account number] For example, if your name is Robert Brown, your cheque should be made payable as follows: IPS – IOOF Pursuit – Robert Brown If you have completed one or more Request to Transfer forms, attach the signed original(s) and your certified proof of identity to the Application.
Step 3	Attach your cheque to your Application, and post the Application and all other completed forms to the following address: IOOF Pursuit Reply Paid 264 Melbourne VIC 8060

We will send you a Statement of Membership, normally within seven business days of joining, confirming your personal details and Investment Instructions.



1 July 2021

FORM A – Application for Allocated Pension

Before you sign this application form, the Trustee or your licensed financial adviser is obliged to give you a PDS, which is a summary of important information relating to the Fund. The PDS will help you to understand the product and decide if it is appropriate to your needs.

Please note: In accordance with the *Anti-Money Laundering and Counter-Terrorism Financing Act 2006 (AML/CTF)*, the Trustee must obtain proof of identity documents prior to you receiving an income stream. It is important for the Trustee to follow this process to help protect the money in your account from potential fraud and to comply with legislative requirements.

Please complete these instructions in BLACK INK using CAPITAL LETTERS (excluding the email address) and ✓ boxes where provided.

Any personal information provided in this form will be handled in accordance with the Trustee's privacy policy available at www.ioof.com.au/privacy.

If you are an existing member, please provide your client number.

Client number

Step 1: Applicant details

Title (Dr/Mr/Mrs/Ms/Miss) Surname

Given name(s)

Residential address

Suburb State Postcode

Mailing address (if different from above)

Suburb State Postcode

Phone (work) Phone (home)

Phone (mobile)

Email

Date of birth / / Gender Male Female

If you are residing overseas, you must complete and submit:

- an Overseas Investor form (www.ioof.com.au/product_list/infocus_pursuit)
- original certified copies of your identification documents

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

In accordance with *Anti-Money Laundering and Counter-Terrorism Financing Act 2006 (AML/CTF)*, please advise the following: (Note: your application cannot be processed unless this section is completed and you may be requested to provide additional information and documentation to facilitate IOOF Pursuit's compliance with AML/CTF legislation).

Politically Exposed Person

Politically Exposed Persons are individuals who occupy or have occupied a 'prominent public position or function' either within or outside Australia. This definition also extends to their immediate family members and close associates.

Are you a Politically Exposed Person?

Yes No

If you have nominated yourself to be a Politically Exposed Person, you must complete and attach:

- a Politically Exposed Persons form (www.ioof.com.au/product_list/infocus_pursuit)
- original certified copies of your identification documents

Step 2: Pension details

Please select the appropriate pension for you.

I wish to commence a **retirement phase pension**. I am eligible to so do because:

(Please tick one box applicable to your circumstance)

My existing benefits are unrestricted non-preserved.

I have reached age 65.

I reached my preservation age and permanently retired from gainful employment and do not intend to return to work for more than ten hours per week.

I have left gainful employment on / / and was over age 60 at that time.

I have terminated employment with an employer who has contributed to my existing super fund held with IOOF (applies to restricted non-preserved funds only).

I wish to commence a **transition to retirement pension** as I have reached my preservation age but not met a condition of release.

I wish to commence a **death benefit pension** I am rolling over a death benefit and my relationship to the deceased is:

Spouse.

Child under the age of 18 or financially dependent child under 25.

Child of any age and suffering from a disability (please attach evidence of disability).

Financial dependant or interdependent and not a child (please attach evidence of relationship).

Step 3: Tax File Number

Tick one of the following:

I am age 60 or over and my TFN is - -

I am less than 60 years of age and have attached my completed Tax File Number declaration

If you are less than 60 years of age, a TFN declaration form must be completed for each pension account opened. We are authorised by superannuation and taxation law to collect your TFN which will be used to open and administer your account. 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 than you need to, and
- it will be easier to find different super and/or pension accounts in your name.

Step 4: Initial contribution details

Important note:

The minimum initial contribution is \$10,000.

For initial contributions equal to or more than \$2 million you must also complete and attach:

- a High Threshold Transaction form (www.ioof.com.au/product_list/infocus_pursuit)
- original certified copies of your identification documents

Part A: Transfer(s) from other superannuation funds

Name of superannuation fund	Approximate value
<input style="width: 100%;" type="text"/>	\$ <input style="width: 100%;" type="text"/>
<input style="width: 100%;" type="text"/>	\$ <input style="width: 100%;" type="text"/>
<input style="width: 100%;" type="text"/>	\$ <input style="width: 100%;" type="text"/>
<input style="width: 100%;" type="text"/>	\$ <input style="width: 100%;" type="text"/>

If you would like the Trustee to organise the transfer, please include with your Application a completed Request to Transfer form (Form B) for each superannuation fund.

Part B: Non-concessional contribution(s)

- 1 Personal contribution \$
- 2 Spouse contribution \$
- 3 Downsizer contribution¹ \$
- 4 Personal injury payment² \$
- 5 CGT small business contribution² \$

You must meet one of the following condition if you are aged 67 or over and making a personal contribution and/or have a spouse contribution made on your behalf

- I am over 67 and under 75 years of age. I have worked for at least 40 hours in 30 consecutive days in the current financial year.
- I am over 67 and under 75 years of age. I have worked 40 hours over 30 consecutive days in the previous financial year, my total superannuation balance was less than \$330,000 as at the previous 30 June and I have not previously used the work test exemption.
- I am over 65 years of age and I am making a downsizer contribution. (You must provide us with a completed ATO downsizer contribution form before or at the time of making your downsizer contribution. The form is available from the ATO website.)

Part C: Transfer from an existing IOOF Pursuit or IOOF Portfolio Service product

Account number - -

¹ You must provide us with a completed ATO downsizer contribution form before or at the time of making your downsizer contribution. The form is available from the ATO website.
² Please complete and attach the appropriate election form which can be obtained from our website or by contacting ClientFirst on 1800 913 118.

By providing your account number and by signing the applicant declaration at Step 17, you authorise the transfer of the balance (in full or in part) from your existing IOOF Pursuit or IOOF Portfolio Service account into your IOOF Pursuit Select Allocated Pension account.

Amount to be transferred to IOOF Pursuit Select Allocated Pension:

Entire balance

OR

Partial transfer of \$

If you are making a partial transfer, please ensure you have met the relevant remaining minimum balance requirements of the existing account.

Please complete Step 5.

Step 5: Transferring from an existing product in the Fund

Please specify one of the following:

I wish to continue my existing pension

Your current pension will automatically continue in your new IOOF Pursuit Select Allocated Pension account. All pension payment details will transfer unless you make any changes to those details on this application or the changes are required by law.

I wish to commute my pension and commence a new pension

Please note: A new pension account is required if you are:

- making a transfer from an external fund into this account
- transferring more than one pension into this account
- changing your nominated Reversionary Beneficiary; or
- adding further contributions.

Investment instructions

Full Transfers

Your existing investment options which are available in IOOF Pursuit Select Allocated Pension will be transferred to your new IOOF Pursuit Select Allocated Pension account.

Investment options not available in IOOF Pursuit Select Allocated Pension will be redeemed and invested in the Cash Account until you provide us with Investment Instructions.

APIR code	Name of investment option	% or \$ amount
<input style="width: 100%; height: 20px;" type="text"/>	<input style="width: 90%; height: 20px;" type="text"/>	<input style="width: 10%; height: 20px;" type="text"/>
<input style="width: 100%; height: 20px;" type="text"/>	<input style="width: 90%; height: 20px;" type="text"/>	<input style="width: 10%; height: 20px;" type="text"/>
<input style="width: 100%; height: 20px;" type="text"/>	<input style="width: 90%; height: 20px;" type="text"/>	<input style="width: 10%; height: 20px;" type="text"/>

Partial Transfers

Pro-rata (not available for Term deposits, listed investment, restricted or illiquid funds etc)

Specific instructions. Please list below the investment option(s) and amount you wish to transfer. If you transfer a listed investment, you must transfer all of your holdings in that investment.

APIR code	Name of investment option	% or \$ amount
<input style="width: 100%; height: 20px;" type="text"/>	<input style="width: 90%; height: 20px;" type="text"/>	<input style="width: 10%; height: 20px;" type="text"/>
<input style="width: 100%; height: 20px;" type="text"/>	<input style="width: 90%; height: 20px;" type="text"/>	<input style="width: 10%; height: 20px;" type="text"/>
<input style="width: 100%; height: 20px;" type="text"/>	<input style="width: 90%; height: 20px;" type="text"/>	<input style="width: 10%; height: 20px;" type="text"/>

Re-weighting

Re-weighting allows you to rebalance your investments within your account. Please indicate below if you want to re-weight your portfolio:

Re-weight my portfolio as per my Primary Instruction. Complete Step 8

Re-weight my portfolio as per my Specific Instruction. Complete Step 8

If no selection is made, your investments will remain unchanged.

Tax Deduction Notice under Section 290-170 ITAA for full or partial transfers

If you have made personal contributions during the current financial year to your existing IOOF Pursuit or IOOF Portfolio Service superannuation account, please tick the box below and attach a completed Tax Deduction Notice with your Application. This can be obtained from our website or by contacting ClientFirst on 1800 913 118. We recommend that you speak to a financial adviser in relation to your eligibility to claim a personal tax deduction.

I wish to claim a tax deduction for some or all of the personal contributions(s) in the current financial year, and have attached a completed Tax Deduction Notice.

A completed Tax Deduction Notice must be submitted and be carried out prior to the transfer to your IOOF Pursuit Select Allocated Pension account.

Step 6: Pension payment details

Your pension payments must commence in the financial year your Application is received by us (if received before 1 June). If the Application is received by us after 1 June but before 30 June, you may defer your first pension payment until the next financial year.

(1) Pension commencement date

Please insert the date you wish the first pension payment to commence:

M	M	/	Y	Y	Y	Y
---	---	---	---	---	---	---

If you do not select a date for the pension payment to commence, we will automatically commence payment according to the information provided below, following receipt of all deposits and contributions.

(2) Frequency of payment

Select the frequency of payment.

Twice-monthly Monthly Quarterly Half-yearly Annually

(3) Pension payment day

Select the pension payment date (not applicable for twice-monthly pension payments).

14th of the month 28th of the month

Pension payments are made by the 14th or 28th day of the month, unless you have selected the twice monthly option, whereby 24 payments per year will be payable by the 14th and 28th of each month.

Step 9: Income distributions (managed investments only)

I direct the Trustee to manage any income distributions that I receive from my investment option(s) as follows:

Re-invest (default option)

Re-invest 100% of the income distributions back into the same managed investment that made the income distribution. This is the default option, which means it will apply automatically even if a selection is not made.

OR

Retain in Cash Account

Leave all income distributions to accumulate in my Cash Account.

OR **Distribution Instruction**

Income distributions are to be invested in accordance with my Primary Instruction in Step 8(a), or

Income distributions are to be invested in accordance with my Distribution Instruction specified in the table below.

If you have selected the Distribution Instruction option, please specify which managed investments are to be used and the respective allocations. Please ensure that the Distribution Instruction does not include listed investments, annuity funds, or term deposits.

APIR code	Name of investment option	% allocation
<input type="text"/>	Cash Account	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>
	Total	<input type="text"/>

Must add up to 100% including the Cash Account allocation

If you select the 'Distribution Instruction' as your re-investment/distribution method but do not provide a Distribution Instruction in the above table, income distributions will be invested in accordance with your Primary Instruction.

Step 10: Cash Account top-up

If the balance in your Cash Account is likely to fall below zero in the next seven days, you authorise the Trustee to top up the balance to the minimum Cash Account requirement of 3% of your account balance and amounts expected to fall due within the next seven days.

If you would like to set a higher minimum Cash Account requirement, please specify the percentage amount here: %

We will 'top up' your Cash Account balance by redeeming the necessary amount from your managed investments (without prior notice to you) in accordance with the option you have selected below:

Highest balance (default option)

Redeem funds from the managed investment with the highest balance.

This is the default option, which means it will apply automatically even if a selection is not made.

OR

Pro-rata

Redeem funds across all managed investments according to the proportion invested in each managed investment.

OR

Pecking order

Redeem funds from my managed investment(s) according to a prioritised list specified below.

If you selected the pecking order option, please specify which managed investments are to be used and the pecking order in which the funds are to be redeemed, one at a time. Please note, you cannot include listed investments, annuity funds, term deposits or restricted investments.

Pecking order	APIR code	Name of investment option
<input type="text" value="1"/>	<input type="text"/>	<input type="text"/>
<input type="text" value="2"/>	<input type="text"/>	<input type="text"/>
<input type="text" value="3"/>	<input type="text"/>	<input type="text"/>
<input type="text" value="4"/>	<input type="text"/>	<input type="text"/>
<input type="text" value="5"/>	<input type="text"/>	<input type="text"/>
<input type="text" value="6"/>	<input type="text"/>	<input type="text"/>
<input type="text" value="7"/>	<input type="text"/>	<input type="text"/>

Step 11: Automatic Re-weight Facility (optional)

The Automatic Re-weight Facility allows managed investments to be automatically rebalanced to the Primary Instruction or a nominated Re-weight Instruction.

The re-weight process will run on the 20th day of the month (or the nearest business day after) according to the frequency selected.

I direct the Trustee to manage my portfolio as follows:

Re-weight frequency:

Quarterly Half-yearly Yearly

Preferred re-weight commencement date:

/

If the preferred re-weight commencement date is not provided, the Automatic Re-weight Facility will commence on the next 20th day of the month.

Please note that if the portfolio contains investment options which cannot be selected as part of a Re-weight (for example listed investment, term investment or investment options which cannot be sold), the Re-weight preference submitted will be applied to the remaining investment options within the portfolio.

Please ensure that the Re-weight preference includes at least the default minimum allocation to the Cash Account. The default Cash Account minimum is 3%.

Re-weight preference:

Primary Instruction

Re-weight my portfolio in accordance with my Primary Instruction in Step 8(a).

OR

Re-weight Instruction

Re-weight my portfolio in accordance with my Re-weight Instruction specified in the table below.

If you have selected the Re-weight Instruction option, please specify which managed investments are to be used and the respective allocations. Please ensure that the Re-weight Instruction does not include listed investments, annuity funds, or term deposits.

APIR code	Name of investment option	% allocation
<input type="text"/>	Cash Account	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>
Total		<input type="text"/>

Must add up to 100% including the Cash Account allocation

Step 12: Term deposit details (optional)

Please select the term deposit provider:

Adelaide Bank OR National Australia Bank OR ANZ Bank

Please select the timeframe of the term deposit to be opened:

6 months OR 12 months

Amount of term deposit \$ Note: A minimum of \$5,000 per term deposit applies.

Where this Investment Instruction for a term deposit is made at the same time as a new application for an IOOF product or service, this Investment Instruction will be processed before any other Investment Instruction relating to this new account is processed.

Step 13: Direct Share Choice opt-in (optional)

If you wish to elect to invest in listed investments available in Direct Share Choice through your IOOF Pursuit Select Allocated Pension account, you must sign and date below the following declaration.

By signing below I/we declare that:

- I/We elect to invest in listed investments available under the Direct Share Choice and agree to incur the Listed Security Administration Fee charged by the Trustee, together with the fees and charges incurred to buy or sell listed investments as described in the PDS.
- I/We have read, understood and agree to be bound by the terms and conditions, investment limits, order rules, dividend reinvestment plan and corporate action requirements and other listed investments information set out in the IOOF Pursuit Select investment guide (PSI.01).

Signature

Date / /

Step 14: Fees for financial advice

Section A: Fixed Term Arrangement (FTA)

Please complete this section if you wish to enter into a fixed term arrangement for the following fees:

- Member Advice Fee

Fixed Term Arrangement is for fees that cover a twelve month period or less. The form must be signed within 90 days of the start date. If the supplied start date is in the past, the date will default to the date the application is processed.

Important note: An account can have only one FTA at any time.

You **cannot** elect to have an Member Advice Fee – Upfront if you have agreed to have an Member Advice Fee on an FTA.

1 Please provide the Start date and End date of the FTA:

Start date

End date

2 Complete the relevant section in Section B that forms part of the FTA.

Section B: Member advice fees

- IOOF Investment Management Limited (IIML), as trustee of your super fund, is required to obtain specific written consent before a fee for financial advice can be deducted from your account. You are not under any obligation to consent to the fee being deducted.
- You may revoke your consent at any time by contacting IIML via the options at the end of this form. Once your consent is revoked, no further fees will be deducted from your account however any amounts paid before you revoke your consent will not be automatically refunded.
- The default value for each member advice fee is 0% or \$0, unless you agree and specify otherwise below in conjunction with your financial adviser.
- Member advice fees can only be deducted from your super account if they relate to advice you receive about your super/pension benefits, insurance and investments.
- Where you agree to a member advice fee, please ensure you sign the 'Member advice fees' declaration in Step 17.
- The member advice fee(s) paid to your financial adviser are inclusive of GST. The actual amount deducted from your account may be less than the amount quoted. This is because the Fund may be able to claim a reduced input tax credit (RITC) on some of these fees. Where the Fund is able to claim an RITC, the benefit is passed on to you which effectively reduces the fee. Note that the RITC rules are subject to change and this may impact the RITC available in the future.
- For further information on advice fees, please refer to the Product Disclosure Statement.

Consent End Date

If you are selecting a Member Advice Fee – Ongoing, Member Advice Fee – Upfront or Member Advice Fee – Insurance please provide your consent end date below:

Consent end date (required) / /

The consent end date is the date when all ongoing advice fees will end if we have not received your consent to continue. Your consent to an ongoing fee arrangement ends 150 days after the next anniversary date.

(b) Flat dollar fee

Up to a maximum of \$1,500 per month (inclusive of GST) \$ per month (inclusive of GST)

Please select the services being provided if you have selected a FTA:

- | | |
|--|---|
| <input type="checkbox"/> Review of your account | <input type="checkbox"/> Contribution strategy |
| <input type="checkbox"/> Strategic superannuation advice | <input type="checkbox"/> Insurance in superannuation strategy |
| <input type="checkbox"/> Investment advice on your account | <input type="checkbox"/> Withdrawal advice |

(3) Member Advice Fee – One-Off

A maximum of 10% of the account balance up to a fee of \$11,000 (inclusive of GST), OR a maximum fee of \$3,300 (inclusive of GST) where the fee is greater than 10% of the account balance \$ per request (inclusive of GST)

Please select the services being provided if you have selected a FTA:

- | | |
|--|---|
| <input type="checkbox"/> Review of your account | <input type="checkbox"/> Contribution strategy |
| <input type="checkbox"/> Strategic superannuation advice | <input type="checkbox"/> Insurance in superannuation strategy |
| <input type="checkbox"/> Investment advice on your account | <input type="checkbox"/> Withdrawal advice |

Step 15: Financial adviser details (financial adviser to complete, if applicable)

We will only register a financial adviser who:

- holds a current AFSL
- is a representative of a current AFS Licensee.

Financial adviser details

Dealer name	<input type="text"/>
Financial adviser name	<input type="text"/>
Contact name	<input type="text"/>
AFSL	<input type="text"/> Financial adviser number <input type="text"/>

If you are a new financial adviser³ to IOOF Investment Management Limited please also complete the following details:

Business name	<input type="text"/>									
Business address	<input type="text"/>									
Suburb	<input type="text"/>	State	<input type="text"/>	Postcode	<input type="text"/>					
Mailing address (if different from above)	<input type="text"/>									
Suburb	<input type="text"/>	State	<input type="text"/>	Postcode	<input type="text"/>					
Phone	<input type="text"/>	<input type="text"/>	<input type="text"/>	Phone (mobile)	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Email	<input type="text"/>									
Internal client reference number (if applicable)	<input type="text"/>									

³ An email notifying you of your new financial adviser number will be forwarded to your office shortly.

Declaration by financial adviser

In submitting this Application:

- I declare that I hold a current AFSL **OR** I am a representative or an authorised representative nominated to act on behalf of a holder of a current AFSL.
- I declare that the applicant has authorised me, as their agent, to request withdrawals from their account.
- I declare that the financial institution details specified in this form belong to the applicant and I am authorised to instruct the Trustee to pay any withdrawal proceeds to the nominated bank account.
- I release and indemnify the Trustee and any member of the IOOF group from and against all demands, actions, proceedings, losses, liabilities and costs arising directly or indirectly out of or in connection with any withdrawal instructions provided under this authority.
- I confirm that I have provided the applicant with all the necessary information concerning their chosen investment, including the PDS.
- I confirm that fees have been fully explained to the applicant and that any member advice fees relate to advice about the applicant’s superannuation/pension benefits, insurance and investments in the Fund.
- I consent to provide the Trustee access to all proof of identification records for the purposes of this application if requested (pursuant to the AML/CTF legislation Part 7.2).
- I confirm that I have conducted the relevant customer identification procedure in line with the obligations under the AML/CTF legislation and:

I have attached original certified copies of the applicant’s identification document(s) with this Application;

Please note: Compulsory where:

- initial contributions equal to or more than \$2 million or
- the applicant is a Politically Exposed Person or
- the applicant is not residing in Australia

OR

I have completed and signed an FPA/FSC identification form which is attached to this Application (and retained a certified copy of the applicant’s identification document(s));

OR

I have sighted and retained a certified copy of the applicant’s identification document(s) recorded in the following Record of proof of identity table (**Please complete the following table and declaration**);

Record of proof of identity (ID) ⁴	ID document 1	ID document 2
Verified from	<input type="checkbox"/> Original <input type="checkbox"/> Certified copy	<input type="checkbox"/> Original <input type="checkbox"/> Certified copy
Document issuer		
Issue date		
Expiry date		
Document number		
Accredited English translation	<input type="checkbox"/> N/A <input type="checkbox"/> Sighted	<input type="checkbox"/> N/A <input type="checkbox"/> Sighted

⁴ For further information on the types of proof of identity which can be attached or verified and retained, please refer to the ‘Completing Proof of Identity’ document on (www.ioof.com.au/product_list/infocus_pursuit). It also includes a list of persons authorised to certify copies of original documents.

I declare that I have sighted and retained certified copies of the documents recorded in the Record of proof of identity table.

Signature Date / /

Name of financial adviser or AFSL holder representative

Step 18: Applicant declaration and signature

In signing this Application, I declare that:

- I have received, read, signed and understood the PDS for IOOF Pursuit Select Allocated Pension within Australia.
- All details in this Application are true and correct and I undertake to inform the Trustee of any changes to the information supplied as and when they occur.
- I wish to apply for an IOOF Pursuit Select Allocated Pension and to become a member of the Fund upon the terms and conditions contained in the Trust Deed dated 20 June 1994 (as amended from time to time) and the PDS.

Proof of identity

I have provided, either as part of this application or to my financial adviser, the appropriate documents, as outlined in the 'Completing Proof of Identity' document on (www.ioof.com.au/product_list/infocus_pursuit), that may be required for the purposes of the AML/CTF legislation.

Privacy

Information (including my personal information) provided to the Trustee is used for the purpose of opening a pension account and for other related purposes. For the purpose of providing me with the products or services I have requested, the Trustee may disclose my personal information to its related bodies corporate, my employer, my financial adviser, insurers, professional advisers, businesses that have referred me to the Trustee, medical professionals where I have applied for insurance cover, banks and other financial institutions, or to provide me with information about other products or services that may be of interest to me.

The Trustee is required to collect my personal information under the *Superannuation Industry (Supervision) Act 1993* and the AML/CTF legislation. If I do not provide all of the requested information, the Trustee may not be able to action my request. To verify my identity for Know Your Customer (KYC) purposes, the Trustee may also solicit personal information about me from reliable identity verification service providers.

My personal information will be handled in accordance with the Trustee's privacy policy, which contains information about how I may access or correct my personal information and how I may complain about a breach of the Australian Privacy Principles. I may request a copy of the privacy policy by contacting ClientFirst on 1800 913 118 or by visiting www.ioof.com.au/privacy

Eligibility

I am eligible to commence an IOOF Pursuit Select Allocated Pension because:

- I am at least 18 years of age and am commencing the pension with unrestricted non-preserved benefits only; or
- I have reached my preservation age and am no longer gainfully employed and never again intend to become gainfully employed on a full-time or part-time basis; or
- I am at least 60 years of age and an arrangement under which I was gainfully employed has ceased; or
- I am age 65 or over; or
- I have reached my preservation age but have not ceased gainful employment if I am commencing a Transition to Retirement pension.

Personal, downsizer and spouse contributions

If I decide to either make a personal contribution(s), downsizer contribution(s) or have spouse contribution(s) made on my behalf, I meet the necessary conditions as set out in the PDS.

Cash Account

If there are insufficient holdings in my Cash Account to meet future expenses, I direct the Trustee to redeem all or part of my investment options in accordance with the Cash Account top-up instruction provided in Step 10.

Electronic communications

If I have consented to receive any communications from the Trustee electronically, then I do so on the terms and conditions as set out in the PDS.

Transferring from another product within the Fund

If I am transferring from another product within the Fund, then I do so on the terms and conditions outlined in the PDS.

Financial adviser (if applicable)

- If I have acquired the services of a financial adviser to obtain advice concerning my investment in IOOF Pursuit Select Allocated Pension, then I confirm that I have been fully informed of the nature and risks of the selected investment options and am satisfied these investments are suitable for my investment needs.
- The Trustee will acquire the services of my financial adviser who will act on my behalf in relation to managing my account.
- I hereby authorise my current or any future financial adviser and their staff, to act as my agent to operate my account, to give any instructions on my behalf in relation to my account to the Trustee by any methods as set out in the PDS and to withdraw any funds from my account and authorise payment of the withdrawal benefit to the bank account nominated in this form (or any bank account I nominate in future).
- I release and indemnify the Trustee and any member of the IOOF group from and against all demands, actions, proceedings, claims, losses, liabilities and costs arising directly or indirectly out of or in connection with the Trustee acting or omitting to act on instructions given by my financial adviser and their staff under this authority.
- I authorise the Trustee to continue to follow instructions given under this authority until the Trustee receives notice in writing signed by me to cancel the authority.
- I understand this authority applies to my current or any future financial adviser and their staff, acting as my agent.

Investment Instructions⁶

- The Trustee, IOOF Investment Management Limited (IIML), ABN 53 006 695 021, AFSL 230524 is directed to process the Investment Instructions specified on this form.
- The Investment Instructions provided in this form override any previous Investment Instructions.

- My main Investment Instruction will be my Primary Instruction and will be used for my initial contribution (less any Member Advice Fee – Upfront) and income distributions (if applicable), unless I provide the Trustee with alternate instructions. I understand that this does not apply to the transfer of investments from any existing account within the IOOF Pursuit or IOOF Portfolio Service product suite.
- If I have omitted to insert an amount against the Cash Account in my Investment Instruction, I authorise the Trustee to deduct the amount necessary from the investment option with the highest percentage allocation to satisfy the required minimum allocation to the Cash Account.
- If there are two or more investment options that share the highest percentage allocation, I authorise the Trustee to deduct the amount necessary from the first of such investment options that share the highest percentage allocation and that is listed in the table to satisfy the default minimum allocation to the Cash Account.

Restricted investments

- I acknowledge that if I make an investment in an investment option that is designated as a restricted investment (in the investment menu as updated on the IOOF website), I have been informed that:
 - the Trustee is not required to transfer the whole of my withdrawal benefit (or a partial amount requested to be transferred) within 30 days after receiving all information prescribed by Super law (including all information that is necessary to process my request)
 - the reasons why an investment is illiquid is due to the underlying fund manager imposing withdrawal restrictions or having the ability to extend the withdrawal period in certain market conditions
 - the maximum period in which a transfer must be effected is the period set out in the underlying product disclosure statement for the restricted investment which may be up to 365 days for some restricted investments.
- I understand and accept that a period longer than the 30 days mentioned above is required (possibly in respect of the whole of the requested transfer amount) because of the illiquid nature of the investment.

Product disclosure statements for managed investment options

- I have received (either from the IOOF website or from a financial adviser), read and understood the current product disclosure statement(s) of the underlying managed investments I have selected.
- The Trustee provided me with the product disclosure statement(s) for the underlying managed investments I have selected via the IOOF website and I agree to receive these product disclosure statement(s) by obtaining them from the website.
- I may not have the most current product disclosure statement and continuous disclosure information for a managed investment when switches and/or further investments are made into the Fund.

Direct Share Choice

I have read, understood and agree to be bound by the terms and conditions, investment limits, order rules, dividend reinvestment plan and corporate action requirements and other listed investments information set out in the IOOF Pursuit Select investment guide (PSI.01).

Investment options

- If I choose not to acquire the services of a financial adviser, I understand the risks and effects of this investment and take full responsibility for my choice of investment options.
- I acknowledge that certain investment options are only available if I am a client of a particular financial adviser or AFS Licensee, and if I cease to be a client of that financial adviser or AFS Licensee, I will not be able to make any new investments into those exclusive investment options (see the notes to the Investment Options Menu in the IOOF Pursuit Select investment guide (PSI.01) for information on these exclusive investment options).

Term deposits

If I have invested in term deposits:

- I have read, understood and agree to the terms and conditions regarding investing in term deposits as set out in the PDS
- The Trustee provided me with the product guide for the underlying term deposit I have selected via the IOOF website and I agree to receive the product guide by obtaining it from the website
- I have received (either from the IOOF website or from a financial adviser), read and understood the current product guide and any supplementary product guide for the relevant product or service, and the current product guide statements of the underlying term deposit I have selected
- I acknowledge that where this Investment Instruction for a term deposit is made at the same time as a new application for an IOOF product or service, this Investment Instruction will be processed before any other Investment Instruction relating to my new account is processed.

Portfolio Management fee (applicable to clients when using the Managed Portfolio Service only)

- The amount of any Portfolio Management fee that is paid to the managed discretionary account operator, Managed Portfolio Services Limited, as agreed by me separately in the Managed Portfolio Service Investor Agreement, will be an additional cost to me and charged against my account.
- I authorise the Trustee to charge the agreed Portfolio Management fee against my account.

Power of Attorney

If your Application is signed under a Power of Attorney, please enclose a certified copy of the Power of Attorney and the proof of identity documents, as outlined in the 'Completing Proof of Identity' document on (www.ioof.com.au/product_list/infocus_pursuit), for both the Applicant and the Attorney with your Application form. If signed under Power of Attorney, the Attorney certifies that no notice of revocation of that Power of Attorney has been received.

Marketing material

If you do not agree to the Trustee or any related body corporate within the IOOF group using your personal information for the purposes of marketing the products and services of the IOOF group from time to time, then please tick this box.

Member/Applicant signature

Member/Applicant signature Date / /

Member advice fees (if you completed Step 13)

- I confirm that fees have been fully explained to me and that any member advice fees relate to advice about my superannuation or pension benefits, insurance and investments in the Fund.
- I authorise the Trustee to charge the member advice fee(s) selected against my account.
- The amount of any member advice fee(s) that are paid to my financial adviser, or their Australian Financial Services Licensee (Licensee) as agreed by me, will be an additional cost to me and charged against my account. A member advice fee will not be charged unless I tell the Trustee to do so.
- Any agreed member advice fee(s) will be charged to my account and paid in full to the financial adviser, or their Licensee until I instruct the Trustee to cease payment or when I change my nominated financial adviser.
- Where I have chosen Ongoing fees, I understand the consent for IIML to pay the ongoing fees to my adviser will cease on the consent end date, which is 150 days after the next anniversary date for my ongoing fee arrangement.
- I understand my consent for one-off fees will last until the one-off fee is paid.
- I understand my consent for a fixed term arrangement, will last until the end date stated above.
- I understand I can withdraw my consent or vary the ongoing fee arrangement at any time by notice in writing to my adviser, or by contacting ClientFirst.
- I understand I can withdraw my consent at any time before the cost is passed on to me by contacting the Trustee before the fee is paid.

Member/Applicant signature Date / /

Please sign and return this Application to:

Post IOOF Pursuit, Reply Paid 264, Melbourne, VIC 8060
Email PursuitApplications@ioof.com.au
Telephone 1800 913 118
Facsimile 03 8614 4431
Trustee IOOF Investment Management Limited, ABN 53 006 695 021, AFSL 230524

Step 2: Details required for transfer

Section A: Details of your FROM fund

I request and direct that the benefit held in my superannuation fund or income stream, as detailed below, be transferred to my account in the nominated superannuation or pension product specified in Step 1.

Name of your FROM fund ¹	<input type="text"/>																																
ABN ¹	<input type="text"/>	-	<input type="text"/>	-	<input type="text"/>	-	<input type="text"/>																										
Unique Superannuation Identifier (USI) ¹	<input type="text"/>																																
Account/member number ¹	<input type="text"/>																																
Member client identifier ¹ <small>(if different from Account/member number)</small>	<input type="text"/>																																
Address	<input type="text"/>																																
Suburb	<input type="text"/>															State	<input type="text"/>			Postcode	<input type="text"/>												
Phone	<input type="text"/>			<input type="text"/>			<input type="text"/>																										
Name of previous employer (if applicable)	<input type="text"/>																																
Date left employer (if applicable)	<input type="text"/>		/	<input type="text"/>		/	<input type="text"/>																										

Section B: Benefit to be transferred

Amount to be transferred

Entire balance (account in the FROM fund will be closed). Approximate value \$

Please indicate if the following condition is met if you are making a transfer into an **IOOF Pursuit Select Term Allocated Pension**.

The existing pension receives at least a partial Centrelink assets test exemption.

Partial balance of \$ (not applicable for transfers into IOOF Pursuit Select Term Allocated Pension)

You should be aware that a Capital Gains Tax (CGT) liability may arise and be deducted from your benefit prior to the transfer (not applicable for transfers into IOOF Pursuit Select Term Allocated Pension).

We recommend that you seek taxation advice prior to authorising a transfer.

Payment instructions to FROM Fund (SMSF only):

Please forward a cheque made payable to 'IPS – IOOF Pursuit – [full member name and/or account number]' with any related documentation and certified proof of identity to: **IOOF Pursuit, Reply Paid 264, Melbourne VIC 8060**

Step 3: Member/Applicant declaration and signature

By signing this request form, I am making the following statements:

- I declare that I have fully read this form and declare that the information completed is true and correct.
- I am aware that I may ask my FROM fund for all the information that I need to understand my benefit entitlements in that fund (including any fees or charges that may apply and any other information about the effect this transfer may have on my benefit).
- I understand and acknowledge the implications of transferring my benefit from my FROM fund into my account in the nominated IOOF superannuation product.
- I discharge the trustee of my FROM fund from all further liability in respect of the benefits paid and transferred from my FROM fund to my nominated IOOF account.
- I authorise the trustee to make arrangements to have my benefit (including any employer contributions still to be made to my FROM fund) transferred from my FROM fund to my nominated IOOF account and I authorise the Trustee to act on my behalf in arranging and receiving information on this transfer.
- I am aware of and authorise the deduction of any fees or charges by my FROM fund and any tax payable from the benefit transferred to my account in the nominated IOOF superannuation product (subject to legislative restrictions).
- I understand that my personal information will be managed in accordance with the privacy policy (available at ioof.com.au/privacy), which contains information about how I may access and seek correction of my personal information and how I can make a complaint about a breach of my privacy.
- If I have provided my TFN, I consent to it being disclosed for the purpose of consolidating my account.
- I have considered the relevant remaining minimum balance requirements of my FROM Fund when making a partial transfer.

Member/Applicant signature

Signature

Date

 / /

Please sign and return this form by post to: **IOOF Pursuit, Reply Paid 264, Melbourne, VIC 8060**

Telephone 1800 913 118

Trustee IOOF Investment Management Limited, ABN 53 006 695 021, AFSL 230524



Please note: This letter can be provided to the fund you are transferring from to confirm that IOOF Portfolio Service Superannuation Fund is a complying superannuation fund.

To whom it may concern

Certificate of compliance

IOOF Portfolio Service Superannuation Fund (SFN 3002/079/41), ABN 70 815 369 818, incorporating:

- IOOF Pursuit Select Personal Superannuation (Unique Superannuation Identifier (USI) IOF0083AU)
- IOOF Pursuit Select Allocated Pension (Unique Superannuation Identifier (USI) IOF0084AU)
- IOOF Pursuit Select Term Allocated Pension (Unique Superannuation Identifier (USI) IOF0085AU)

We certify that:

- 1 IOOF Portfolio Service Superannuation Fund (Fund) is a complying superannuation fund within the meaning of the *Superannuation Industry (Supervision) Act 1993* (the Act)
- 2 the Trustee is IOOF Investment Management Limited (IIML) ABN 53 006 695 021, AFSL 230524
- 3 the Trustee of the Fund has not been directed by the Australian Prudential Regulation Authority to cease accepting contributions under Section 63 of the Act
- 4 the Trust Deed allows contributions and rollovers to be accepted by the Fund.

A handwritten signature in black ink, appearing to read 'F. Lombardo'.

Frank Lombardo
Chief Operating Officer
On behalf of IOOF Investment Management Limited

Trustee

IOOF Investment Management Limited
ABN 53 006 695 021
AFSL 230524

Registered Address

Level 6, 161 Collins Street, Melbourne, VIC 3000

Client Services

Postal Address Reply Paid 264, Melbourne, VIC 8060
Telephone 1800 913 118
Facsimile 03 8614 4431
Email clientfirst@ioof.com.au

Step 3: Member/Applicant declaration and signature

I understand that:

- each Dependant nominated must be my Dependant at the date of nomination and at the date of my death.
- the nomination must be in favour of one or more of my Dependents and/or my Legal Personal Representative.
- the allocation of my benefit must be clearly set out.
- a nomination can be signed under the authority of an enduring power of attorney, however legislation restricts the attorney from making a nomination in favour of themselves.
- the Trustee cannot accept a new Beneficiary Nomination whilst a valid Binding Nomination is in place. By completing Step 4 of this form, I understand that any existing Binding Nomination in place will be revoked and replaced.
- this Benefit Nomination, if accepted, will replace any nomination that is already in place.
- it is my responsibility to regularly review and ensure my nomination remains valid and current.
- the Trustee collects the information in this form for the purpose of updating the information it holds about me. Any personal information provided in this form will be handled in accordance with the privacy policy at www.ioof.com.au/privacy
- it is my responsibility to inform my nominated Dependents that I have provided their personal information to the Trustee and to refer them to the Trustee's privacy policy.
- I can revoke my nomination at any time in accordance with the Trustee's procedures.
- the revocation of my nomination will take effect when it has been received and accepted by the Trustee (applicable to revocation only).
- once my nomination is revoked, I will no longer have a valid Beneficiary Nomination unless I provide new Beneficiary Nomination Instructions (applicable to revocation only).
- if I do not have a valid Beneficiary Nomination in effect at the date of my death, the Trustee must pay my benefit in accordance with the rules set out in the Fund's Trust Deed (as amended from time to time). These rules are available in the current Pursuit disclosures and guides, which can be downloaded from the IOOF website (www.ioof.com.au/product_list/infocus_pursuit) (applicable to revocation only).

Applicable to Binding Nomination only

- 100% of my benefit must be allocated (the entire nomination will be invalid if the allocation does not equal 100%).
- I must sign and date my nomination in the presence of two witnesses both of whom are at least 18 years of age and not nominated to receive my benefit.
- my nomination will expire three years after the date it was first signed, or last confirmed or amended (Confirmation of Binding Nomination form available from our website).
- if my nomination is not valid for any reason or has expired at the date of my death, it will be treated as a Non-binding Nomination.

Applicable to Non-lapsing Binding Nomination only

- 100% of my benefit must be allocated (the entire nomination will be invalid if the allocation does not equal 100%).
- if my nomination is not valid for any reason at the date of my death, it will be treated as a Non-binding Nomination.
- the Trustee must consider and agree with my nomination and may require additional information if I nominate beneficiaries other than my spouse.

Applicable to Non-binding Nomination only

- my Non-binding Nomination is not binding on the Trustee but will be taken into consideration by the Trustee when it determines to whom to pay my death benefit.

Member/Applicant signature

Signature

Surname

Date / /

Given Name

Please complete Step 4 if you are making or revoking a Binding Nomination.

Step 4: Witness declaration and signature

(required for nomination and revocation of Binding Nomination only)

Please ensure that you sign and date this Beneficiary Nomination form in the presence of two witnesses, each of whom is at least 18 years of age and neither of whom is nominated as a Dependant in this Beneficiary Nomination form.

Each witness must sign and date the Beneficiary Nomination form in each other's presence and at the same time as the member/applicant, otherwise the Binding Nomination will not be valid.

I declare that I am at least 18 years of age, I have not been nominated as a Dependant and that this Beneficiary Nomination form was signed and dated by the member/applicant in my presence and in the presence of the other witness.

Witness 1

Surname

Given name

Witness signature 1

Date witnessed (must be same date the member/applicant signs)

 / /

Witness 2

Surname

Given name

Witness signature 2

Date witnessed (must be same date the member/applicant signs)

 / /

Please sign and return this form to:

Post IOOF Pursuit, Reply Paid 264, Melbourne, VIC 8060
Email PursuitApplications@ioof.com.au
Telephone 1800 913 118
Facsimile 03 8614 4431
Trustee IOOF Investment Management Limited, ABN 53 006 695 021, AFSL 230524

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Linked account 5

Title (Dr/Mr/Mrs/Ms/Miss) Surname

Given name(s)

Account number (if known) - -

Date of birth / /

Relationship to group (such as husband, wife)

Declaration: I have read the current PDS and/or Offer Document, and the terms and conditions of Family Fee Aggregation. I apply for my account(s) to be linked to other parties detailed on this form for the purpose of calculating the Administration Fee, and warrant that the information I have disclosed in this form is true and correct.

Signature Date / /

Linked account 6

Title (Dr/Mr/Mrs/Ms/Miss) Surname

Given name(s)

Account number (if known) - -

Date of birth / /

Relationship to group (such as husband, wife)

Declaration: I have read the current PDS and/or Offer Document, and the terms and conditions of Family Fee Aggregation. I apply for my account(s) to be linked to other parties detailed on this form for the purpose of calculating the Administration Fee, and warrant that the information I have disclosed in this form is true and correct.

Signature Date / /

Please sign and return this form to:

Post IOOF Pursuit, Reply Paid 264, Melbourne, VIC 8060
Email PursuitApplications@ioof.com.au
Telephone 1800 913 118
Facsimile 03 8614 4431

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1 July 2021

FORM E – Direct Debit Request (DDR)

Please complete these instructions in **BLACK INK** using **CAPITAL LETTERS** (except for your email address) and **✓** boxes where provided.

Step 1: Your personal details

Account number (if known) - -

Title (Dr/Mr/Mrs/Ms/Miss) Surname

Given name(s)

Step 2: Initial one-off contribution

Please indicate the preferred date of the one-off contribution / /

Please note that applications to establish a one-off contribution must be received at least five business days before the preferred date to ensure that your deduction is processed. If an application is not received within this timeframe or no date is specified, the one-off contribution will be deducted on the final processing date possible.

Please indicate the one-off amount to be debited from your nominated account and deposited into your Cash Account:

Personal contribution \$

Spouse contribution \$

Downsizer contribution* \$

Personal injury payment* \$

CGT small business contribution* \$

* Please complete and attach the appropriate election form.

Please ensure you have completed Step 4: Initial contribution details in the Application (Form A).

Step 3: Financial institution details

Name

Branch

Address

Suburb State Postcode

Account name

BSB - Account number

Until further notice in writing, I/we, the holder(s) of the above account, authorise and request the Trustee via the Custodian (Australian Executor Trustees Limited ABN 84 007 869 794, AFSL 240023), (User ID 032105) to arrange for funds to be debited through the Bulk Electronic Clearing System (BECS) from my/our account at the financial institution identified above as instructed by me/us or any other amounts as instructed or authorised to be debited in accordance with the terms and conditions of the Direct Debit Request service agreement as amended from time to time. This authority allows the debiting of amounts payable by the member under the agreement between the member and the Trustee.



1 July 2021

FORM E – Direct Debit Request (DDR) service agreement

Please retain this service agreement for your records.

Direct Debit Request facility

- As a member of IOOF Pursuit Select Allocated Pension you have the choice to make an initial one-off contribution through a DDR arrangement.
- The DDR arrangement enables you to instruct the Trustee – IOOF Investment Management Limited (IIML) ABN 53 006 695 021, AFSL 230524, via the Custodian (Australian Executor Trustees Limited ABN 84 007 869 794, AFSL 240023), (User ID 032 105), to make an initial one-off contribution by direct debit from an account with a financial institution such as a bank, building society or credit union and credit the amount to your Cash Account.
- The DDR arrangement may not be available on the full range of accounts provided by financial institutions. You are advised to check with your financial institution as to its availability before nominating an account. You should check your account details against a recent statement from the financial institution.

IIML's service commitment

This agreement outlines our service commitment to you in respect of the DDR arrangements made between you and the Trustee.

It also sets out your rights and responsibilities.

By giving 14 days notice in writing to you, we may change the operation of your DDR facility.

Initial terms of the arrangement

Under the terms of the DDR arrangement entered into with you, we undertake to debit from your nominated account with a financial institution, a specified amount for deposit into your Cash Account.

Drawing arrangements

Initial one-off contribution

Deposits will be deducted from your financial institution account on or around the preferred date you have nominated. If the due date for the debit falls on a non-business day or no date is specified, the one-off payment will be deducted on the first processing date possible.

Your rights

You have the right to change the arrangement as follows:

- You may stop an individual debit or cancel or suspend your DDR arrangement by giving written instructions to us or the relevant financial institution. If you suspend your DDR arrangement you may restart it by giving written instructions to us.
- You may alter payments by forwarding to us, a new DDR form from the current PDS.

We will endeavour to act upon your request within five business days of receipt.

Enquiries

If you have any enquiries about your DDR arrangement, or you believe a debit has been incorrectly made or processed, please call ClientFirst on 1800 913 118 or email: clientfirst@ioof.com.au

Complaints

If you have a complaint or dispute in relation to your DDR arrangement, please contact the Manager, Customer Care, IOOF Investment Management Limited, Reply Paid 264, Melbourne VIC 8060. Phone: 1800 913 118.

Where possible, concerns will be resolved immediately. If further investigation is required, our Customer Care Team will acknowledge your complaint in writing and will consider and respond to your complaint as quickly as possible. We are required by law to respond to your complaint within 90 days. If an issue has not been resolved to your satisfaction, you can lodge a complaint with the Australian Financial Complaints Authority, or AFCA. AFCA provides fair and independent financial services complaint resolution that is free to consumers.

Website: www.afca.org.au

Email: info@afca.org.au

Tel: 1800 931 678 (Free call)

Mail: Australian Financial Complaints Authority,
GPO Box 3, Melbourne VIC 3001

Confidentiality

All information held by us in relation to your DDR arrangement will be kept confidential, except where:

- such information is required to be provided to our financial institution to initiate, change or cancel your drawing arrangement
- disclosure is required or authorised by law
- you authorise or otherwise give your consent to the release of the information either directly or through a duly appointed agent or attorney.

Your obligations

It is your responsibility to ensure:

- your nominated account can accept direct debits
- there are sufficient cleared funds in the nominated account on the drawing date
- you advise us if the nominated account is altered, transferred or closed.

We will notify you if your debit is dishonoured or rejected. We may, without notice, cancel your DDR arrangement if there is insufficient funds in your account to honour the direct debit.

Should we be charged any dishonour fees as a result of insufficient funds in your nominated account, then we may deduct these charges from your Cash Account or charge these fees directly to you. To avoid dishonour fees, you should always ensure that there are enough cleared funds in your account before your direct debit falls due.

Contact us

Postal address

GPO Box 264
Melbourne VIC 3001

Telephone

1800 913 118

Facsimile

03 8614 4431

Email

clientfirst@ioof.com.au

Website

www.ioof.com.au/product_list/infocus_pursuit

Trustee

IOOF Investment Management Limited
ABN 53 006 695 021
AFSL 230524

Registered address

Level 6, 161 Collins Street
Melbourne VIC 3000