



**IOOF PURSUIT**

# FOCUS

## Investment Service

Forms Booklet

Dated: 1 December 2020

Issuer: IOOF Investment Services Ltd | ABN 80 007 350 405 | AFSL 230703  
Service Operator of the IOOF Pursuit Focus Investment Service

# How to get started

This booklet contains the information and forms you need to set up your IOOF Pursuit Focus Investment Service account.

Form name	Form letter	When to complete this form
Application for Investment Service	Form A	You need to complete this form if you wish to set up a new account and to: <ul style="list-style-type: none"><li>• indicate which investment option(s) you wish to invest in</li><li>• how you want to manage your income distributions</li><li>• your preferred top up cash option</li><li>• how you want to establish your Investment Instructions.</li></ul>
Direct Debit Request (DDR)	Form B	You need to complete this form if you wish to set up a Regular Savings Plan.

Before you complete any forms, please ensure you have read the Offer Document. 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 Offer Document 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 (Form A) and all other forms that are relevant to you.
Step 2	<p>Make your cheque payable to:</p> <p><b>IPS – IOOF Pursuit – [your full name or account number]</b></p> <p>For example, if your name is Robert Brown, your cheque should be made payable as follows:</p> <p><b>IPS – IOOF Pursuit – Robert Brown</b></p>
Step 3	<p>Attach your cheque to your Application, and post the Application and all other completed forms to the following address:</p> <p><b>IOOF Pursuit</b>  <b>Reply Paid 264</b>  <b>Melbourne VIC 8060</b></p>

We will send you an Investor Schedule, normally within seven business days of joining, confirming your personal details and Investment Instructions.

## BPAY® details

Once your account has been set up you can make additional deposits using BPAY.

How to use BPAY	
Step 1	Through your nominated financial institution's telephone or internet banking service, choose the BPAY option.
Step 2	Enter the biller code: 172312
Step 3	<p>Enter the Customer Reference Number (CRN) for your account and the deposit amount.</p> <p>A CRN will be allocated to you upon you joining the Service and will be communicated to you in your Investor Schedule.</p>
Step 4	Record the receipt number provided for your transaction. Please keep this for your personal records.

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## Application for Investment Service

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

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

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You will need to complete certain sections of this Application depending on your investor type.

<p><b>Complete Part A if you are:</b></p> <p><input type="checkbox"/> an Individual Investor<sup>1</sup>; or</p> <p><input type="checkbox"/> Joint Investors</p>	<p><b>Complete Part B if you are a Company<sup>2</sup></b></p>	<p><b>Complete Part C if you are a Trust (including a Family or Charitable Trust, Deceased Estate, or an account set up for a Minor Child)<sup>2</sup></b></p>	<p><b>Complete Part B (a), (b) and (i) only if you are an 'Other<sup>2</sup> investor' such as a Partnership, Associate (such as Incorporated/ Unincorporated club/body), Registered Co-operative or Government Entity then go straight to Step 2</b></p>
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- ### Part A – Individual or Joint Investors

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

[illegible][illegible][illegible][illegible][illegible]

																		State				Postcode					

												Phone																			
												(home)																			

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[illegible]

/   /

Gender      Male       Female

[illegible]

**Instructions for applicant residing overseas**

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

- ☐ an Overseas Investor form ([www.ioof.com.au](http://www.ioof.com.au))
- ☐ 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](http://www.ioof.com.au))
- ☐ original certified copies of your identification documents

Are you a tax resident of Australia?

☐ Yes ☐ No

Are you a tax resident of any other Country?

☐ Yes ☐ No

Please answer both tax residency questions as you can be a tax resident of more than one country. **If you are only a tax resident of Australia and no other country please proceed to (b) Investor 2.**

**Foreign Residents only – Foreign Account Tax Compliance Act (FATCA) and Common Reporting Standard (CRS)**

Under FATCA and CRS laws, we are required to ask all investors to provide additional information about their tax residency. Tax residency rules differ by country. Whether an individual is a tax resident of a particular country is often (but not always) based on the amount of time a person spends in a country, the location of a person's residence or place of work. Refer to Step 15: Applicant declaration and signature(s).

For all countries where you are a tax resident please provide a TIN (Tax Identification Number) which is the number assigned by each country for the purposes of administering tax laws such as a Social Security Number in the US. If a TIN cannot be provided, please list one of the three reasons specified (A, B or C) for not providing a TIN.

Country	TIN	Reason for no TIN
<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"/>

If there are more countries, provide details on a separate sheet and tick this box ☐

**Reasons for not providing a TIN – please select one reason below (if applicable)**

- ☐ Reason A - The country of tax residency does not issue TINs to tax residents, OR
- ☐ Reason B - You have not been issued with a TIN, OR
- ☐ Reason C - The country of tax residency does not require the TIN to be disclosed.

**Note:** It is important that we hold up to date records, so please call ClientFirst on 1800 913 118 if the details you have provided change at any time.

\* Politically Exposed Persons are individuals who occupy a prominent public position or function in a government body or international organisation, either within or outside Australia. This definition also extends to their immediate family members and close associates. If you have nominated yourself as a Politically Exposed Person, you must complete and attach a Politically Exposed Persons form ([www.ioof.com.au](http://www.ioof.com.au)) and original certified copies of your identification documents.

### For Sole Traders only

Please also complete this section if you are an Individual Investor applying as a sole trader:

Business name	<div></div>
(if applicable)	
Australian Business Number (ABN)	<div>- - - - -</div>

If different from residential address above. PO Box not accepted.

Business address

Suburb

State

Postcode

Country

**(b) Investor 2** (for Joint Investors only)

[illegible]

This section must be completed. Note: PO Box can only be provided below under 'Mailing address'.

Residential address																								
Suburb													State				Postcode							
Country																								
Mailing address (if different from above)																								
Suburb													State				Postcode							
Phone									Phone (mobile)															
Email																								
Date of birth			/			/				Gender	Male	<input type="checkbox"/>	Female	<input type="checkbox"/>										
Occupation																								

### Instructions for applicant residing overseas

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

☐ an Overseas Investor form ([www.ioof.com.au](http://www.ioof.com.au))

☐ original certified copies of your identification documents

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

☐ original certified copies of your identification documents

Are you a tax resident of Australia? ☐ Yes ☐ No

Are you a tax resident of any other Country? ☐ Yes ☐ No

Please answer both tax residency questions as you can be a tax resident of more than one country. **If you are only a tax resident of Australia and no other country please proceed to Step 2.**

\* Politically Exposed Persons are individuals who occupy a prominent public position or function in a government body or international organisation, either within or outside Australia. This definition also extends to their immediate family members and close associates. If you have nominated yourself as a Politically Exposed Person, you must complete and attach a Politically Exposed Persons form ([www.ioof.com.au](http://www.ioof.com.au)) and original certified copies of your identification documents.



## Foreign Residents only – Foreign Account Tax Compliance Act (FATCA) and Common Reporting Standard (CRS)

Under FATCA and CRS laws, we are required to ask all investors to provide additional information about their tax residency. Tax residency rules differ by country. Whether an individual is a tax resident of a particular country is often (but not always) based on the amount of time a person spends in a country, the location of a person's residence or place of work. Refer to Step 15: Applicant declaration and signature(s).

For all countries where you are a tax resident please provide a TIN (Tax Identification Number) which is the number assigned by each country for the purposes of administering tax laws such as a Social Security Number in the US. If a TIN cannot be provided, please list one of the three reasons specified (A, B or C) for not providing a TIN.

Country	TIN	Reason for no TIN

If there are more countries, provide details on a separate sheet and tick this box ☐

### Reasons for not providing a TIN – please select one reason below (if applicable)

- ☐ Reason A – The country of tax residency does not issue TINs to tax residents, OR
- ☐ Reason B – You have not been issued with a TIN, OR
- ☐ Reason C – The country of tax residency does not require the TIN to be disclosed.

**Note:** It is important that we hold up to date records, so please call ClientFirst on 1800 913 118 if the details you have provided change at any time.

### Operating your account

- ☐ If either Investor is able to operate the account and bind the other Joint Investor for future transactions (including additional investments, switches and withdrawals) please tick this box.

**IOOF Portfolio Online registration: To register for IOOF Portfolio Online, please complete the online Application form by clicking on the login button on the home page of our website. You can only register for this service after you have received a client number.**

## Part B – Companies or Other Investors

If you are investing as a:

- ☐ Domestic Company, all investors please complete applicable sections below including the relevant FSC/FPA Identification form and an individual FSC/FPA form for beneficial owners (if you have a financial adviser), or, an Additional Tax Information form (if you do not have a financial adviser) as applicable.
- ☐ Foreign Company (domiciled in Australia), please complete subsection (a) only (below) including the relevant FSC/FPA Identification form and an individual FSC/FPA form for beneficial owners (if you have a financial adviser), or, an Additional Tax Information form (if you do not have a financial adviser) as applicable.
- ☐ 'Other Investor' as described in Step 1, please complete subsections (a), (b) and (i) only (below). You will also need to complete the relevant FSC/FPA Identification form(s) (if you have a financial adviser), or, an Additional Tax Information form (if you do not have an adviser).

For a copy of the relevant form, please contact ClientFirst on 1800 913 118 or visit our website.

### (a) Company/Entity details

Registered name of company/entity																														
Australian Company Number (ACN)	<div><input type="text"/></div> <div><input type="text"/></div> <div><input type="text"/></div>			-	<div><input type="text"/></div> <div><input type="text"/></div> <div><input type="text"/></div>			-	<div><input type="text"/></div> <div><input type="text"/></div> <div><input type="text"/></div>			<b>OR</b>																		
Australian Registered Body Number (ARBN) (if applicable)	<div><input type="text"/></div> <div><input type="text"/></div> <div><input type="text"/></div>			-	<div><input type="text"/></div> <div><input type="text"/></div> <div><input type="text"/></div>			-	<div><input type="text"/></div> <div><input type="text"/></div> <div><input type="text"/></div>																					
Foreign registration number (if unregistered in Australia)	<div><input type="text"/></div> <div><input type="text"/></div> <div><input type="text"/></div>			-	<div><input type="text"/></div> <div><input type="text"/></div> <div><input type="text"/></div>			-	<div><input type="text"/></div> <div><input type="text"/></div> <div><input type="text"/></div>																					
Country of incorporation or formation																														
Registered business address																														



[illegible]

(b) Please list Directors/Officeholders/Partners full names (as applicable)

## Director/Officeholder/Partner 1

[illegible]

## Director/Officeholder/Partner 2

**Directors/Directorial Partner 2**

Title (Dr/Mr/Mrs/Ms/Miss)	<input type="text"/>	Surname	<input type="text"/>
Given name(s)	<input type="text"/>		

## Director/Officeholder/Partner 3

[illegible]

## Director/Officeholder/Partner 4

[illegible]

Are any of the Directors/Officeholders/Partners listed above a Politically Exposed Person\*? If so, please provide their full names and Politically Exposed Person\* roles held here:

(c) Is the company regulated?

☐ Yes

If yes, please specify regulator (such as ASIC, APRA)

Regulator

Licence number

☐ No

(d) Is the company listed with the ASX?

☐ Yes ☐ No

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(e) Is the company a majority owned subsidiary of a listed company?

[illegible]

(f) Company type

☐ Public

☐ Private/Proprietary      If a proprietary company, complete sub-section (g) below.

(g) For proprietary companies – please list full names and addresses of shareholders who own 25% or more of the company

## Shareholder 1

Title (Dr/Mr/Mrs/Ms/Miss)	<input type="text"/>	Surname	<input type="text"/>
Given name(s)	<input type="text"/>		
Note: PO Box not accepted			
Residential address	<input type="text"/>		
Suburb	<input type="text"/>	State	<input type="text"/> Postcode <input type="text"/>
Country of residence	<input type="text"/>		
Are you a Politically Exposed Person*?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	

### Shareholder 2

Title (Dr/Mr/Mrs/Ms/Miss)	<div></div>	Surname	<div></div>
Given name(s)	<div></div>		
Note: PO Box not accepted			
Residential address	<div></div>		
Suburb	<div></div>	State	<div></div> Postcode <div></div>
Country of residence	<div></div>		
Are you a Politically Exposed Person*?	<div></div> Yes	<div></div> No	

\* Politically Exposed Persons are individuals who occupy a prominent public position or function in a government body or international organisation, either within or outside Australia. This definition also extends to their immediate family members and close associates. If you have nominated yourself as a Politically Exposed Person, you must complete and attach a Politically Exposed Persons form ([www.ioof.com.au](http://www.ioof.com.au)) and original certified copies of your identification documents.

### Shareholder 3

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

Surname

Given name(s)

Note: PO Box not accepted

Residential address

Suburb

State

Postcode

Country of residence

Are you a Politically Exposed Person\*?

Yes

No

### Shareholder 4

[illegible]

### (h) Other beneficial owners

To be completed if there are no individuals who meet the requirement of sub-section (g)

Please provide full details of individuals who directly or indirectly control the company.

This includes exercising control through the capacity to determine decisions about financial or operating policies, or by means of trusts, agreements, arrangements, understanding and practices, voting rights of 25% or more, or power of veto. If no such person can be identified then the most senior managing official/s of the company (such as the managing director or directors who are authorised to sign on the company's behalf).

## Other beneficial owner 1

**Other beneficial owner:**

Title (Dr/Mr/Mrs/Ms/Miss)	Surname
Given name(s)	
Residential address (Note: PO Box not accepted)	
Suburb	State Postcode
Country	

Are you a Politically Exposed Person\*? ☐ Yes ☐ No

\* Politically Exposed Persons are individuals who occupy a prominent public position or function in a government body or international organisation, either within or outside Australia. This definition also extends to their immediate family members and close associates. If you have nominated yourself as a Politically Exposed Person, you must complete and attach a Politically Exposed Persons form ([www.ioof.com.au](http://www.ioof.com.au)) and original certified copies of your identification documents

**Other beneficial owner 2**

Title (Dr/Mr/Mrs/Ms/Miss)	<input type="text"/>	Surname	<input type="text"/>
Given name(s)	<input type="text"/>		
Residential address (Note: PO Box not accepted)	<input type="text"/>		
Suburb	<input type="text"/>	State	<input type="text"/>
		Postcode	<input type="text"/>
Country	<input type="text"/>		
Are you a Politically Exposed Person*?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	

**(i) Contact Person**

A Contact Person must be nominated for the account.

Title (Dr/Mr/Mrs/Ms/Miss)	<input type="text"/>	Surname	<input type="text"/>
Given name(s)	<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 (bh)	<input type="text"/>	Phone (mobile)	<input type="text"/>
Email	<input type="text"/>		
Date of birth	<input type="text"/> / <input type="text"/> / <input type="text"/>	Gender	Male <input type="checkbox"/> Female <input type="checkbox"/>

- All future notices and correspondence will be forwarded to the Contact Person
- The Contact Person must be one of the signatories on the account
- If the Contact Person is intended to have authority to transact on the account, on behalf of the company/entity, Step 14: Representative appointment must be completed. Conditions applying to the appointment of a representative are detailed in the Offer Document.

Are any of the Beneficial Owners under section (g) and (h) considered a Politically Exposed Person\*? If so, please provide details about their political exposure, such as, do they hold a prominent public position or are they a family member/close associate of a Politically Exposed Person\*?

**Identification and tax residency requirements**

If you are applying as a company, and have a financial adviser, please ensure you complete the relevant FSC/FPA Identification form, and a separate form for individuals who are beneficial owners (as applicable), or, an Additional Tax Information form if you do not have a financial adviser. To get a copy of the relevant form or if your details change at any time please contact ClientFirst on 1800 913 118 or visit our website ([www.ioof.com.au](http://www.ioof.com.au)).

**IOOF Portfolio Online registration: To register for IOOF Portfolio Online, please complete the online Application form by clicking on the login button on the homepage of our website. You can only register for this service after you have received a client number.**

\* Politically Exposed Persons are individuals who occupy a prominent public position or function in a government body or international organisation, either within or outside Australia. This definition also extends to their immediate family members and close associates. If you have nominated yourself as a Politically Exposed Person, you must complete and attach a Politically Exposed Persons form ([www.ioof.com.au](http://www.ioof.com.au)) and original certified copies of your identification documents.

### Part C – Trusts (Trust with a Corporate Trustee or Individual Trustees)

a) Full name of the Trust

[illegible]

(b) Full business name (if any) of the trustee in respect of the Trust

[illegible]

## (c) Country of establishment of Trust

[illegible]

#### (d) Type of Trust

1

Managed Investment Scheme

9

Registered (provide ARSN if registered)

ARSN

[illegible]

**OR**

9

Unregistered



Regulated Trust (such as a Self Managed Superannuation Fund)

Name of regulator  
(such as ASIC, APRA, ATO)

[illegible]

Registration number

[illegible]

Government superannuation fund

Legislation under which  
fund is established

[illegible]

Other Trust type (such as family, charitable, deceased estate or minor child)

Please specify

[illegible]Full name of settlors(s)<sup>3</sup>[illegible][illegible]

**Note for Trustees:**

- For **Trusts with a Corporate Trustee**, complete subsection (e)-i below and subsection (f), if applicable.
- For **Trusts with Individual Trustees**, please complete subsection (e)-ii below and subsection (f), if applicable.
- **All trustees must sign** the Applicant declaration in Step 15.

**e) Details of Trustee(s)/Contact Person** (complete either i – Corporate Trustee **OR** ii – Individual Trustee(s) only)

## i – Corporate Trustee

Company name

## Contact Person

Title (Dr/Mr/Mrs/Ms/Miss)	<div></div> <div></div> <div></div> <div></div>	Surname	<div></div> <div></div> <div></div> <div></div> <div></div> <div></div> <div></div> <div></div> <div></div> <div></div> <div></div> <div></div> <div></div> <div></div> <div></div> <div></div> <div></div> <div></div> <div></div> <div></div> <div></div>																	
Given name(s)	<div></div> <div></div> <div></div> <div></div> <div></div> <div></div> <div></div> <div></div> <div></div> <div></div> <div></div> <div></div> <div></div> <div></div> <div></div> <div></div> <div></div> <div></div> <div></div> <div></div> <div></div>																			
Mailing address	<div></div> <div></div> <div></div> <div></div> <div></div> <div></div> <div></div> <div></div> <div></div> <div></div> <div></div> <div></div> <div></div> <div></div> <div></div> <div></div> <div></div> <div></div> <div></div> <div></div> <div></div>																			
Suburb	<div></div> <div></div> <div></div> <div></div> <div></div> <div></div> <div></div> <div></div> <div></div> <div></div> <div></div> <div></div>	State	<div></div> <div></div> <div></div>	Postcode	<div></div> <div></div> <div></div> <div></div> <div></div>															
Phone (bh)	<div></div> <div></div>	<div></div> <div></div> <div></div> <div></div>	<div></div> <div></div> <div></div> <div></div>	Phone (ah)	<div></div> <div></div>	<div></div> <div></div> <div></div> <div></div>	<div></div> <div></div> <div></div> <div></div>													
Phone (mobile)	<div></div> <div></div> <div></div> <div></div>	<div></div> <div></div> <div></div> <div></div>	<div></div> <div></div> <div></div> <div></div>	Fax	<div></div> <div></div>	<div></div> <div></div> <div></div> <div></div>	<div></div> <div></div> <div></div> <div></div>													
Email	<div></div> <div></div> <div></div> <div></div> <div></div> <div></div> <div></div> <div></div> <div></div> <div></div> <div></div> <div></div> <div></div> <div></div> <div></div> <div></div> <div></div> <div></div> <div></div> <div></div> <div></div>																			
Date of birth	<div></div> <div></div>	/	<div></div> <div></div>	/	<div></div> <div></div> <div></div> <div></div>	Gender	Male	<div></div>	Female	<div></div>										

### ii – Individual Trustee(s)

Please list all trustee(s), including name(s) and address(es):

Trustee 1<sup>3</sup>

Title (Dr/Mr/Mrs/Ms/Miss)		Surname	
Given name(s)			
This section must be completed. Note: PO Box can only be provided under 'Mailing address'.			
Residential address			
Suburb		State	Postcode
Mailing address (if different from above)			
Suburb		State	Postcode
Phone (bh)	Phone (ah)		
Phone (mobile)	Fax		
Email			
Date of birth	Gender		Male <input type="checkbox"/> Female <input type="checkbox"/>
Occupation			
Country of residence			

## Trustee 2

Title (Dr/Mr/Mrs/Ms/Miss)	<div></div>	Surname	<div></div>
Given name(s)	<div></div>		
Note: PO Box not accepted			
Residential address	<div></div>		
Suburb	<div></div>	State	<div></div> Postcode <div></div>
Country of residence	<div></div>		

All future notices and correspondence will be sent to the **Identified Trustee** (Trustee #1 for Individual Trustees) or the **Contact Person** (Corporate Trustee). The Identified Trustee or the Contact Person must be a signatory on the account. If the Identified Trustee or the Contact Person is intended to have authority to transact on the account on behalf of all trustees/signatories, Step 14 'Representative appointment', must be completed. Conditions applying to the appointment of a representative are located in the Offer Document.

**Trustee 3**

Title (Dr/Mr/Mrs/Ms/Miss)	<input type="text"/>	Surname	<input type="text"/>
Given name(s)	<input type="text"/>		
Note: PO Box not accepted			
Residential address	<input type="text"/>		
Suburb	<input type="text"/>	State	<input type="text"/>
Country of residence	<input type="text"/>	Postcode	<input type="text"/>

**Trustee 4**

Title (Dr/Mr/Mrs/Ms/Miss)	<input type="text"/>	Surname	<input type="text"/>
Given name(s)	<input type="text"/>		
Note: PO Box not accepted			
Residential address	<input type="text"/>		
Suburb	<input type="text"/>	State	<input type="text"/>
Country of residence	<input type="text"/>	Postcode	<input type="text"/>

**Trustee 5**

Title (Dr/Mr/Mrs/Ms/Miss)	<input type="text"/>	Surname	<input type="text"/>
Given name(s)	<input type="text"/>		
Note: PO Box not accepted			
Residential address	<input type="text"/>		
Suburb	<input type="text"/>	State	<input type="text"/>
Country of residence	<input type="text"/>	Postcode	<input type="text"/>

**(f) Beneficiary details –** to be completed only if 'Other Trust type' was selected in subsection (d) above

Do the terms of the Trust identify the beneficiaries by reference to membership of a class?

☐ Yes

If yes, please provide details of the beneficiary membership class/es (such as unit holders, family members of named person or charitable purpose).

Class of membership

Class of membership

Class of membership

Class of membership

☐ No

If no, please provide the following beneficiary details



**Beneficiary 1**

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

Surname

Given name(s)

Note: PO Box not accepted

Residential address

Suburb

State

Postcode

Country of residence

Date of birth

**Beneficiary 2**

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

Surname

Given name(s)

Note: PO Box not accepted

Residential address

Suburb

State

Postcode

Country of residence

Date of birth

**Beneficiary 3**

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

Surname

Given name(s)

Note: PO Box not accepted

Residential address

Suburb

State

Postcode

Country of residence

Date of birth

**Beneficiary 4**

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

Surname

Given name(s)

Note: PO Box not accepted

Residential address

Suburb

State

Postcode

Country of residence

Date of birth

Are any of the trustees or beneficiaries listed above considered a Politically Exposed Person\* If so, please provide their full names and Politically Exposed Person\* roles held here:

--

## Identification and tax residency requirements

If you are applying as a trust, and have a financial adviser, please ensure you complete the relevant FSC/FPA Identification form, including a separate form for individuals who are trustees or beneficiaries (as applicable), or, an Additional Tax Information form if you do not have a financial adviser. To get a copy of the relevant form or if your details change at any time please contact ClientFirst on 1800 913 118 or visit our website ([www.ioof.com.au](http://www.ioof.com.au)).

**IOOF Portfolio Online registration:** To register for IOOF Portfolio Online, please complete the online Application form by clicking on the login button on the homepage of our website. You can only register for this service after you have received a client number.

## Step 2: Margin lending

Is any of your investment amount being provided by a margin lender?



No (go to Step 3)



☒ Yes

Please ensure your margin loan is from an IOOF approved margin lender. For details of approved margin lenders please call ClientFirst on 1800 913 118.

Loan account number

[illegible]

Margin lender  
authorised signatory 1

\_\_\_\_\_

Date \_\_\_\_\_

--	--

1

--	--

1

--	--

--	--

Full name

[illegible]

Loan account number

[illegible]

Margin lender  
authorised signatory 2

\_\_\_\_\_

Date \_\_\_\_\_

--	--

1

--	--

1

--	--

1	
---	--

Full name

[illegible]

Margin lender's stamp

--	--

## Step 3: Initial deposit details

The minimum initial deposit is \$1,000 OR \$500 with a Regular Savings Plan. Please complete Part A below if your initial deposit is made by cheque and/or Direct Debit Request (one-off). Please complete Part B below if your initial deposit is made by transfer from an existing IOOF investment service account.

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

☐

original certified copies of your identification documents

### Part A – Initial deposit made by cheque and/or Direct Debit Request (one-off)

Total initial deposit \$

Please make cheque payable to: **IPS – IOOF Pursuit – [your full name or account number]** and/or include with your Application a completed Direct Debit Request form (Form B).

### Part B – Transfer from an existing IOOF investment service account

Please complete this section if you are transferring from any of these IOOF investment service accounts:

- IOOF Pursuit Focus Investment Service
- IOOF Pursuit Select Investment Service
- IOOF Pursuit Core Investment Service
- IOOF Portfolio Service Investments
- IOOF Portfolio Service Wholesale Investments
- Bendigo Financial Solutions Personal Investments
- Financial Partnership Portfolio Service Investments

Account number (if known)  –  –

By providing your account number and by signing the Applicant declaration in Step 15, you authorise the transfer of the balance (in full or in part) from your existing IOOF investment service account into your new IOOF Pursuit Focus Investment Service account.

Amount to be transferred to IOOF Pursuit Focus Investment Service:

☐

Entire balance

OR

☐

Partial transfer of

\$

### Partial transfer details

If you are making a partial transfer, you may choose to transfer selected investment options (nominated below). The transferred amount will be the market value of these investment options as at the date of the transfer. If you do not specify the investment options, your funds will be transferred to your IOOF Pursuit Focus Investment Service account on a pro-rata basis.

**Investment options not available in your IOOF Pursuit Focus Investment Service 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 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"/>

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 7.

☐ Re-weight my portfolio as per my Specific Instruction. Complete Step 7.

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

## Step 4: Regular Withdrawal Plan (optional)

Do you wish to set up a Regular Withdrawal Plan?

☐ No

☐ Yes

Please complete the financial institution details in Step 5.

To utilise this facility you must nominate a minimum regular withdrawal of \$200.

Commence regular withdrawals from

/  /

☐ Monthly

☐ Quarterly

Regular withdrawal amount required

\$

**Regular withdrawals will be paid out of your Cash Account on the 1st day of the month or the nearest business day after, according to the frequency you selected; and Regular withdrawals may not be paid if there is insufficient cash in your Cash Account to meet the regular withdrawal amount.**

## Step 5: Financial institution details for withdrawals (optional)

Financial institution	<input type="text"/>
Branch	<input type="text"/>
Account name	<input type="text"/>
BSB	<input type="text"/> - <input type="text"/> Account number <input type="text"/>

**Please note that the account must be held either solely or jointly in your name.**

## Part A – Individual/Joint Applicants/Companies/Trusts or Other Investors

[illegible][illegible][illegible][illegible]

## Step 7: Investment Instructions – Primary and Specific

### Please note:

- Please ensure that the Primary Instruction or the Specific Instruction (if applicable) include at least the default minimum allocation of 1% against the Cash Account.
- If you omit to insert an amount against the Cash Account in your Investment Instruction, the Service Operator is authorised 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, the Service Operator is authorised 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.
- The percentages allocated to the Cash Account and your selected investment option(s) must add up to 100%.
- Where you supply a Specific Instruction in Step 7(b), this instruction only applies to contributions made by cheque and Direct Debit Request (DDR), attached to this form.

APIR code		Name of investment option	Step 7(a)	Step 7(b)		
			Primary Instruction	Specific Instruction (if different to Primary Instruction) (cheque and DDR contributions only)		
–	CA001	Cash Account <b>(mandatory minimum 1%)</b>	MANDATORY %	\$ MANDATORY	OR	MANDATORY %
<b>Please list your investment options as selected from the IOOF Pursuit Focus investment guide (PFI.01)</b>						
<b>Easy Choice</b>						
<b>IOOF Diversified Multi – Conservative</b>						
IOF0253AU	UU1651	IOOF MultiSeries 30	%	\$	OR	%
IOF0094AU	UU1154	IOOF MultiMix Capital Stable Trust	%	\$	OR	%
IOF0095AU	UU1148	IOOF MultiMix Conservative Trust	%	\$	OR	%
<b>IOOF Diversified Multi – Balanced</b>						
IOF0254AU	UU1650	IOOF MultiSeries 50	%	\$	OR	%
IOF0090AU	UU1105	IOOF MultiSeries 70	%	\$	OR	%
UFM0051AU	UU1417	IOOF MultiMix Moderate Trust	%	\$	OR	%
IOF0093AU	UU1149	IOOF MultiMix Balanced Growth Trust	%	\$	OR	%
<b>IOOF Diversified Multi – Growth</b>						
IOF0255AU	UU1649	IOOF MultiSeries 90	%	\$	OR	%
IOF0097AU	UU1147	IOOF MultiMix Growth Trust	%	\$	OR	%
<b>IOOF Sectoral Multi – Cash</b>						
AUX0021AU	UU1471	IOOF Cash Management Trust	%	\$	OR	%
IOF0091AU	UU1153	IOOF MultiMix Cash Enhanced Trust	%	\$	OR	%
<b>IOOF Sectoral Multi – Fixed Interest</b>						
IOF0096AU	UU1152	IOOF MultiMix Diversified Fixed Interest Trust	%	\$	OR	%
<b>IOOF Sectoral Multi – Australian Shares</b>						
IOF0092AU	UU1150	IOOF MultiMix Australian Shares Trust	%	\$	OR	%
<b>IOOF Sectoral Multi – Global Shares</b>						
IOF0098AU	UU1151	IOOF MultiMix International Shares Trust	%	\$	OR	%
<b>You can include new investment option(s) added since this form was printed below</b>						
			%	\$	OR	%
			%	\$	OR	%
<b>Total</b>			%	\$	OR	%

If % used, must add up to 100% including the Cash Account allocation

## Step 8: Income distributions

I/We direct the Service Operator to manage any income distributions that I/we receive from my/our 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/our Cash Account.

OR

☐ **Automatic Distribution Facility (Please complete Step 5: Financial Institution details)**

Pay all accumulated income distributions to my/our nominated bank account provided in Step 5.

Please transfer accumulated income distributions to my/our nominated bank account:

☐ Quarterly

☐ Half-yearly

**The Automatic Distribution Facility will run on the 20th day of the month (or next business day) following the end of the relevant quarter or half-year and distributions will remain the Cash Account until date of payment and any amounts less than \$200 will be held in your Cash Account until the next payment period.**

## Step 9: 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 Service Operator to top up the balance to the minimum Cash Account requirement of 1% of your account balance and amounts expected to fall due in 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) with the highest balance.

## Step 10: 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 Service Operator 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 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 1%.**



Re-weight preference:

### Primary Instruction

Re-weight my portfolio in accordance with my Primary Instruction in Step 7(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.

[illegible]

Must add up to 100% including the Cash Account allocation

## Step 11: 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:**

- Investor Advice Fee

An FTA requires a start date and end date. The end date cannot exceed 12 months from the start date. The start and end dates will apply to **all fees** in the FTA. This form must be signed within 90 days of the FTA start date.

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

You **cannot** elect to have an Investor Advice Fee – Upfront if you have agreed to have an Investor 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: Investor advice fees

- The default value for each investor advice fee is 0% or \$0, unless you agree and specify otherwise below in conjunction with your financial adviser.
- Where you agree to an investor advice fee, please ensure you sign the 'Investor advice fees' declaration in Step 15.
- Asset-based fees cannot be charged where geared or borrowed funds have been used to invest. This means a percentage-based investor advice fee cannot be charged where you have borrowed funds through a margin lending facility. This restriction also applies where any other borrowed funds have been used to invest, in any form.
- The investor 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 IOOF Pursuit Focus Investment Service (the Service) may be able to claim a reduced input tax credit (RITC) on some of these fees. Where the Service 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.

### (1) Investor Advice Fee – Upfront

**Note:** Please note this fee cannot be offered in conjunction with an FTA.

**The Investor Advice Fee – Upfront does not apply to transfers of investments from an existing IOOF investment service account into IOOF Pursuit Focus Investment Service.**

**The Investor Advice Fee – Upfront will be applicable to all future monies received through these methods.**

You can agree to nominate a different Investor Advice Fee – Upfront for each of the following types of deposits:

Up to a maximum of 5.5% (inclusive of GST) of each deposit.

Initial or additional (one-off) deposits received via cheque	<input type="text"/>	%	(inclusive of GST)
Deposits received via Direct Debit Request (one-off and Regular Savings Plan) and BPAY	<input type="text"/>	%	(inclusive of GST)

### (2) Investor Advice Fee (FTA or Ongoing)

The available fee options are:

#### (a) Percentage based fee options – flat percentage **or** tiered percentage

##### Flat percentage fee

Up to a maximum of 2.2% per annum (inclusive of GST) of your account balance.  % per annum (inclusive of GST)

**OR**

##### Tiered percentage fee

- Up to a maximum of 2.2% per annum (inclusive of GST) can be applied to the amount for each tier.
- Each subsequent tier percentage must be less than the previous tier percentage.
- The default fee will be 0% if no nomination is made.
- Up to a maximum of 5 tiers.

		Amount	% per annum (inclusive of GST)
<b>Tier 1</b>	Nil to	\$ <input type="text"/>	<input type="text"/>
<b>Tier 2</b>	Next	\$ <input type="text"/>	<input type="text"/>
<b>Tier 3</b>	Next	\$ <input type="text"/>	<input type="text"/>
<b>Tier 4</b>	Next	\$ <input type="text"/>	<input type="text"/>
<b>Tier 5</b>	Next	\$ <input type="text"/>	<input type="text"/>

**AND/OR**

(b) Flat dollar fee

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

### (3) Investor 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)

## Step 12: 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

[illegible]

If you are a new financial adviser<sup>4</sup> to IOOF Investment Services Ltd please also complete the following details:

[illegible]

4 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 Service Operator to pay any withdrawal proceeds to the nominated bank account.
- I release and indemnify the Service Operator 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 online withdrawal 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 and commissions have been fully explained to the applicant.
- I consent to provide the Service Operator 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 the relevant FSC/FPA Identification form(s), 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)**. **Note: This option applies only to individual/joint investors.**

Record of proof of identity (ID) <sup>5</sup>	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	<input type="text"/> / <input type="text"/> / <input type="text"/>	<input type="text"/> / <input type="text"/> / <input type="text"/>
Expiry date	<input type="text"/> / <input type="text"/> / <input type="text"/>	<input type="text"/> / <input type="text"/> / <input type="text"/>
Document number		
Accredited English translation	<input type="checkbox"/> N/A <input type="checkbox"/> Sighted	<input type="checkbox"/> N/A <input type="checkbox"/> Sighted

<sup>5</sup> 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](http://www.ioof.com.au). 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 13: Electronic communications (optional)

☐

Please tick this box if you agree to receive communications from the Service Operator that are available electronically via Portfolio Online.

### Important notes:

Please ensure you have provided your email address on the first page of this Application. If you have ticked the above box but have not provided your email address, you will receive paper based communications.

The terms and conditions for electronic communications are set out in the PDS.

You must register for Portfolio Online (which can be accessed through the IOOF website) if you have consented to receive communications from the Service Operator electronically.

**If you do not complete the above steps or provide your email address, you will receive paper based communications.**

## Step 14: Representative appointment (optional)

To appoint another person (such as spouse, relative, accountant or solicitor) to operate your investment account, please tick the box next to Representative facility and fill in the section below it. Please provide the appropriate proof of identity documents for your representative.

☐

Representative facility

I/We have read and agree to the conditions as detailed in the section of the Offer Document entitled How to appoint a representative to act on your behalf. I/We appoint the following person as my/our representative:

Title (Dr/Mr/Mrs/Ms/Miss)	<input type="text"/>	Surname	<input type="text"/>
Given name(s)	<input type="text"/>		
This section must be completed. Note: PO Box can only be provided under 'mailing address'.			
Residential address	<input type="text"/>		
Suburb	<input type="text"/>	State	<input type="text"/>
Mailing address (if different from above)	<input type="text"/>	Postcode	<input type="text"/>
Suburb	<input type="text"/>	State	<input type="text"/>
Phone	<input type="text"/>	Phone (mobile)	<input type="text"/>
Email	<input type="text"/>		
Date of birth	<input type="text"/>	Gender	Male <input type="checkbox"/> Female <input type="checkbox"/>
Signature	<input type="text"/>		
	Date	<input type="text"/>	<input type="text"/>

### Proof of identity

In accordance with the AML/CTF legislation, we apply proof of identity procedures for representatives as they act as agents. Please provide the appropriate documents, as outlined in the 'Completing Proof of Identity' document on [www.ioof.com.au](http://www.ioof.com.au). It also includes a list of persons authorised to certify copies of original documents.

If you complete the Representative appointment section of this form but do not provide the required identification documentation we will be unable to verify the information and your application may be delayed or refused.

## Step 15: Applicant declaration and signature(s)

In signing this Application, I/we declare that:

- I/we have received, read, signed and understood all aspects of the Offer Document, accompanied by, or attached to this Application within Australia
- I/we wish to apply to establish an account in the IOOF Pursuit Focus Investment Service (the Service)
- all details in this Application are true and correct and I/we undertake to inform the Service Operator of any changes to the information supplied as and when they occur
- I/we am/are aware that information provided about me/us and my/our accounts will be provided to the Australian Taxation Office and any relevant international taxation authority.
- I/we acknowledge that by investing through the Service, I/we do not have access to some of the rights and entitlements that would otherwise be available to me/us as a retail investor if I/we invested in the underlying investment options directly. I/We understand that this includes not having the same rights as direct retail investors or not having access to:
  - cooling-off rights (see the 'Cooling-off period' section of the Offer Document and the 'Differences between investing directly and investing through an IDPS (such as the Service)' section of the IOOF Pursuit Focus investment guide (PFI.01))
  - withdrawal rights (see the 'Differences between investing directly and investing through an IDPS (such as the Service)' section of PFI.01)
  - voting rights (see the 'Voting policy' section of the Offer Document and the 'Differences between investing directly and investing through an IDPS (such as the Service)' section of PFI.01)
- I/we are aware that if I/we invest in the Service without the assistance of a financial adviser, that we may not be fully aware of the risks and benefits of investing according to our personal circumstances and financial or tax position (see the 'What are the risks' section of the Offer Document).

### Proof of identity

- I/We 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](http://www.ioof.com.au), that may be required for the purposes of the AML/CTF legislation.
- I/We confirm that I/we have correctly indicated our foreign residency or United States tax residency status in Part A of this Application form and during the Customer Identification process.
- If I/we are an applicant under Part B or Part C of this Application, I/we confirm that we have correctly indicated our identification and tax residency information in the accompanying FSC/FPA Identification forms (if I/we have a financial adviser), or, the Additional Tax Information Form (if I/we do not have a financial adviser).
- If I/we previously have opened an IOOF product and my/our adviser has not conducted the customer identification procedure under the AML/CTF legislation in conjunction with this application, I/we confirm that we are not a U.S. citizen(s) or resident(s) and/or any other foreign resident for tax purposes, or are not purchasing this product on behalf of another foreign resident and/or U.S. citizen or resident for tax purposes.

### Privacy

Information (including my/our personal information) provided to the Service Operator is used for the purpose of opening an investment account and for other related purposes. For the purpose of providing me/us with the products or services I/we have requested, the Service Operator may disclose my/our personal information to its related bodies corporate, a person with whom I/we have a joint investment, my/our financial adviser, professional advisers, businesses that have referred me/us to the Service Operator, banks and other financial institutions, or to provide me/us with information about other products or services that may be of interest to me/us.

The Service Operator is required to collect my/our personal information under the Corporations Act 2001 and the AML/CTF legislation. If I/we do not provide all of the requested information, the Service Operator may not be able to action my/our request. To verify my/our identity for Know Your Customer (KYC) purposes, the Service Operator may also solicit personal information about me/us from reliable identity verification service providers.

My/Our personal information will be handled in accordance with the Service Operator's privacy policy, which contains information about how I/we may access or correct my/our personal information and how I/we may complain about a breach of the Australian Privacy Principles. I/We may request a copy of the privacy policy by contacting ClientFirst on 1800 913 118 or by visiting [www.ioof.com.au/privacy](http://www.ioof.com.au/privacy).

I/we understand that if I/we have provided the personal information of other persons to the Service Operator, it is my/our responsibility to inform those persons and to refer them to the Service Operator's privacy policy.

### Margin Lending

I/We acknowledge that I/we have read and understood the obligations under margin lending arrangements in respect of my/our account in the Service as detailed in the Offer Document.

## Regular Savings Plan and Investment Instructions

- I/We acknowledge that at any time of purchase of the managed investments, I/we may not have been provided with the current product disclosure statements (or supplementary) for the applicable managed investments.
- I/We also acknowledge that these investments may continue to be purchased through the Service until I/we instruct otherwise or terminate the Service, the Regular Savings Plan or Investment Instruction.

## Cash Account

If there are insufficient holdings in my/our Cash Account to meet future expenses, I/we direct the Service Operator to redeem all or part of my/our investment options commencing with the investment option with the highest balance.

## Electronic communications

If I/we have consented to receive any communications from the Service Operator electronically, then I/we do so on the terms and conditions as set out in the Offer Document.

## Transferring from an existing IOOF Portfolio Service Investments account

If I/we am/are transferring from another IOOF Portfolio Service Investments account, then I/we do so on the terms and conditions set out in the Offer Document.

## Representative Appointment (if applicable)

- I/We have read and agreed to the conditions applying to the appointment of a representative in the Offer Document.
- I/We release, discharge and agree to indemnify the Service Operator and any other related body corporate within the IOOF group from and against any actions, proceedings, claims, losses, liabilities or costs arising from this authority, or the exercise of powers by the representative under this authority.
- I/We authorise the Service Operator to continue to follow instructions regarding this authority until notice in writing to cancel the authority is received.

## Financial adviser (if applicable)

- If I/we have acquired the services of a financial adviser to obtain advice concerning my/our investment in IOOF Pursuit Focus Investment Service, then I/we confirm that I/we have been fully informed of the nature and risks of the selected investment options and am/are satisfied these investments are suitable for my/our investment needs.
- The Service Operator will acquire the services of my/our financial adviser who will act on my/our behalf in relation to managing my/our account.
- I/We hereby authorise my/our current or any future financial adviser and their staff, to act as my/our agent to operate my/our account, to give any instructions on my/our behalf in relation to my/our account to the Service Operator by any methods as set out in the Offer Document and to withdraw any funds from my/our account and authorise payment of the withdrawal to the bank account nominated in this form (or any bank account I/we nominate in future).
- I/We release and indemnify the Service Operator 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 Service Operator acting or omitting to act on instructions given by my/our financial adviser and their staff under this authority.
- I/We authorise the Service Operator to continue to follow instructions given under this authority until the Service Operator receives notice in writing signed by me/us to cancel the authority.
- I/We acknowledge that I/we will promptly advise my/our financial adviser and/or Service Operator if any of my/our details change at any time.
- I/We understand this authority applies to my/our current or any future financial adviser and their staff, acting as my/our agent.

## Investment Instructions

- The Service Operator, is directed to process the Investment Instructions specified on this form.
- The Investment Instructions provided in this form override any previous Investment Instructions.
- My/Our main Investment Instruction will be my/our Primary Instruction and will be used for my/our initial deposit and all additional deposits (less any Investor Advice Fee – Upfront) unless I/we provide the Service Operator with alternate instructions. I/We 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/we have omitted to insert an amount against the Cash Account in my/our Investment Instruction, I/we authorise the Service Operator 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/we authorise the Service Operator 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.



## Product disclosure statements for managed investment options

- If I/we have acquired the services of a financial adviser to obtain advice concerning my/our investment in the Service, then I/we confirm that I/we have been fully informed of the nature and risks of the selected investment options and am/are satisfied these investments are suitable for my/our investment needs.
- The Service Operator will acquire the services of my/our financial adviser selected by me/us to provide financial advice and services in relation to my/our account in the Service.
- I/We have received, read and understood the current product disclosure statements for the relevant underlying managed investment(s). I/we have selected and I/we agree to be bound by the terms and conditions of those documents.
- The Service Operator has provided me/us with the product disclosure statement(s) for the managed investments I/we have selected via the IOOF website and I/we agree to receive these product disclosure statement(s) by obtaining them from the website.
- I/We 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 Service.

## Investment options

- If I/we choose not to acquire the services of a financial adviser, I/we understand the risks and effects of this investment and take full responsibility for my/our choice of investment options.

## Joint Investors

If the account is in joint names, then both applicants are required to sign overleaf.

## Trustees or Applicants investing on behalf of another

- I/We acknowledge that if I/we are a trustee investing on behalf of another, the individual who is recorded in the Service as the investor (account holder) will be the only person recognised by the Service Operator as authorised to give instructions
- I/We warrant that I/we have full power and authority under the terms of the Trust to enter into and perform the terms and conditions as set out in the Offer Document, and I/we acknowledge and agree that these terms and conditions will bind me/us both personally and as a trustee
- I/We acknowledge that no beneficial interest holders will be recognised by the Service Operator.

## 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](http://www.ioof.com.au), 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 Service Operator 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.

## Step 15: Applicant declaration and signature(s) continued

### Applicant(s) signature(s)

#### Part A – Individual Investor or Joint Investors

Signatory 1	<div style="border: 1px solid black; width: 330px; height: 40px;"></div>	Date	<div style="border: 1px solid black; width: 30px; height: 20px;"></div>	/	<div style="border: 1px solid black; width: 30px; height: 20px;"></div>	/	<div style="border: 1px solid black; width: 40px; height: 20px;"></div>	<div style="border: 1px solid black; width: 40px; height: 20px;"></div>
Full name	<div style="border: 1px solid black; width: 640px; height: 20px;"></div>							
Signatory 2 (if applicable)	<div style="border: 1px solid black; width: 330px; height: 40px;"></div>	Date	<div style="border: 1px solid black; width: 30px; height: 20px;"></div>	/	<div style="border: 1px solid black; width: 30px; height: 20px;"></div>	/	<div style="border: 1px solid black; width: 40px; height: 20px;"></div>	<div style="border: 1px solid black; width: 40px; height: 20px;"></div>
Full name	<div style="border: 1px solid black; width: 640px; height: 20px;"></div>							

#### Corporate Investors

This Application must be signed either:

- a** under common seal; and/or
- b** by two directors or a director and the company secretary; or
- c** by the sole director (where applicable) who is also the sole company secretary.

#### Part B – Companies or Other Investors

Signatory 1	<div style="border: 1px solid black; width: 330px; height: 40px;"></div>	Date	<div style="border: 1px solid black; width: 30px; height: 20px;"></div>	/	<div style="border: 1px solid black; width: 30px; height: 20px;"></div>	/	<div style="border: 1px solid black; width: 40px; height: 20px;"></div>	<div style="border: 1px solid black; width: 40px; height: 20px;"></div>
Title (such as Director/Sole Director/Company Secretary)	<div style="border: 1px solid black; width: 640px; height: 20px;"></div>							
Full name	<div style="border: 1px solid black; width: 640px; height: 20px;"></div>							
Signatory 2	<div style="border: 1px solid black; width: 330px; height: 40px;"></div>	Date	<div style="border: 1px solid black; width: 30px; height: 20px;"></div>	/	<div style="border: 1px solid black; width: 30px; height: 20px;"></div>	/	<div style="border: 1px solid black; width: 40px; height: 20px;"></div>	<div style="border: 1px solid black; width: 40px; height: 20px;"></div>
Title (such as Director/Sole Director/Company Secretary)	<div style="border: 1px solid black; width: 640px; height: 20px;"></div>							
Full name	<div style="border: 1px solid black; width: 640px; height: 20px;"></div>							
Signatory 3 (for additional Trustees if applicable)	<div style="border: 1px solid black; width: 330px; height: 40px;"></div>	Date	<div style="border: 1px solid black; width: 30px; height: 20px;"></div>	/	<div style="border: 1px solid black; width: 30px; height: 20px;"></div>	/	<div style="border: 1px solid black; width: 40px; height: 20px;"></div>	<div style="border: 1px solid black; width: 40px; height: 20px;"></div>
Title (if applicable)	<div style="border: 1px solid black; width: 640px; height: 20px;"></div>							
Full name	<div style="border: 1px solid black; width: 640px; height: 20px;"></div>							
Signatory 4 (for additional Trustees if applicable)	<div style="border: 1px solid black; width: 330px; height: 40px;"></div>	Date	<div style="border: 1px solid black; width: 30px; height: 20px;"></div>	/	<div style="border: 1px solid black; width: 30px; height: 20px;"></div>	/	<div style="border: 1px solid black; width: 40px; height: 20px;"></div>	<div style="border: 1px solid black; width: 40px; height: 20px;"></div>
Title (if applicable)	<div style="border: 1px solid black; width: 640px; height: 20px;"></div>							
Full name	<div style="border: 1px solid black; width: 640px; height: 20px;"></div>							
Common seal (of company) if required	<div style="border: 1px solid black; width: 330px; height: 60px;"></div>							

## Investor advice fees (if you completed Step 11)

- I/We authorise the Service Operator to charge the investor advice fee(s) selected against my/our account.
- The amount of any investor advice fee(s) that are paid to my/our financial adviser or their Australian Financial Services Licensee (Licensee) as agreed by me/us, will be an additional cost to me/us and charged against my/our account. An investor advice fee will not be charged unless I/we tell the Service Operator to do so.
- Any agreed investor advice fee(s) will be charged to my/our account and paid in full to the financial adviser, or their Licensee until I/we instruct the Service Operator to cease payment or when I/we change my/our nominated financial adviser.

### Applicant(s) signature(s)

#### Part A – Individual Investor or Joint Investors

Signatory 1	<div style="border: 1px solid black; width: 330px; height: 40px;"></div>	Date	<div style="border: 1px solid black; width: 20px; height: 20px;"></div>	<div style="border: 1px solid black; width: 20px; height: 20px;"></div>	/	<div style="border: 1px solid black; width: 20px; height: 20px;"></div>	<div style="border: 1px solid black; width: 20px; height: 20px;"></div>	/	<div style="border: 1px solid black; width: 20px; height: 20px;"></div>	<div style="border: 1px solid black; width: 20px; height: 20px;"></div>	<div style="border: 1px solid black; width: 20px; height: 20px;"></div>	<div style="border: 1px solid black; width: 20px; height: 20px;"></div>
Full name	<div style="border: 1px solid black; width: 100%; height: 20px;"></div>											
Signatory 2 (if applicable)	<div style="border: 1px solid black; width: 330px; height: 40px;"></div>	Date	<div style="border: 1px solid black; width: 20px; height: 20px;"></div>	<div style="border: 1px solid black; width: 20px; height: 20px;"></div>	/	<div style="border: 1px solid black; width: 20px; height: 20px;"></div>	<div style="border: 1px solid black; width: 20px; height: 20px;"></div>	/	<div style="border: 1px solid black; width: 20px; height: 20px;"></div>	<div style="border: 1px solid black; width: 20px; height: 20px;"></div>	<div style="border: 1px solid black; width: 20px; height: 20px;"></div>	<div style="border: 1px solid black; width: 20px; height: 20px;"></div>
Full name	<div style="border: 1px solid black; width: 100%; height: 20px;"></div>											

#### Part B – Companies or Other Investors

Signatory 1	<div style="border: 1px solid black; width: 330px; height: 40px;"></div>	Date	<div style="border: 1px solid black; width: 20px; height: 20px;"></div>	<div style="border: 1px solid black; width: 20px; height: 20px;"></div>	/	<div style="border: 1px solid black; width: 20px; height: 20px;"></div>	<div style="border: 1px solid black; width: 20px; height: 20px;"></div>	/	<div style="border: 1px solid black; width: 20px; height: 20px;"></div>	<div style="border: 1px solid black; width: 20px; height: 20px;"></div>	<div style="border: 1px solid black; width: 20px; height: 20px;"></div>	<div style="border: 1px solid black; width: 20px; height: 20px;"></div>
Title (such as Director/Sole Director/Company Secretary)	<div style="border: 1px solid black; width: 100%; height: 20px;"></div>											
Full name	<div style="border: 1px solid black; width: 100%; height: 20px;"></div>											
Signatory 2	<div style="border: 1px solid black; width: 330px; height: 40px;"></div>	Date	<div style="border: 1px solid black; width: 20px; height: 20px;"></div>	<div style="border: 1px solid black; width: 20px; height: 20px;"></div>	/	<div style="border: 1px solid black; width: 20px; height: 20px;"></div>	<div style="border: 1px solid black; width: 20px; height: 20px;"></div>	/	<div style="border: 1px solid black; width: 20px; height: 20px;"></div>	<div style="border: 1px solid black; width: 20px; height: 20px;"></div>	<div style="border: 1px solid black; width: 20px; height: 20px;"></div>	<div style="border: 1px solid black; width: 20px; height: 20px;"></div>
Title (such as Director/Sole Director/Company Secretary)	<div style="border: 1px solid black; width: 100%; height: 20px;"></div>											
Full name	<div style="border: 1px solid black; width: 100%; height: 20px;"></div>											
Signatory 3 (for additional Trustees if applicable)	<div style="border: 1px solid black; width: 330px; height: 40px;"></div>	Date	<div style="border: 1px solid black; width: 20px; height: 20px;"></div>	<div style="border: 1px solid black; width: 20px; height: 20px;"></div>	/	<div style="border: 1px solid black; width: 20px; height: 20px;"></div>	<div style="border: 1px solid black; width: 20px; height: 20px;"></div>	/	<div style="border: 1px solid black; width: 20px; height: 20px;"></div>	<div style="border: 1px solid black; width: 20px; height: 20px;"></div>	<div style="border: 1px solid black; width: 20px; height: 20px;"></div>	<div style="border: 1px solid black; width: 20px; height: 20px;"></div>
Title (if applicable)	<div style="border: 1px solid black; width: 100%; height: 20px;"></div>											
Full name	<div style="border: 1px solid black; width: 100%; height: 20px;"></div>											
Signatory 4 (for additional Trustees if applicable)	<div style="border: 1px solid black; width: 330px; height: 40px;"></div>	Date	<div style="border: 1px solid black; width: 20px; height: 20px;"></div>	<div style="border: 1px solid black; width: 20px; height: 20px;"></div>	/	<div style="border: 1px solid black; width: 20px; height: 20px;"></div>	<div style="border: 1px solid black; width: 20px; height: 20px;"></div>	/	<div style="border: 1px solid black; width: 20px; height: 20px;"></div>	<div style="border: 1px solid black; width: 20px; height: 20px;"></div>	<div style="border: 1px solid black; width: 20px; height: 20px;"></div>	<div style="border: 1px solid black; width: 20px; height: 20px;"></div>
Title (if applicable)	<div style="border: 1px solid black; width: 100%; height: 20px;"></div>											
Full name	<div style="border: 1px solid black; width: 100%; height: 20px;"></div>											
Common seal (of company) if required	<div style="border: 1px solid black; width: 330px; height: 60px;"></div>											

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

## IOOF Pursuit Focus Investment Service options and important information

### Regular Savings Plan (via completing the Direct Debit Request form (Form B))

To commence a Regular Savings Plan you must complete the Direct Debit Request form (Form B) attached, or you can download the Direct Debit Request form, available online, or call ClientFirst on 1800 913 118.

### Transferring from an existing IOOF investment service account

To manage your account you should provide us with instructions for your investment option selections, managing your income distributions and topping up your Cash Account. To provide these instructions you need to complete the relevant parts of the Application.

Your existing investment options which are available in your existing IOOF investment service account will be transferred to your new IOOF Pursuit Focus Investment Service account. Cash from any investment options which has to be redeemed will be transferred to and remain in your IOOF Pursuit Focus Investment Service Cash Account until you provide further instructions.

If you wish to provide a Re-weight or Switch Instruction for existing investment options, speak to your financial adviser about completing it on your behalf via Portfolio Online. Alternatively, you can complete the relevant parts of the Investment Instructions form which is available on [www.ioof.com.au](http://www.ioof.com.au), or you can call ClientFirst on 1800 913 118 for a copy.

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## Direct Debit Request (DDR)

## Step 1: Investor details

## Part A – Individual Investor or Joint Investors

## Step 2: Type of instruction

Depending on the type of instruction(s) you wish to give, please ✓ tick the applicable box(es) and follow the relevant steps in this form.

### Instruction

- ☐ One-off deposit
- ☐ New Regular Savings Plan
- ☐ Change to an existing regular savings amount
- ☐ Change to an existing debit frequency
- ☐ Change to your nominated account with a financial institution
- ☐ Cancellation of an existing direct debit request.

### Steps to complete

- Steps 3, 7 and 8
- Steps 4, 5, 6, 7 and 8
- Steps 5 and 8
- Steps 6 and 8
- Steps 7 and 8
- Step 8

## Step 3: One-off deposit

Please indicate the preferred date of the one-off payment

				/					/	2	0		
--	--	--	--	---	--	--	--	--	---	---	---	--	--

Please note that applications to establish a one-off payment 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 payment will be deducted on the next processing date possible.

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

\$

Please ensure you have completed Step 3: Initial deposit details in the Application (Form A) (new applicants only).

## Step 4: Regular Savings Plan

Please indicate the commencement date of the first payment

1	5			/					/	2	0		
---	---	--	--	---	--	--	--	--	---	---	---	--	--

Please note that applications to establish a direct debit must be received at least five business days before the 15th of the month to ensure that your deduction is processed that month. If an application is not received within this timeframe, it will be processed either that month or the following month (and then continue regularly according to the frequency you select).

## Step 5: Regular savings amount

Please indicate the regular amount to be debited from your nominated account with a financial institution and deposited into your Cash Account:

Regular amount to be debited

\$

### Please note:

- For new applicants, a direct debit will not normally be established until an initial deposit of at least \$500 has been made.
- The amount of regular savings will be debited from your nominated account with a financial institution on the 15th day of the relevant month (or the nearest business day after the 15th).
- You will need to complete an Investment Instructions form to provide us with an Investment Instruction specifying the managed investment(s) you wish to utilise for regular deposits.
- If you do not provide an Investment Instruction, the regular deposits will remain in your Cash Account, until an instruction is provided.

## Step 6: Debit frequency

- ☐ Monthly      ☐ Quarterly      ☐ Half-yearly



## Step 7: 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 Service Operator 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 (DDRSA) as amended from time to time. This authority allows the debiting of amounts payable by the investor under the agreement between the investor and the Service Operator.

## Step 8: Applicant/Investor declaration and signature(s)

The Service Operator collects the information in this form in order to process your investment instructions. Any personal information provided in this form will be handled accordance with the privacy policy at [www.ioof.com.au/privacy](http://www.ioof.com.au/privacy). I/We consent to the collection and use of the above information by the Service Operator for the purposes specified. By signing this DDR, I/we acknowledge having read and understood the terms and conditions governing the debit arrangements between myself/us and IOOF as set out in this request and in the DDR Service Agreement.

### Note for joint investors

If the financial institution account in Step 7 is held in the names of joint investors, both investors must also sign under Part A.

### Note for third parties

If the financial institution account in Step 7 is held in the name of the investor and a third party, or third party/ies only, the third party/ies must also sign under Part C on the next page.

A third party is a person/company/employer who is not the holder of the IOOF Pursuit Focus Investment Service account that this direct debit arrangement relates to.

### Note for Power of Attorney

If this form is signed under a Power of Attorney, please enclose a certified copy of the Power of Attorney with this form. If signed under a Power of Attorney, the attorney certifies that he/she has not received notice of revocation of that power.

### Note for corporate investors

This Application must be signed either:

- under common seal; and/or
- by two directors or a director and the company secretary; or
- by the sole director (where applicable) who is also the sole company secretary.

## Part A – Individual Investor or Joint Investors

Signatory 1													Date			/			/					
Full name																								
Signatory 2 (if applicable)													Date			/			/					
Full name																								

### Part C – Third party 1

Please sign and return this form to:

### Third party 2

Common seal (of company) if required[illegible]

1 December 2020

## Direct Debit Request (DDR) service agreement

**Please retain this service agreement for your records.**

### Direct Debit Request facility

- In addition to making one-off deposits, investors in IOOF Pursuit Focus Investment Service have the opportunity to make a one-off deposit or implement a Regular Savings Plan through a DDR arrangement.
- The DDR arrangement enables you to instruct the Service Operator – IOOF Investment Services Ltd (ISL) ABN 80 007 350 405 AFSL 230703 via the Custodian (Australian Executor Trustees Limited ABN 84 007 869 794, AFSL 240023), (User ID 032 105) to make one or more deductions 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.

### ISL's service commitment

This agreement outlines our service commitment to you in respect of the DDR arrangements made between you and the Service Operator. 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 periodically debit from your nominated account with a financial institution, a specified amount or amounts for deposit into your Cash Account.

### Drawing arrangements

#### One-off deposit

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.

#### Regular Savings Plan

Deposits will be deducted from your financial institution account on the 15th day of each month, or nearest business day after the 15th day of the month, in accordance with the frequency you have nominated.

If you are uncertain as to when a deduction will be made, please contact us. We may, in our absolute discretion, at any time by notice in writing to you, suspend or terminate the drawing arrangement.

### 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 Offer Document for the Service.

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](mailto: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 Services Ltd, 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](http://www.afca.org.au)

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

**Where the designated bank account is that of a third party, it is your responsibility to advise us to cease deductions on that account if payments from that account are to cease. No refund of over payments will be made if we are not advised to cease deduction of payments from a third party account.**

# Contact us

**Postal address**

GPO Box 264  
Melbourne VIC 3001

**Telephone**

1800 913 118

**Facsimile**

03 8614 4431

**Email**

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

**Website**

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

**Service Operator**

IOOF Investment Services Ltd  
Level 6, 161 Collins Street  
Melbourne VIC 3000