



IOOF Employer Super Employer & Personal Superannuation Product Disclosure Statement



Creating financial independence since 1846

Date: 1 July 2017

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This Product Disclosure Statement (PDS) is a summary of significant information you need to help you decide whether IOOF Employer Super will meet your needs. It includes references to additional important information contained in the **IOOF Employer Super investment guide (IOF.01)**, **general reference guide (IOF.02)**, and **insurance guide (IOF.03)** each of which forms part of the PDS. These references are indicated by the information icon  and you should consider the PDS in its entirety before making a decision to join IOOF Employer Super.

The information contained in this PDS is of a general nature only and does not take into account your individual objectives, financial situation or needs. You should consider seeking advice from a financial adviser before making a decision about IOOF Employer Super. This product is only available to persons receiving this PDS (electronically or otherwise) within Australia. IIML may refuse an application to join the Fund without providing reasons for the refusal.

There may be words in this PDS and the guides you may not be familiar with. To help you understand these terms, we have defined them in the 'Key words explained' section of the **IOOF Employer Super general reference guide (IOF.02)**.

1. About IOOF Employer Super

IOOF Employer Super is one of the only true end to end super funds that you can take with you from job to job and into retirement. This means you can seamlessly transition to retirement without incurring any transition fees or capital gains tax.

Super is our business, that's why we can help you make your retirement goals a reality. Being a member of IOOF Employer Super gives you access to:

- an extensive choice of investments, or the default MySuper compliant investment strategy: the IOOF Balanced Investor Trust
- flexible insurance cover at group rates or tailored income protection options to give you and your family peace of mind
- simple, transparent and competitive fees
- friendly, helpful and personalised service
- Personal, Pension and Employer divisions.

At IOOF, we've been helping Australians secure their financial futures since 1846 and as one of Australia's largest financial services companies, we understand the importance of offering a super fund that supports your financial goals at every stage of life. You can find more information about IOOF Employer Super and IOOF, including product dashboards (incorporating the IOOF MySuper dashboard), director details, executive remuneration and other documents, by visiting our website (ioof.com.au).

2. How super works

Super is a means of saving for retirement that is compulsory for most people. To encourage people to save for their retirement, the Federal Government provides a range of incentives for savings in super. This means super is taxed differently to other investments and there can be significant tax advantages with using super to save for retirement (see section 7 'How super is taxed' for more information).

The contributions available include:

- compulsory employer contributions (super guarantee contributions)
- voluntary contributions
- concessional contributions (made with before-tax money, eg. salary sacrifice)
- non-concessional contributions (made with after-tax money, eg. spouse contributions)
- government co-contributions
- rollovers/transfers.

Generally, it's compulsory for employers to make contributions to super on behalf of their employees. Most employees have the right to choose which super fund the employer should pay those compulsory contributions into.

This Product Disclosure Statement (PDS) has been prepared and issued by IOOF Investment Management Limited (IIML) ABN 53 006 695 021, AFS Licence No. 230524. IIML is the Trustee of the IOOF Portfolio Service Superannuation Fund (Fund), ABN 70 815 369 818. IOOF Employer Super is a superannuation (super) product forming part of the Fund and it offers an Employer Division, Personal Division and a Pension Division. The terms 'our', 'we', 'us' and 'Trustee' in this PDS refer to IIML. ASIC Class Order 14/1252 applies to this PDS.

There are some limitations on contributions to super:

- caps on the amount that can be contributed while retaining concessional tax treatment
- limits on the age at which you can continue to make contributions.

Withdrawal of money from super is generally used for retirement and may be taken either as a lump sum or as an income stream. Accordingly, cash withdrawals from your super are limited ie generally you cannot access your super until you retire after reaching your preservation age.

 You should read the important information about 'Everything you need to know about contributions' and 'Accessing your super' before making a decision. Refer to the **IOOF Employer Super general reference guide (IOF.02)** available on our website (ioof.com.au/employer-super-docs). The material relating to 'Everything you need to know about contributions' and 'Accessing your super' may change between the time when you read this PDS and the day you acquire the product.

3. Benefits of investing with IOOF Employer Super

- **A true lifetime super solution:** IOOF Employer Super is a true lifetime super plan that you can take from job to job and through to retirement without incurring capital gains tax, other transfer costs or inconveniences.
- **Broad range of investment options:** Not only can you choose from more than two hundred managed investments, but you can also choose to invest in listed investments and a variety of term deposits.
- **Comprehensive insurance options:** Includes employer default Death and Total and Permanent Disablement (TPD) and income protection cover or you can apply to customise your cover to suit your needs.
- **Cash Account:** Records all transactions and aims to generate a competitive investment return on the part of your super account that is required to be held in cash. A minimum of one per cent of your account balance is to be held in your Cash Account and can be increased to suit your needs.
- **Online secure access:** Securely manage and update your account at any time on any device.
- **Simple, transparent and competitive fees:** All fees are paid from your Cash Account, so it's easy to see exactly what is being charged at any time. And if you are in the Employer Division, your employer may have negotiated reduced fees on your behalf (please contact your employer for more information).

 You should read the important information about 'Introducing IOOF Employer Super' before making a decision. Refer to the **IOOF Employer Super general reference guide (IOF.02)** available on our website (ioof.com.au/employer-super-docs). The material relating to 'Introducing IOOF Employer Super' may change between the time when you read this PDS and the day you acquire the product.

4. Risks of super

Like any investment, there are risks associated with investing your super. Different investment options carry different levels of risk depending on the assets that make up those options. Assets with the highest expected long-term returns may also carry the highest level of short-term risk. Other risks relevant to IOOF Employer Super and super generally include:

- The value of investments will vary over time
- Returns are not guaranteed and past investment returns are not a reliable indicator of future performance. This means you may lose some of your money. In particular, if you leave IOOF Employer Super within a few years of joining, you may get back less than the amount you contributed because of low or negative investment returns, and the impact of fees, charges and taxes
- Super and/or taxation laws could change in the future, which may affect the value of your super and/or the ability to access your benefit
- The amount of your future super savings (including contributions and returns) may not be enough to provide adequately for retirement.

Everyone has a different attitude towards risk and return. It is important to link your investment style to your age, investment timeframe, risk tolerance and any other investments you may have.

 You should read the important information about 'More about risks' before making a decision. Refer to the **IOOF Employer Super general reference guide (IOF.02)** available on our website (ioof.com.au/employer-super-docs). The material relating to 'More about risks' may change between the time when you read this PDS and the day you acquire the product.

5. How we invest your money

In the Employer Division, you will be classified as either a:

- MySuper member – if you do not make an investment selection, or
- Choice member – if you make an investment selection other than the default investment strategy.

In the Personal Division, you will be a Choice member unless you select the MySuper default investment strategy: the IOOF Balanced Investor Trust.

Warning: You should consider the likely investment returns and risks and your investment timeframe when deciding whether to invest in MySuper or other investment options.

MySuper members

Your investment strategy

IOOF Balanced Investor Trust (default MySuper investment option)				
Typical investor	Investors seeking both income and capital growth and consistent returns through a well-diversified portfolio and who are prepared to tolerate short-term volatility.			
Investment objective	To provide capital growth over the medium to long term by investing in a diversified portfolio of growth and defensive assets through a range of investment managers. To achieve total returns after fees in excess of the CPI +3.5% over a rolling 10 year basis.			
Investment strategy	The Trust generally gains its exposure to a diversified portfolio of investments through a mix of investment managers. The balanced orientation of the Trust provides a greater exposure to growth assets, such as property, Australian and international shares and alternative assets, with a moderate exposure to defensive assets, such as fixed interest and cash.			
Asset allocation ranges	Cash and short term securities	0-15%	Australian shares	20-40%
	Diversified fixed interest	15-35%	International shares	15-35%
	Property	0-20%	Alternatives	0-15%
Risk level (using a Standard Risk Measure)	Medium to high (Risk band 5)	Likely investment return suggested	Medium to high	
Minimum time frame for holding the investment	5 years	Typical investor	Investors seeking both income and capital growth and consistent returns through a well-diversified portfolio and who are prepared to tolerate short-term volatility.	

Choice members

Your investment strategy

You can access a range of managed investments, listed investments and term deposits. With so many investment options you can easily tailor your portfolio to your individual retirement goals.

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

For details of the key features of all other investment options, how to switch investments and further information on the standard risk measure, please refer to the **IOOF Employer Super investment guide (IOF.01)**.

 You should read the **IOOF Employer Super investment guide (IOF.01)** available on our website (ioof.com.au/employer-super-docs) before making a decision. The material in the **IOOF Employer Super investment guide (IOF.01)** may change between the time when you read this PDS and the day you acquire the product.

6. Fees and costs

DID YOU KNOW?

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

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

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

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

TO FIND OUT MORE

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

The table below shows fees and other costs that you may be charged. These fees and other costs may be deducted from your balance, from the returns on your investment or from the assets of the super entity as a whole. Other fees, such as activity fees, advice fees for personal advice, and insurance premiums, may also be charged, but these will depend on the nature of the activity, advice or insurance chosen by you.

The fees quoted in this section may be different from the amounts deducted from your account. Please refer to the 'Your fees may be different section' in the **IOOF Employer Super general reference guide (IOF.02)**.

Taxes are set out in another part of this document. You should read all of the information about fees and costs because it is

important to understand their impact on your investment. You can also use this information to compare the fees and costs with other super products.

The fees and other costs for each underlying investment option offered by the entity, appear on our website in the relevant PDS for each managed investment. The fees and other costs for the MySuper investment option are set out in this section.

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

IOOF Employer Super fees and costs

Type of fee or cost	Amount		How and when paid												
	MySuper members	Choice members													
Investment fee	Nil.		Not applicable.												
Administration fee	Administration Fee <table border="1"> <thead> <tr> <th>Account balance</th> <th>MySuper and Cash Account</th> <th>All other investments</th> </tr> </thead> <tbody> <tr> <td>First \$250,000</td> <td>0.35% pa</td> <td>0.85% pa</td> </tr> <tr> <td>Next \$250,000</td> <td>0.35% pa</td> <td>0.50% pa</td> </tr> <tr> <td>Amounts above \$500,000</td> <td>0.35% pa</td> <td>0.35% pa</td> </tr> </tbody> </table>		Account balance	MySuper and Cash Account	All other investments	First \$250,000	0.35% pa	0.85% pa	Next \$250,000	0.35% pa	0.50% pa	Amounts above \$500,000	0.35% pa	0.35% pa	<p>The Administration Fee is the percentage-based component calculated daily on your account balance¹.</p> <p>It is charged monthly in arrears and is deducted from your Cash Account² at the end of each month.</p> <p>The Member Fee is the dollar-based component charged monthly in arrears and is deducted from your Cash Account at the end of each month.</p> <p>Where you are only a member for a portion of the month, the Member Fee will be charged on a pro-rata basis.</p> <p>If you move between Choice and MySuper during a month the Member Fee applicable at the end of the month is taken to have applied for the whole month.</p>
Account balance	MySuper and Cash Account	All other investments													
First \$250,000	0.35% pa	0.85% pa													
Next \$250,000	0.35% pa	0.50% pa													
Amounts above \$500,000	0.35% pa	0.35% pa													
	Member Fee \$2.25 per week. \$3.50 per week. Please note, your employer may have negotiated reduced fees on your behalf. For details of the fees that apply to your account, please refer to your Employer Plan Summary.														
Buy-sell spread	0.25% (buy or sell).	Varies across the managed investments available up to a maximum of 2%.	<p>A buy-sell spread is added to, or deducted from (as applicable), the unit price of the relevant managed investment. The buy-sell spread that applies to each managed investment can change from time to time.</p> <p>Please refer to the relevant investment option PDS for specific details.</p>												
Switching fee	Nil.		Not applicable.												
Exit fee	\$75.00		Deducted from your Cash Account when you make a withdrawal or close your account.												
Advice fees relating to all members investing in a particular MySuper product or investment option	Nil.		<p>No advice fees will be charged unless you request us to do so. A range of advice fees are available (please refer to the 'Additional explanation of fees and costs' section in the IOOF Employer Super general reference guide (IOF.02)). You should refer to your financial adviser's statement of advice for details on any agreed advice fees.</p>												
Other fees and costs	Refer to the 'Additional explanation of fees and costs' section in the IOOF Employer Super general reference guide (IOF.02) .														

Type of fee or cost	Amount		How and when paid
	MySuper members	Choice members	
Indirect cost ratio	MySuper investment option: 0.50% pa.	The indirect cost ratio varies across the underlying managed investments available and can range from 0.18% to 3.00% pa ³ (\$1.80 to \$30.00 pa per \$1,000 invested). No indirect cost ratio applies to listed investments and term deposits. Performance related fees may also apply to some managed investments when the investment return generated by the fund exceeds a specific criteria or benchmark ⁴ .	Generally calculated daily as a percentage of the amount you have invested in each managed investment. It is not deducted directly from your account, but is generally incorporated into the unit price of the managed investment and is generally charged monthly or quarterly in arrears. The most recent indirect cost ratio applied by each fund manager for a particular managed investment can be obtained from the IOOF Employer Super investment guide (IOF.01) and the relevant PDS for each managed investment.
	Cash Account: ² 0.26% pa.		

- Your account balance comprises your Cash Account together with the value of your investment options.
- Your Cash Account is currently invested in an operating bank account (for day-to-day transactions) and the IOOF Cash Management Trust (ARSN 105 788 501) (CMT), for which IIML is the responsible entity. Interest generated by this investment is reduced by bank charges and the management costs charged by IIML, as the responsible entity of the CMT, before it is credited to the Cash Account. You are charged an indirect cost on your Cash Account balance. As at 30 June 2016, this indirect cost ratio was 0.26% pa. We may change the investment of the Cash Account at any time. If your Cash Account goes into a negative balance, a fee will be charged for the period that your account has a negative balance. The fee equates to interest charged at the daily rate applicable for the Cash Account for the period that your Cash Account has a negative balance. Transactions including switches, partial withdrawals and other payments (including fees) may result in a negative balance. Refer to the 'Cash Account preferences' section of **IOOF Employer Super general reference guide (IOF.02)**.
- Indirect cost ratios and performance fee estimates applied by each fund manager are estimates only and based on the information provided by each fund manager as at the date of this PDS. Investment options and indirect cost ratios may change from time to time.
- Please refer to 'Additional explanation of fees and costs' section of the **IOOF Employer Super general reference guide (IOF.02)** for further information on performance related fees.

Example of annual fees and costs for the MySuper investment option

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

Example – MySuper investment option		Balance of \$50,000
Investment fee	Nil.	For every \$50,000 you have in the super product, you will be charged \$0 each year.
PLUS Administration fees	Administration Fee 0.35% and Member Fee \$117 (\$2.25 per week)	AND , you will be charged \$292 in administration fees.
PLUS Indirect costs for the super product (assuming the product minimum of 1% is held in the Cash Account)	MySuper Investment (IOOF Balanced Investor Trust): 0.50% x \$49,500 Plus Cash Account: 0.26% x \$500	AND , indirect costs of \$248.80 (\$247.50 + \$1.30) each year will be deducted from your investment
EQUALS Cost of product	If your balance was \$50,000, and \$500 of that was held in your Cash Account then for that year you will be charged fees of \$540.80* for the super product.	

* Note: Additional fees may apply. And, if you leave the super entity, you may be charged an Exit fee of \$75 and a buy-sell spread (which also applies whenever you make an investment purchase or redemption). The buy-sell spread for exiting is 0.25 per cent (this will equal \$125 for every \$50,000 you withdraw).

Example of annual fees and costs for a balanced investment option (Choice member)

This table gives you an example of how the fees and costs for the IOOF MultiSeries 70 investment option for this super product can affect your super investment over a one year period. You should use this table to compare this super product with other super products.

Example – IOOF MultiSeries 70 investment option		Balance of \$50,000
Investment fee	Nil.	For every \$50,000 you have in the super product, you will be charged \$0 each year.
PLUS Administration fees (assuming the product minimum of 1% is held in the Cash Account)	Administration Fee (IOOF MultiSeries 70) 0.85% x \$49,500 plus 0.35% x \$500 (Cash Account) and Member Fee \$182 (\$3.50 per week)	AND , you will be charged \$604.50 (\$420.75 + \$1.75 + \$182) in administration fees.
PLUS Indirect costs for the super product (assuming the product minimum of 1% is held in the Cash Account)	IOOF MultiSeries 70: 0.50% x \$49,500 Plus Cash Account: 0.26% x \$500	AND , indirect costs of \$248.80 (\$247.50 + \$1.30) each year will be deducted from your investment.
EQUALS Cost of product	If your balance was \$50,000, and \$500 of that was held in your Cash Account then for that year you will be charged fees of \$853.30* for the super product.	

* Note: Additional fees may apply. And, if you leave the super entity, you may be charged an Exit fee of \$75 and a buy-sell spread (which also applies whenever you make an investment purchase or redemption). The buy-sell spread for exiting is 0.19 per cent (this will equal \$95 for every \$50,000 you withdraw).

Fees and costs of the platform relate to access to the investments on the list, not the costs within those investments. Additional costs may be charged by the issuers of the products that you decide to invest in.

 You should read the important information about 'Fees and costs' before making a decision. Refer to the **IOOF Employer Super general reference guide (IOF.02)** available on our website (ioof.com.au/employer-super-docs). The material relating to 'Fees and costs' may change between the time when you read this PDS and the day you acquire the product.

7. How super is taxed

Warning: You should supply your tax file number (TFN) when acquiring this product. Under the Superannuation Industry (Supervision) Act 1993, we are authorised to collect your TFN, which will only be used for lawful purposes and in accordance with the Privacy Act 1988. It is not an offence if you choose not to provide your TFN, but if you do not, you may pay more tax on your super and some contributions (such as personal and spouse contributions) will not be accepted.

On joining the Employer Division if you do provide your TFN to your employer, your employer must disclose it to us within 14 days to avoid penalties imposed by the Australian Tax Office (ATO). We require your TFN in order to process your Personal Division application.

Tax may apply to contributions, investment earnings and withdrawals. We generally deduct tax from your Cash Account at the time we need to pay it to the Australian Tax Office (ATO). Accrued tax on contributions will be retained in your Cash Account and the remainder will be invested as per your Deposit Instruction.

Tax on contributions

Concessional (before-tax) contributions including super guarantee contributions, salary sacrifice contributions and tax deductible personal contributions are taxed at the rate of 15 per cent. Non-concessional (after-tax) contributions including personal and spouse contributions are not taxed in IOOF Employer Super.

Tax on investment earnings

The maximum rate of tax applied to earnings, which is the interest and investment income from your investment options, is 15 per cent. Capital gains are effectively taxed at the concessional rate of 10 per cent if the asset has been held for longer than 12 months.

Tax on withdrawal

When you are aged 60 or over lump sum cash withdrawals and pension payments are tax free. If you are under age 60 and you are eligible to withdraw from your super, you may be taxed.

Warning: There are limits on the amount of contributions which can be made to super and you may pay extra tax if these limits are exceeded.

 You should read the important information about 'How super is taxed' before making a decision. Refer to the **IOOF Employer Super general reference guide (IOF.02)** available on our website (ioof.com.au/employer-super-docs). The material relating to 'How super is taxed' may change between the time when you read this PDS and the day you acquire the product.

8: Insurance in your super

It is important to understand how insurance works to ensure that you and your family are financially protected in the event of serious injury or illness, permanent disablement, or to provide a lump sum to your beneficiaries in the event of your death. Before deciding whether to hold insurance through IOOF Employer Super, you should read the **IOOF Employer Super insurance guide (IOF.03)**, available on our website (ioof.com.au/employer-super-docs).

Types of insurance available in IOOF Employer Super

Type of insurance	What is it?	How much?	
		Default Cover	Customised Cover
Death	<p>Death cover provides your family with financial security in the event of your death. If you die, your insured benefit will be paid to your dependants or estate as an addition to your super account balance.</p> <p>There's no limit to the amount of Death Benefit that you can apply for.</p>	The amount of Death and TPD Benefit that can be purchased for \$3.00 per week.	Subject to Automatic Acceptance, this is based on Customised Cover design chosen by the employer.
Total & Permanent Disablement (TPD)	<p>TPD cover provides you and your family with financial security in the event you become totally and permanently disabled. If this happens, your insured benefit may be paid to you, in addition to your super account balance.</p> <p>The maximum TPD Benefit available is \$5 million.</p>		
Income Protection	<p>Income Protection cover provides you with a regular monthly income if you become Totally Disabled because of Illness or Injury and are unable to work and earn your income.</p> <p>The maximum amount of Income Protection insurance you can apply for is 75% of your Declared Earned Income (plus up to 10% of your Declared Earned Income as Super Contributions Benefit) not exceeding \$30,000 per month. You can choose a Benefit Payment Period of two or five years or to age 65 after a 30, 60 or 90 day Waiting Period</p>	Income Protection cover with a regular monthly income of \$2,000 (subject to a maximum replacement ratio of 75 per cent of pre-disability income) if you are become Totally Disabled because of Illness or Injury and unable to work and earn your income. Your Benefit Payment Period is two years after a 90 day Waiting Period.	Subject to Automatic Acceptance, this is based on Customised Cover design chosen by the employer.

How do I apply for insurance?

On joining the Employer Division, you may apply for an increase to your default Death and TPD cover (\$4, \$5 or \$6 per week) or default Income Protection cover (\$4,000, \$5,000 or \$6,000 monthly benefit) by completing the Insurance Application – top-up default form available on our website (ioof.com.au/employer-super-docs).

In the Personal Division, new members are not entitled to Automatic Acceptance insurance cover (unless transferred from the Employer Division with insurance cover). However you are able to apply for cover if you wish.

You can apply for new cover, or to increase existing cover, by completing the Application for Insurance form available on our website, or through insurance online with your financial adviser.

If your circumstances change, IOOF Employer Super offers the ability to increase your insurance cover due to Life Events or Salary Increase. To apply, please complete the Insurance application – life events and salary increase form available on our website (ioof.com.au/employer-super-docs).

It is not compulsory to take out or keep your default insurance cover. You can cancel your insurance cover by completing the 'Insurance cancellation' form available on our website (ioof.com.au/employer-super-docs).

Warning: To understand eligibility requirements or cancellation, conditions, and exclusions that are applicable to your insurance cover, it is important that you read the IOOF Employer Super insurance guide (IOF.03) before making a decision.

Cost of insurance

There are costs associated with insurance cover. These costs are known as insurance premiums and are usually at your own expense. Premiums may differ depending on factors including:

- your age and gender
- the type and amount of cover
- your occupation or plan rating factor.

For insurance cover outside that provided under Default or Customised cover, the insurance premiums you pay may also differ depending on factors such as:

- your leisure activities
- your health and medical history
- any loadings placed on your cover by the Insurer.

Warning: Unless you decline or cancel the default insurance cover provided, the cost of the cover will be deducted from your account.

! You should read the **IOOF Employer Super insurance guide (IOF.03)** available on our website (ioof.com.au/employer-super-docs) before making a decision.

The material relating to the **IOOF Employer Super insurance guide (IOF.03)** may change between the time when you read this PDS and the day you acquire the product.

9. How to open an account

Employer Division

If your employer uses IOOF Employer Super, you do not have to complete an application form. Your employer will automatically send your details and contributions to IOOF Employer Super and we will set up a MySuper account on your behalf. Once we receive your details we'll send confirmation of your account directly to you.

After joining as a MySuper member, you can become a Choice member by making an investment selection using the Switching Instruction form available on our website (ioof.com.au/employer-super-docs).

Personal Division

You can open an account in the Personal Division of IOOF Employer Super by completing a Personal Superannuation Application form. The application form is located in the IOOF Employer Super Personal Superannuation Member forms booklet available from our website (ioof.com.au/employer-super-docs). To complete the application form you will need to know your TFN.

Cooling-off period

When you receive confirmation that you have become a member of the Personal Division, there is a 14-day period in which you may write to us and cancel your membership. No fees and costs are incurred. However, the amount paid out may be adjusted to take into account any increase or decrease in the investment value and taxes that were payable in relation to contributions made. Any contributions subject to preservation requirements cannot be repaid to you. Those contributions must be transferred to another complying super fund, approved deposit fund, or retirement savings account of your choice.

If you exercise your cooling-off right, you must nominate another super provider within 30 days. If you do not make a nomination or your nominated provider does not accept the transfer, we may transfer your money to an eligible rollover fund (ERF). For more information on the ERF selected for IOOF Employer Super, please see the 'Other general information' section in the **IOOF Employer Super general reference guide (IOF.02)**.

Complaints

If you have a complaint about your super account (or you wish to obtain further information about the status of an existing complaint) please contact the Manager, Customer Care:

Post: Manager, Customer Care
IOOF Investment Management Limited
Reply Paid 264, Melbourne VIC 8060

Phone: 1800 333 500

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 deal with your complaint as quickly as possible. We are required by law to deal with your complaint within 90 days.

If you are not satisfied with our handling of your complaint, or a decision we have made in relation to your complaint, you may contact the Superannuation Complaints Tribunal (SCT) by calling 1300 884 114, or by writing to Locked Bag 3060, Melbourne VIC 3001. This service is available free of charge to you, however the SCT can only hear your complaint after you have first made use of our internal complaints handling arrangements as explained above.

10. Other information

Updated information

Information in this PDS is subject to change from time to time. Where the changes are not materially adverse, we will make updated information available on our website (ioof.com.au/employer-super-docs).

You can obtain a paper copy of this updated information free of charge by calling us on 1800 333 500.

Privacy

We recognise the importance of protecting your privacy. Any information we collect about you will be handled in accordance with our privacy policy, which contains information about how we manage your personal information, how you may access or correct your personal information, and how you may complain about a breach of your privacy. To obtain a copy of the IOOF group privacy policy or for more information, please contact our Client Services Team on 1800 333 500 or visit our website (ioof.com.au/privacy).

Contact us

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

Post: IOOF Employer Super,
GPO Box 264 Melbourne VIC 3001

Phone: 1800 333 500

Fax: 03 6215 5800

Website: ioof.com.au

Email: employersuper@ioof.com.au

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