



**IOOF**

# PORTFOLIO SERVICE

## Superannuation Fund

**Trustee's annual report to members as at 30 June 2018**

- AustChoice Super
- Bendigo Financial Solutions
- Financial Partnership Portfolio Service
- IOOF Portfolio Service
- IOOF LifeTrack
- IOOF Pursuit Focus
- IOOF Pursuit Select
- IOOF Pursuit Core
- IOOF Personal Super
- IOOF Pension
- IOOF Employer Super (including sub-plans: Bendigo and Adelaide Bank Staff Superannuation Plan, Pitcher Partners Superannuation Fund and Medical & Associated Professions Superannuation Fund)

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## **Important information**

This report is issued by IOOF Investment Management Limited (IIML) ABN 53 006 695 021 AFS Licence No. 230524 as Trustee of IOOF Portfolio Service Superannuation Fund ABN 70 815 369 818 (Fund).

The information in this report is general information only and does not take into account your financial circumstances, needs and objectives. Before making any decision based on this report, you should assess your own circumstances or seek advice from a financial adviser. You should obtain and consider a copy of the Product Disclosure Statement available from us or your financial adviser before you acquire a financial product. The information is given in good faith and is believed to be accurate and reliable at the time of publication. IIML provides no assurance that the Fund will continue to be available in the future.

# Message from the Trustee



I am pleased to present the Trustee's annual report to members in the IOOF Portfolio Service Superannuation Fund (Fund) for the year ended 30 June 2018. This report has been prepared by IOOF Investment Management Limited as Trustee of the Fund ('IIML' or 'Trustee').

At IOOF, we have been helping Australians secure their financial independence for over 170 years and have grown to become a leading provider of quality financial advice, products and services.

Today, IOOF is one of the largest financial services group in Australia. We are an ASX top 100 company with \$161.7 billion in funds under management, administration, advice and supervision, and we currently provide services to more than 500,000 customers around Australia\*.

As we grow, one thing that won't change is our commitment to help you secure your financial independence.

In this report you will find general information about the Fund, including abridged financial statements, changes to the Fund and developments in super that have occurred during the 2017/18 financial year.

Thank you for your ongoing support.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Renato Mota'. The signature is fluid and cursive, with a small star-like mark above the final letter.

**Renato Mota**

**Group General Manager – Wealth Management**

IOOF Investment Management Limited

as Trustee of the IOOF Portfolio Service Superannuation Fund

# Government reforms in superannuation

## Changes and developments in superannuation

### 1. New independent dispute resolution scheme for super members

The Australian Financial Complaints Authority (AFCA) commenced on 1 November 2018. The new authority is an independent external dispute resolution scheme that replaces the Superannuation Complaints Tribunal (SCT), the Financial Ombudsman Service (FOS) and the Credit and Investments Ombudsman (CIO). The SCT will continue to deal with cases already before it, however any new disputes will be dealt with by the AFCA.

### 2. First Home Super Saver Scheme

Super fund members can make a request to withdraw voluntary contributions (personal contributions and salary sacrifice contributions) made since 1 July 2017 to help purchase a first home. Voluntary contributions of up to \$15,000 a year or \$30,000 in total plus ATO calculated earnings can be withdrawn. Only 85% of voluntary concessional contributions are able to be accessed.

Members must apply to the ATO to release an amount under this scheme. Members who intend to claim a tax deduction for personal super contributions should ensure the super fund has received a section 290-170 Tax Deduction Notice before applying to the ATO for a withdrawal under the scheme.

### 3. Downsizer contributions

Members and spouses aged 65 or more can contribute up to \$300,000 each of the proceeds of the sale of their main residence, where the sale occurs after 1 July 2018. The contributions are not counted under the non-concessional contributions cap and no maximum age or work test applies. To make downsizer contributions, the individual or their spouse must have owned the property for at least 10 years and made the contribution within 90 days of settlement. Downsizer contributions can only be made in respect of one main residence and must be accompanied by a completed Downsizer contribution into superannuation form (NAT 75073-06.2018).

## 4. Carry forward of unused concessional contributions cap

Members who do not use their full concessional contributions cap in the 2018/2019 or later tax years, can carry forward that excess and use it in a future year for up to five further tax years where their total super balance is less than \$500,000. Therefore if you do not use your full \$25,000 cap in 2018/19, you may be able to contribute more concessional contributions in 2019/20 (or later).

## 5. Transfer of compassionate ground releases to ATO

Responsibility for assessing whether to release benefits from a super fund under compassionate grounds has been transferred from the Department of Human Services to the ATO. Compassionate grounds include releases to pay medical; disability, palliative care expenses for you or your dependant; funeral expenses for a dependant; and housing expenses to avoid losing your home.

## 6. Release authorities from the ATO

The ATO has streamlined how it processes release authorities for excess concessional and non-concessional contributions, and Division 293 tax<sup>1</sup>. For all releases, the ATO will issue a determination to the member who has 60 days to respond to the ATO nominating the fund to release the amount. The ATO collects the released amount from the nominated super fund; deducts any outstanding tax and then refunds the net amount to the member.

## 7. Direct reporting of income streams to Centrelink

IOOF has commenced reporting income stream information directly to the Department of Human Services for the Centrelink income stream reviews. The first report provided annual information for account pensions (including retirement-phase pensions, transition to retirement pensions, and term allocated pensions) for the August 2018 income stream reviews. For complying lifetime or life expectancy income streams the first report is due in April 2019.

IOOF will no longer send out paper-based Centrelink schedules to members, other than on commencement of the pension or if a change is made to your pension during the year. If you require an ad hoc schedule you can also download one from Portfolio Online or IOOF Online.

<sup>1</sup> Division 293 is an extra 15% tax on concessional contributions for those on higher incomes of \$250,000 or more.

## 8. Ongoing reporting of super contributions to ATO starts.

Under new reporting requirements, IOOF will report to the ATO all super contributions as they are received, rather than on an annual basis after the end of the financial year. IOOF will provide the ATO with the last annual Member Contribution Statement for 2017/2018 in October 2018, and will start reporting new contributions as they are received from 1 July 2018.

IOOF reports the amount and type of contribution as it is received; the employer details (if the contributions were made by the employer); and details of any section 290-170 Tax Deduction Notices<sup>2</sup> received for personal contributions. The ATO will upload information it receives onto an individual's ATO account with myGov as soon as practicable.

## 9. Single Touch Payroll commences

Starting 1 July 2018 employers of 20 or more employees are required to report payments made to employees, any PAYG withholding; and year to date superannuation liability (or the employee's ordinary time earnings) to the ATO on an ongoing basis. The Government has announced Single Touch Payroll will be extended to smaller employers from 1 July 2019 (although this has not passed into law yet).

Information received from the employer is uploaded onto the employee's ATO account with myGov, and can be matched with contribution information received from the super fund to check if super guarantee contributions are correct.

## 10. Self-managed super funds rollovers

The superstream rules for rollovers will be extended to self-managed super funds. Although the regulations have already commenced, the start date is 30 November 2019.

## Superannuation thresholds for 2018/19

Concessional contributions cap	\$25,000 (no change from 2017/18)
Non-concessional contributions (NCC) cap	\$100,000; or \$300,000 over 3 years if under age 65 and less than \$1.4 million in super and pension on 30 June 2018; or \$200,000 over 2 years if under age 65 with between \$1.4 million and \$1.5 million in super and pension on 30 June 2018. \$0 with \$1.6 million or more in super or pension on 30 June 2018.
Superannuation guarantee (SG) rate	9.5%
SG maximum contributions base	\$54,030 ordinary time earnings per quarter or \$216,120 pa (up from \$52,760 per quarter 2017/18)
Preservation age <ul style="list-style-type: none"> <li>• Benefits can be accessed on retirement</li> <li>• 0% tax on low rate threshold (below)</li> </ul>	Age 57 Age 58 if born from 1 July 1962 to 30 June 1963 Age 59 if born from 1 July 1963 to 30 June 1964 Age 60 if born from 1 July 1964
Low rate threshold <ul style="list-style-type: none"> <li>• 0% tax under age 60 for cash lump sums</li> </ul>	\$205,000 (up from \$200,000 for 2017/18)
CGT cap amount <ul style="list-style-type: none"> <li>• excluded from NCC cap</li> </ul>	\$1,480,000 (up from \$1,455,000 for 2017/18)
Government co-contribution income	Full co-contribution – \$37,697 pa or less (up from \$36,813 pa 2017/18) No co-contribution – \$52,697 pa or more (up from \$51,813 pa 2017/18)
Spouse contributions tax offset	Maximum of \$540 if annual spouse income less than \$37,000. Offset ceases at \$40,000.
Departing Australia Super Payment tax rate	35% on taxable component (65% for working holiday makers)
Centrelink Age Pension age	Age 65 and 6 months. Age pension age increases by 6 months every 18 months from 1 July 2017 until it reaches age 67 by 1 July 2023.

## Super changes proposed by the Government

The Government has announced a number of changes that have been tabled into Parliament but have not yet passed into law.

### Superannuation guarantee changes

These include:

- Excluding salary sacrifice contributions from super guarantee contributions.
- Extending choice of super fund to employees employed under enterprise agreements and workplace determinations.
- Giving the ATO greater powers to direct employers to make super guarantee contributions and undergo education courses if the employer fails to meet their obligations. ATO will also be able to inform members if their employer has not paid super guarantee contributions.
- Providing employers with a one year amnesty to catch up on outstanding super guarantee contributions and earnings without tax penalties.
- Allowing employees with multiple employers to opt out of superannuation guarantee contributions in respect of income over the SG maximum contributions base.

These changes are set out in the *Treasury Laws Amendment (2018 Superannuation Measures No 1) Bill* and *Treasury Laws Amendment (Improving Accountability and Member Outcomes in Superannuation Measures No 2) 2017 Bill*.



## Protecting your super package – Budget 2018 announcements to start 1 July 2019

These changes include:

- Exit fees on super will be abolished.
- Administration fees and investment fees on accounts that have less than \$6,000 on 30 June will be capped at 3% for that year.
- Inactive accounts with no insurance and less than \$6,000 will be paid to the ATO. The ATO will then transfer this amount to the individual's active super account. An account is inactive if it has not received a contribution or rollover within the previous 13 months. Inactive low balances will be measured on 30 June and 31 December each year, starting 30 June 2019.
- Default insurance will not be available to new super accounts from 1 July 2019 if the member is under age 25 (unless the member chooses to opt-in to the insurance).
- Default insurance cannot be provided to accounts that have an account balance of less than \$6,000 from 1 April 2019 (unless the member chooses to opt-in to the insurance). Once an account reaches \$6,000 default insurance will apply, and will continue even if the account drops below \$6,000 at a later date.
- Insurance (both default and personal insurance) ceases if an account becomes inactive (ie 13 months of inactivity), unless the member actively chooses to continue cover. The 13 month inactive period may include the period before 1 July 2019.

These changes are set out in the *Treasury Laws Amendment (Protecting Your Superannuation Package) Bill 2018*.

# Changes to the IOOF Portfolio Service Superannuation Fund

## Changes to the Trust Deed

The Trust Deed for the Fund was amended on 16 April 2018 with effect from 20 April 2018 to change the name of the 'IOOF Employer Super' division' to 'IOOF Super and Pension'.

A copy of the current Trust Deed is available to members online at <https://www.ioof.com.au/about-us/about-ioof/trustee-disclosures/ioof>, upon request by calling our Client Services Team or may be inspected by arrangement during business hours at the office of the Trustee.

## Changes to the product range

### Product disclosure statements

IIML issued PDSs for:

### IOOF Pursuit

#### 21 February 2018

- IOOF Pursuit Focus Investment Service IDPS Guide

#### 1 July 2018

- IOOF Pursuit Focus Personal Superannuation
- IOOF Pursuit Focus Allocated Pension
- IOOF Pursuit Focus Investment Service IDPS Guide
- IOOF Pursuit Select Personal Superannuation
- IOOF Pursuit Select Allocated Pension
- IOOF Pursuit Select Term Allocated Pension
- IOOF Pursuit Select Investment Service IDPS Guide

IIML issued guides for:

## **IOOF Pursuit insurance guide (PIN.03)**

**1 July 2018**

- IOOF Pursuit Focus Personal Superannuation
- IOOF Pursuit Select Personal Superannuation

## **IOOF insurance guide**

**1 July 2018**

- IOOF Portfolio Service Personal Superannuation
- IOOF LifeTrack Personal Superannuation
- Financial Partnership Portfolio Service Personal Superannuation
- Bendigo Financial Solutions Personal Superannuation

## **IOOF Pursuit investment guide**

**21 February 2018**

- IOOF Pursuit Focus Investment Service investment guide (PFI.02)

**1 July 2018**

- IOOF Pursuit Select investment guide (PSS.02)
  - IOOF Pursuit Select Personal Superannuation
  - IOOF Pursuit Select Allocated Pension
  - IOOF Pursuit Select Term Allocated Pension
- IOOF Pursuit Focus investment guide (PFS.02)
  - IOOF Pursuit Focus Personal Superannuation
  - IOOF Pursuit Focus Allocated Pension
- IOOF Pursuit Focus Investment Service investment guide (PFI.02)
- IOOF Pursuit Select Investment Service investment guide (PSI.02)

## **IOOF Pursuit general reference guide**

### **1 July 2018**

- IOOF Pursuit Select Personal Superannuation general reference guide (PSS.01)
- IOOF Pursuit Focus Personal Superannuation general reference guide (PFS.01)
- IOOF Pursuit pension general reference guide (PSP.01):
  - IOOF Pursuit Select Allocated Pension
  - IOOF Pursuit Select Term Allocated Pension
  - IOOF Pursuit Focus Allocated Pension

IIML issued forms booklets for:

## **IOOF Pursuit**

### **14 February 2018**

- IOOF Pursuit Focus Personal Superannuation
- IOOF Pursuit Focus Allocated Pension
- IOOF Pursuit Focus Investment Service
- IOOF Pursuit Select Personal Superannuation
- IOOF Pursuit Select Allocated Pension
- IOOF Pursuit Select Term Allocated Pension
- IOOF Pursuit Select Term Investment Service

### **1 July 2018**

- IOOF Pursuit Focus Personal Superannuation
- IOOF Pursuit Focus Allocated Pension
- IOOF Pursuit Focus Investment Service
- IOOF Pursuit Select Personal Superannuation
- IOOF Pursuit Select Allocated Pension
- IOOF Pursuit Select Term Allocated Pension
- IOOF Pursuit Select Term Investment Service

## Product disclosure statements

IIML issued PDSs for:

### **IOOF Employer Super (including sub-plans), IOOF Personal Super and IOOF Pension**

#### 20 April 2018

- IOOF Employer Super
- IOOF Personal Super
- IOOF Pension

#### 1 July 2018

- IOOF Employer Super
- IOOF Personal Super
- IOOF Pension
- Bendigo and Adelaide Bank Staff Superannuation Plan – Employer and Personal Super
- Bendigo and Adelaide Bank Staff Superannuation Plan – Pension
- Medical & Associated Professions Superannuation Fund – Employer and Personal Superannuation
- Medical & Associated Professions Superannuation Fund – Pension
- Pitcher Partners Superannuation Fund – Employer and Personal Superannuation
- Pitcher Partners Superannuation Fund – Pension

### **AustChoice Super**

#### 1 July 2018

- AustChoice Super – Pension

IIML issued guides for:

## **IOOF Employer Super (including sub-plans), IOOF Personal Super and IOOF Pension general reference guides**

### **20 April 2018**

- IOOF general reference guide (IOF.02)
  - IOOF Employer Super
  - IOOF Personal Super
  - IOOF Pension

### **1 July 2018**

- IOOF general reference guide (IOF.02)
  - IOOF Employer Super
  - IOOF Personal Super
  - IOOF Pension
- Bendigo and Adelaide Bank Staff Superannuation Plan (BASSP) general reference guide (SSB.13)
  - Bendigo and Adelaide Bank Staff Superannuation Plan – Employer and Personal Super
  - Bendigo and Adelaide Bank Staff Superannuation Plan – Pension
- Medical & Associated Professions Superannuation Fund general reference guide (MAP.02)
  - Medical & Associated Professions Superannuation Fund – Employer and Personal Superannuation
  - Medical & Associated Professions Superannuation Fund – Pension
- Pitcher Partners Superannuation Fund general reference guide (PPS.02)
  - Pitcher Partners Superannuation Fund – Employer and Personal Superannuation
  - Pitcher Partners Superannuation Fund – Pension

## **IOOF Employer Super (including sub-plans), IOOF Personal Super and IOOF Pension investment guides**

### **20 April 2018**

- IOOF investment guide (IOF.01)
  - IOOF Employer Super
  - IOOF Personal Super
  - IOOF Pension

### **1 July 2018**

- IOOF investment guide (IOF.01)
  - IOOF Employer Super
  - IOOF Personal Super
  - IOOF Pension
- Bendigo and Adelaide Bank Staff Superannuation Plan investment guide (SSB.11)
  - Bendigo and Adelaide Bank Staff Superannuation Plan – Employer and Personal Super
  - Bendigo and Adelaide Bank Staff Superannuation Plan – Pension
- Medical & Associated Professions Superannuation Fund investment guide (MAP.01)
  - Medical & Associated Professions Superannuation Fund – Employer and Personal Superannuation
  - Medical & Associated Professions Superannuation Fund – Pension
- Pitcher Partners Superannuation Fund investment guide (PPS.01)
  - Pitcher Partners Superannuation Fund – Employer and Personal Superannuation
  - Pitcher Partners Superannuation Fund – Pension

## **IOOF Employer Super (including sub-plans) and IOOF Personal Super insurance guides**

### **20 April 2018**

- IOOF insurance guide (IOF.03)
  - IOOF Employer Super
  - IOOF Personal Super

### **1 July 2018**

- IOOF insurance guide (IOF.03)
  - IOOF Employer Super
  - IOOF Personal Super
- Bendigo and Adelaide Bank Staff Superannuation Plan (BASSP) insurance guide (SSB.18)
  - Employer and Personal Super
- Medical & Associated Professions Superannuation Fund insurance guide (MAP.03)
  - Employer and Personal Superannuation
- Pitcher Partners Superannuation Fund insurance guide (PPS.03) – Employer and Personal Superannuation

## **AustChoice Super**

- AustChoice Super general reference guide (ACH.02)
- AustChoice Super investment guide (ACH.01)
- AustChoice Super insurance booklet



IIML issued forms booklets for:

## **IOOF Employer Super (including sub-plans), IOOF Personal Super and IOOF Pension**

### **20 April 2018**

- IOOF Employer Super
- IOOF Personal Super
- IOOF Pension

### **1 July 2018**

- IOOF Employer Super
- IOOF Personal Super
- IOOF Pension
- Bendigo and Adelaide Bank Staff Superannuation Plan – Employer Division
- Bendigo and Adelaide Bank Staff Superannuation Plan – Pension
- Medical & Associated Professions Superannuation Fund – Personal Superannuation and Pension
- Pitcher Partners Superannuation Fund – Employer Division, Personal Superannuation and Pension

## **AustChoice Super**

- AustChoice Super – Pension

## Product updates

14 February 2018

### Non-lapsing binding nominations

Non-lapsing binding death benefit nomination is now available on all IOOF Pursuit superannuation and pension products. Unlike a binding nomination, a non-lapsing binding nomination does not expire after three years. To ensure compliance with superannuation law, the IOOF Portfolio Service Superannuation Fund Trust Deed requires IOOF Investment Management Limited (the Trustee) consent to each member's non-lapsing binding nomination. This consent will be provided where the dependency is ongoing or permanent (e.g. spouse), however in other circumstances the Trustee may request further details from you about the nominated dependant before consenting.

14 February 2018

### Indexation of advice fees

Indexation of advice fees is now available on all IOOF Pursuit products. The indexation option can be applied to the existing flat dollar Member Advice Fee – Ongoing and Member Advice Fee – Licensee. You can choose to automatically index the above mentioned flat dollar advice fees by the Consumer Price Index (CPI) or a fixed percentage (up to a maximum of 10 per cent) on a specific date each year.

14 February 2018

### Additional pension payment date

A second pension payment date option of the 14th day of the month has been introduced for all IOOF Pursuit products. This is in addition to the current payment date which is the 28th day of the month. You can now choose to receive monthly, quarterly, half-yearly or annual pension payments to be paid by the 14th or the 28th day of the month. Note that this change does not impact twice-monthly pension payments which are already paid by the 14th and 28th day of the month.

## 2 April 2018

### **New term deposit provider added**

ANZ Bank has been added as a term deposit provider to the following products:

- IOOF Pursuit Select
- IOOF Pursuit Core
- IOOF Portfolio Service
- IOOF LifeTrack
- IOOF Employer Super (including sub-plans)
- IOOF Personal Super
- IOOF Pension
- AustChoice

Interest rates and terms are available on our website.

## 20 April 2018

### **Changes to MySuper members**

A MySuper member who becomes a Choice member can now retain all or part of their holdings in IOOF Balanced Investor Trust. Becoming a Choice member allows clients to expand their investment options.

MySuper members are no longer required to retain a 1% minimum cash holding and 100% of their deposits and any income earned will be invested in the IOOF Balanced Investor Trust.

These changes impact the following products:

- IOOF Employer Super (including sub-plans)
- IOOF Personal Super
- AustChoice

20 April 2018

## Member Fee renamed

The Member Fee has been renamed to Account Keeping Fee on statements, transactions and reports for the following products:

- IOOF Employer Super (including sub-plans)
- IOOF Personal Super
- IOOF Pension
- AustChoice

20 April 2018

## Retail insurance added to IOOF Personal Super

Members of IOOF Personal Super now have access to retail insurance through the following partners:

- TAL
- AIA
- Zurich

Retail insurance is only available through a financial adviser and is not available for MySuper members.

20 April 2018

## Change to fees for IOOF Employer Super, IOOF Personal Super and IOOF Pension

We have introduced an updated fee structure with differentiated Administration Fees and Account Keeping Fees for the new high quality, low cost Core Investment Menu and extensive Full Investment Menu.

Account balance	Core Investment Menu (pa)	Full Investment Menu (pa)
First \$250,000	0.35%	0.70%
Next \$250,000	0.25%	0.50%
Next \$500,000	0.10%	0.20%
Next \$1 million	0.05%	0.10%
Amounts above \$2 million	Nil	Nil
Account Keeping Fee	\$117	\$180

20 April 2018

## Family Fee Aggregation now available in IOOF Personal Super and IOOF Pension

Family Fee Aggregation is now available to all members in IOOF Personal Super (Choice members) and IOOF Pension.

Members can link up to six individual and family accounts across these products to take advantage of the consolidated balances to reduce their Administration Fees. The fee benefit will be applied proportionally across the accounts.

You can link with members of the same immediate family (husband, wife, partner, son, daughter, father, mother, brother, sister, grandparent or grandchild) and in-laws of the immediate family.

1 July 2018

## Changes to Fee Aggregation

There have been changes to the terms and conditions of Fee Aggregation for the following products:

- IOOF Pursuit Select Personal Superannuation
- IOOF Pursuit Select Allocated Pension
- IOOF Pursuit Select Term Allocated Pension
- IOOF Pursuit Select Investment Service.

The updated terms and conditions of Fee Aggregation are:

- The immediate family definition was expanded to include grandparent/grandchild relationship and in-laws as follows.
  - Each person applying to link for the purpose of Fee Aggregation must be a member of the same immediate family (husband, wife, partner, son, daughter, father, mother, brother, sister, grandparent or grandchild) and in-laws of the immediate family. It also includes multiple accounts for the same person. Please note that there can only be one immediate family group in any Fee Aggregation arrangement.
- The maximum number of accounts in a Fee Aggregation group has been increased from 4 to 6 as follows:

A maximum of six accounts are allowed to be linked together for Fee Aggregation purposes.

1 July 2018

## Change to the Indirect Cost Ratio (ICR) for the Cash Account

The estimated Indirect Cost Ratio (ICR) for the Cash Account has changed from 0.24% pa to approximately 0.80% pa from 1 July 2018.

These changes impact the following products:

- IOOF Employer Super (including sub-plans)
- IOOF Personal Super
- IOOF Pension

1 July 2018

## Changes to terms and conditions of insurance

There have been changes to the terms and conditions of group insurance for the following products:

- IOOF Employer Super (including sub-plans)
- IOOF Personal Super
- IOOF Pursuit Select Personal Superannuation
- IOOF Pursuit Focus Personal Superannuation
- IOOF Pursuit Core Personal Superannuation
- IOOF Portfolio Service Personal Superannuation
- IOOF LifeTrack Personal Superannuation
- Financial Partnership Portfolio Service Personal Superannuation
- Bendigo Financial Solutions Personal Superannuation
- AustChoice Super

TAL Life Limited have refined the definitions for total and permanent disability (TPD) and income protection (IP), to include rehabilitation and work modifications that help people return to their previous lifestyle. There is also clarification around the definition of earned income, benefit offsets, and other payments.

## Changes to investment options

As Trustee, we regularly monitor the investment options available to members in the Fund. This section outlines the underlying investment options that have been added and removed from the Fund's investment menus during 2017/18. Any investment option currently available may not continue to be available in the future. If we remove an investment option from the Fund, we may transfer your investments in the investment option that is no longer available to another investment option of the Fund. We will attempt to notify you before this action is taken.

We make no recommendation regarding the investment options set out below and not all investment options are available for all products. If you require further information about investment options available through each product, please refer to the PDS of the investment option and relevant product, and speak to your financial adviser or our Client Services Team.

## New investment options

APIR code	Investment option name
LAZ0003AU	Lazard Emerging Markets Fund
SSB0009AU	Legg Mason Martin Currie Select Opportunities Fund
ARO0006AU	C Worldwide Global Equity Trust
LAZ0003AU	Lazard Emerging Markets Fund
BFL0002AU	Bennelong Concentrated Australian Equities Fund
BFL0008AU	Bennelong Avoca Emerging Leaders Fund
IML0010AU	IML Concentrated Australian Share Fund
AUG0027AU	Australian Ethical Emerging Companies Fund
AUG0018AU	Australian Ethical Australian Shares Fund
COL0001AU	Folkestone Maxim A-REIT Securities Fund
DFA0041AU	Dimensional Global Sustainability Trust (Unhedged)
DFA0042AU	Dimensional Global Sustainability Trust (Hedged)
FSF1295AU	Stewart Investors Worldwide Sustainability Fund
FSF1675AU	Stewart Investors Worldwide Sustainability Fund – Class A
SSB4946AU	Legg Mason Martin Currie Ethical Income Fund
AAP0008AU	Ausbil 130/30 Focus Fund
STL0044AU	Sandhurst Strategic Income Fund
PLA0003AU	Platinum Japan Fund
FID0014AU	Fidelity Hedged Global Equity Fund
ETL0415AU	Robeco BP Global Premium Equities Fund
PCL0022AU	Pengana Global Small Companies Fund
ETL0419AU	Pan-Tribal Global Equity Fund
ETL0463AU	Orbis Global Equity Fund
WHT0057AU	Antipodes Global Fund
MAQ0838AU	Polaris Global Equity Fund
VAN9309AU	Vanguard Global Aggregate Bond Index Fund (Hedged)
MAQ0410AU	Walter Scott Global Equity Fund



<b>APIR code</b>	<b>Investment option name</b>
ETL0032AU	Aberdeen Emerging Opportunities Fund
ETL0419AU	Pan-Tribal Global Equity Fund
SLT2171AU	Nanuk New World Fund
HGI0004AU	Janus Henderson Global Fixed Interest Total Return Fund
AUG0017AU	Australian Ethical Balanced Fund (Wholesale)
INT0042AU	Morningstar High Growth Real Return Fund
PER0556AU	Perpetual Wholesale Diversified Real Return Fund
WHT0015AU	Resolution Capital Global Property Securities Fund
AMP0974AU	AMP Capital Global Property Securities Fund – Class A Units
PER0758AU	JPMorgan Global Macro Opportunities Fund
LTC0002AU	La Trobe Australian Credit Fund – 12 Month Term Account
MUA0002AU	Munro Global Growth Fund
ETL0171AU	AXA IM Sustainable Equity Fund

## Removed investment options

APIR Code	Investment option name
HHA0002AU	Hunter Hall Global Equities Trust
SSB0029AU	Legg Mason Martin Currie Small Companies Trust – Class I Units
ACU0008AU	Property Income Plus Fund
MMF0700AU	OnePath Tax Effective Income Trust – Wholesale Units
MAQ0063AU	Macquarie Master Property Securities Fund
WHT0014AU	Resolution Core-Plus Property Securities fund
LEF0044AU	Optimix Wholesale Balanced Trust – Class A Units
IOF0227AU	Janus Henderson Absolute Return Australian Equity Fund
PLA0100AU	Platinum International Brands Fund
SBC0822AU	UBS International Share Fund
MAQ0046AU	Macquarie Australian Enhanced Equities Fund
MLT0001AU	Challenger Guaranteed Income Fund – 5.30 cents pa 30 September 2017 (MV\$1)
MLT0005AU	Challenger Guaranteed Income Fund – 4.55 cents pa 30 September 2017 (MVS1)
FSF0908AU	Generation Wholesale Global Share Fund
SBC0822AU	UBS International Share Fund
MGL0019AU	Ironbark Copper Rock Emerging Markets Opportunities Fund
MAQ0454AU	Macquarie Australian Small Companies Fund
MAQ0443AU	Macquarie High Conviction Fund
MIN0043AU	Mercer Moderate Growth Fund
MIN0042AU	Mercer High Growth Fund
MIN0041AU	Mercer Growth Fund
MIN0040AU	Mercer Conservaive Fund
MIN0039AU	Mercer Australian Shares Fund
MIN0044AU	Mercer Shares Fund
INT0080AU	Morningstar International Bonds (Hedged) Fund
IOF0200AU	Perennial Value Australian Shares Trust
PMC0003AU	Zurich Investments Global Equity Income Fund

APIR Code	Investment option name
PER0072AU	Perpetual Wholesale Share-Plus Long-Short Fund
AUG0001AU	Australian Ethical Balanced Fund (Retail)
AMR0006AU	Regal Australian Long Short Equity Fund
BTA0428AU	Pendal Balanced Equity Income Fund
ARO0011AU	Arnhem Australian Equity Fund
ZUR0583AU	Zurich Investments Small Companies Fund

## Listed share options

The majority of listed securities forming part of the ASX 300 Index are available as listed share options.

# Investment managers

The following investment management companies manage the assets of the investment options within the Fund as at 30 June 2018:

Aberdeen Asset Management Limited
Acadian Asset Management (Australia) Limited
Acorn Capital Limited
Adelaide Bank Limited
Allan Gray Australia Pty Ltd
AllianceBernstein Australia Limited
Alpha Fund Managers Pty Ltd
Alphinity Investment Management Pty Limited
Altius Asset Management Pty Ltd
American Century Investments
AMP Capital Investors Limited
Antares Capital Partners Ltd
Antipodes Partners Limited
APN Funds Management Limited
AQR Capital Management, LLC
Arrowstreet Capital, L.P.
Aspect Capital Limited
Ausbil Investment Management Limited
Australian Ethical Investment Ltd
Australian Unity Investments
AXA Australia
Bennelong Australian Equity Partners
Bentham Asset Management Pty Limited
BlackRock Investment Management (Australia) Limited
BNP Paribas Investment Partners (Australia) Limited

Brandywine Global Investment Management
BT Investment Management (Institutional) Limited
Candriam Sustainable Global Equity Fund
Capital International, Inc
Celeste Funds Management Limited
Challenger Managed Investments Limited
Charter Hall Direct Property Management Limited
Colonial First State Investments Limited
Delaware Investment Advisers
Deutsche Australia Limited
Eley Griffiths Group Pty Limited
Epoch Investment Partners, Inc
FIL Limited
Franklin Templeton Investments Australia Limited
Global Thematic Partners LLC
Goldman Sachs Asset Management Australia Pty Ltd
Greencape Capital Pty Ltd
Henderson Global Investors (Australia) Institutional Funds Management Limited
Hunter Hall Investment Management Limited
Hyperion Asset Management Limited
Independent Franchise Partners LLP
Integrity Investment Management Australia Limited
Invesco Australia Ltd
Investors Mutual Limited
IOOF Investment Management Limited
J O Hambro Capital Management Limited
JPMorgan Asset Management (Australia) Limited
Kapstream Capital Pty Ltd
La Trobe Financial Services Pty Limited

Lazard Asset Management LLC.
Lazard Asset Management Pacific Co
Legg Mason Asset Management Australia Limited
LM Investment Management Ltd
Macquarie Investment Management Global Limited
Magellan Asset Management Limited
Maple-Brown Abbott Limited
MAPP Pty Ltd
Merlon Capital Partners Pty Limited
MFS Investment Management
MLC Investments Limited
Monash Investors Pty Ltd
Morningstar Investment Management Australia Limited
Morphic Asset Management Pty Limited
Munro Partners
National Australia Bank Limited
Nikko AM Limited
Norwich Union Life Australia Limited
NovaPort Capital Pty Limited
OC Funds Management
OnePath Funds Management Limited
Orbis Investment Management Limited
Orion Asset Management Limited
Pan-Tribal Asset Management
Paradice Investment Management Pty Ltd
Payden & Rygel Global Limited
Pengana Capital Ltd
Perennial Investment Partners Limited
Perennial Value Management Limited

Perpetual Investment Management Limited
PIMCO Australia Pty Limited
Platinum Asset Management
Plato Investment Management Limited
Platypus Asset Management Limited
Prime Value Asset Management Limited
Principal Global Investors (Australia) Limited
RARE Infrastructure Limited
RealindexInvestments Pty Limited
Resolution Capital Limited
Robeco Hong Kong Limited
Russell Investment Management Ltd
Sandhurst Trustees Limited
Schroder Investment Management Australia Limited
Schroder Investment Management Ltd
Schroder Investment Management Singapore Ltd
SG Hiscock & Company Limited
Smallco Investment Manager Limited
Solaris Investment Management Limited
Spheria Asset Management
State Street Global Advisors, Australia, Limited
T. Rowe Price Global Investments Limited
Tribeca Investment Management Limited
UBS Asset Management (Australia) Ltd
Value Partners Hong Kong Limited
van Eyk Research Limited
Vanguard Investments Australia Ltd
Ventura Investment Management Limited
Walter Scott & Partners Limited
Watermark Funds Management

Wavestone Capital

Wellington Management Company, LLP

Wells Capital Management Inc.

Western Asset Management Company Pty Ltd

Wingate Asset Management Pty Ltd

Winton Capital Management Limited

Zurich Investment Management Limited



# General information

## About the Trustee

IIML has met all of the necessary APRA requirements to operate as a Trustee of the Fund. IIML also maintains its AFS Licence under the *Corporations Act 2001*.

We monitored our compliance with the relevant legislative requirements during 2017/18, and confirm that the Fund:

- is a resident regulated superannuation fund within the meaning of the *Superannuation Industry (Supervision) Act 1993*
- has not received a notice of noncompliance from APRA
- has not received a notice from APRA directing the Fund not to accept any contributions by an employer
- is able to accept SG contributions from employers
- complies with the minimum insurance cover requirements for Choice of Superannuation funds as set out in the *Superannuation Guarantee (Administration) Regulations 1993*

The Trustee has effected and maintains in force professional indemnity insurance to protect the interests of members.

## Directors of the Trustee

Mr George Venardos (Chairman until 13 September 2018)

Mr Christopher Francis Kelaher (resigned 1 September 2018)

Ms Elizabeth Flynn (reappointed 29 August 2017)

Mr Martin Walsh (Acting Chairman from 13 September 2018)

Ms Dawn Oldham (resigned 21 August 2018)

John Selak

## Policy committees

This section applies to members of IOOF Employer Super, Medical & Associated Professions Superannuation Fund, the Bendigo and Adelaide Bank Staff Superannuation Plan, Pitcher Partners Superannuation Fund, and AustChoice Super only.

A policy committee may be established for an employer-sponsored fund. A policy committee's role is to provide an avenue for members and employers to make enquiries about the investment strategies and performance of the employer-sponsored fund. The Trustee may use the policy committee as a forum for providing information to members and employers as well as to assist the Trustee to deal with complaints or enquiries about the employer-sponsored fund's operation or management.

The Trustee will take reasonable steps to set up a policy committee and to ensure that equal numbers of employer and member representatives are on the committee. Detailed information about how to establish a policy committee will be sent to all members from the Trustee if they request this in writing. Details of policy committees, including members' names and how they were appointed and by whom, are provided to members upon joining the employer-sponsored fund and every year within the member's annual statement.

## Eligible rollover fund

An eligible rollover fund (ERF) is a fund designed to accept super accounts from other funds, where the Trustee of the other fund is unable to adequately provide for small account holders. ERFs are designed to offer a stable investment environment in which members with low account balances can have their funds invested with some protection from fees usually applied to actively managed accounts.

We may roll over your benefit to an ERF in the event that:

- you joined as a standard employer sponsored member more than two years ago and we have not received any contributions or rollover amounts in the last five years
- we have never had a correct address from you, or we have written two consecutive communications to you and had them returned unclaimed – in such circumstances, we will consider you to be a lost member
- you are a member of an employer plan and you leave that employer plan without nominating another fund for your balance
- your account balance falls below \$2,000
- you decide to seek the return of your initial investment (refer to 'cooling off' section in the relevant PDS) and either:
  - you do not notify us of a recipient fund for the receipt of your benefits (if necessary)

- the nominated fund does not accept the transfer.

Once your benefit is rolled into the ERF, you will no longer be a member of, nor entitled to claim any benefit from the Fund. Your insurance cover ceases and any remuneration payable from your account to a financial adviser will also cease.

The Trustee has selected the following ERFs for the Fund:

*IOOF Employer Super (including sub-plans), IOOF Personal Super, IOOF Pension and AustChoice Super*

SMF Eligible Rollover Fund (SMF ERF)

GPO Box 264

Melbourne VIC 3001

**Phone:** 1800 677 306

All other products within the Fund

*The Australian Eligible Rollover Fund (AERF)*

Jacques Martin Administration & Consulting

Locked Bag 5429

Parramatta NSW 2124

**Phone:** 1800 677 424

Being transferred to the SMF ERF or AERF may affect your super benefits for the following reasons:

- You will become a member of the relevant ERF and be subject to its governing rules.
- The relevant ERF will apply a different fee structure.
- Neither of the ERFs offer insurance benefits in the event of death, total and permanent disablement or temporary disablement.
- The SMF ERF invests your benefit in a low to medium -risk strategy, which may affect the rate of return credited to your account. You should evaluate whether this strategy is appropriate for your specific circumstances.
- The AERF invests your benefit in a single strategy with a balanced growth objective. The objective is to achieve industry average five year gross returns for balanced growth fund managers. No investment choice is available.

Please note that the ERFs are subject to investment risk which means you may receive back less than your original investment when withdrawn.

Before transferring your benefits to an ERF, we attempt to communicate with you and provide you with an option to nominate another fund. If you become a lost member, whether or not your benefit has been transferred to an ERF, you will be able to trace your benefit through the

ATO online services by logging onto your myGov account; selecting the ATO linked service; and then 'Manage my super'. If you do not have a myGov account you can create it on <http://www.mygov.gov.au>.

## Complaints

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

**Free call:** 1800 062 963

**By writing:**

Manager, Customer Care  
IOOF Investment Management Limited  
GPO Box 264  
MELBOURNE VIC 3001

Where possible, concerns will be resolved straightaway.

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 superannuation related complaints 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 Australian Financial Complaints Authority (AFCA), an external dispute resolution scheme, by calling 1800 931 678, emailing [info@afca.org.au](mailto:info@afca.org.au) or writing to AFCA, GPO Box 3, Melbourne VIC 3001.

This service is available free of charge to you, but can only hear your complaint after you have first made use of our internal complaints handling arrangements (as explained above).

# Trustee's investment objective and strategy

The Trustee provides members with an extensive choice of investment options to meet their super and retirement planning needs. The investment options are intended to allow members to make choices that match their individual circumstances, diversify their portfolio and match their investment risk and return profile. It is recommended that you consult your financial adviser prior to selecting the investment options that you would like to invest in and the investment strategy suitable to your objectives.

As part of our range of investment options, we offer specific ethical investments. As Trustee of the Fund, we do not currently take into account labour standards, environmental, social or ethical considerations when selecting, retaining or removing fund managers and managed investments from the list of available investments. The investment guide available for each product under the Fund contains detailed information about the range of investment strategies, objectives, and options that you can select, depending on the product you invest in. To obtain more information on the investment strategy and objectives for each product and investment option, please refer to the PDS for the particular product and investment option. It is recommended that you consult your financial adviser prior to selecting the product and investment options that you would like to invest in and the investment strategy suitable to your objectives.

## **Important note**

Information about the management costs including the indirect costs of each of the investment options is contained in the relevant PDS, a copy of which can be obtained by calling our Client Services Team, or from our relevant website. Current asset allocations can be obtained at any time. A paper copy of updated information will be provided free of charge on request.

## **Investment performance**

Information regarding the performance of each investment option is available on our websites. Please refer to the 'Contact us' section of this report on page 45 for details of our websites.

# Abridged financial statements

Set out below are the abridged financial statements detailing the Fund's financial transactions for the year ended 30 June 2018.

If you would like to obtain a copy of the full audited fund financial statements and related audit reports for the year (free of charge), please contact our Client Services Team or email us.

The auditor has issued an unmodified audit report in respect of the financial statements.

<b>Extract of accounts for the year ended 30 June</b>	<b>2018 (\$'000)</b>	<b>2017 (\$'000)</b>
<b>Revenue</b>		
Investment income	2,190,331	2,109,112
Sundry income	78,582	90,531
Employer contributions	701,632	709,931
Member contributions	497,400	800,948
Transfers from other funds	1,892,314	1,421,641
<b>Total revenue</b>	<b>5,360,259</b>	<b>5,132,163</b>
<b>Expenses</b>		
Benefits paid	2,737,611	2,837,704
Management fees	305,951	303,922
General administration expenses	4,482	4,389
Group life and income protection premiums	143,636	149,508
Superannuation contributions surcharge	3	(1)
Income tax expense	75,290	70,497
<b>Total expenses</b>	<b>3,266,973</b>	<b>3,366,019</b>
Increase in members' funds	2,093,286	1,766,144
Balance brought forward	25,618,104	23,851,960
<b>Net Assets available for Member Benefits</b>	<b>27,711,390</b>	<b>25,618,104</b>
<i>Represented by</i>		
<b>Assets</b>		
Investments	26,612,474	24,455,318
Cash and cash equivalents	266,268	246,584
Sundry debtors	963,886	1,052,617
Deferred tax asset	-	-
<b>Total assets</b>	<b>27,842,628</b>	<b>25,754,519</b>
<b>Liabilities</b>		
Creditors and accruals	40,820	52,443
Income tax payable	45,807	57,770
Deferred tax liability	44,611	26,202
<b>Total liabilities</b>	<b>131,238</b>	<b>136,415</b>
<b>Member benefits</b>	<b>27,589,760</b>	<b>25,506,230</b>
<b>Net assets</b>	<b>121,630</b>	<b>111,874</b>

Extract of accounts for the year ended 30 June	2018 (\$'000)	2017 (\$'000)
<b>Equity</b>		
General reserve	54,816	53,943
Tax reserve	-	(7,915)
Operational risk financial requirement reserve	60,622	60,120
Defined benefit over/(under) funded	6,192	5,726
<b>Total equity</b>	<b>121,630</b>	<b>111,874</b>

## Reserves

Reserves represent timing differences between net revenue and taxes in the operating statement and amounts allocated to members' accounts. These amounts may be allocated to members in future years in a fair and equitable basis. Reserves are predominantly retained in cash and cash equivalents.

The reserve levels for the past three years are as follows:

Reserves	2018(\$'000)	2017(\$'000)	2016(\$'000)
Opening balance	46,028	66,764	63,027
Transfer to/(from) reserves	8,788	(20,736)	3,737
<b>Closing balance</b>	<b>54,816</b>	<b>46,028</b>	<b>66,764</b>

## ORFR

The ORFR has been established to meet the requirements of Prudential Standard SPS 114 – Operational Risk Financial Requirement. The prudential standard requires the Trustee to maintain adequate financial resources to address losses arising from operational risks that may affect the Fund. Investment earnings generated by the ORFR are credited to the ORFR account. The ORFR may be invested in:

- Cash and/or cash equivalents
- Unlisted unit cash trusts; and
- Term deposits.



As part of the Trustee's regular review of the Fund's investment strategy, the Product Investment Committee and the Trustee will review and revise, as necessary, the investment strategy of the ORFR.

<b>ORFR Reserve</b>	<b>2018(\$'000)</b>	<b>2017(\$'000)</b>	<b>2016(\$'000)</b>
Opening balance	60,120	59,045	31,098
Transfer to reserves	502	1,075	27,947
<b>Closing balance</b>	<b>60,622</b>	<b>60,120</b>	<b>59,045</b>

Should an operational risk event occur in the future, additional deductions against member's accounts may be required to restore the Operational Risk Financial Reserve (ORFR) back to the target amount.

## Concentration of assets of the Fund

As at 30 June 2018, the following underlying investments exceeded five per cent of the total assets of the Fund:

### Investment

- IOOF MultiMix Balanced Growth Trust
- IOOF Balanced Investor Trust

The Trustee acknowledges that, as a result of the discretion which can be exercised by account holders, individual accounts may have a greater than five per cent exposure to a single investment.

Further, the Trustee acknowledges that when considered in aggregate (across all managed fund options in which the Trustee holds assets on behalf of members of the Fund), the Fund may be construed as having a total exposure to a single shareholding (or to a composite interest in the investment assets of a single issuer) and this exposure may exceed five per cent of the total value of Fund assets.

## **Indirect Management Costs applying to the Cash Account (not applicable to AustChoice Super, IOOF Employer Super (including sub-plans), IOOF Personal Super and IOOF Pension)**

The Cash Account is invested in a combination of an operating bank account (for day-to-day transactions) and in the IOOF Cash and Income Fund ARSN 087 727 277 and The Cash Management Fund ARSN 089 508 636, for which we are the Responsible Entity.

Interest generated by these investments is reduced by bank fees and charges (applicable to the operating bank account) and management costs charged by us, as the Responsible Entity of the IOOF Cash and Income Fund and the Cash Management Fund, for managing the assets of the Cash and Income Fund and the Cash Management Fund before it is credited to the Cash Account.

As at 30 June 2018, the indirect management cost is shown below. This cost is indirectly borne by members.

	%
Bendigo Financial Solutions	0.60
Financial Partnership Portfolio Service	0.60
IOOF Portfolio Service	0.60
IOOF LifeTrack	0.57
IOOF Pursuit Focus	0.60
IOOF Pursuit Select	0.60
IOOF Pursuit Core	0.60

## Indirect Management Costs applying to the Cash Account (specific to AustChoice Super, IOOF Employer Super (including sub-plans), IOOF Personal Super and IOOF Pension)

The Cash Account is invested in a combination of an operating bank account (for day-to-day transactions) and in the IOOF Cash Management Trust ARSN 105 788 501 for which we are the Responsible Entity.

Interest generated by these investments is reduced by bank fees and charges (applicable to the operating bank account) and management costs charged by us, as the Responsible Entity of the IOOF Cash Management Trust, for managing the assets of the IOOF Cash Management Trust before it is credited to the Cash Account.

As at 30 June 2018, the indirect management cost is shown below. This cost is indirectly borne by members.

	%
IOOF Employer Super, IOOF Personal Super and IOOF Pension	0.24
Medical & Associated Professions Superannuation Fund	0.24
Bendigo and Adelaide Bank Staff Superannuation Plan	0.24
Pitcher Partners Superannuation Fund	0.24
AustChoice Super	0.24

## **Derivative policy**

Derivatives may be used in accordance with the investment strategy and objectives of the Fund and at the investment option level in order to:

- to protect the investment from upward or downward movements in rates or prices through hedging
- protect funds from the range of market risks
- change the overall asset allocation in a timely manner without exposure to the timing and liquidity constraints or higher transaction costs associated with the physical market
- permit ongoing management of funds invested during periods of uncertainty where liquidity is not available in the physical market
- minimisation of transaction costs associated with spread on physical market transactions
- facilitating switching between asset classes or as an alternative to physical investment.

Derivatives will not be used to gear funds, for speculative purposes or trading.

The investment managers of the underlying funds which members elect to invest in may use derivatives such as options, futures, and swaps. The Trustee has controls and procedures in place relating to the investment managers' derivative use in order to ensure that it is suitable to the Trustee's and its members' own investment strategies and objectives.

## **Allocation of earnings into members' accounts**

Earnings from a particular investment of the Fund will be allocated into the members' accounts in proportion to the member's interest in the investment.

# Contact us

## Trustee

IOOF Investment Management Limited

ABN 53 006 695 021 | AFS Licence No. 230524

**Registered address:** Level 6 161 Collins Street, Melbourne VIC 3000

**Postal address:** GPO Box 264, Melbourne VIC 3001

## Client Services Teams

### AustChoice Super

**Telephone:** 1800 333 900

**Postal Address:** GPO Box 264, Melbourne VIC 3001

**Fax:** 03 6215 5933

**Email:** [info@austchoice.com.au](mailto:info@austchoice.com.au)

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

### Bendigo Financial Solutions

**Telephone:** 1800 913 118

**Postal Address:** GPO Box 264, Melbourne VIC 3001

**Fax:** 03 8614 4431

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

**Website:** <https://bendigo.portfolioonline.com.au>

### Financial Partnership Portfolio Service

**Telephone:** 1800 913 118

**Postal Address:** GPO Box 264, Melbourne VIC 3001

**Fax:** 03 8614 4431

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

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

### IOOF LifeTrack

**Telephone:** 1800 913 118

**Postal Address:** GPO Box 264, Melbourne VIC 3001

**Fax:** 03 8614 4431

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

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

## **Flight Centre**

Telephone: 1800 571 830  
Postal Address: GPO Box 264, Melbourne VIC 3001  
Fax: 03 8614 4431  
Email: [flightcentresuper@ioof.com.au](mailto:flightcentresuper@ioof.com.au)  
Website: [flightcentresuper.com.au](http://flightcentresuper.com.au)

## **IOOF Portfolio Service**

Telephone: 1800 913 118  
Postal Address: GPO Box 264, Melbourne VIC 3001  
Fax: 03 8614 4431  
Email: [clientfirst@ioof.com.au](mailto:clientfirst@ioof.com.au)  
Website: [www.ioof.com.au](http://www.ioof.com.au)

## **IOOF Pursuit Select, IOOF Pursuit Focus and IOOF Pursuit Core**

Telephone: 1800 913 118  
Postal Address: GPO Box 264, Melbourne VIC 3001  
Fax: 03 8614 4431  
Email: [clientfirst@ioof.com.au](mailto:clientfirst@ioof.com.au)  
Website: [www.ioof.com.au](http://www.ioof.com.au)

## **IOOF Employer Super, IOOF Personal Super and IOOF Pension**

Telephone: 1800 333 500  
Postal Address: GPO Box 264, Melbourne VIC 3001  
Fax: 03 6215 5933  
Email: [employersuper@ioof.com.au](mailto:employersuper@ioof.com.au)  
Website: [www.ioof.com.au](http://www.ioof.com.au)

## **Medical and Associated Professions Superannuation Fund**

Telephone: 1800 009 921  
Postal Address: GPO Box 264, Melbourne VIC 3001  
Fax: 03 6215 5933  
Email: [employersuper@ioof.com.au](mailto:employersuper@ioof.com.au)  
Website: [www.mapsuper.com.au](http://www.mapsuper.com.au)

## **Pitcher Partners Superannuation Fund**

Telephone: 1800 3222 8444  
Postal Address: GPO Box 264, Melbourne VIC 3001  
Fax: 07 3221 7779  
Email: [info@pitcherpartners.com.au](mailto:info@pitcherpartners.com.au)  
Website: [www.pitcherpartnerssuper.com.au](http://www.pitcherpartnerssuper.com.au)

## **Bendigo and Adelaide Bank Staff Superannuation Plan**

Telephone: 1800 787 372  
Postal Address: GPO Box 264, Melbourne VIC 3001  
Fax: 03 6215 5933  
Email: [staff.super@bendigobank.com.au](mailto:staff.super@bendigobank.com.au)  
Website: [www.bendigostaffsuper.com.au](http://www.bendigostaffsuper.com.au)

