



IOOF

IOOF Portfolio Service Superannuation Fund

Trustee's annual report to members as at 30 June 2020

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

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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. IIML is the Registrable Superannuation Entity (RSE) Licensee, RSE Licence No. L0000406 for the IOOF Portfolio Service Superannuation Fund (Fund) ABN 70 815 369 818, Registration No. R1000627.

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 Chair

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 2020. This report has been prepared by IOOF Investment Management Limited, as trustee of the Fund. Within the report you will find general information about the Fund including abridged financial statements, changes to the Fund and developments in super.

Undoubtedly, the 2020 financial year has been one of the most challenging and volatile in recent history. In the first half of the financial year, Australia experienced serious and prolonged drought conditions with bush fires causing devastation along the eastern seaboard. Then, from February 2020, the global COVID-19 pandemic has caused unprecedented disruption and significant distress to many Australians.

These events have affected the Australian and global economy and all of us personally. Regardless of these circumstances we continue working towards looking after you and what matters to you. We have been investing in our technology to continue to build out our contemporary platform and working towards simplification of our product suite.

Pleasingly, the IOOF Balanced Investor Trust recently won best Multi Asset – Balanced award by Money Management in their Fund Manager of the Year Awards. As the MySuper default investment offering, winning this award is testament to our investment team's strong client-centric culture and strength in asset allocation.

In addition, the independent Office of the Superannuation Trustee (OST), which was established in 2019, has worked with us to meet all the licence conditions required by APRA. Our investment in governance remains the cornerstone to best serve the interests of our members and ensure members' best interests are at the heart of everything we do.

I'm delighted to announce that, in February 2021, we will be holding our inaugural Annual Members' Meeting. During the meeting you will hear from our Board and Management about the performance and operations of the Fund and the outlook for the year ahead.

On behalf of the Board and management, we thank you for your ongoing support.



Martin Walsh
Chairman of IOOF Investment Management Limited

Government reforms in superannuation

Government reforms in superannuation since 1 July 2019

Financial adviser commissions to end from 2021

From 1 January 2021, financial advisers will no longer receive product commissions from super funds. Only commissions from retail life insurance policies arranged individually with the insurer can be paid from this date. This change is in response to the recommendations of the Hayne Royal Commission into Misconduct in Financial Services.

Financial advisers are generally paid for providing personal advice to super funds members through Member Advice fees agreed with the client. However, if the arrangement was established before 1 July 2013, the adviser may have received product commissions. The new changes mean that these commission arrangements will cease from 1 January 2021. A Member Advice fee can only be added to an account on the instruction of a member.

Since 2013 some product commissions have already terminated in the IOOF super fund. Some financial advisers have voluntarily switched off commissions, in favour of agreed Member Advice fees. The trustee has also removed upfront commissions on any contributions or rollovers made from 1 July 2020, effectively removing entry fees on these super accounts. Any remaining commissions will be removed before the end of December 2020 (other than retail life insurance commission).

When product commissions are removed, the trustee will pass on the savings to members through reduced administration fees; lower insurance premiums (or increased insurance cover for fixed premium insurance policies). Members will be notified of any specific changes impacting them after January 2021.

Changes to age limits for contributions

From 1 July 2020 members under age 67 can make voluntary contributions without the need to meet a work test or use the work test exemption. The Government has raised this age limit from 65 to 67 in line with changes to the Age pension age. The spouse contributions age limit has also increased from age 70 to 74, to make it consistent with rules for other voluntary contributions. Note the receiving spouse is still required to meet the work test or work test exemption for contributions made after their 67th birthday.

Under the work test a person must be in paid work for at least 40 hours over 30 days period during the financial year. APRA have advised that an employee being paid through the JobKeeper wage subsidy is considered to have met the work test, even though they may have been stood down. The work test does not apply to compulsory super guarantee contributions or downsizer contributions.

Although the age for making contributions without a work test has been raised, legislation which would permit larger contributions up to age 67 by bringing forward future years of the non-concessional contributions cap has not yet passed through parliament.

COVID-19: Early Release of Super

In response to the impact of the COVID-19 economic downturn, eligible persons could apply to the ATO for a withdrawal of their super up to \$10,000 by 30 June 2020 and a separate withdrawal of up to \$10,000 between 1 July 2020 and 31 December 2020. Temporary residents meeting the eligibility criteria could apply for a release before 30 June 2020, however the 2020/21 withdrawal is limited to eligible Australian or New Zealand citizens or permanent residents. As at 27 September 2020, the trustee has received 41,564 applications from the ATO for COVID-19 early release payments and paid out 92.6% of these within 5 business days.

COVID-19: Temporary reduction the minimum account-based pension

The Government has reduced the minimum annual draw down rate by 50% for account-based superannuation pensions for the 2019/20 and 2020/21 financial years. This applies to all IOOF account-based (allocated) pensions and IOOF Term Allocated Pensions. This is a temporary measure only and from 1 July 2021 drawdown rates will return to the standard rates. This change was in response to the financial impact of the COVID-19 virus and is consistent with actions taken during the Global Financial Crisis in 2008.

Superannuation Guarantee and choice of super fund developments

- Salary sacrifice contributions cannot be used by an employer to meet their super guarantee contribution obligations. This commenced 1 January 2020.
- Employers were provided with a one-off amnesty by the ATO to voluntarily come forward to disclose and pay past unpaid super guarantee contributions for employees. Shortfalls paid under the amnesty would be tax deductible and without additional penalties. The amnesty applied from May 2018 (when it was originally announced) to 7 September 2020.

- Employees with multiple employers can apply to the ATO for an **employer shortfall exemption certificate** which would exempt that employer from having to make super guarantee contributions. The ATO will issue the exemption where the total super guarantee contributions across all employers would exceed the concessional contributions cap.
- Under the COVID-19 legislation, super guarantee contributions are only calculated on work actually performed, and not on amounts paid to employees through the JobKeeper wage subsidy.
- All new industrial agreements from 1 January 2021 are required to provide employees with the option to choose their own super fund for super guarantee contributions. Although currently most enterprise-based agreements provide full choice of fund to employees, some agreements have restricted employee choice. These restrictions will cease when the agreement is next renewed.

Insurance changes to automatic (default) insurance cover from 1 April 2020

- New members under age 25 will not receive automatic insurance cover unless they actively opt-into the cover. When the member turns age 25 and has an account balance of at least \$6,000 automatic insurance cover will commence unless the member opts out of the cover.
- Members will not receive insurance cover until their super balance reaches \$6,000, unless the member opts into the cover. Once the account reaches \$6,000 insurance can apply even if later the account drops below \$6,000.

These changes are in addition to other reforms where insurance cover ceases on inactive accounts unless the member opts-into the cover. Members can opt-in online, by email or in writing. Members applying for new insurance opt in on the insurance application form.

SMSF rollovers through SuperStream

The start date for including self-managed superannuation funds (SMSFs) rollovers into SuperStream remains 31 March 2021, however in response to COVID-19 the ATO has provided a transition period to 30 September 2021 before SMSF use of SuperStream will be mandatory.

The Government has announced other changes that have not yet passed into law. These are:

- **Larger non-concessional contributions up to age 67**
Members under age 67 can now make non-concessional contributions without meeting the work test. However, legislation which would permit larger contributions up to age 67 by bringing forward future years of the non-concessional contributions cap has not yet passed through parliament. If passed it is likely to apply to the 2020/21 tax year and beyond.

- **Member Advice fee changes**

The Government has announced it will introduce changes to how financial advice fees can be deducted from superannuation accounts. These changes are expected to commence from 1 January 2021. Under these changes, financial advice fees cannot be deducted from MySuper accounts and for Choice accounts members will be required to annually consent to any ongoing financial advice fees.

The trustee has already moved to restrict new financial advice fees in MySuper and will implement the other changes when the legislation is passed.

- **Winding up of Eligible Rollover Funds (ERFs)**

APRA and the Government has commenced a process to wind up ERFs, now that the ATO has power to proactively unite a person's lost and unclaimed super with an active super account. Under the new process, super funds will not be able to rollover member benefits to an ERF, and instead can transfer amounts to the ATO if it would be in the member's best interests. For existing accounts in ERFs, those under \$6,000 will transfer to the ATO before 1 July 2021 and the remainder before 1 January 2022, following the legislation passing through parliament. Members of the SMF ERF will be given prior notice of any transfer to the ATO.

- Super splitting rules on relationship breakdown is to be extended to de-facto couples in Western Australia. Currently super splitting for de-facto relationships in WA is not covered by the commonwealth Family Law Act. WA has now referred this responsibility to the Commonwealth, and legislation implementing it is before parliament.
- The Government intends to extend the maximum size of self-managed super funds from 4 members to 6 members, to provide for larger families. The change will commence from the next quarter following the legislation being passed.

Superannuation thresholds for 2020/21

Concessional contributions cap	\$25,000 (no change from 2019/20)
Non-concessional contributions cap (NCC)	<p>\$100,000 annual cap (no change from 2019/20) if under \$1.6m in super and pension on 30 June 2020</p> <p>\$0 if \$1.6 million or more in super and pension on 30 June 2020</p> <p>If individual is under age 65*, potential bring-forward:</p> <ul style="list-style-type: none"> • \$300,000 if under \$1.4 million in super and pensions on 30 June 2020 • \$200,000 if between \$1.4 million and \$1.5 million in super and pensions on 30 June 2020 <p>*proposed to change to age 67</p>
Superannuation guarantee (SG) rate	9.5%
SG maximum contribution base	\$57,090 ordinary time earnings per quarter or \$228,360 pa (up from \$55,270 per quarter 2019/20)
Preservation age <ul style="list-style-type: none"> • Benefits can be accessed on retirement • 0% effective tax on withdrawals under low rate threshold 	<p>Age 55 if born before 1 July 1960</p> <p>Age 56 if born from 1 July 1960 to 30 June 1961</p> <p>Age 57 if born from 1 July 1961 to 30 June 1962</p> <p>Age 58 if born from 1 July 1962 to 30 June 1963</p> <p>Age 59 if born from 1 July 1963 to 30 June 1964</p> <p>Age 60 if born after 1 July 1964</p>
Low rate cap <ul style="list-style-type: none"> • 0% effective tax on taxable component of withdrawals 	\$215,000 (up from \$210,000 for 2019/20)
CGT cap amount <ul style="list-style-type: none"> • Excluded from NCC cap 	\$1,565,000 (up from \$1,515,000 for 2019/20)
Government co-contribution income	<p>Full co-contribution – \$39,837 pa or less (up from \$38,564 for 2019/20)</p> <p>No co-contribution – \$54,837 pa or more (up from \$53,564 for 2019/20)</p>
Spouse contribution tax offset	Maximum of \$540 if annual spouse income less than \$37,000. Offset ceases at \$40,000.
Departing Australia Superannuation Payment tax rate	35% on taxable component (65% for working holiday makers)
Centrelink age pension age	<p>Age 66</p> <p>Age pension age increases by 6 months every 18 months until it reaches age 67 by 1 July 2023.</p>

Changes to the IOOF Portfolio Service Superannuation Fund

Changes to the Trust Deed

The Trust Deed for the Fund was not amended during the 2019/20 financial year. 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.

Appointment of new Custodian

IIML as Responsible Superannuation Entity Licensee (RSEL) has appointed Australian Executor Trustees Limited (AETL) as custodian from 30 June 2020.

Product Disclosure Statements (PDS) issued for existing products on or after 1 July 2019

IIML issued PDSs for:

IOOF Pursuit

1 July 2019

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

IOOF Essential, eXpand and Shadforth Portfolio Service

1 July 2019

- IOOF Essential Super
- IOOF Essential Pension
- eXpand Super
- eXpand Pension

30 November 2019

- IOOF Essential Super
- IOOF Essential Pension
- eXpand Super
- eXpand Pension
- Shadforth Portfolio Service – Super
- Shadforth Portfolio Service – Pension

23 March 2020

- IOOF Essential Super
- IOOF Essential Pension
- eXpand Super
- eXpand Pension
- Shadforth Portfolio Service – Super
- Shadforth Portfolio Service – Pension

April 2020

- IOOF Essential Super (Product update)
- IOOF Essential Pension (Product update)
- eXpand Super (Product update)
- eXpand Pension (Product update)
- Shadforth Portfolio Service – Super (Product update)
- Shadforth Portfolio Service – Pension (Product update)

1 July 2020

- IOOF Essential Super (Product update)
- IOOF Essential Pension (Product update)
- eXpand Super (Product update)
- eXpand Pension (Product update)
- Shadforth Portfolio Service – Super (Product update)
- Shadforth Portfolio Service – Pension (Product update)

30 September 2020

- IOOF Essential Super (Product update)
- IOOF Essential Pension (Product update)
- eXpand Super (Product update)
- eXpand Pension (Product update)

- Shadforth Portfolio Service – Super (Product update)
- Shadforth Portfolio Service – Pension (Product update)

1 November 2020

- IOOF Essential Super
- IOOF Essential Pension
- eXpand Super
- eXpand Pension
- Shadforth Portfolio Service – Super
- Shadforth Portfolio Service – Pension

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

1 July 2019

- 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

30 November 2020

- 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 2019

- AustChoice Super – Pension

November 2020

- AustChoice Super – Pension

IIML issued guides for:

Bendigo and Adelaide Bank Staff Superannuation Plan – Employer and Personal Super

1 April 2020

- Bendigo and Adelaide Bank Staff Superannuation Plan – Employer and Personal Super

1 July 2020

- Bendigo and Adelaide Bank Staff Superannuation Plan – Employer and Personal Super

IOOF Pursuit insurance guide (PIN.03)

1 July 2019

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

IOOF Essential, eXpand and Shadforth Portfolio Service insurance guides

1 July 2019

- IOOF Essential insurance guide
- eXpand insurance guide
- Shadforth Portfolio Service insurance guide

IOOF Pursuit investment guide

1 July 2019

- 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 Essential, eXpand and Shadforth Portfolio Service investment guides and investment menus

1 July 2019

- IOOF Essential investment guide
- eXpand investment guide

30 November 2019

- IOOF Essential investment guide
- eXpand investment guide
- Shadforth Portfolio Service investment guide

23 March 2020

- IOOF Essential investment guide
- eXpand investment guide
- Shadforth Portfolio Service investment guide

1 November 2020

- IOOF Essential investment guide
- IOOF Essential investment menu (decoupled from investment guide)
- eXpand investment guide
- eXpand investment menu (decoupled from investment guide)

- Shadforth Portfolio Service investment guide
- Shadforth Portfolio Service investment menu (decoupled from investment guide)

IOOF Pursuit general reference guide

1 July 2019

- 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

IOOF Essential, eXpand and Shadforth Portfolio Service general reference guides

1 July 2019

- IOOF Essential general reference guide
- eXpand general reference guide
- Shadforth Portfolio Service general reference guide

30 November 2019

- IOOF Essential general reference guide
- eXpand general reference guide
- Shadforth Portfolio Service general reference guide

23 March 2020

- IOOF Essential general reference guide
- eXpand general reference guide
- Shadforth Portfolio Service general reference guide

1 November 2020

- IOOF Essential general reference guide
- eXpand general reference guide
- Shadforth Portfolio Service general reference guide
- IOOF Employer Super (including sub-plans), IOOF Personal Super and IOOF Pension general reference guides

IOOF Employer Super (including sub-plans), IOOF Personal Super and IOOF Pension General Reference Guides

1 July 2019

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

1 November 2020

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

AustChoice Super general reference guides

1 July 2020

- AustChoice Super general reference guide (ACH.02)

1 November 2020

- AustChoice Super general reference guide (ACH.02)

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

1 July 2019

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

1 November 2020

- Bendigo and Adelaide Bank Staff Superannuation Plan investment guide (SSB.11) and Investment menu
- Medical & Associated Professions Superannuation Fund investment guide (MAP.01) and Investment menu
- Pitcher Partners Superannuation Fund investment guide (PPS.01) and Investment menu

AustChoice Super investment guides

1 July 2020

- IOOF investment guide (IOF.01)

1 November 2020

- AustChoice Super investment guide (ACH.01)
- AustChoice Super investment menu

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

1 July 2019

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

1 April 2020

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

AustChoice Super insurance guides

1 July 2019

- AustChoice Super insurance guide

1 April 2020

- AustChoice Super insurance guide

IIML issued forms booklets for:

IOOF Pursuit

1 July 2019

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

IOOF Essential, eXpand and Shadforth Portfolio Service

1 July 2019

- eXpand Super
- eXpand Pension

30 November 2019

- eXpand Super
- eXpand Pension
- Shadforth Portfolio Service – Super
- Shadforth Portfolio Service – Pension

23 March 2020

- eXpand Super
- eXpand Pension
- Shadforth Portfolio Service – Super
- Shadforth Portfolio Service – Pension

1 November 2020

- eXpand Super
- eXpand Pension

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

1 July 2019

- 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

1 November 2020

- 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

1 July 2019

- AustChoice Super – Pension

1 November 2020

- AustChoice Super – Pension

Product updates

eXpand and Shadforth Portfolio Service

March 2020

- Introduction of the Managed Portfolio Service (**MPS**). MPS is a managed discretionary account service providing professionally managed models.
- Corporate actions functionality launched.

IOOF Essential, eXpand, Shadforth Portfolio Service, IOOF Pursuit, IOOF Employer Super (including sub-plans), IOOF Personal and IOOF Pension

April 2020

- Increase to the age members are allowed to make voluntary contributions to super without meeting the work test or work test exemption to 67.
- Increase to the maximum age at which spouse contributions can be made to 75.

IOOF Essential, eXpand, Shadforth Portfolio Service, IOOF Employer Super (including sub-plans), IOOF Personal, IOOF Pension, IOOF Pursuit and other closed products

July 2020

- The Government reduced the minimum pension payments account-based pensioners are required to withdraw from their accounts by 50% for the 2019/20 and 2020/21 financial years.
- New Member Advice Fee type created for IOOF Pursuit - has a specified start date and end date, where the end date cannot be more than 12 months from the start date.
- Removal of Advice fee - Licensee from IOOF Pursuit.

IOOF Essential, eXpand, Shadforth Portfolio Service, IOOF Employer Super, IOOF Personal and IOOF Pension

September 2020

- New Member Advice Fee type created – has a specified start date and end date, where the end date cannot be more than 12 months from the start date.

IOOF Employer Super (including sub-plans), IOOF Personal Super, IOOF Pension, IOOF Essential, eXpand and Shadforth Portfolio Service

November 2020

- Amendment of Cash Account information and Indirect cost to reflect new underlying investment in an interest-bearing account with an authorised deposit taking institution, currently Commonwealth Bank of Australia.
- Addition of Fixed Term Arrangements (**FTA**) to Advice fees (not applicable to subplans or AustChoice).
- Separation of the Investment Menu from the Investment Guide. The Investment Menus were separated from the Investment Guides to enable ease of use and more frequent updates to the Investment Menu.

Putting Members' Interests First

The Putting Members' Interests First bill (**PMIF**) was passed in September 2019 and aimed to prevent the erosion of accounts through unnecessary insurance premiums. This package was originally part of the **Protecting Your Super (PYS)** package that came into effect on 1 July 2019.

While PYS had three main components each with several parts, the PMIF package was much less complicated and was aimed at changes to default insurance with only two parts. From 1 April 2020 members who were under 25 years of age or have a balance of less than \$6,000 needed to opt-in to have insurance.

Multi-channel adviser and member communications were sent, and opt-in options were made available on the website.

All relevant insurance related disclosure documents have been updated.

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 were recommended in 2019/20 as additions and removals from the Fund's investment menus. 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 what investment options are available through each product, please refer to the relevant product's investment guide. If you require further information regarding the investment option, please refer to the investment option's PDS and speak to your financial adviser or our ClientFirst Team.

New investment options

APIR code	Investment option name
FSF5774AU	Baillie Gifford Long Term Global Growth Fund – Class A
BPF0029AU	Bell Global Emerging Companies Fund
ETL8171AU	BNP Paribas Environmental Equity Trust
MAQ0433AU	Charter Hall Direct Office Fund – RETAIL
MAQ0842AU	Charter Hall Direct Office Fund – Wholesale A
MAQ5880AU	Charter Hall Direct PFA Fund
DFA2068AU	Dimensional Australian Sustainability Fund
DFA8313AU	Dimensional World Allocation 30/70 Trust
FID0031AU	Fidelity Global Emerging Markets Fund
ETL0449AU	Flinders Emerging Companies Fund – Class B
HOW0034AU	Greencape Broadcap Fund
BNT0101AU	Hyperion Small Growth Companies Fund
BGL0008AU	iShares Global Bond Index Fund
MAQ0443AU	Macquarie Australian Shares Fund
MAQ0454AU	Macquarie Australian Small Companies Fund
MAN0002AU	Man AHL Alpha Fund

OPS0004AU	OC Micro-Cap Fund
MMF1471AU	OnePath Alternatives Growth Fund
MMF0275AU	OnePath Wholesale Global Emerging Markets Share Trust
LEF0173AU	Optimix Wholesale Global Smaller Companies Share Trust – Class B Units
BTA0507AU	Pendal Sustainable Australian Fixed Interest Fund
HHA0007AU	Pengana WHEB Sustainable Impact Fund
CRE0014AU	Smarter Money Fund – Assisted Investor Class
SLT0052AU	Smarter Money Higher Income Fund – Assisted Investor Class
WHT0012AU	Solaris Core Australian Equity Fund
VAN8175AU	Vanguard Ethically Conscious International Shares Index Fund
VAN0023AU	Vanguard Global Infrastructure Index Fund
VAN0024AU	Vanguard Global Infrastructure Index Fund (Hedged)
VAN0106AU	Vanguard International Credit Securities Index Fund (Hedged)
VAN0021AU	Vanguard International Small Companies Index Fund

Removed investment options

APIR code	Investment option name
AMP1595AU	AMP Capital Global Infrastructure Securities Fund (Hedged)
NFS0209AU	Antares Listed Property Fund
WHT0053AU	Capital Group Emerging Markets Total Opportunities Fund (AU)
HOW0314AU	Challenger Absolute Return Global Bond Strategies Fund
FID0014AU	Fidelity Hedged Global Equities Fund
SMF0107AU	IOOF MultiMix Wholesale Australian Property Trust – Class A
IOF0127AU	Janus Henderson Diversified Credit Fund
SSB0029AU	Legg Mason Martin Currie Small Companies Fund – Class I
MLC0317AU	MLC Platinum Global Fund
MON0001AU	Monash Absolute Investment Fund
MAQ0838AU	Polaris Global Equity Fund
RIM0012AU	Russell Conservative Fund - Class C Units

APIR code	Investment option name
FRT0004AU	Templeton Global Equity Fund
UBS0057AU	UBS Microcap Fund
WMF0001AU	Watermark Market Neutral Trust
ZUR0583AU	Zurich Investments Small Companies Fund
ZUR7150AU	Zurich Investments Small Companies Fund - Class D

Listed share options

The majority of listed securities in the S&P/ASX 300 Index, including a range of exchange traded funds and other listed securities, are approved by the Trustee from time to time.

Investment managers

The following investment management companies manage the assets of the investment options within the Fund as at 30 June 2020:

Aberdeen Standard Investments Australia Limited

Acadian Asset Management LLC

AHL Partners LLP

Allan Gray Australia Pty Ltd

AllianceBernstein Australia Limited

Alpha Fund Managers Pty Ltd

Alphinity Investment Management Pty Limited

American Century Investment Management, Inc

AMP Capital Investors Limited

Antares Capital Partners Ltd

Antipodes Partners Limited

APN Funds Management Limited

AQR Capital Management, LLC

Ardea Investment Management Pty Ltd

Arrowstreet Capital, L.P.

Arrowstreet Capital, Limited Partnership

Aspect Capital Limited

Atrium Investment Management Pty Ltd

Ausbil Investment Management Limited

Australian Ethical Investment Ltd

Australian Unity Funds Management Limited

Australian Unity Property Limited

AXA Investment Managers Asia (Singapore) Limited

Baillie Gifford Overseas Limited

Bell Asset Management Limited

Bennelong Australian Equity Partners Pty Ltd

Bentham Asset Management Pty Limited

BlackRock Investment Management (Australia) Limited

BNP Paribas Asset Management Australia Limited

Brandywine Global Investment Management, LLC

Brookfield Capital Management Limited

C WorldWide Asset Management Fondsmæglerselskab A/S

Candriam Belgium SA

Capital Fund Management LLP

Capital International, Inc.

CBRE Clarion Securities, LLC

Celeste Funds Management Limited

Centuria Property Funds Limited

Challenger Managed Investments Limited

Charter Hall Holdings Pty Ltd

Charter Hall Property Securities Management Limited

Colchester Global Investors (Singapore) Pte. Ltd.

Colonial First State Asset Management (Australia) Limited

Colonial First State Investments Limited

DFA Australia Limited

Eley Griffiths Group Pty Limited

Epoch Investment Partners, Inc

FIL Investment Management (Australia) Limited

Firetrail Investments Pty Limited

First Sentier Investors Realindex Pty Limited

Franklin Templeton Investments Australia Limited

Global Thematic Partners, LLC

GMO Australia Limited

Goldman Sachs Asset Management Australia Pty Ltd

Graham Capital Management, L.P

Greencape Capital Pty Ltd

Hunter Hall Investment Management Limited

Hyperion Asset Management Limited

Independent Franchise Partners LLP
Invesco Australia Ltd
Investors Mutual Limited
IOOF Investment Services Ltd
IPM Informed Portfolio Management AB
Janus Henderson Investors (Australia) Institutional Funds Management Limited
JO Hambro Capital Management Limited
JPMorgan Asset Management (Australia) Limited
K2 Asset Management Ltd
Kapstream Capital Pty Ltd
Karara Capital Pty Limited
L1 Capital Pty Ltd
La Trobe Financial Services Pty Limited
Lazard Asset Management LLC.
Lazard Asset Management Pacific Co
Lennox Capital Partners Pty Ltd
Lizard Investors LLC
LM Investment Management Ltd
Macquarie Investment Management Global Limited
Magellan Asset Management Limited
Maple-Brown Abbott Global Listed Infrastructure Pty Ltd
Maple-Brown Abbott Limited
MAPP Pty Ltd
Martin Currie Australia
Mercer (Australia) Pty Ltd
Merlon Capital Partners Pty Limited
MFS International Australia Pty Ltd
MFS Investment Management
MLC Investments Limited
Morningstar Investment Management Australia Limited
Morphic Asset Management Pty Limited

Munro Partners
Nanuk Asset Management Pty Ltd
Nikko AM Limited
NovaPort Capital Pty Limited
OC Funds Management Limited
OC Microcap Pty Ltd
OnePath Funds Management Limited
Orbis Investment Management Limited
PAN-Tribal Asset Management
Paradice Investment Management Pty Ltd
Partners Group Private Markets (Australia) Pty Ltd
Payden & Rygel Global Limited
Pendal Institutional Limited
Pengana Capital Ltd
Perennial Value Management Limited
Perpetual Investment Management Limited
PIMCO Australia Pty Limited
Platinum Asset Management
Plato Investment Management Limited
Platypus Asset Management Limited
Polaris Capital Management, LLC
Prodigy Investment Partners Limited
Quay Global Investors Pty Ltd
RARE Infrastructure Limited
Renaissance Property Securities Pty Ltd
Resolution Capital Limited
Robeco Hong Kong Limited
RREEF America L.L.C.
Russell Investment Management Ltd
Sandhurst Trustees Limited
Schroder Investment Management Australia Limited

Schroder Investment Management Singapore Limited
SG Hiscock & Company Limited
Smallco Investment Manager Limited
Smarter Money Investments Pty Ltd
Solaris Investment Management Limited
Spheria Asset Management Pty Limited
State Street Global Advisors, Australia, Limited
T. Rowe Price Australia Limited
Talaria Asset Management Pty Ltd
Tribeca Investment Partners Pty Ltd
UBS Asset Management (Australia) Ltd
Value Partners Hong Kong Limited
van Eyk Research Limited
Vanguard Investments Australia Ltd
Ventura Investment Management Ltd
Vertium Asset Management Pty Ltd
Walter Scott & Partners Limited
WaveStone Capital Pty Limited
Wells Capital Management
Western Asset Management Company Pty Ltd
WHEB Asset Management LLP
Winton Capital Management Limited
Yarra Funds 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 2019/2020, 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 non compliance 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 Geoffrey Martin Walsh
- Ms Elizabeth Flynn (resigned 19 March 2020)
- Ms Karen Gibson
- Mr John Selak (resigned 29 August 2019)
- Mr Robert Andrew Bloore
- Mr Lindsay Smartt (appointed 6 August 2019)
- Ms Jane Harvey (appointed 19 March 2020)

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, AustChoice Super, Shadforth Portfolio Service, IOOF Essential and eXpand

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 my.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 straight away.

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 an issue has not been resolved to your satisfaction, or if we have not responded within the above timeframe, you can lodge a complaint with the Australian Financial Complaints Authority, or AFCA. AFCA provides fair and independent complaint resolution service that is free to consumers.

Website: www.afca.org.au

Email: info@afca.org.au

Telephone: 1800 931 678 (free call)

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

There are some time limits for lodging certain complaints. This includes complaints about the payment of a death benefit, which you must lodge with AFCA within 28 days of being given our written decision.

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, including managed funds and model portfolios, we offer specific ethical investments whose strategy have an Environmental, Social and Governance or Socially Responsible Investment focus. We do not however, 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 ClientFirst 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 2020.

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 ClientFirst Team or email us.

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

Extract of accounts for the year ended 30 June	2020 (\$'000)	2019 (\$'000)
Revenue		
Investment income	(477,132)	1,943,094
Sundry income	83,588	89,028
Employer contributions	696,884	708,696
Member contributions	655,684	617,069
Transfers from other funds	2,421,311	2,263,087
Total revenue	3,380,335	5,620,974
Expenses		
Benefits paid	3,523,728	3,265,556
Management fees	290,621	302,251
General administration expenses	3,211	2,972
Group life and income protection premiums	114,061	136,043
Superannuation contributions surcharge	–	–
Income tax (benefit)/ expense	(36,559)	99,338
Total expenses	3,895,062	3,806,160
(Decrease)/Increase in members' funds	(514,727)	1,814,814
Balance brought forward	29,526,204	27,711,390
Net Assets available for Member Benefits	29,011,477	29,526,204
<i>Represented by</i>		
Assets		
Investments	28,109,267	28,591,328
Cash and cash equivalents	327,279	311,439
Sundry debtors	686,842	722,278
Deferred tax assets	40,352	–
Total assets	29,163,740	29,675,045

Extract of accounts for the year ended 30 June	2020 (\$'000)	2019 (\$'000)
Liabilities		
Creditors and accruals	30,046	36,618
Income tax payable	122,217	44,816
Deferred tax liabilities	–	67,407
Total liabilities	152,263	148,841
Member benefits	28,887,886	29,395,894
Net assets	123,591	130,310

Extract of accounts for the year ended 30 June	2020 (\$'000)	2019 (\$'000)
Equity		
General reserve	41,234	61,455
Operational risk financial requirement reserve	78,274	61,835
Defined benefit over/(under) funded	4,083	7,020
Total equity	123,591	130,310

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	2020 (\$'000)	2019 (\$'000)
Opening balance	61,455	54,816
Transfer to/(from) reserves	(20,221)	6,639
Closing balance	41,234	61,455

Operational Risk Financial Requirement (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
- Term deposits;
- Unlisted unit cash trusts; and
- Listed unlisted unit trusts.

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.

ORFR Reserve	2020 (\$'000)	2019 (\$'000)
Opening balance	61,835	60,622
Transfer to reserves	16,439	1,213
Closing balance	78,274	61,835

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

Concentration of assets of the Fund

As at 30 June 2020, the following underlying investments exceeded five per cent of the total assets of the Fund:

- 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 (For IOOF Pursuit Focus, IOOF Pursuit Select, IOOF Pursuit Core, IOOF Portfolio Service, IOOF LifeTrack, Bendigo Financial Solutions and Financial Partnership Portfolio Service)

The Cash Account is invested in a combination of an operating bank account (for day-to-day transactions) and in The Cash Management Fund ARSN 089 508 636, for which IIML is 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 IIML as the Responsible Entity of the Cash Management Fund, for managing the assets of the Cash Management Fund before it is credited to the Cash Account.

As at 30 June 2019, the indirect management cost is shown below. This cost is indirectly borne by members.

	%
Bendigo Financial Solutions	0.57
Financial Partnership Portfolio Service	0.57
IOOF Portfolio Service	0.57
IOOF LifeTrack	0.55
IOOF Pursuit Focus	0.57
IOOF Pursuit Select	0.57
IOOF Pursuit Core	0.57

Indirect Management Costs applying to the Cash Account (specific to AustChoice Super, IOOF Employer Super (including sub-plans), IOOF Personal Super, IOOF Pension, IOOF Essential, eXpand and Shadforth Portfolio Service)

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 2019, the indirect management cost is shown below. This cost is indirectly borne by members.

	%
IOOF Employer Super, IOOF Personal Super and IOOF Pension	0.72
Medical & Associated Professions Superannuation Fund	0.72
Bendigo and Adelaide Bank Staff Superannuation Plan	0.72
Pitcher Partners Superannuation Fund	0.72
AustChoice Super	0.72
IOOF Essential	0.72
eXpand	0.72
Shadforth Portfolio Service	0.72

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 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 Service Teams

AustChoice Super

Telephone: 1800 333 900

Postal Address: GPO Box 264, Melbourne VIC 3001

Fax: 03 6215 5933

Email: info@austchoice.com.au

Website: 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

Website: <https://bendigo.portfolioonline.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: benstaffsuper@ioof.com.au

Website: www.bendigostaffsuper.com.au

eXpand

Telephone: 1800 517 124

Postal Address: GPO Box 264, Melbourne VIC 3001

Fax: 03 6215 5933

Email: clientfirst@myexpand.com.au

Website: www.myexpand.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
Website: www.ioof.com.au

IOOF Employer Super, IOOF Personal Super and IOOF Pension

Telephone: 1800 913 118
Postal Address: GPO Box 264, Melbourne VIC 3001
Fax: 03 6215 5933
Email: clientfirst@ioof.com.au
Website: www.ioof.com.au

IOOF Essential

Telephone: 1800 913 118
Postal Address: GPO Box 264, Melbourne VIC 3001
Fax: 03 8614 4431
Email: clientfirst@ioof.com.au
Website: 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
Website: www.ioof.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
Website: 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
Website: 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
Website: 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
Website: www.pitcherpartnerssuper.com.au

Shadforth Portfolio Service

Telephone: 1800 931 792
Postal Address: GPO Box 264, Melbourne VIC 3001
Email: portfolioservice@sfg.com.au
Website: portfolio.sfg.com.au

