



## Frequently asked questions:

# Transition of Integra Super members to ANZ Smart Choice Super for employers and their employees (ANZ Smart Choice Super)

The questions and answers here provide:

- an overview of what's happening and why,
- details of the transition process, and
- how your clients' investments, insurance and beneficiary nominations will transfer.

**Note:** This information doesn't cover a smaller group of members who should have been classified as MySuper members and transferred to ANZ Smart Choice Super (our MySuper product) at an earlier date (November 2016). The transfer for these members will involve some remediation activities and some different rules for transfer of investments and insurance cover not covered here.

We have provided the Advisers linked to these clients with detailed information about this separately.

## General information

### What's happening and why?

All Integra Super members will transfer to ANZ Smart Choice Super for employers and their employees (ANZ Smart Choice Super) on 13 June 2022, and Integra Super will close once the transfer is completed.

This is part of our process to rationalise products and platforms. Integra Super has been closed to new members since November 2013 and operates on a dated technology platform.

ANZ Smart Choice Super is a more contemporary, digital super product supported by a modern technology platform. It offers enhanced and easier online access, the advantage of competitive fees and easy transfer to an ANZ Smart Choice Pension for a regular income in retirement.

ANZ Smart Choice Super is also the focus of ongoing work to enhance and improve our superannuation offer to members.

### Can my clients opt out of the transfer?

No. All Integra Super members will transfer to ANZ Smart Choice Super, and Integra Super will close once the transfer is completed. If your clients don't wish to transfer to ANZ Smart Choice Super they will need to roll over to another superannuation product.

### How can I access my client's data in ANZ Smart Choice Super?

There's no Adviser Advantage (online access) equivalent in ANZ Smart Choice Super. The latest date that advisers can access the Integra Super account details of their clients is 9 June 2022. However, you'll still be able to contact Adviser Services for historical account details of your Integra Super clients.

If an existing third-party authority or power of attorney (POA) is in place with respect to your client's Integra Super account for you to access their account information, we'll transfer this authority or POA to your client's ANZ Smart Choice Super account for you to continue to access their account information.

Otherwise, if your clients would like a third-party authority established so you can access information on their ANZ Smart Choice Super account, they'll need to complete and forward a generic third-party authorisation form.

### How are you notifying my clients?

**On 3 March 2022**, we wrote to a small group of Integra Super clients who should have been classified as MySuper members and transferred to ANZ Smart Choice Super (our MySuper product) at an earlier date (November 2016).

**From 2 May 2022**, we'll write to the larger group of members whose Integra Super accounts will transfer to ANZ Smart Choice Super.

The letters are accompanied by a Reference Guide and a Transaction freeze postcard with key dates and information about last dates if they wish to take certain actions leading up to the transfer.

Once the transfer is completed, we'll provide members with an ANZ Smart Choice Super Welcome Pack to confirm details of the transfer.

Members who currently have both an Integra Super and an ANZ Smart Choice Super account will receive a Transfer Confirmation with details of the consolidation of their Integra Super into their ANZ Smart Choice Super account.

We'll also include an Integra Super Exit Statement together with members' Welcome Packs and Transfer Confirmations.

### What does the transfer of your Integra Super clients mean for you?

You'll continue to be the nominated adviser attached to employer plans (including any personal members) within ANZ Smart Choice Super.

### What about Advice fees?

Any one-off Personal Advice Fees (PAFs) owing to you will be deducted from your clients' Integra Super account balance before the transfer. To arrange for a PAF to be deducted and paid from a client's Integra Super account before the transfer, you and your client will need to complete and return a Personal Advice Form no later than 13 May 2022 (see the Transaction Freeze postcard).

In ANZ Smart Choice Super your clients may arrange for a One-Off Member Advice Fee and/or Ongoing Member Advice Fees (MAFs) to be deducted from their account and paid to you.

To do this, you and your clients will need to complete and return the Member Advice Fee form available from [anz.com/smartchoicesuper](http://anz.com/smartchoicesuper) under 'Forms'. Ongoing MAF arrangements cease after a year (i.e. annual consent date). A new form must be completed each year for a MAF to continue.

Ongoing MAFs, can't be accepted if your client is classified a MySuper member (i.e. they haven't made an investment choice or used the form to opt out as a MySuper member).

### Is there another product that may be suited to my clients' needs?

We understand that some advisers may wish to conduct a full review of their client's needs, which may identify that another product is more suitable to meet their needs & objectives.

The Insignia Financial group of companies has a number of superannuation products designed to suit different member needs, offering competitive fees, contemporary technology and features for clients and their advisers.

### What key actions your clients may wish to take?

Key actions and last dates:

**20 May 2022** – Last date to apply to change insurance cover in Integra Super.

**30 May 2022** – Last date to respond if your client has permanently departed from Australia. Note that although we may establish insurance cover for your client in ANZ Smart Choice Super and will deduct insurance fees, they won't be eligible to claim on this insurance cover if they have permanently departed from Australia - a Permanent Departure Declaration form is included in their letter.

**1 June 2022** - Last date for your clients to make an investment switch or change their Future Investment Strategy in Integra Super.

**3 June 2022** - Last date to:

- submit a Contributions Splitting application for contributions to Integra Super.
- revoke or change a current beneficiary nomination in Integra Super before transfer to ANZ Smart Choice Super.

### Will there be a transaction freeze?

There will be a period of up to 10 days from 3 June to 12 June, when transaction processing will be suspended while the balance transfer to ANZ Smart Choice Super is processed.

### Will members be out of market during the freeze?

No. Suspended transactions will be backdated to the correct effective date to avoid members' investments potentially being out of market. The effective date of the transaction and unit price will be the date we receive funds based on normal cut-off times.

## Your clients' investments

### How will my clients' investments be transferred?

Most members will transfer as Choice members and will have their Integra Super investments transferred to nearest equivalent ANZ Smart Choice Super Choose Your Own investment options.

### How will my clients' future contributions be directed?

- Where your client has dual Integra Super and ANZ Smart Choice Super accounts:
  - If they haven't made an active investment choice in their ANZ Smart Choice Super account, we'll carry across their Integra Super investment instructions to the nearest equivalent investment options in ANZ Smart Choice Super.

- If they have made an active investment choice in your ANZ Smart Choice Super account, their investment instructions in ANZ Smart Choice Super will remain the same.
- Where your client currently has only an Integra Super account, after the transfer their future contributions will be directed to the nearest equivalent Choose Your Own investment options, in the same proportions as their contributions to Integra Super.

The exception is if they are invested in the OnePath Capital Stable investment option in Integra Super. While we'll transfer their investment to the OnePath Capital Stable investment option in ANZ Smart Choice Super, as this investment option is closed to new investment, any future investments after the transfer date will be directed instead to the ANZ Smart Choice Conservative investment option.

## Your clients' insurance cover

### How will the transfer impact Death and TPD cover?

Members with no insurance cover in Integra Super won't have insurance cover established for them in ANZ Smart Choice Super.

Those with insurance cover in Integra Super will receive a fixed amount of Choose Your Own Death cover or Death and TPD cover equal to the amount of their cover held in Integra Super on transfer.

Insurance benefit designs within Integra Super where the insured Death and TPD amount adjusts based on factors such as age, years of service, years to retirement age, account balance, or a fixed premium, will no longer apply.

Those with Group Salary Continuance cover in Integra Super will receive an equivalent amount of Income Protection cover in ANZ Smart Choice Super.

**Note:** An exception with respect to Death and TPD cover applies to a very small group (6 members). Although transferring as Choice members, these members will receive Lifestage Death and TPD cover backdated to November 2016 when they should have been provided with this insurance cover as MySuper members at the time.

### How will the transfer impact Group Salary Continuance cover?

Those with Group Salary Continuance cover in Integra Super will receive an equivalent amount of Income Protection cover in ANZ Smart Choice Super.

## Beneficiary nominations

### What will happen to my clients' existing beneficiary nominations?

'Binding' and 'non-binding' beneficiary nominations within Integra Super will be transferred to new ANZ Smart Choice Super accounts as 'non lapsing' beneficiary nominations. A 'non-lapsing' beneficiary nomination is binding on the trustee, provided it is valid at the time of the member's death.

Note that a 'non-lapsing' beneficiary nomination will become invalid if the member marries, enters into a de facto relationship or separates on a permanent basis from their spouse or partner since the nomination was made. Where a member has both an Integra Super account and also an existing ANZ Smart Choice Super account:

- If they have a beneficiary nomination in Integra Super, but not in ANZ Smart Choice Super – their existing 'binding' or 'non-binding' beneficiary nomination will be transferred as a 'non lapsing' beneficiary nomination.
- If they have a beneficiary nomination in ANZ Smart Choice Super but not in Integra Super, they'll retain their current beneficiary nomination.
- If they have beneficiary nominations in both Integra Super and ANZ Smart Choice Super to the same beneficiary(s), their 'non-lapsing' nomination in ANZ Smart Choice Super will apply.

- If they have beneficiary nominations in both Integra Super and ANZ Smart Choice Super, but to different beneficiary(s), provided the nomination hasn't lapsed (in the case of 'binding' beneficiary nominations in Integra Super), we'll apply the most recently made beneficiary nomination as a 'non-lapsing' nomination in ANZ Smart Choice Super. Where the beneficiary nomination in Integra Super is the most recent, but has lapsed, the current beneficiary nomination in ANZ Smart Choice Super will be retained.

The member letter will set out the nominated beneficiary(s) in each product and will strongly encourage that they review their beneficiary nomination in ANZ Smart Choice Super to ensure that it is in line with their wishes. If they wish to make a new beneficiary nomination, they will need to do this in their ANZ Smart Choice Super account.

They can do this online at any time either before or after the transfer of your Integra Super account.

Note this scenario of different beneficiaries in each product applies to only a very small number of members.

## One-off transition cost applying to some members

### Is there any cost to my clients in this transfer?

For most members, ANZ Smart Choice Super product fees will be less than those in Integra Super.

The member letter includes a fee comparison based on a snapshot of their current account balance. Where this comparison shows an increase, this may arise from special fee arrangements in Integra Super applying to your client, including rebates, which won't transfer to ANZ Smart Choice Super.

We also won't apply 'buy/sell' transaction costs to the transfer from Integra Super investment options to ANZ Smart Choice Super investment options.

However, **a one-off transition cost will apply to some members**, depending on the investment options they hold. Although investments will transfer to the nearest equivalent investment options in ANZ Smart Choice Super, the impacted investment options are those where the underlying investments of the 'from' and 'to' investment options are not 'like for like'.

This transition cost will reflect only the net investment transaction cost of transferring member investments and will be less than the unit price 'buy/sell' transaction costs normally incurred in transferring from one investment option to another. It will be calculated as a share of overall investment transaction costs, based on the member's account balance in the impacted investment options when their account is transferred.

Members subject to remediation won't incur this cost, regardless of which investment options they hold.

#### The impacted investment options are:

Advance Imputation	Antipodes Global (Long only)
AMP Capital Equity	OnePath Cash
BlackRock Advantage Australian Equity	Zurich Investments Managed Growth
BlackRock Advantage International Equity	OptiMix Global Emerging Markets Shares
OnePath International Shares Index	OptiMix Australian Shares
Schroder Strategic Growth	OptiMix Australian Fixed Interest
OnePath Managed Growth	OptiMix Global Shares
OnePath Property Securities	Perennial Value Shares
Investors Mutual Australian Shares	OptiMix Property Securities

Perpetual International Shares	OnePath Global Smaller Companies Shares
First Sentier Diversified Growth	Perpetual Balanced Growth
Perpetual Conservative Growth	OnePath Balanced
OnePath High Growth	SG Hiscock Property
BlackRock Advantage Diversified Growth	Pendal Concentrated Global Shares Hedged
OnePath Australian Shares Index	UBS Diversified Fixed Income
First Sentier Imputation	OnePath International Shares Index (Hedged)
OnePath Global Property Securities Index	OnePath Property Securities Index

The information in this document has been prepared by OnePath Custodians Pty Limited (ABN 12 008 508 496, AFSL 238346, RSE L0000673) (OPC) as issuer of Integra Super and ANZ Smart Choice Super for employers and their employees. OPC is the trustee of the Retirement Portfolio Service (ABN 61 808 189 263) (RPS) and these products are part of the RPS. This information is current as at April 2022 and may be subject to change.

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