

ONEANSWER  
FRONTIER  
PERSONAL SUPER  
AND PENSION

Additional Information Guide  
5 December 2025

## ENTITY DETAILS IN THIS GUIDE

Name of legal entity	Registered numbers	Abbreviated terms used throughout this Guide
Retirement Portfolio Service	ABN 61 808 189 263, RSE R1000986	Fund, Superannuation Entity
OnePath Custodians Pty Limited	ABN 12 008 508 496, AFSL 238346, RSE L0000673	OnePath Custodians, Trustee, us, we, our
Oasis Asset Management Limited	ABN 68 090 906 371, AFSL 553529	Oasis Asset Management, OAML, Administrator

### Important information

**OneAnswer Frontier Personal Super and Pension** is part of the Fund. The Trustee of the Fund is OnePath Custodians which is the issuer of the **OneAnswer Frontier Personal Super and Pension Product Disclosure Statement (PDS)** (including this **Additional Information Guide (Guide)** and the **Fees Guide**).

The issuer is part of the group of companies, comprising Insignia Financial Ltd (ABN 49 100 103 722) and its related bodies corporate (Insignia Financial Group). Neither the issuer, nor any other related or associated company, guarantee the repayment of capital, the performance of, or any rate of return of the investment options chosen in the Fund. Investments made into the investment options are subject to investment risks and other risks. This could involve delays in the repayment of principal and loss of income or principal invested.

The information provided in this Guide is of a general nature and has been prepared without taking into account your objectives, financial situation or needs. Before acting on the advice, you should consider the appropriateness of the advice, having regard to your objectives, financial situation and needs. You should obtain a copy of the **PDS** for **OneAnswer Frontier Personal Super and Pension** before making any decision whether to acquire, or continue to hold the product. You can obtain a copy of the **PDS** by contacting Customer Services on **133 665** or **+61 3 7049 3126** outside Australia. You should also review the target market determination (**TMD**) available at [onepathsuperinvest.com.au/\\_doc/oneanswer-frontier-super-and-pension-tmd](https://onepathsuperinvest.com.au/_doc/oneanswer-frontier-super-and-pension-tmd) to determine if this product is right for you.

The Fund is governed by a trust deed (Trust Deed). Together with superannuation law, the Trust Deed sets out the rules and procedures under which the Fund operates and the Trustee's duties and obligations. If there is any inconsistency between the Trust Deed and the **PDS**, or this **Guide**, the terms of the Trust Deed prevail. A copy of the Trust Deed is available from the issuer on our website at [onepathsuperinvest.com.au/about-us/rse](https://onepathsuperinvest.com.au/about-us/rse) or by contacting Customer Services.

The Trustee relies on a number of third parties for the provision of specialist services in respect of the Fund.

The Trustee is responsible for the contents of this **Guide**.

In this **Guide** the term 'financial adviser' refers to your financial adviser or the Australian financial service licensee which your adviser represents.

Certain information in this **Guide**, including taxation information, is based on present laws and how we interpret those laws.

The terms 'investment fund' and 'investment option' are used interchangeably in this **Guide**.

This **Additional Information Guide (Guide)** applies to **OneAnswer Frontier Personal Super and Pension** and consists of two parts:

- the incorporated material which contains more information and/or specific terms and conditions referred to in the **PDS** dated 5 December 2025 for **OneAnswer Frontier Personal Super and Pension**. **This information forms part of the PDS**; and
- the Other Information which contains additional information about **OneAnswer Frontier Personal Super and Pension**. This information does not form part of the **PDS**.

In this **Guide**, the term '**OneAnswer Frontier**' refers to **OneAnswer Frontier Personal Super** and **OneAnswer Frontier Pension**.

If you invest in OneAnswer Frontier Personal Super and Pension, you can access a copy of the **PDS** and any other matter in writing that is applied, adopted or incorporated in the **PDS** from our website at **onepathsuperinvest.com.au**. Alternatively, you can request a copy of this information by contacting Customer Services on **133 665** or **+61 3 7049 3126** outside Australia.

The information provided in this **Guide** is general information only and does not take into account your personal financial situation or needs. You should obtain financial advice tailored to your personal circumstances.

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# BENEFITS OF INVESTING WITH ONEANSWER FRONTIER PERSONAL SUPER AND PENSION

OneAnswer Frontier provides a comprehensive solution to your investment, superannuation and retirement needs.

OneAnswer Frontier offers you an extensive range of innovative features and member services, including:

- a wide choice of approximately 70 investment funds
- Ongoing Fee rebates for larger account balances
- hassle-free rollover assistance for superannuation accounts you may have elsewhere

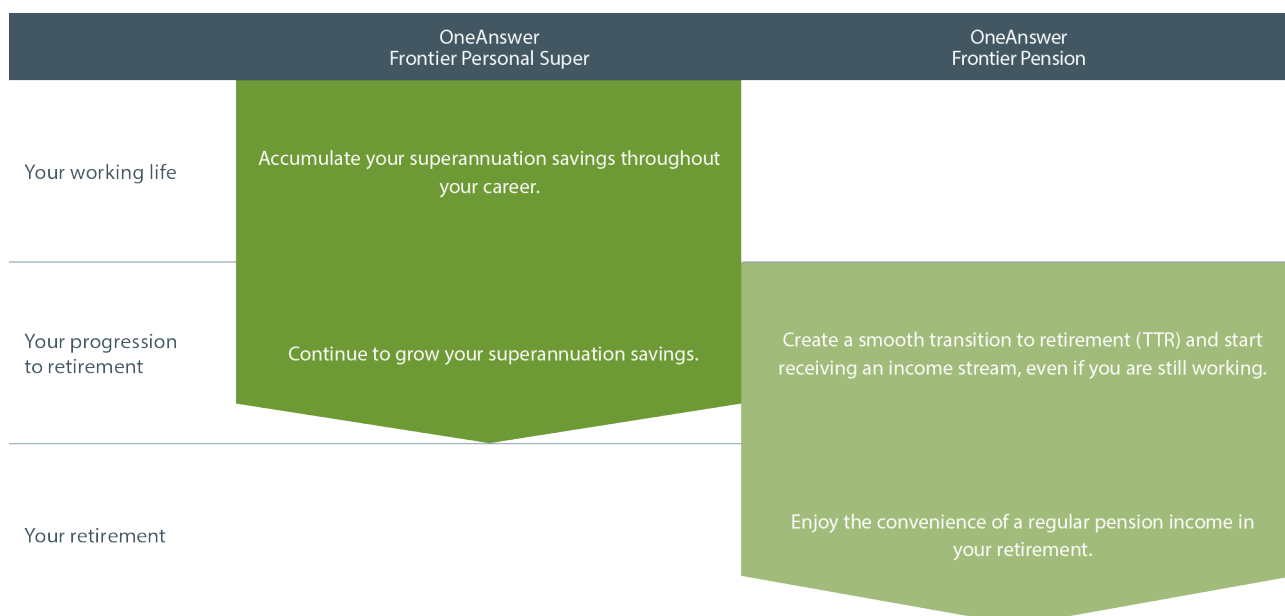
- a straightforward transfer to **OneAnswer Frontier Pension** when you retire
- ongoing administration, consolidated reporting and online account management across all investment funds
- convenient online transacting and contribution options, such as BPAY®
- helpful and efficient telephone and online customer service
- continually awarded and highly rated superannuation and retirement services.

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## Which OneAnswer solution is right for me?

OneAnswer Frontier Personal Super	OneAnswer Frontier Pension
<p>If you:</p> <ul style="list-style-type: none"> <li>• are still working and want to save for your retirement in a tax-effective way</li> <li>• want to rollover and consolidate superannuation benefits</li> <li>• want a wide range of investment funds.</li> </ul>	<p>If you are eligible and want to:</p> <ul style="list-style-type: none"> <li>• transfer your superannuation savings to an income stream</li> <li>• receive a regular income from your retirement savings</li> <li>• take advantage of the tax concessions for income streams</li> <li>• nominate a reversionary beneficiary to continue to receive your income stream</li> </ul>

Differing conditions and taxation treatments apply to these products and investments. It is important to discuss your personal circumstances with your financial adviser before investing.



## What are the key features?

Outlined below are the key features of **OneAnswer Frontier Personal Super** and **OneAnswer Frontier Pension**.

A wide choice of investment funds (for more information refer to the OneAnswer Investment Funds Guide)		
A choice of cash options	ANZ Term Deposits – access to six ANZ Term Deposit options with competitive interest rates and terms ranging from 3 months to 5 years.	
	ANZ Cash Advantage – access to an at-call investment fund which offers a competitive interest return.	
Competitively priced OnePath index funds	Choose from 11 single sector and diversified index funds managed by leading global manager, Invesco.	
MultiSeries	A range of multi-manager funds which blend actively managed and passive investments to reduce fees.	
	Each diversified trust provides access to a blend of different asset classes through a combination of professionally selected passive, factor-based and active investment managers.	
Diversified and single sector investment funds	Access to an extensive range of diversified and single sector investment funds offered by leading fund managers.	
Flexible fee arrangements*		
Ongoing Fees	OneAnswer Frontier Personal Super and Pension have simple fee structures. You will be charged an Ongoing Fee which includes the fees of the underlying fund managers.	
Ongoing Fee rebates	Benefit from an Ongoing Fee rebate as your account balance grows. Rebates reduce the Ongoing Fee payable.	
Adviser Service Fee	You can negotiate a fee for advice with your financial adviser which will be transparent to you.	
Minimum amounts	Personal Super	Pension
Initial investment	\$2,000 <sup>†</sup>	\$20,000
Total balance	\$2,000	\$1,000
ANZ Term Deposits		
Minimum investment (per term deposit)	\$1,000	\$1,000
Other transactions	No minimums	No minimums

\* For full details of the fees and costs that may apply to your investment, refer to the OneAnswer Frontier Personal Super and Pension **Fees Guide**.

† If you are establishing a Regular Investment Plan, the minimum initial investment is \$1,000.

Convenient features to help you manage your investment	
<b>Flexible contribution types (Personal Super only)</b>	<p>You can make personal contributions or contribute on behalf of your spouse*.</p> <p>Your employer can also contribute on your behalf. Any government contribution you are entitled to can also be automatically contributed to your OneAnswer Frontier Personal Super account.</p>
<b>Regular Investment Plan<sup>†</sup> (Personal Super only)</b>	Watch your balance grow by contributing regularly and conveniently using direct debit.
<b>Switching</b>	Tailor your investment by switching between investment funds as your financial objectives change over time.
<b>Auto-Rebalance Plan<sup>†</sup></b>	Automatically rebalance your investment fund allocation back to your nominated investment profile.
<b>Dollar Cost Averaging Plan<sup>†</sup></b>	Manage and spread the risk of investing by establishing a plan to regularly switch into your selected investment funds over time.
<b>Seamless transfers between Personal Super and Pension</b>	Seamlessly transfer like for like investment funds between <b>OneAnswer's Personal Super and Pension</b> accounts in the name of the same member without incurring transaction costs (buy-sell spreads). Seamless transfers from Personal Super to Pension may also be eligible for a super to pension transfer bonus.
<b>Flexible pension payment options</b>	Receive your pension payment at a frequency and time that meets your lifestyle needs (conditions apply).
<p>* Your 'spouse' includes any person (whether of the same sex or different sex) with whom you are in a relationship registered under a prescribed law of a State or Territory in Australia; or who is legally married to you; or who lives with you on a genuine domestic basis in a relationship as a couple.</p> <p>† ANZ Term Deposit options are excluded.</p>	
Convenient services to help you get the most from your investment	
<b>Online access</b>	<p>Track and manage your account online. You will automatically be registered for Account Access upon joining OneAnswer Frontier.</p> <p>To help safeguard your accounts and reduce the risk of fraudulent activity, we may implement enhanced security controls from time to time including Multi-Factor Authentication (MFA). This means when you access your account online, you will be sent a one-time code to your mobile number to securely verify your identity. Account Access allows you to:</p> <ul style="list-style-type: none"> <li>• transact online</li> <li>• view your investment details, including your balance, recent transaction history and transaction confirmations</li> <li>• make changes to your personal details and your OneAnswer Frontier investment details</li> <li>• view your ANZ Term Deposit details if applicable, including interest rate and maturity date.</li> </ul>
<b>Keeping you informed</b>	<p>As a member of <b>OneAnswer Frontier Personal Super</b> or <b>OneAnswer Frontier Pension</b>, you will receive:</p> <ul style="list-style-type: none"> <li>• an Annual Statement</li> <li>• an annual member update</li> <li>• an annual report (available online but also on request)</li> <li>• a range of member communications</li> <li>• access to the My OnePath website, which includes education and information about investment performance and legislation updates, annual reports, as well as useful calculators.</li> </ul>
<b>Easy contribution payment methods</b>	<p>OneAnswer Frontier has a range of payment methods to make it easy for you to make a contribution to your account. Contributions can be made via the following options:</p> <ul style="list-style-type: none"> <li>• BPAY<sup>®</sup></li> <li>• Cheque</li> <li>• Internet banking (EFT)</li> <li>• Direct debit.</li> </ul>
<b>Supporting you</b>	A team of dedicated professionals providing helpful and efficient customer service responding to your needs through telephone, email and in writing.

## HOW DOES ONEANSWER FRONTIER PERSONAL SUPER AND PENSION WORK?

### OneAnswer Frontier Personal Super

#### Making contributions and investments

You can make your initial investment with as little as \$2,000. If you are eligible, you and/or your employer can add to your account at any time.

Initial and additional contributions can be made by cheque, internet banking (EFT), direct debit, BPAY<sup>®</sup> or rollover. Investments into ANZ Term Deposits cannot be made via EFT or BPAY<sup>®</sup>.

To make an initial or additional investment by BPAY<sup>®</sup> or EFT you will need to quote the reference and account numbers specific to your investment. These details will be provided to you with the confirmation of investment we will send you when you open your account. If you are making an initial investment only by BPAY<sup>®</sup> or EFT, we must receive your investment within 45 days of you receiving your Welcome Letter, otherwise the account may be closed.

Investments may be made as a rollover/transfer of a superannuation benefit or a superannuation contribution including the following types:

- personal
- spouse
- employer (including salary sacrifice)
- government contributions.

If you are commencing your Personal Super account with multiple transfers or rollovers and intend to invest in one or more ANZ Term Deposits as part of the initial investment, the following process will apply:

- The proportion of the initial investment that is to be invested in an ANZ Term Deposit will be automatically invested in ANZ Cash Advantage until all investments are received. Each transfer or rollover will be invested proportionately across ANZ Cash Advantage and the remaining investment funds as requested on the application form.
- Once all transfers or rollovers are received by us, we will switch the requested amount from ANZ Cash Advantage to the ANZ Term Deposit option indicated in the application form. The interest rate that applies to the ANZ Term Deposit will be set on the date of the switch transaction.

You can make concessional and non-concessional contributions to OneAnswer Frontier Personal Super. For further information please refer to page 21. Member contributions cannot be accepted if you have not provided your tax file number (TFN).

#### How can I make additional contributions to my OneAnswer Frontier Personal Super account?

You or your employer can make additional contributions to your OneAnswer Frontier Personal Super account using BPAY<sup>®</sup>, internet banking (EFT), direct debit and by cheque.

Where you do not nominate an investment fund(s), additional investments will be allocated to investment funds according to your most recent instruction or your auto-rebalance profile (where you have selected this plan).

You cannot make an additional investment to an ANZ Term Deposit

that has already been established. An additional investment will result in a new ANZ Term Deposit with a new interest rate and maturity date being established. A new ANZ Term Deposit cannot be established by BPAY<sup>®</sup> or EFT.

You can make an additional investment by cheque or direct debit by completing an Additional Investment request online via Account Access at [onepathsuperinvest.com.au](https://onepathsuperinvest.com.au). Alternatively, you can obtain an Additional Investment Form by contacting your financial adviser, or at [onepathsuperinvest.com.au](https://onepathsuperinvest.com.au)

#### BPAY<sup>®</sup>

You can make contributions from a transaction account. You will need to quote a biller code and a unique reference number. These details are provided with your Welcome Letter and annual statement.

#### Internet banking (EFT)

You can make contributions from a financial institution account. Details will be provided to you with the confirmation of investment.

#### Cheque

Cheque payments can be mailed to the below address. Cheques should be made payable to OnePath Custodians Pty Limited – OneAnswer. Please also quote your member number and the type of contribution being made.

#### Direct debit

Please complete an Additional Investment Form and specify your bank or financial institution account details.

#### Employer Contributions

All employers are required to make contributions that are compliant with the Superannuation Data and Payment Standards ('SuperStream'). Whilst we can accept contributions via BPAY<sup>®</sup>, EFT, cheque or direct debit (if available), they may not be considered to be a SuperStream compliant method. Cheque payments do not comply with SuperStream, as SuperStream requires the payment method to be electronic.

Additional Investment Forms and cheques are sent to:  
OneAnswer  
GPO Box 5306  
Sydney NSW 2001

## Establishing a Regular Investment Plan

A Regular Investment Plan is a convenient way to make regular direct debit payments into your superannuation account.

You can establish a Regular Investment Plan when applying for a new OneAnswer Frontier Personal Super account or set it up later by completing:

- a Regular Investment Plan request online via Account Access at **onepathsuperinvest.com.au**
- a Regular Investment Plan Form or Direct Debit Service Request Form available from **onepathsuperinvest.com.au/forms-and-brochures** or by contacting Customer Services.

Once in place, you may alter or stop the Regular Investment Plan at any time by writing to us at least five business days before the next debit is due. You must notify us if you are no longer eligible to make a contribution or have a contribution made on your behalf.

For additional terms and conditions please refer to the **Direct Debit Request Service Agreement** on page 33 of this Guide.

You cannot include any of the ANZ Term Deposit options in the investment profile of your Regular Investment Plan.

## Consolidating your super

Starting your OneAnswer Frontier Personal Super account is a good opportunity to consolidate all of your superannuation money. It is important that you speak to your financial adviser about whether this option is suitable for your financial circumstances.

Discover how easy it is to rollover your other superannuation to OneAnswer using the Superannuation Transfer Form in the OneAnswer Frontier Personal Super Application Form booklet.

## Paying for insurance through OneAnswer Frontier Personal Super

Insurance cover is not available directly through OneAnswer Frontier Personal Super. However, there may be risk-only superannuation products suitable for you that can be paid for using your OneAnswer Frontier Personal Super account.

**It is important that you speak to your financial adviser about whether this option is suitable for your financial circumstances.**

## Making a withdrawal from OneAnswer Frontier Personal Super

Once you satisfy a condition of release, you may receive your benefit from OneAnswer Frontier Personal Super as a lump sum or you may be able to purchase an income stream (such as OneAnswer Frontier Pension), or a combination of both. The withdrawal amount can be deposited into your nominated bank account or other financial institution.

To withdraw, you must complete a Withdrawal Form<sup>\*</sup>. This form is available by contacting your financial adviser, or by contacting Customer Services.

<sup>\*</sup> Where you are withdrawing a lump sum payment, in certain circumstances you may be able to submit your request by phone. Contact Customer Services for more information.

Prior to withdrawing you will need to consider:

- the conditions surrounding how you can access your benefits on pages 21 and 22 of this Guide
- any applicable fees

- tax implications such as limits on how much you can claim as a tax deduction for personal contributions
- if you require a lump-sum payment, the option to transfer to OneAnswer Frontier Pension or another superannuation or pension fund
- whether to start a TTR pension via OneAnswer Frontier Pension or another pension fund.

If you have claimed or are intending to claim a tax deduction on contributions you should also read the section '**Can I claim a tax deduction for contributions**' on page 25 prior to making a withdrawal.

**Please note:** If a withdrawal brings your account balance below \$1,000, we reserve the right to pay your account balance either to you or to the ATO in accordance with superannuation legislation.

## Transferring between OneAnswer Frontier Personal Super and Pension

Transferring between OneAnswer Frontier Personal Super and Pension is easy. If you choose to transfer part or all of your balance between the same investment funds with the same amounts you will not incur transaction costs (buy-sell spreads)<sup>†</sup>.

To be eligible for a Seamless Transfer you must transfer between like for like investment funds and both accounts must be in the name of the same member. A Seamless Transfer is available for full and partial transfers across any eligible combination of super and pension accounts. Where a member is transferring from OneAnswer's Personal Super to Pension they may also be eligible for a super to pension transfer bonus. Refer to '**Transferring from OneAnswer Frontier Personal Super to Pension**' located on the next page for more information.

<sup>†</sup> All investment funds must be available in the current **PDS** at time of transfer.



## OneAnswer Frontier Pension

### Commencing a OneAnswer Frontier Pension

If you have met a condition of release, you may be able to rollover your superannuation benefit from your existing OneAnswer Frontier Personal Super account, or from another superannuation fund into a OneAnswer Frontier Pension account.

This is an arrangement where you invest superannuation savings and regularly receive an income stream from a pension account, as long as there are sufficient funds in your account.

You can nominate the level of payments you wish to receive and alter them at any time, provided that they are above the minimum limits set by the government. Also, you may be able to withdraw a lump sum from your pension account at any time.

Generally, a transfer balance cap limits the total amount of super benefits that can be transferred into the 'retirement phase'. The cap applies to all of your 'retirement phase' accounts. The transfer balance cap for the 2025/26 financial year is \$2 million.

For further information regarding transfer balance caps please refer to page 26 of this Guide.

### Transition to retirement (TTR) pension

If you have reached age 60 and, are less than 65 years of age and would like the security of a regular income stream, even if you are still working, a TTR pension within OneAnswer Frontier Pension could be a suitable solution.

Restrictions apply to withdrawals and how much you can receive as a pension from the TTR pension. For more information about TTR pensions please refer to page 24 of this Guide. It is important to discuss with your financial adviser if a TTR pension is suitable for you.

### Transferring from OneAnswer Frontier Personal Super to Pension

If you seamlessly transfer (no buy-sell spreads) your OneAnswer Frontier Personal Super account balance to OneAnswer Frontier Pension in the same investment funds, allocations and amounts, you may be entitled to a 'Super to Pension transfer bonus'. The bonus represents a portion of any unrealised capital gains tax (CGT) held by the super fund in the investment funds transferred by you.

If you are eligible, the bonus will be added to the amount transferred out of your OneAnswer Frontier Personal Super account and will form part of the opening balance in your OneAnswer Frontier Pension account. If a Seamless Transfer cannot be completed, transaction costs may be incurred and no Super to Pension transfer bonus is payable. Depending on how you structure your transfer, other fees may be incurred.

A 'Super to Pension transfer bonus' is not payable on transfer to a TTR account.

If you would like your OneAnswer Frontier Personal Super account to remain open after commencing a TTR, you must leave sufficient funds in your account to cover fees and charges and any insurance premiums (if applicable).

Please speak to your financial adviser for more details.

### Consolidate your existing superannuation before starting a pension

If you have more than one superannuation fund, you can consolidate them all into your existing OneAnswer Frontier Personal Super

account before transferring to OneAnswer Frontier Pension.

If you do not already have a OneAnswer Frontier Personal Super account, and you are transferring multiple rollovers into OneAnswer Frontier Pension or wish to make a contribution to super (if eligible) before starting your OneAnswer Frontier Pension account, we will invest these amounts in the ANZ Cash Advantage fund in OneAnswer Frontier Personal Super. If you are commencing a OneAnswer Frontier Pension with multiple OneAnswer accounts we may consolidate them in a OneAnswer Frontier Personal Super account in the same investment options and allocations as indicated on your OneAnswer Frontier Pension application form. Once we have received all your contributions and rollovers, we will then automatically transfer these amounts to OneAnswer Frontier Pension.

Additional investments into a OneAnswer Frontier Pension account are not possible. However, if you have additional eligible superannuation savings, you may set up multiple OneAnswer Frontier Pension accounts or you may be able to commute and consolidate the amounts before commencing a new OneAnswer Frontier Pension.

### Pension payments

#### Minimum payment

OneAnswer Frontier Pension gives you the flexibility to choose how much you would like your pension payment to be, subject to a minimum limit set by the government.

The minimum annual pension payment is first calculated when you start your pension and is recalculated each year on 1 July using your account balance and age at that date.

We will write to you at the beginning of each new financial year and advise you of your minimum pension payment for that year. If you choose to receive the minimum annual pension payment, we will make pension payments from 1 July, at the new minimum level. If your nominated annual pension payment is already higher than the new minimum, your pension payment will remain unchanged from that paid in the previous financial year, unless you have chosen to have your pension payments indexed.

#### Maximum payment

For TTR pensions, a maximum annual pension payment equal to 10% of the account balance will apply each year (the maximum is not pro-rated).

The maximum pension payment is first calculated when you start your pension and is recalculated each year on 1 July, using your account balance at that date.

**Note:** Where your pension commences part-way through a year, your minimum and any annual amount you nominate will be pro-rated for the number of days remaining in that financial year. We are required to make at least one pension payment each financial year unless your pension commences on or after 1 June in a financial year. In this case, the first payment may be made after the current financial year has ended but must be made before the next financial year ends.

### Indexation

You can choose to have your pension payments indexed to rise automatically by a fixed percentage each year, provided your payments are above the minimum pension level and subject to a maximum annual pension payment (10% of your account balance if a TTR pension is used).

### When and how can I receive my pension?

When you complete the **OneAnswer Frontier Pension Application Form**, you may nominate the investment fund(s) from which your pension is to be paid.

You can choose to receive your pension either:

- monthly
- quarterly
- half-yearly
- yearly.

You can also select the date your payments are credited to your nominated account – on or about the 7th, 14th, 21st or 28th day of the relevant month.

If an investment fund being used to cover payments has an insufficient balance to cover the next payment, that allocation will be deducted from the most conservative investment fund already used for your pension payments (where applicable).

The replacement investment fund will be selected according to a hierarchy of funds, from most conservative to least conservative, as per the profiles outlined in the **OneAnswer Investment Funds Guide**. The payment will be made from one of your other nominated income paying funds (where applicable). If you have more than one fund within a profile, the pension payment will be deducted from the fund with the highest balance in that profile.

If you wish to make a switch to another investment fund, you will need to advise us at least five working days before your next pension payment is due.

When you complete the **Application Form**, please nominate the account you would like your pension paid to.

### Making a withdrawal from OneAnswer Frontier Pension

You may withdraw all or part of your OneAnswer Frontier Pension account balance at any time by request (restrictions apply to withdrawing from TTR pensions). Withdrawals can be deposited into your nominated bank account.

If your account balance falls below \$1,000, we reserve the right to pay your account balance to you or another complying fund.

You can request a withdrawal by contacting Customer Services (excludes TTR - see sections '**Withdrawals**' and '**What you need to know about phone withdrawals**' below for further details) or completing a Withdrawal Form. This form is available by contacting your financial adviser or by contacting Customer Services.

Your withdrawal can be credited to your Australian nominated financial account. We recommend that you speak to your financial adviser about the withdrawal fees or tax implications.

Payments can't be made to third party financial institution accounts.

## Managing your OneAnswer Frontier account

### New investments

The effective date of your initial investment and any additional investments (Personal Super only) is generally the date we receive your correctly completed application form and application money (where applicable) at our registered office before 12 pm (AEST/AEDT).

If you make an investment by BPAY®, the effective date will be the date we receive confirmation that the money has been received by us.

If we are unable to process your investment immediately we must hold your investment in a trust account. Investments may be held for a maximum of 30 days from the day we receive the money. If, after this period, we are still unable to process your investment, the application money will be returned to the source of payment.

Any interest payable by our bank on amounts invested in the trust account will be retained by us to meet the costs of operating the trust account, such as bank fees and other bank administrative costs.

### Switching between investment funds

As your financial objectives change over time, we make it easy for you to tailor your OneAnswer investment. For your convenience you can switch between investment funds online using Account Access at [onepathsuperinvest.com.au](https://onepathsuperinvest.com.au) or by written request.

OneAnswer allows you to switch all or part of your investment between any of the investment funds offered in the **OneAnswer Investment Funds Guide**.

A switch into an ANZ Term Deposit will establish a new ANZ Term Deposit, with a new interest rate and maturity date applicable at the time of investment. A minimum of \$1,000 applies to each investment into ANZ Term Deposits. A switch out of an ANZ Term Deposit prior to its maturity will mean that the full amount invested in that ANZ Term Deposit will be switched to the ANZ Cash Advantage fund. The interest rate applied to the amount switched will be reduced accordingly. Refer to the section '**ANZ Term Deposits**' in the **OneAnswer Investment Funds Guide** for more information.

You can request a switch:

- online using Account Access at [onepathsuperinvest.com.au](https://onepathsuperinvest.com.au)
- by completing a Switch Request Form which is available from the OnePath website at [onepathsuperinvest.com.au](https://onepathsuperinvest.com.au), or
- by contacting Customer Services and returning a completed Switch Request Form by mail.

Switches are usually processed within 7 working days after we receive your correctly completed switch request. However, a longer period of time (up to 30 days) may be necessary to process your request. Generally, the effective date of a switch will be the date the completed switch request is received at our registered office by 12pm (AEST/AEDT). Please speak to your financial adviser before changing your investment strategy. Your financial adviser may also submit an online request to switch on your behalf. Once a switch request is

submitted it cannot be cancelled. Where multiple switches are received they will be processed in the order they are received.

**Note:** Switching involves the redemption of units from one investment fund and the purchase of units in another investment fund. Transaction costs may apply, so it is best to discuss this with your financial adviser before requesting a switch.

### Withdrawals

Generally, the effective date of a withdrawal will be the date the completed withdrawal request or telephone redemption request is received at our registered office or contact centre by 12.00pm (AEST/AEDT). Withdrawals are usually processed within 10 working days after we receive your correctly completed request. However, a longer period of time (up to 30 days) may be necessary to process your request. The effective date of a rollover out of OneAnswer will be the date the rollover is processed.

### What you need to know about phone withdrawals

You must quote your investor number and comply with any other security measures we may introduce from time to time.

For security purposes, phone withdrawals will be paid only to a previously nominated financial institution account or by cheque made payable to you and sent to the address recorded on our registry system.

To enhance our service standards and verify your instructions, phone conversations may be monitored or recorded without your knowledge.

Any action taken or request given to us cannot normally be varied or revoked.

You release, discharge and indemnify us from and against all demands, actions, proceedings, claims, losses, liabilities and costs arising directly or indirectly out of or in connection with the Trustee acting properly in accordance with an instruction given to us by phone, except that this release, discharge and indemnity does not apply to the extent that any such demands, actions, proceedings, claims, losses, liabilities and costs are caused or contributed to by fraud, negligence or wilful default of the Trustee (or their agents, employees, officers or contractors).

We reserve the right to cancel or vary these arrangements at any time. In the event we cancel or make materially adverse changes to these arrangements, we will give you at least 30 days' notice (or no notice if immediate cancellation or variation is considered to be in the best interests of members and reasonably necessary to manage a material and immediate risk).

Phone withdrawals don't apply to ANZ Term Deposits where you are withdrawing before maturity.

### Suspensions

We may suspend applications, switches and withdrawals into or out of an investment fund where:

- we believe, on reasonable grounds, that the purchase and sale of assets is not fair and reasonable; or
- we cannot, for whatever reason, determine the price at which the assets should be purchased or sold; or
- we identify instances of market manipulation.

### Confirming transactions

Additional lump-sum investments over \$5,000 (Personal Super only), switches and withdrawals from your OneAnswer account are confirmed in writing at the time of the transaction. You can request confirmation of your transactions and any other additional information about your OneAnswer account at any time by contacting Customer Services or viewing your transaction history online using Account Access at [onepathsuperinvest.com.au](https://onepathsuperinvest.com.au)

### What can I do online?

Your time is precious, so we offer a range of services and facilities to make managing your investments easier.

The easiest way to manage your OneAnswer account is online via Account Access at [onepathsuperinvest.com.au](https://onepathsuperinvest.com.au). Simply go to the login page at [onepathsuperinvest.com.au](https://onepathsuperinvest.com.au) and use your User ID and password to access your account.

As a new investor you will automatically be registered for access to My OnePath. We will provide you with a My OnePath User ID and temporary password, which you can change at your discretion.

To help safeguard your accounts and reduce the risk of fraudulent activity, we may implement enhanced security controls from time to time, including Multi-Factor Authentication (MFA). This means when you access your account online, you will be sent a one-time code to your mobile number to securely verify your identity.

### Information at your fingertips:

- Keep up to date with market commentaries, investment fund summaries and member updates.
- Access our educational tools.

### Managing your account online:

- View your account details, including your account balance and recent transaction history.
- You can change your investment allocation by switching between investment funds at any time.
- Make changes to your personal details and your OneAnswer account details.
- Monitor the progress of your transactions.
- View your Annual Statements online.

### Where do I locate the forms to maintain and make changes to my investment?

Any forms you require are available by contacting your financial adviser, visiting our website at [onepathsuperinvest.com.au](https://onepathsuperinvest.com.au) or by contacting Customer Services.

### Can my financial adviser make changes on my behalf?

You may authorise your financial adviser to perform certain transactions on your behalf, including:

- switching between investment funds
- adding and amending an Auto-Rebalance Plan
- making additional investments on your behalf
- adding or amending a Dollar Cost Averaging Plan.

Your financial adviser is not able to make withdrawals or amend your bank account details.

If you would like to authorise your financial adviser to transact on your behalf, complete the **Adviser transaction authority** in the

## Application Form.

### Contact your financial adviser

If you would like to confirm your financial adviser's contact details or would like to contact a financial adviser if you do not already have one, please contact Customer Services.

### Intra-fund advice service

We make available to our members non-ongoing personal advice about their interest in the Fund. This type of advice is called 'intra-fund' advice and is limited to certain topics, such as your selection of available investment options. Intra-fund advice will not be provided on topics which are prohibited under relevant laws. The cost of providing intra-fund advice is not an additional cost to you and forms part of the administration fees and costs shown in the Fees and Costs Summary and the Fees Guide in the PDS. This cost is different from adviser service fees for personal advice, which are agreed between you and your financial adviser (if you have one) and are charged directly (if agreed by you). To find out more please call **133 665** or **+61 3 7049 3126** outside Australia.

### How to obtain up-to-date information

Information in this Guide is subject to change from time to time. If the change is not materially adverse to members, we will publish the information on our website at [onepathsuperinvest.com.au](http://onepathsuperinvest.com.au). Please ensure you have the most up-to-date information by regularly visiting this web page. You may also request paper copies of any published information free of charge by contacting your financial adviser or Customer Services.

We will issue a new **PDS** if the change or omission is materially adverse to members. We may also notify you of material changes or significant events via regular or specific member communications.

### Staying informed

At least once a year, you will receive a statement for your account, including:

- your account balance as at the close of the reporting period
- your transaction history
- information detailing the management and investment performance of your investment funds
- your PAYG statement\* (if applicable)
- a variation of income\*
- a schedule of additional information\*.

You may view your most recent statement online using Account Access at [onepathsuperinvest.com.au](http://onepathsuperinvest.com.au)

\* Pension only.

### I have a query, or would like to request further information. Who can I call?

We look forward to helping you grow, manage and protect your investments. Our Customer Services team is here to help; contact them directly:

Phone **133 665** or **+61 3 7049 3126** outside Australia

Email [client@onepathsuperinvest.com.au](mailto:client@onepathsuperinvest.com.au)

Write to:

OneAnswer

GPO Box 5306

Sydney NSW 2001

## Using auto-rebalance to realign to your chosen investment profile

By selecting the Auto-Rebalance Plan, you can also choose to automatically rebalance your investment fund allocation back to your nominated investment profile. Please speak to your financial adviser before deciding on, or changing your investment allocation.

The Auto-Rebalance Plan works by switching units between investment funds, excluding ANZ Term Deposits, in order to realign your investment allocation as per your nominated investment profile.

You may nominate a tolerance level to prevent a rebalance for significantly low amounts. If you do not nominate a tolerance level, auto-rebalances will only occur where the difference between your investment allocation and investment profile is greater than 5%.

For example, you initially invest 50% into Fund A and 50% into Fund B and you want to maintain this investment profile. Over time, unit price movements and transactions made on your account may change your investment allocation so that Fund A is now 60% and Fund B is 40%. If this change is outside your nominated tolerance level, the Auto-Rebalance Plan will automatically rebalance your profile at the frequency you nominate, to your initial Fund A 50% and Fund B 50% investment profile.

### Frequency of auto-rebalancing

You can choose to auto-rebalance your investment either:

- quarterly (22 February, 22 May, 22 August and 22 November)
- half-yearly (22 May and 22 November)
- annually (22 May).

Auto-rebalancing occurs on the dates above or the next Sydney business day and will occur after all other transactions on your account have been processed.

You can request to auto-rebalance your investment by either:

- completing the relevant section on the OneAnswer Frontier Personal Super or Pension **Application Form**
- adding this plan to your account at a later date as part of a request to switch your account balance between investment options. This can be done online by submitting a Switch request in Account Access at [onepathsuperinvest.com.au](http://onepathsuperinvest.com.au) or by mailing us a completed Switch Request form that can be downloaded from [onepathsuperinvest.com.au](http://onepathsuperinvest.com.au)

### Terms and conditions – Auto-Rebalance Plan

- Currently, no fee is charged for using this plan. However, any fees or transaction costs that currently apply when switching, will continue to apply.
- All switches, additional investments or withdrawals may affect an investment into an investment fund which you have not selected as part of your auto-rebalance investment fund allocation. We will cancel the Auto-Rebalance Plan on your investment if you fully redeem from an investment fund.

- An auto-rebalance only takes place when your investment allocation differs from your nominated profile by at least the selected tolerance level at the next auto-rebalance date. The default tolerance level is 5%. For example, if your nominated investment profile is to be invested in Fund A 50% and Fund B 50%, then auto-rebalance will be triggered when your investment in Fund A or Fund B is at least 5% higher or lower, e.g. Fund A 56% and Fund B 44%. Regardless of market performance, auto-rebalancing will occur automatically at your nominated frequency.
- You can amend or cancel your Auto-Rebalance Plan by notifying us at least two weeks prior to the next auto-rebalance date. You can amend your nominated Auto-Rebalance Plan as part of a request to switch your account balance between investment options. This can be done online by submitting a Switch request in Account Access at [onepathsuperinvest.com.au](https://onepathsuperinvest.com.au) or by mailing us a completed Switch Request form that can be downloaded from [onepathsuperinvest.com.au](https://onepathsuperinvest.com.au). To cancel your Auto-Rebalance simply notify us in writing.
- The Auto-Rebalance Plan is not available for any ANZ Term Deposits options. You can choose to use the plan but it will exclude your ANZ Term Deposits options and only rebalance amongst your other investment funds. Please note: if an interest payment is deposited into ANZ Cash Advantage (from ANZ Term Deposits) and you do not already have ANZ Cash Advantage in your auto-rebalance profile, then the Auto-Rebalance Plan will suspend. To avoid this suspension you can switch the interest from the ANZ Cash Advantage fund prior to the auto-rebalance processing or you can include the ANZ Cash Advantage fund as part of your auto-rebalance profile.

**Note:** Switching involves the redemption of units from one investment fund and the application of units in another investment fund. It is also important to remember that additional investments, switches or withdrawals may affect your Auto-Rebalance Plan and transaction costs may apply.

## Establishing a Dollar Cost Averaging Plan

The Dollar Cost Averaging Plan aims to take the guesswork out of when to invest, by allowing you to invest a set amount on a regular basis. This may help to manage and spread the risk of investing.

You can invest into any investment fund, except an ANZ Term Deposit option, within OneAnswer Frontier Personal Super or Pension and then nominate an amount to be switched into your target investment funds on a monthly or quarterly basis. These dollar cost averaging switches occur on the 22nd day of each month or the next Sydney business day.

To establish the Dollar Cost Averaging Plan, you nominate the total amount to be switched each month or quarter and the amounts to be switched to each target investment fund, using either dollars (\$) or percentages (%).

A Dollar Cost Averaging Plan can be established at the time you make your initial investment. It can also be cancelled or amended by completing a Change of Details request online via Account Access at [onepathsuperinvest.com.au](https://onepathsuperinvest.com.au)

If we receive your request to establish a Dollar Cost Averaging Plan

before the 17th of the month, your first dollar cost averaging switch can occur in that month or alternatively, you can nominate a future month for your Dollar Cost Averaging Plan to commence.

You can also nominate an optional end date for your Dollar Cost Averaging Plan. If no end date is specified, your Dollar Cost Averaging Plan will continue until there are insufficient funds to process a dollar cost averaging switch.

### Terms and conditions – Dollar Cost Averaging Plan

- Currently, no fee is charged for using this plan. However, any fees or transaction costs that currently apply when switching, will continue to apply.
- Other switches or withdrawals you make may affect the operation of your Dollar Cost Averaging Plan.
- You can choose to cancel your Dollar Cost Averaging Plan at any time by notifying us at least two weeks prior to your next dollar cost averaging switch.
- Your Dollar Cost Averaging Plan will automatically be cancelled if there are insufficient funds available to process a dollar cost averaging switch or if you fully withdraw or switch out of your nominated dollar cost averaging investment fund.
- The Dollar Cost Averaging Plan cannot be used in conjunction with the Auto-Rebalance Plan.
- You cannot use the Dollar Cost Averaging Plan to invest into any ANZ Term Deposits options.

## Nominating a beneficiary

In the event of your death, the Trustee may determine to pay your account balance to your nominated beneficiary, and you may nominate your dependant(s) or legal personal representative\* (estate) or a combination of both.

For **OneAnswer Frontier Personal Super**, you can make a non-lapsing binding nomination.

For **OneAnswer Frontier Pension**, you can:

- nominate your spouse as a reversionary pensioner to continue to receive your pension payments
- make a non-lapsing binding nomination.

\* Legal personal representative means the executor of the will or administrator of the estate of a deceased person, however:

- subject to paragraph (b) below, a person does not have a legal personal representative unless:
  - a grant of probate has been made;
  - letters of administration have been issued; or
  - such equivalent authority as the trustee determines for jurisdictions outside Australia have been conferred on a person; and
- if the Trustee is reasonably satisfied that the value of your estate is less than the amount which the Trustee from time to time specifies as the 'probate limit' then the Trustee may for all purposes treat a person who does not meet the criteria in (a) but who the Trustee is reasonably satisfied will, in practice, be informally performing the role of the executor or administrator of your estate as if they were your legal representative.



### What is a non-lapsing binding nomination?

This is the nomination of beneficiary(ies) that, if it satisfies all legal requirements, will not expire over time, and the Trustee is required to pay your money to your nominated beneficiary(ies) in the proportions you have specified. This is subject to the nominated beneficiary(ies) being either a dependant at the time of your death or your legal personal representative, and your nomination being current at the time of your death.

However, it will become invalid if you marry, enter into a de facto relationship or like relationship with a person of either gender or become separated on a permanent basis from your spouse or partner.

You should consider making a new nomination if any of these events occur after you made a nomination. It is important to keep your nomination up-to-date to reflect any changes in your or your beneficiary's circumstances.

### Who can be nominated as a beneficiary?

You can nominate one or more beneficiary(ies) to receive your death benefit in the event of your death. The beneficiaries you nominate must be your dependant(s) or your legal personal representative.

Please note that the Trustee cannot give effect to a nomination if it does not fall into one of these categories.

### Who can be a dependant?

Under superannuation law and the Fund's Trust Deed, a dependant includes:

- your spouse\*
  - your children (including an adopted child, a stepchild, a child of your spouse or an ex-nuptial child)
  - any other person who was financially dependent on you at the time of your death
  - any other person with whom you have an interdependency relationship.
- \* Your 'spouse' includes any person (whether of the same sex or different sex) with whom you are in a relationship registered under a prescribed law of a State or Territory in Australia; or who is legally married to you; or who lives with you on a genuine domestic basis in a relationship as a couple.

### Interdependency relationship

Generally, two persons (whether or not related by family) have an 'interdependency' relationship if:

- they have a close personal relationship, and
- they live together, and
- one or each of them provides the other with financial support, and
- one or each of them provides the other with domestic support and personal care.

An interdependency relationship can also exist where two persons (whether or not related by family) have a close personal relationship but do not meet the other criteria above because either or both of them suffer from a physical, intellectual or psychiatric disability or because they are temporarily living apart.

### How to nominate a beneficiary

You can nominate, cancel or change your nominated beneficiary(ies) by completing the Non-Lapsing Binding Nomination Form which is available in the **OneAnswer Frontier Personal Super and Pension** Application Forms booklets, by contacting your financial adviser, visiting our website at [onepathsuperinvest.com.au](http://onepathsuperinvest.com.au) or by contacting Customer Services.

Your annual statement provides details of any nominations you have made.

### Defective nominations

Your nomination will be defective if, among other things:

- it is unclear to the Trustee (e.g. because it is illegible or because the nominated proportions do not total 100%)
- the nominated beneficiary(ies) dies or ceases to be a dependant
- you did not sign or date the form
- it is not witnessed correctly (if applicable).

A nomination may also be defective if we receive information before paying the death benefit that, when you made the nomination, you did not understand the consequences of making it.

### No nomination, defective nomination or cancelled nomination

If you choose not make a nomination, do not make a valid nomination, cancel your existing nomination or to the extent your nomination is defective, we will pay your death benefit to your legal personal representative, if your estate is solvent.

If there is no legal personal representative, or your estate is insolvent, the Trustee will pay your death benefit to your spouse (if more than one spouse, in equal shares). If you do not have a spouse, the Trustee will pay your death benefit to one or more of your dependants (as determined by the Trustee) and if no dependants, the Trustee will pay your death benefit in accordance with the relevant law.

### Nomination of a reversionary pensioner

A reversionary pensioner can only be nominated at the commencement of your OneAnswer Frontier Pension account.

You can nominate your spouse\* as a reversionary pensioner. In the event of your death, your pension will continue to be paid to your surviving spouse.

If your reversionary pensioner dies before you, or ceases to be your spouse, the Trustee will normally pay your benefit in accordance with a valid non-lapsing binding nomination or pursuant to the Fund's Trust Deed, in the absence of a non-lapsing binding nomination.

If you decide to nominate your spouse as a reversionary pensioner, it is important to note that a valid reversionary nomination will override any valid non-lapsing binding nomination.

To nominate your spouse as a reversionary pensioner please complete the relevant section of the **OneAnswer Frontier Pension Application Form**.

### What happens to your super if you pass away?

When we receive notification of your death (via a certified death certificate), we will do the following:

- we will leave your account balance in your chosen investment option(s)
- if you have a pension account, your pension payments will be suspended
- if you have a pension account and have nominated a reversionary pensioner, pension payments will restart once the reversionary pensioner has satisfied the Trustee's requirements and any requirements under the relevant laws
- we'll switch off any Adviser Service Fees being paid to your adviser. All Adviser Service Fees deducted from your account from the date of death will be refunded. We'll continue to charge all other fees and costs until your death benefit is paid to your estate and/or beneficiary(ies).

### How do I change my pension details?

You can change your pension details by completing a Change of Details request online via Account Access at **onepathsuperinvest.com.au** or by contacting Customer Services.

You can also complete and submit a Pension Payment Update Form which is available by contacting your financial adviser, visiting our website at **onepathsuperinvest.com.au** or by contacting Customer Services.

### Nominated account

You can change your nominated account by advising us of the new account details in writing at least seven working days before your next pension payment is due.

### Amount and frequency of payments

You may request a change to your pension payment frequency, payment date and/or amount at any time (above the minimum level set by the government and below the maximum level where applicable).

If you contact us within three days of your next payment date, your request will be completed for that month's payment.

## Unit prices

In this section 'we' and 'us' refers to OnePath Custodians.

When you invest in an investment fund, you buy 'units' in that fund. Each unit has a dollar value or 'unit price'. The number of units you buy is equal to the amount you invest, divided by the unit price.

The unit price is calculated as equal to the value of the proportion of all net assets in the investment fund, or attributed to each class, divided by the number of units held by investors in the fund, or class, adjusted for transaction costs (buy-sell spread).

As the value of the assets in an investment fund rises and falls, in general, so too does the value of the unit price, and therefore the value of your investment.

When an amount is withdrawn from an investment fund, you sell 'units' in that investment fund. The number of units you sell is equal to the amount to be withdrawn, divided by the unit price.

Unit prices for each investment fund are normally determined each business day. A business day is any day other than a Saturday, Sunday or public holiday in NSW. The unit prices used for transactions will be those for the day the transaction is effective.

The value of your account is always calculated based on the 'redemption' unit price.

Note: In exceptional circumstances the calculation of unit prices may be suspended to protect members' interests. For example, if significant market volatility and/or significant internal or external events result in an inability to value an investment fund.

The unit price of ANZ Cash Advantage is \$1 and this figure is not expected to change. However, if there is a change in value of the investment fund's assets, the unit price may change accordingly.

## How can I calculate my account balance?

Your account balance is calculated by multiplying the number of units you have in each investment fund by the unit price for each fund. As the unit prices are calculated on a daily basis, the value of your account may change daily. Number of units held times redemption unit price that day = account balance. Example: 1,000 units held @ \$1.75 = \$1,750.

## Monitoring unit prices

We have processes in place to check the accuracy of unit prices.

There may be occasions where unit prices may be found to be incorrect because of errors made in determining one or more components of the unit price. If you transacted on this unit price, your account may require a correction. We will provide compensation to members where the error causes a variance in the unit price which is greater than our predetermined threshold. The threshold varies depending on the asset class and is currently set at between 0.05% for cash and 0.30% for equities. This threshold may be subject to change.

Where the compensation amount is less than an amount determined by the Trustee (currently \$20) and the member entitled to the compensation has fully withdrawn from the product, the compensation will be contributed into the Fund for the benefit of existing members rather than paid to the exited member.

## Interest paid on ANZ Cash Advantage

Interest is calculated on the daily closing balance, accrued daily and credited to your ANZ Cash Advantage, effective the last day of each month. If you withdraw or switch out of ANZ Cash Advantage before the end of the month, you will be paid the interest that has accrued for that month until the day prior to the date your withdrawal or switch out request is processed. The interest you receive is net of the Ongoing Fee and any taxes.

The current interest rate applying to ANZ Cash Advantage can be found at [onepathsuperinvest.com.au](https://onepathsuperinvest.com.au) or by calling Customer Services.

## Investing through OneAnswer and investing directly

There are differences between investing through OneAnswer and investing directly that you should consider, such as:

- you may not normally be able to invest directly in the investment funds offered via OneAnswer
- consolidated reporting is available in OneAnswer, rather than on a fund-by-fund basis if you were investing directly
- when you invest via OneAnswer, OnePath Custodians is the legal owner of the units in your selected investment funds, rather than you when you invest directly
- potentially lower fees than if you invest directly.

## Adding, closing or changing investment funds

Where we add, close or change investment funds within OneAnswer we will notify new and existing members as soon as practicable, or as required by law, via [onepathsuperinvest.com.au](https://onepathsuperinvest.com.au) or the Fund's Annual Report and/or regular member communications. Information on investment funds added to OneAnswer will be made available at [onepathsuperinvest.com.au](https://onepathsuperinvest.com.au)



## The role of the Trustee

As Trustee of the Fund, we are responsible for the operation of the Fund and compliance with the Trust Deed and superannuation law. We are also responsible for:

- the protection of members' rights and interests
- the correct and timely payment of benefits
- appropriate investment of OneAnswer's assets
- ensuring OneAnswer is properly administered
- arranging audits of the Fund
- reporting to members
- lodgement of the Fund's tax return and APRA reporting.

We have professional indemnity insurance which may insure us and our directors in case of loss due to a claim against us.

## Account consolidation

The Trustee has a duty to identify members who hold multiple superannuation accounts within the Fund. The Trustee may consolidate accounts where it is practicable and in the member's best interest.

## The Trust Deed

The Fund is governed by a trust deed. Together with the Corporations Act and superannuation law, the Trust Deed sets out the rules and procedures under which the Fund operates, and our duties and obligations as the Trustee. If there is any inconsistency between the Trust Deed and this Guide, the terms of the Trust Deed override the disclosure in this Guide.

A copy of the Trust Deed is available from us on request.

## Compliance

We operate a compliance program to assist us in complying with the Trust Deed and the relevant laws. We are also required to have the Fund audited each year and to lodge an annual return with APRA.

## Contact the Trustee

### OnePath Custodians Pty Limited

GPO Box 5306  
Sydney NSW 2001

Phone **133 665** or **+61 3 7049 3126** outside Australia

Website **[onepathsuperinvest.com.au](https://onepathsuperinvest.com.au)**

Email **[client@onepathsuperinvest.com.au](mailto:client@onepathsuperinvest.com.au)**

# HOW SUPER WORKS

Super is a tax effective long-term savings plan that enables you to save money for your retirement and is, in part, compulsory.

There are different ways that you and your employer can contribute to your super. While you are working, your employer is, in most cases, required to make contributions to your super account (known as compulsory super or Super Guarantee). Generally, you have the right to choose the super fund to which these contributions are made. You, your spouse or your employer may also be eligible to make voluntary contributions. Sometimes even the Federal Government may make contributions to your super account.

The Federal Government also provides incentives for you to contribute towards your super. However, there are some limits on the contributions that you can make to super. There are also restrictions around when you can access your super. However, when you reach age 65 or age 60 and have retired, you can access your super savings as a lump sum or receive a regular income stream through a pension account.

A pension account allows you to draw a regular tax effective income stream from your super savings. Of course, there may be other circumstances when you can access your super.

## What contributions and rollovers can be made into my super account?

### Types of superannuation contributions

The table below provides details about the types of contributions that can be made to your super account. Please speak to your financial adviser if you require further information about any of these contributions.

	What is this contribution?
<b>Personal</b>	<p>You may decide to make regular or lump-sum contributions. Personal contributions are member contributions made by you or on your behalf, and include payments from:</p> <ul style="list-style-type: none"> <li>personal contributions for which a tax deduction is claimed</li> <li>personal (after-tax) contributions where a tax deduction is not claimed</li> <li>eligible proceeds that relate to CGT small business concessions</li> <li>eligible structured settlements or orders for personal injuries</li> <li>downsizer contributions</li> <li>foreign superannuation fund transfers</li> <li>re-contribution of amounts withdrawn as COVID-19 early release amounts.</li> </ul> <p>Note: The Fund is not a qualifying overseas pension scheme (QROPS) for the purposes of United Kingdom law.</p>
<b>Spouse</b>	<p>Your spouse* may make a member contribution for your benefit. This must be made from after-tax money and will be treated as a non-concessional contribution. Your spouse may be eligible for a tax offset of up to \$540 when making a spouse contribution (conditions apply).</p>
<b>Employer</b>	<p>Your employer may make employer contributions for your benefit.</p> <p>This includes salary sacrifice contributions. This is an arrangement between you and your employer where you forgo salary in exchange for your employer making contributions to super for you.</p>
<b>Third party contributions</b>	<p>These are contributions made for you by anyone other than your spouse or employer.</p>
<b>Government co-contributions</b>	<p>If your income is less than \$62,488 for 2025/26, and you make personal (after-tax) contributions to super, you may be eligible for a government co-contribution. The government contributes up to 50 cents for every \$1 of personal (after-tax) contributions you make, subject to a maximum \$500. The amount paid by the government depends on your income and the amount of personal (after-tax) contributions you make. Any government contribution is made to your super account by the Australian Taxation Office (ATO), provided you have lodged your tax return (conditions apply).</p>
<b>Low income superannuation tax offset (LISTO)</b>	<p>A government contribution of up to \$500 is payable for persons with adjusted taxable income<sup>†</sup> of up to \$37,000 (non-indexed) (conditions apply). This contribution effectively offsets the contributions tax (up to \$500) on concessional contributions.</p>

\* Your 'spouse' includes any person (whether of the same sex or different sex) with whom you are in a relationship registered under a prescribed law of a State or Territory in Australia; or who is legally married to you; or who lives with you on a genuine domestic basis in a relationship as a couple.

† Adjusted taxable income includes taxable income, reportable employer superannuation contributions, personal deductible contributions, reportable fringe benefits or adjusted fringe benefits for certain not-for-profit institutions, target foreign income, total net investment losses, Government tax-free pensions/benefits less child maintenance support you have paid.

## Who can make contributions into your super account?

The following table outlines the rules relating to who can make super contributions.

Your age	Who can contribute?
Under 55	You, your spouse, your employer and a third party.
55 to under 75	You (including downsizer contributions), your spouse, your employer and a third party.
75 <sup>†</sup> and over	You may make downsizer contributions and your employer may make 'mandated employer contributions' <sup>*</sup> .

<sup>†</sup> Personal and employer contributions may be accepted if they are made on or before the 28th day after the end of the month in which you turn 75.

<sup>\*</sup> Mandated employer contributions<sup>\*</sup> are contributions:

- that reduce an employer's potential liability for the SG charge
- that are a payment of a shortfall component, or
- in or towards satisfaction of the employer's obligation under an agreement certified, or award made, on or after 1 July 1986 by an industrial authority.

## Contributions for a prior period

We may accept contributions on your behalf, if we are satisfied that the contribution relates to a period during which the Fund may have accepted the contribution, even though the contribution is actually made after that period.

## Government co-contributions

If you are a low or middle-income earner you can take advantage of the super co-contribution payment by making eligible personal super contributions to your OneAnswer Frontier Personal Super account. The government will then contribute up to \$500 depending on your level of income and personal super contributions.

The government co-contribution details for the 2025/26 financial year are shown below:

	2025/26
Maximum co-contribution	\$500
Government matching rate <sup>*</sup>	\$0.50
Taper rate <sup>~</sup>	3.333c per \$1
Lower income threshold	\$47,488
Upper income <sup>^</sup> threshold	\$62,488 <sup>#</sup>

<sup>\*</sup> The government matching rate is the amount the government will contribute per \$1 of personal super contributions (not claimed as a tax deduction) up to your maximum entitlement.

<sup>~</sup> The taper rate determines how much the maximum co-contribution is reduced for each \$1 of total income that exceeds the lower income threshold but is less than the higher income threshold. The maximum co-contribution completely phases out when income reaches the higher income threshold.

<sup>^</sup> Income is generally the total of your assessable income, reportable fringe benefits and reportable employer super contributions (generally your salary sacrifice contributions), less allowable business deductions.

<sup>#</sup> To receive the co-contribution, your total income must be less than the higher income threshold for that financial year.

Eligibility for a co-contribution is subject to certain requirements including your income level, age and sources of income. For further information about the co-contribution thresholds and rates, refer to the ATO website or contact your financial adviser.

## First Home Super Saver Scheme

Individuals can make voluntary contributions to their super fund to save for a first home. Couples, siblings or friends can each access the scheme and in their own capacity, combine savings to purchase or build a first home.

Voluntary contributions that can be made under the First Home Super Saver Scheme (FHSSS) include:

- Concessional contributions – including salary sacrifice and personal deductible contributions.
- Non-concessional contributions – personal after-tax contributions where no tax deduction has been claimed.

The maximum amount of voluntary contributions that may be made under the scheme is \$15,000 per financial year up to \$50,000 in total. Eligible FHSSS contributions must be within the concessional or non-concessional contributions caps.

Eligible individuals may apply to the ATO for a First Home Super Saver (FHSS) determination to release up to:

- 85% of eligible concessional contributions
- 100% of eligible non-concessional contributions
- Associated earnings calculated on these contributions using a deemed rate of return.

The ATO will make the payment to the individual after withholding the appropriate amount of tax. A payment summary will be sent at the end of the financial year showing the assessable FHSS released amount, which will need to be included in the individual's tax return for the financial year in which they request a release. Generally, the assessable amount is taxed at their marginal rate less a 30% tax offset.

Individuals who do not enter into a contract to purchase or build a home within 12 months (or up to 24 months, if an extension is granted) of receiving the FHSS released amount can recontribute the assessable amount into their super fund as a non-concessional contribution or pay 20% FHSS tax on the assessable amount.

## Downsizer contributions to super

Individuals aged 55 and over who meet eligibility requirements will be able to make contributions of up to \$300,000 to their super fund from the proceeds of selling their home. Both members of a couple will be able to take advantage of this measure for the same home enabling up to \$600,000 from the proceeds of the sale of your home to be contributed to super.

Downsizer contributions will not count towards the contributions caps and can be made regardless of the total superannuation balance or if age 75 and over.

Downsizer contributions are not tax deductible.

Downsizer contributions must be made within 90 days after settlement (or longer period, if allowed by the ATO). Eligible individuals must notify the super fund in the approved form of a downsizer contribution.

Your home must have been owned for at least 10 years and qualified (or would have qualified) for the main residence CGT exemption in whole or part at the time of settlement.

Other conditions may also apply.

For more information, please speak to a financial adviser or visit the ATO website.

## Rollovers

These include benefits transferred from another super or rollover fund and may be done as part of setting up a new superannuation account or pension account, or when adding to an existing superannuation account.

## Opt-out of super guarantee contributions for some high income earners

High income earners with multiple employers may be eligible to apply to the ATO to nominate that their wages from certain employers will not be subject to super guarantee payments. This is intended to help them avoid breaching their concessional contributions cap as a result of compulsory super contributions made by their employers.

For further information, please contact your financial adviser.

## How can extra contributions be made to my super?

There are two main ways to make extra contributions to super.

### Voluntary contributions

#### Personal (after-tax) contributions

After-tax contributions include contributions you make from income that has already had income tax applied to it.

The advantage of making after-tax contributions is that they are tax-free when you access your super on retirement. Only the investment earnings on the after-tax contributions may be subject to tax.

Also, if you make an after-tax contribution and satisfy other eligibility conditions, you may qualify for the government co-contribution.

**Note:** Any contribution made by you or others, electronically, in cash or by cheque, where a contribution type is not specified will be provisionally classified as a Superannuation Guarantee contribution (employer contribution). To ensure that the correct treatment is applied to the contribution it is important that the contribution type is recorded correctly.

If this is not the correct contribution type for this money you must contact us within 30 days to advise us of the correct contribution type.

#### Personal deductible contributions

You may be able to claim a tax deduction for a contribution you make for yourself. Conditions apply. For more information, please speak to your financial adviser or visit the ATO website. If eligible, the amount of the contribution you claim as a tax deduction is a concessional contribution and is generally taxed at 15% in the super fund, provided you don't exceed your concessional contributions cap. An additional 15% tax (known as Division 293 tax) may apply to some higher income earners. Personal deductible contributions are included in the definition of income for certain government benefits and obligations.

#### Salary sacrifice (before-tax) contributions

Salary sacrificing to super is an agreement between you and your employer for you to forgo a portion of your salary in exchange for your employer making an employer contribution to your super account. The 'sacrificed' portion goes directly into super and, provided you don't exceed your concessional contributions cap, is generally taxed at 15%.

An additional 15% tax (Division 293 tax) may apply to certain concessional contributions if your income for surcharge purposes plus low tax contributions exceeds the \$250,000 threshold applied from the 2017/18 financial year.

Salary sacrifice contributions to super are included in the definition of income for certain government payments. Your employer may be required to report salary sacrifice contributions to the ATO as reportable employer superannuation contributions.

To make salary sacrifice contributions or to find out more, speak to your employer and/or your financial adviser.

## Can I split my contributions with my spouse?

Superannuation law permits members to split their eligible contributions with their spouse\* in certain situations. The law also allows trustees to place additional requirements relating to how, when and in what circumstances it will accept contributions splitting applications. The Trustee has a Contributions Splitting Policy which sets out additional requirements. It is important to be aware that restrictions may apply to your ability to split contributions made to the Fund once you join the Fund, in particular taking into account the following factors:

- any minimum balance requirements
- the timing and type of contributions made to the Fund
- where you have not lodged relevant tax documentation
- the timing of your splitting application request.

For the purposes of contributions splitting the 'Fund' means the

Retirement Portfolio Service (Fund).

Concessional contributions that you split to your spouse are assessed against your cap and not your spouse's cap. If you intend to split eligible contributions made to the Fund, you should seek advice on the legislative requirements before you decide to join the Fund. You should obtain and read a copy of the Trustee's Contributions Splitting Policy, which is available by visiting our website at

**onepathsuperinvest.com.au** or by contacting Customer Services.

- \* Your 'spouse' includes any person (whether of the same sex or different sex) with whom you are in a relationship registered under a prescribed law of a State or Territory in Australia; or who is legally married to you; or who lives with you on a genuine domestic basis in a relationship as a couple.

## Do limits apply to how much can be contributed to my super account?

The government has placed caps on concessional (taxable) and non-concessional (after-tax) contributions. You should monitor contributions made into your account as there may be taxation consequences for exceeding the caps.

For further information on the contributions caps and how they apply, please see your financial adviser. Please refer to page 25 of this Guide for further details on the taxation consequences of exceeding the contributions caps.

### Concessional contributions

Concessional contributions include:

- employer contributions (including salary sacrifice contributions)
- personal contributions for which a tax deduction is allowed
- taxable portion of a foreign superannuation fund transfer
- third party contributions.

An annual cap on concessional contributions applies on a financial year basis. The concessional contributions cap for the 2025/26 financial year is \$30,000.

The concessional contributions cap is indexed to Average Weekly Ordinary Time Earnings (AWOTE) but will only increase in \$2,500 increments.

You may be able to make 'carry-forward' concessional super contributions if you have a total superannuation balance of less than \$500,000 as at 30 June of the previous financial year. The 'carry-forward' applies to unused concessional contributions accrued from 1 July 2018 on a consecutive five year rolling basis. The amounts carried forward that have not been used will expire. This means the first year you will be entitled to 'carry-forward' unused concessional amounts is the 2020/21 financial year.

Concessional contributions that are split to a spouse are assessed against your cap and not your spouse's cap. Our Contributions Splitting Policy is available by contacting your financial adviser, visiting our website at **onepathsuperinvest.com.au** or by contacting Customer Services.

### Non-concessional contributions

These contributions include:

- personal contributions for which no tax deduction has been allowed
- spouse contributions
- non-taxable portion of a foreign superannuation fund transfer.

There are exemptions to the non-concessional cap which include:

- government contributions
- contributions that relate to CGT small business concessions up to a lifetime limit of \$1.865 million (2025/26)
- contributions that relate to structured settlements or orders for personal injuries (no limits apply)
- rollover super benefits.

For further information on non-concessional contributions caps, we recommend you speak to your financial adviser.

If your total superannuation balance as at 30 June of the previous financial year is less than the general transfer balance cap of \$2 million (2025/26), you are eligible for an annual non-concessional contributions cap.

If you are under age 75 at any time during the financial year, you may be able to make non-concessional contributions of up to three times the annual non-concessional contributions cap using the 'bring-forward' option. This effectively creates a three (or two) year block period where total non-concessional contributions cannot exceed three (or two) times the first financial year's non-concessional contributions cap.

The maximum 'bring-forward' cap depends on your total super balance as at 30 June of the previous financial year, as shown in the table located on this page:

Total super balance at 30 June 2025	Maximum 'bring-forward' cap for first year	Bring-forward period
Less than \$1.76 million	\$360,000	3 years
\$1.76 million to less than \$1.88 million	\$240,000	2 years
\$1.88 million to less than \$2 million	\$120,000	No bring-forward, annual non-concessional contributions cap applies
\$2 million or more	Nil	Not applicable

The 'bring-forward' option is automatically triggered when your non-concessional contributions exceed the annual cap (\$120,000 for 2025/26) in a particular financial year.

## Are there restrictions on withdrawing money from my superannuation account?

### Accessing superannuation benefits

The Federal Government has put rules in place to restrict when your superannuation benefits can be accessed. These rules, known as preservation rules, help to ensure that your superannuation savings are used for retirement purposes.

You may receive your benefit as a lump sum if you satisfy a 'condition of release' (restrictions may apply). Generally, you may also elect to

transfer or rollover your balance, to either commence a pension, or to another complying super or pension fund. A TTR pension may also be available.

Access to your superannuation savings will depend on the preservation status of your benefit, based on the following categories:

#### **Unrestricted non-preserved**

These amounts may be accessed at any time.

#### **Restricted non-preserved**

These amounts may be accessed on leaving the service of a contributing employer or when preserved benefits are payable.

#### **Preserved**

These amounts can only be accessed on meeting a condition of release. Conditions of release include:

- reaching age 60 and you have permanently retired<sup>§</sup>
- reaching age 60 and subsequently ceasing a gainful employment arrangement<sup>†</sup>
- reaching age 65, whether you have retired or not
- permanent incapacity<sup>‡</sup>
- terminal medical condition<sup>\*</sup>
- temporary incapacity<sup>#</sup>
- death
- severe financial hardship (conditions apply)
- compassionate grounds (conditions apply)
- reaching age 60 (payment restricted to a TTR pension)
- the super fund receives a release authority from the ATO.

<sup>§</sup> 'Permanently retired' means ceasing an arrangement of gainful employment and never intending to again be gainfully employed for 10 or more hours weekly.

<sup>†</sup> 'Gainful employment' means being employed or self-employed for gain or reward in any business, trade, profession, vocation, calling, occupation or employment.

<sup>‡</sup> 'Permanent incapacity' means the Trustee must be reasonably satisfied that you are unlikely, because of ill health (whether physical or mental), to engage in gainful employment for which you are reasonably qualified by education, training or experience.

<sup>#</sup> 'Temporary incapacity' means the member has, because of ill-health (whether physical or mental), temporarily ceased gainful employment but the condition does not constitute permanent incapacity (conditions apply).

<sup>\*</sup> 'Terminal medical condition' means that all of the following circumstances exist:

- (a) two registered medical practitioners have certified, jointly or separately, that the person suffers from an illness, or has incurred an injury, that is likely to result in the death of the person within a certification period that ends not more than 24 months after the date of the certification
- (b) at least one of the registered medical practitioners is a specialist practising in an area related to the illness or injury suffered by the person
- (c) for each of the certificates, the certification period has not ended.

## Temporary residents

You are a temporary resident if you hold a temporary visa under the *Migration Act 1958* (Cth).

If you are a temporary resident or have at any stage been a temporary resident and you are:

- not an Australian citizen, New Zealand citizen or permanent resident
- not, at any time, a holder of a Subclass 405 (Investor Retirement) visa or Subclass 410 (Retirement) visa.

You may be able to access preserved benefits on the following grounds:

- Departing Australia Superannuation Payment (DASP)
- permanent incapacity<sup>\*</sup>
- temporary incapacity<sup>\*</sup>
- terminal medical condition<sup>\*</sup>
- death.

<sup>\*</sup> Refer to the footnotes above for an explanation of these conditions.

If you are a temporary resident and you permanently depart Australia and no longer hold a visa, we are obliged to transfer your unclaimed super to the ATO after six months of your departure or cessation of your visa (as notified by the ATO).

Irrespective of whether you later return to Australia or remain overseas, you can apply to the ATO for release of your super.

Transferred super benefits can be claimed via the ATO's website at **ato.gov.au**

On transfer of your super benefit to the ATO, you will cease to be a member of the Fund. In this case, relying on an exemption granted by ASIC, we are not required to provide you with prior notification or an Exit Statement. We can provide you with further information about applying to the ATO for your superannuation monies should you wish to contact us.

If you become an Australian or New Zealand citizen or permanent resident, the obligation to transfer your super benefit to the ATO does not apply and you can continue to be a member of the Fund.

## How do I receive an income stream in retirement?

If you are retired, semi-retired or about to retire, and have met a condition of release, you may be able to transfer your superannuation savings to a pension account. This can be used to draw down regular pension payments from your superannuation savings.

### Pension payments

Pensions pay a regular income stream (pension payments) from your retirement savings subject to a minimum limit set by the government and maximum annual payment for TTR pensions.

#### Minimum payment

The minimum annual pension (and maximum, if any) payment is first calculated when you start your pension and is recalculated each year on 1 July using your account balance and age at that date.

We will write to you at the beginning of each new financial year and advise you of your minimum pension payment for that year. If you choose to receive the minimum annual pension payment, we will make pension payments from 1 July at the new minimum level. If your nominated annual pension payment is already higher than the new minimum, your pension payment will remain unchanged from that paid in the previous financial year, unless you have chosen to have your pension payments indexed.

You can estimate your own minimum annual pension payment by multiplying your account balance on 1 July by the appropriate minimum payment percentage for your age (see table below).

#### Minimum annual pension payments

Your age at 1 July	Minimum payment percentages* (p.a.)
Under 65	4%
65 to 74	5%
75 to 79	6%
80 to 84	7%
85 to 89	9%
90 to 94	11%
95 or older	14%

#### Example: Minimum payment

Christine is 65 and has a pension account balance of \$260,000. Christine would have the following minimum pension payment (subject to rounding to nearest \$10).

Minimum:  $\$260,000 \times 5\% = \$13,000$

Christine may select any annual pension payment amount of \$13,000 or above.

**Note:** This example is illustrative only and should not be regarded as a forecast for your future pension payment. It is also based on minimum percentages applying to the 2025/26 financial year.

Your financial adviser will be able to assist you by assessing your individual needs and financial responsibilities.

## Lump sum withdrawals

You may withdraw all or part of your OneAnswer Frontier Pension account balance at any time by request. However, if it is a TTR pension restrictions apply. Please refer to 'Withdrawing from a TTR pension' located on this page for further details.

If you withdraw a lump sum, your minimum income level does not recalculate based on the new account balance until the following 1 July. We may be required to pay your minimum pension payment (pro-rated) for the current year before the withdrawal.

A withdrawal will generally consist of two components – taxable and tax-free. You are required to draw down proportionately from these components.

Before withdrawing from your pension, you should speak to your financial adviser and consider any applicable fees, tax or social security implications.

You should also speak to your financial adviser for further information on terminal medical condition payments, as consequences may apply. A terminal medical condition payment to another superannuation or pension fund is not a rollover superannuation benefit for tax purposes and is assessed against the non-concessional contributions cap.

Please refer to '**Making a withdrawal from OneAnswer Frontier Pension**' on page 10 for more information on withdrawing from OneAnswer Frontier Pension.



## Transition to retirement (TTR) pension

The superannuation 'preservation' rules determine when your superannuation benefits can be used to establish a pension. Your ability to start a pension will depend on the classification of your superannuation benefits. See the section '**Accessing superannuation benefits**' on page 24 of this **Guide**.

If you have reached age 60, you can invest your superannuation benefits in a TTR pension even if you are still working.

A TTR pension will allow you to commence a regular income stream despite the preservation status of your current superannuation benefits.

If you commence your TTR pension part way through the financial year, the maximum payment is not pro-rated.

A TTR pension operates in a similar way to an account based pension, however investment earnings are taxed at up to 15%, it does not count towards the transfer balance cap and additional restrictions on withdrawals apply. Withdrawal restrictions are lifted when you reach 65 years of age or you meet certain conditions of release, generally, this is if you retire permanently after reaching age 60, you become permanently incapacitated or terminate gainful employment after age 60 (even if you don't retire), (whichever occurs first).

The balance of your TTR pension will count towards your transfer balance cap at the time you advise us of meeting the condition of release, or on your 65th birthday (whichever is earlier).

## Withdrawing from a transition to retirement (TTR) pension

Your TTR pension may consist of preserved, restricted non-preserved and/or unrestricted non-preserved amounts.

The following restrictions apply to withdrawing part or all of your TTR pension account balance.

Type of benefits	When you can withdraw this benefit as a lump sum
Unrestricted non-preserved benefits	Any time
Preserved benefits	When you satisfy a condition of release
Restricted non-preserved benefits	When you satisfy a condition of release

Please refer to page 24 of this **Guide** for the conditions of release.

It is important to seek financial advice prior to withdrawing from a TTR pension.



# HOW SUPER IS TAXED

Tax law in superannuation is complex and the information provided has been prepared as a guide only and does not represent taxation advice. Please see your tax adviser for independent tax advice taking into account your individual circumstances.

Generally, the tax paid in a super fund may be lower than the tax that would be paid on an investment outside of super, which is why super can be a tax effective way to grow your retirement savings.

Your super may be taxed:

- when contributions are made
- while your super is invested
- when you withdraw from super.

Taxation laws may change as a result of government policy changes. Call the ATO on 13 10 20, visit [ato.gov.au/super](http://ato.gov.au/super) or talk to your financial adviser for the latest information. We will also keep you informed of any changes via the Product updates page at [onepathsuperinvest.com.au](http://onepathsuperinvest.com.au)

## What tax applies on contributions and rollovers?

Contribution type	Tax
<ul style="list-style-type: none"><li>• Employer contributions (including SG)</li><li>• Salary sacrifice contributions</li><li>• Personal contributions for which a tax deduction has been claimed</li><li>• Taxable portion of a foreign super fund transfer</li><li>• Third party contributions<sup>†</sup></li></ul>	15%*
<ul style="list-style-type: none"><li>• Untaxed element of a rollover</li></ul>	15%
<ul style="list-style-type: none"><li>• Personal contributions for which no tax deduction has been claimed</li><li>• Spouse contributions</li><li>• Government contributions</li><li>• Non-taxable portion of a foreign super fund transfer</li></ul>	Nil
<ul style="list-style-type: none"><li>• Tax-free or taxed element of a rollover</li></ul>	Nil
<ul style="list-style-type: none"><li>• Downsizer contributions</li></ul>	Nil
<ul style="list-style-type: none"><li>• COVID-19 re-contributions</li></ul>	Nil

\* An additional 15% tax (Division 293 tax) may apply to certain concessional contributions if your income for surcharge purposes plus low tax contributions exceeds \$250,000.

<sup>†</sup> Third party contributions exclude contributions for children under 18 years of age.

## Can I claim a tax deduction for contributions?

Generally, individuals may be able to claim an income tax deduction for personal superannuation contributions (not available for COVID-19 re-contributions). However, if you are 67 or older at the time of making the contribution you will need to satisfy the 'work test' or the 'work test exemption' in order for the ATO to recognise your deduction. The work test requires you to have been employed or self-employed

for at least 40 hours in a consecutive 30 day period during the financial year the contribution is made. The work test exemption applies if all of the following are satisfied:

- you have not met the 'work test' for that financial year
- you have met the 'work test' for the previous financial year
- you had a total superannuation balance below \$300,000 on 30 June of the previous financial year, and
- you have not already relied on the 'work test exemption' for a previous financial year.

Please note a tax deduction for personal contributions may only be allowed on a proportional basis where we receive a 'Notice of intent to claim a tax deduction for super contributions' after we have paid a partial withdrawal or rollover. Note, we must receive a valid notice of intent to claim a tax deduction and we must acknowledge that we have received and accepted your notice. If the amount on the form is blank, we will assume there is no amount to be claimed and no action will be taken by us.

You cannot submit a notice to claim contributions that have been used in whole or part to start a pension or transition to retirement pension, or submit a notice after you lodge your tax return or after the end of the following financial year, whichever occurs first (other conditions apply). Please see your tax adviser to determine your eligibility to claim a tax deduction.

If you are 67 or older you should also note that if you submit a notice of intent and have started a pension, made a rollover or made a withdrawal and do not meet the work test or work test exemption, you may not be able to vary your notice and the law may prevent us from reclassifying your contribution and refunding the tax deducted.

## What are the tax consequences of exceeding the contributions caps?

It's important to be aware that there are tax implications if the contribution caps are exceeded.

Excess concessional contributions will be included in an individual's assessable income and taxed at their marginal rate. An individual will be entitled to a tax offset equal to 15% of their excess concessional contributions. Individuals can elect to withdraw up to 85% of their excess concessional contributions from their superannuation.

Depending upon the amount effectively withdrawn, excess concessional contributions may also count towards the non-concessional contributions cap.

For excess non-concessional contributions, the ATO will ask your super fund to release your excess non-concessional contributions (and 85% of associated earnings). The full associated earnings amount is included in your assessable income and taxed at your marginal rate (less a 15% tax offset). If you don't have any amounts in super, the full associated earnings amount is included in your assessable income and taxed at your marginal rate (less a 15% tax offset). The released amount less any tax or Australian government debts will be refunded to you by the ATO. Alternatively you may request:

- to release excess non-concessional contributions and associated earnings from one or more nominated super funds (and pay tax at your marginal rate (less a 15% tax offset) on the full associated earnings amount)
- not to release your excess non-concessional contributions and pay tax at 47%. The tax must be released from your superannuation.

## What tax applies while my super is invested?

Investment earnings are taxed at a rate of up to 15% during the accumulation phase (including TTR pensions). However, the effective tax rate may be reduced by franking credits, foreign tax offsets and concessions on discounted capital gains. Investment earnings are generally not taxed within your pension account (that is not a TTR pension account).

## What tax applies when I withdraw my super?

When you are eligible to access your super you may take it as either a lump-sum withdrawal or use it to purchase a regular income stream (pension product). Please see **'Are there restrictions on withdrawing money from my superannuation account?'** on page 21 of this Guide for further information.

### For lump-sum withdrawals

#### Age 60 or over

A lump-sum withdrawal from your OneAnswer Frontier account is generally tax-free if you are aged 60 or over.

#### Under age 60

Your benefit will generally consist of two components – taxable and tax-free. You are required to draw down proportionately from these components. Tax is not payable on the portion of the lump-sum payment made from the tax-free component of your benefit. The maximum rates of tax payable on the taxable component of lump-sum withdrawals if you have provided your TFN is 22% (including the Medicare levy of 2%).

### First Home Super Saver Scheme

Specific tax rules also apply to benefits released under a release authority including the First Home Super Saver Scheme. Please see 'First Home Super Saver Scheme' on page 19 for further details of this scheme.

### Transfer balance cap

A limit applies to the amount that can be transferred to the retirement phase to support superannuation income streams. The limit is known as the Transfer Balance Cap. The general transfer balance cap is \$2 million in 2025/26 and may be indexed in future years.

Individuals who have already commenced a retirement phase income stream will have a personal transfer balance cap based on the general cap at the time they first commenced a retirement phase income stream, and any proportional indexation they may have received.

This cap applies to all retirement phase superannuation income streams that you have from all providers. TTR pensions in

pre-retirement phase are excluded until these move into retirement phase. Individuals who exceed their cap may be subject to excess transfer balance tax and may be required to withdraw or transfer the excess back into the accumulation phase.

Further information can be found at [ato.gov.au](https://ato.gov.au) or your account at [my.gov.au](https://my.gov.au)

### For income stream payments

#### Age 60 or over

Income stream payments from your pension account are generally tax-free if you are aged 60 or over.

#### Under age 60

Your benefit will generally consist of two components – taxable and tax-free. You are required to draw down proportionately from these components. The tax-free and taxable proportions are set at the commencement of your income stream.

Tax is not payable on the portion of the payment that is made from the tax-free component of your benefit. The amount that is paid from the taxable component of your benefit will form part of your assessable income and will be taxed at your marginal rate. If you are being paid a disability benefit income stream, you will generally be entitled to a 15% tax offset on the taxable component.

If you received a payment while you were under age 60 at any time in the financial year, we will send you a PAYG Payment Summary at the end of each financial year showing the income and the tax that has been withheld under PAYG withholding requirements (if any) that you will need to include in your tax return.

## Withholding tax rates for temporary residents

Withholding tax rates apply on DASP benefits cashed out by temporary residents on permanent departure from Australia.

Rates currently in effect for the 2025/26 financial year are:

- tax-free component – no tax payable
- taxable component (taxed element) – taxed at 35%\*
- taxable component (untaxed element) – taxed at 45%.\*

\* A tax rate of 65% applies to Working Holiday Makers.

## How is my super taxed if I am permanently disabled?

Any benefits paid as a result of permanent disablement may be paid as a lump sum or an income stream and taxed in accordance with the tax rules for lump-sum payments and pension payments outlined on page 23 of this Guide. The tax-free component may be increased if your payment qualifies as a disability super benefit. For more information, contact your tax adviser or financial adviser.

## Tax-free terminal medical condition benefit payments

Tax and superannuation laws allow members who have a 'terminal medical condition' (as defined under these laws) to receive their lump-sum payments tax-free. For more information contact your financial adviser.

## How is my super taxed if I die?

The tax treatment of a death benefit payment depends on whether the ultimate recipient is a death benefits dependant or not.

### What if my super is paid to a dependant?

A death benefits dependant includes a spouse\*, former spouse, child under 18 years of age, or a person who had an interdependency relationship with or was financially dependent on, the deceased at the time of death.

In certain circumstances, a death benefit income stream may be paid to a child. The rules around when a death benefit income stream can be paid to a child, including when a child must commute the death benefit income stream to a lump sum, are complex and you should speak to your financial adviser for more information.

#### Lump sum

A death benefit lump sum paid to a death benefits dependant is tax-free.

#### Income stream

Where either the deceased or the death benefit beneficiary is age 60 or over, a death benefits income stream will generally be tax-free. Where both the deceased and the death benefit beneficiary are under age 60, the death benefits income stream will generally consist of only two components, taxable and tax-free. Tax is not payable on the tax-free component. Generally, the taxable component will be taxed at the beneficiary's marginal tax rate with a 15% tax offset available.

- \* Your 'spouse' includes any person (whether of the same sex or different sex) with whom you are in a relationship registered under a prescribed law of a State or Territory in Australia; or who is legally married to you; or who lives with you on a genuine domestic basis in a relationship as a couple.

### What if my super is paid to a person who is not a death benefits dependant?

A death benefit lump sum paid to a person who is not a death benefits dependant will generally consist of taxable and tax-free components. No tax is payable on the tax-free component. The taxable component will generally be taxed at a maximum rate of 17% for the taxable element (including Medicare levy of 2%). Generally, where life insurance cover was in force at the date of death, the benefit may also include a taxable component which will be taxed at a maximum rate of 32% for the untaxed element (including Medicare Levy of 2%).

Special tax concessions apply to lump sum death benefits paid in respect of a person who dies in the line of duty as a member of the Defence Force, member of the Australian Federal Police or the police force of a State or Territory, or as a protective services officer. A person who receives a lump sum death benefit in these circumstances is taxed as if they were a death benefits dependant.

### What if my super is paid to my estate?

A lump sum payment to your legal personal representative (estate) will be taxed depending on whether the ultimate recipient is a death benefits dependant or not. Your legal personal representative is responsible for tax arrangements when your estate pays the benefit to your beneficiary(ies). The Medicare levy does not apply to payments from an estate.

## Why is it important to provide my tax file number (TFN)?

You are not obligated to provide your TFN and declining to quote your TFN is not an offence. However, if you do not provide your TFN you could be subject to the following:

- you could pay additional tax on concessional contributions
- we will be unable to accept member contributions
- you could miss out on any government contributions (if eligible)
- you will not be able to split your eligible contributions with your spouse
- you may incur additional tax on benefit payments.

We and any third party engaged by either us or one of our related parties to provide superannuation administration services ("third party administrator") relating to this product are authorised to collect your TFN under super laws. If you do decide to provide your TFN we and the third-party administrator:

- will only use it for legal purposes, including finding or identifying your super benefits where other information is insufficient, calculating tax on any contributions or payments you may be entitled to and providing information to the ATO, such as reporting details of contributions for the purposes of the government contribution, lost member reporting and monitoring of contributions caps
- may provide your TFN to the trustee of another super fund or Retirement Savings Account (RSA) provider where the trustee or provider is to receive your transferred benefits in the future. However, we will not pass your TFN to the other trustee or RSA provider if you tell us in writing that you do not want us to pass it on.

The purposes for which we and the third-party administrator can use your TFN and the consequences of not providing it can change in the future as a result of changes to the law.

**These factors could significantly impact your super savings.**

# HOW TO OPEN AN ACCOUNT

Before deciding to apply for membership in OneAnswer Frontier Personal Super and Pension, you should read the **PDS** and any information applied, adopted or incorporated into the **PDS**.

To apply, you should complete the application form which accompanies the **PDS** and submit that form to OnePath at GPO Box 5306, Sydney NSW 2001.

## Cooling-off period

When you initially invest in OneAnswer Frontier Personal Super or OneAnswer Frontier Pension you will have the opportunity to review your investment to ensure it meets your expectations. This is known as a 'cooling-off' period. If you are not satisfied with the investment you have made, you may cancel your initial application within 14 days or the earlier of:

- the date you receive a confirmation from us
- the end of the fifth day after we first issue you with units in your investment option(s).

If you cancel your investment within the cooling-off period, you may have it rolled over to another superannuation fund or, if eligible, have it paid to you. Your investment amount will be adjusted for any changes in the unit price of the investment option(s) selected.

Your right to cancel your initial application and be repaid during the cooling-off period does not apply if you exercise any of your rights as an investor of the Fund (such as, changing your investment options). If you wish to cancel your initial application, please notify us in writing.

## How can we help?

If you have a complaint, we can usually resolve it quickly over the phone on **133 665** or **+61 3 7049 3126** outside Australia. If you'd prefer to put your complaint in writing, you can email us at [superfeedback@insigniafinancial.com.au](mailto:superfeedback@insigniafinancial.com.au) or send a letter to OnePath Custodians Pty Limited, GPO Box 5306, Sydney NSW 2001. We'll conduct a review and provide you with a response in writing.

## Further Help – the Australian Financial Complaints Authority (AFCA)

You have the option to lodge a complaint with AFCA if you are not satisfied with our response or if your complaint has not been resolved within the maximum timeframe prescribed by ASIC Regulatory Guide 271 (RG 271). AFCA provide a fair and independent financial services complaint resolution that is free to consumers.

Website	<b><a href="http://afca.org.au">afca.org.au</a></b>
Email	<b><a href="mailto:info@afca.org.au">info@afca.org.au</a></b>
Phone	<b>1800 931 678</b> (free call)
In writing	Australian Financial Complaints Authority GPO Box 3 Melbourne VIC 3001

Time limits may apply to complain to AFCA so you should act promptly or otherwise consult the AFCA website to find out if or when the time limit relevant to when your circumstances expires.

## OTHER INFORMATION

The Other Information does not form part of the **PDS**. Its purpose is to give you more information in relation to **OneAnswer Frontier Personal Super and Pension**.

Generally, the full balance of your investment in OneAnswer Frontier Pension or OneAnswer Frontier Personal Super (from age pension or service pension age) will be counted as an asset under the Centrelink/Department of Veterans' Affairs (DVA) assets tests.

OneAnswer Frontier Pensions which commenced from 1 January 2015 are treated as a financial investment and deemed under the Centrelink/DVA income tests.

From age pension or service pension age, your OneAnswer Frontier Personal Super account balance will be treated as a financial investment and deemed under the Centrelink/DVA income tests. Please speak to your financial adviser for further details.

### How do you search for lost super?

The ATO website provides a 'lost' super online search facility that can help you track down any lost super you may have.

For information on how to search your 'lost' super using your MyGov account, go to [ato.gov.au/individuals/super/growing-your-super/keeping-track-of-your-super/](https://ato.gov.au/individuals/super/growing-your-super/keeping-track-of-your-super/)

### Superannuation and family law

#### What happens to your super if your relationship ends?

Superannuation laws facilitate the division of a member's super on the breakdown of a marriage or de facto relationship. The laws enable the 'splitting' and 'flagging' of a super benefit. 'Splitting' means that the payment of the super benefit is split between the separating parties. 'Flagging' prevents the super benefit from being paid by us until the parties, or the court, decide how to split the benefit between the separating parties.

Splitting or flagging can be achieved by agreement between the separating parties, or by court order. If requested, we are required to provide information about your super to either:

- your spouse<sup>†</sup>
- a person who intends to enter into an arrangement with you about splitting your super in the event of a separation of marriage or breakdown of a de facto relationship (whether of the same sex or different sex).

The request must be in a form prescribed by law. The law prevents us from telling you about any such request and from providing your address to a person requesting the information.

**Note:** We may charge for costs incurred in attending to enquiries and/or other work in relation to family law and superannuation matters. Currently, we do not charge such fees. We will advise you of any change to this position. For more information, speak to your financial or legal adviser.

<sup>†</sup> Your 'spouse' includes any person (whether of the same sex or different sex) with whom you are in a relationship registered under a prescribed law of a State or Territory in Australia; or who is legally married to you; or who lives with you on a genuine domestic basis in a relationship as a couple.

### Super from foreign funds

You may transfer amounts you have in overseas super funds (excluding New Zealand KiwiSaver and UK Pension accounts) to your OneAnswer Frontier Personal Super account. Rules and obligations apply and we recommend you seek financial and tax advice before commencing a transfer.

### Anti-Money Laundering, Counter-Terrorism Financing and Sanctions Obligations

To comply with the *Anti-Money Laundering and Counter-Terrorism Financing Act 2006* (AML/CTF) and sanctions laws, we are required to collect and verify information from you (or anyone acting on your behalf, including any related parties). We may also ask for additional information that is reasonably required to comply with AML/CTF and sanctions laws. This could include information about you, or a holder of a beneficial interest in the investment, or the source of funds used in connection with the investment. As a minimum we require verification of your identity on payment of benefits to you, your beneficiaries or on rollovers to another provider.

We are required by law to carry out proof of identity procedures before establishing a pension. These requirements arise under the Commonwealth Government's AML/CTF Act.

Where you have not already provided us with appropriate identification, we will be required to collect customer identification information and to verify it by reference to a reliable independent source. You will be notified of these procedures during the application process and/or when you request a pension payment. We may also be required to collect customer identification at other times. If you do not provide the information or we are unable to verify the information, payment of benefits (including your pension) may be delayed or refused.

We may be required to take necessary actions including delaying, blocking, freezing or refusing to process any transaction related to your investment, if we have reasonable grounds to suspect that the transaction may be in breach of any obligation, or cause us to commit or participate in an offence under any AML/CTF or sanctions laws. We also reserve the right to report details of accounts or transactions

to the relevant authorities where we are legally obliged to do so.

We will incur no liability to you or a related party if your transactions are delayed, blocked, frozen or refused under the above circumstances.

## Inactive low balance accounts

Your superannuation may be treated as an inactive low-balance account if:

- we have not received a contribution or rollover from you, or on your behalf, in the last 16 months for crediting to OneAnswer Frontier Personal Super,
- your account balance is less than \$6,000, and
- you do not satisfy a prescribed condition of release in relation to your account.

However, your account won't be considered an 'inactive low-balance account' for 16 months in certain circumstances, including but not limited to, if you change investment options or make or amend a non-lapsing binding nomination or you make an election that your account is not an inactive-low balance account.

Where your benefits become an inactive low-balance account, we are required to pay them to the ATO within certain time frames.

For further information about inactive low-balance accounts please contact the ATO.

## Closing or blocking access to your account

Unless prohibited under Australian law, we may close or block your account if we think that you have not used it appropriately or for any other reason we, acting reasonably, consider appropriate. We will not give you prior notice before closing your account if we consider that immediate closure is necessary to protect us or you from suffering financial loss (for example, as a result of suspected fraudulent activity on the account).

## Lost members

You may be classified as a 'lost member' if:

- we have made one or more attempts to send written communications to you at your last known address and we believe on reasonable grounds that you can no longer be contacted at any address known to the Fund;
- you have not contacted us (by written communication or otherwise) within the last 12 months of your membership of the Fund;
- you have not accessed details about your account online within the last 12 months of your membership of the Fund; and
- we have not received a contribution or rollover from you, or on your behalf, in the last 12 months of your membership of the Fund.

We are required to report 'lost members' to the ATO.

Additionally, we are required to transfer a lost member's account to the ATO if:

- the account balance is less than \$6,000; or
- we are satisfied that it will never be possible, having regard to the information reasonably available to us, to pay an amount to the member.

If your account does become 'lost' and paid to the ATO, you will need to contact the ATO or log into your account at **my.gov.au** to request a rollover of these funds to your active super account.

Your annual statement shows the mailing address we have on record for you. If your contact details are incorrect, or have not been provided, you can update these online using Account Access at **onepathsuperinvest.com.au** or by contacting Customer Services.

## ATO voluntary transfers

In accordance with superannuation legislation, where the Trustee reasonably believes it is in a member's, former member's or non-member spouse's best interests, the Trustee reserves the right to transfer the account balance payable to that person to the ATO.

This includes (but not limited to) where your account balance is less than \$1,000, and:

- we have not received a contribution from you (or received on your behalf) for two consecutive years, and
- one item of correspondence is returned to us as unclaimed mail from your last known address.

If your account is transferred to the ATO, we are discharged from any further liability for payment of the benefit, and you may claim your benefit by contacting the ATO. In some circumstances, tax may be payable.

## Unclaimed Superannuation money

Your superannuation may be treated as unclaimed money if you:

- have reached age 65 and we have not received an amount on your behalf for at least two years and five years have passed since we last had contact with you; or
- were a temporary resident who has permanently departed Australia and you did not claim your benefits within six months of your departure (except if you are an Australian or New Zealand citizen); or
- have passed away, and after a reasonable period has passed, we are unable to ensure that the benefit is received by the person(s) who are entitled to receive the benefit.

Where your benefits become unclaimed superannuation money, we are required to pay them to the ATO within certain timeframes.

After payment to the ATO, we are discharged from any further liability for payment of the benefit and you may claim your benefit by contacting the ATO. In some circumstances, tax may be payable.



## Proceeds of crime

Generally, your superannuation benefits may not be cashed or rolled over, where the Trustee must comply with a forfeiture order which allows the proceeds of crime to be recovered from your superannuation.

## Bankruptcy

The Bankruptcy Act allows bankruptcy trustees to recover superannuation contributions made, prior to bankruptcy, with the intention to defeat creditors.

An Official Receiver is also allowed to issue a notice to freeze a member's interest in a superannuation fund or to recover void contributions.

## Unpresented cheques

Cheques issued to members which remain unpresented may be paid as unclaimed money to the Office of State Revenue (OSR) or ATO depending on when the cheque was drawn. Cheques payable to a rollover institution which remain unpresented may be paid to the ATO as unclaimed money.

## Annual report

The **Annual Report** provides information about the management and financial condition of OneAnswer Frontier Personal Super and Pension and the performance of the investment funds offered through OneAnswer Frontier Personal Super and Pension. To view the latest **Annual Report** visit [onepathsuperinvest.com.au](http://onepathsuperinvest.com.au)

The **Annual Report** will be provided online at [onepathsuperinvest.com.au](http://onepathsuperinvest.com.au). However, a hard copy of the **Annual Report** can be sent to you, free of charge, by contacting Customer Services on **133 665** or **+61 3 7049 3126** outside Australia.

## Privacy

In this section 'we', 'us' and 'our' refer to OnePath Custodians Pty Limited. We are committed to ensuring the confidentiality and security of your personal information. Our Privacy Policy details how we manage your personal information and is available on request or may be downloaded from [onepathsuperinvest.com.au/about-us/privacy-policy](http://onepathsuperinvest.com.au/about-us/privacy-policy)

We collect your personal information (including where authorised and required, sensitive information) from you in order to manage and administer our products and services and we may need to disclose it to certain third parties. We may also be required by law to collect certain information from you. Without your personal information, we may not be able to process your application/contributions or provide you with the products or services you require.

In order to issue and undertake the management and administration of our products and services, it may be necessary for us to disclose your personal information to certain third parties.

If you give us personal information about someone else, please ensure you have their permission and direct them to our Privacy Policy so that they may understand the manner in which their personal information may be used or disclosed by us in connection with your

dealings with us.

### Providing your information to others

The parties to whom we may disclose your personal information (including where authorised and required, sensitive information) include:

- organisations that assist us and/or the Insignia Financial Group to detect and protect against consumer fraud
- a related company of Insignia Financial Group which will use the information for the same purposes as us and will act in accordance with our Privacy Policy
- organisations, including those in an alliance with us, to distribute, manage and administer our products and services, carry out business functions and undertake analytics activities
- organisations performing administration and compliance functions in relation to the products and services we provide
- our solicitors or legal representatives
- organisations maintaining our information technology systems
- organisations providing mailing and printing services
- persons who you have authorised to act on your behalf (such as your agent or financial adviser and their authorised delegate)
- regulatory bodies, government agencies, law enforcement bodies and courts.

We will also disclose your personal information in circumstances where we are authorised or required to do so by law. For example: there are disclosure obligations under the *Anti-Money Laundering and Counter-Terrorism Financing Act 2006* (Cth).

### Overseas recipients

We may disclose personal information to recipients (including service providers) which are (1) located outside Australia and/or (2) not established in or do not carry on business in Australia. Any overseas disclosure does not affect our commitment to safeguarding your personal information and we will take reasonable steps to ensure any overseas recipient complies with Australian law. You can find details about the location of these recipients in our Privacy Policy at [onepathsuperinvest.com.au/about-us/privacy-policy](http://onepathsuperinvest.com.au/about-us/privacy-policy)

## Marketing and privacy

We may use your personal information to keep you up to date on other products and services that we think may be of interest to you.

We may disclose your personal information to our related companies or organisations in an alliance with us to enable them to send information about their financial products or services.

If you do not want us to use and disclose your personal information for marketing purposes, please phone Customer Services on **133 665** or **+61 3 7049 3126** outside Australia.

## Privacy policy

Our Privacy Policy contains information about:

- when we may collect personal information from a third party
- how you may access and seek correction of the personal information we hold about you
- how you can raise concerns that we have breached the Privacy Act or an applicable code and how we will deal with those matters.

You can contact us about any privacy matter as follows;

### OnePath

Phone **133 665** or **+61 3 7049 3126** outside Australia

In writing OnePath  
GPO Box 5367  
Sydney NSW 2001

Email **privacy.officer@insigniafinancial.com.au**

If any of your personal information is incorrect or has changed, please let us know by contacting Customer Services.

More information can be found in our Privacy Policy which can be obtained from our website at **onepathsuperinvest.com.au/about-us/privacy-policy**



# DIRECT DEBIT REQUEST SERVICE AGREEMENT

## Our commitment to you

### Drawing arrangements

Where the due date falls on a non-business day, we will draw the amount on the next business day.

We will not change any details of drawings arrangements without giving you at least fourteen (14) days written notice.

We reserve the right to cancel the OnePath Custodians Pty Limited drawing arrangements if three or more drawings are returned unpaid by your nominated financial institution and to arrange with you an alternate payment method.

We will keep all information pertaining to your nominated account at the financial institution, private and confidential unless otherwise required by the Bulk Electronic Clearing System (BECS) rules. You acknowledge that we may be required to disclose details of your direct debit request to our sponsor bank to assist with the checking of any incorrect or wrongful debits to your nominated account.

We will only arrange for funds to be debited from your account as authorised in the Direct Debit Request.

### Your rights

You may terminate the OnePath Custodians Pty Limited drawing arrangements at any time by giving written notice directly to us, or through your nominated financial institution. Notice given to us should be received by us at least 14 days prior to the due date.

You may stop payment of a drawing under OnePath Custodians Pty Limited arrangement by giving written notice directly to us, or through your nominated financial institution. Notice given to us should be received by us at least 14 days prior to the due date.

You may request change to the drawing amount and/or frequency of OnePath Custodians Pty Limited drawings by contacting us and advising your requirements no less than 14 days prior to the due date.

Where you consider that a drawing has been initiated incorrectly (outside the OnePath Custodians Pty Limited arrangements), you should notify us directly as soon as possible so that we can resolve your query. Alternatively you can take it up directly with your financial institution.

- If we reasonably conclude as a result of our investigations that your account has been incorrectly debited we will respond to your query by arranging for your financial institution to adjust your account (including interest and charges) accordingly. We will also notify you in writing of the amount by which your account has been adjusted.
- If we reasonably conclude as a result of our investigations that your account has not been incorrectly debited we will respond to your query by providing you with reasons and any evidence for this finding in writing.

## Your commitment to us

### Your responsibilities

You should check:

- with your financial institution whether direct debiting is available from your account as direct debiting is not available on all accounts offered by financial institutions
- your account details which you have provided to us are correct by checking them against a recent account statement
- with your financial institution before completing the Direct Debit Request if you have any queries about how to complete the Direct Debit Request.

It is your responsibility to ensure that sufficient funds are available in the nominated account to allow a debit payment to be made in accordance with the Direct Debit Request.

If there are insufficient funds in your account to meet a debit payment:

- (a) you may be charged a fee and/or interest by your financial institution
- (b) you may also incur fees or charges imposed or incurred by us; and
- (c) you may arrange for the debit payment to be made by another method or arrange for sufficient clear funds to be in your account by an agreed time so that we can process the debit payment.

It is your responsibility to ensure that the authorisation given to draw on the nominated account is identical to the account signing instruction held by the financial institution where the account is based.

It is your responsibility to advise us if the account nominated by you to receive the OnePath Custodians Pty Limited drawings is transferred or closed.

It is your responsibility to arrange with us a suitable alternative payment method if you wish to cancel the OnePath Custodians Pty Limited drawing.

**Customer Services**

Phone **133 665** or **+61 3 7049 3126** outside Australia weekdays between 8.30am and 6.30pm (AEST/AEDT)

Email **[client@onepathsuperinvest.com.au](mailto:client@onepathsuperinvest.com.au)**

**Adviser Services** (For use by financial advisers only)

Phone **1800 804 768** weekdays between 8.30am and 6.30pm (AEST/AEDT)

Email **[adviser@onepathsuperinvest.com.au](mailto:adviser@onepathsuperinvest.com.au)**

**Address and Trustee contact details**

OneAnswer  
GPO Box 5306  
Sydney NSW 2001

OnePath Custodians Pty Limited  
ABN 12 008 508 496 AFSL 238346 RSE L0000673