

Fixed Term Arrangement Adviser Service Fees (ASF) enhancements for OneAnswer

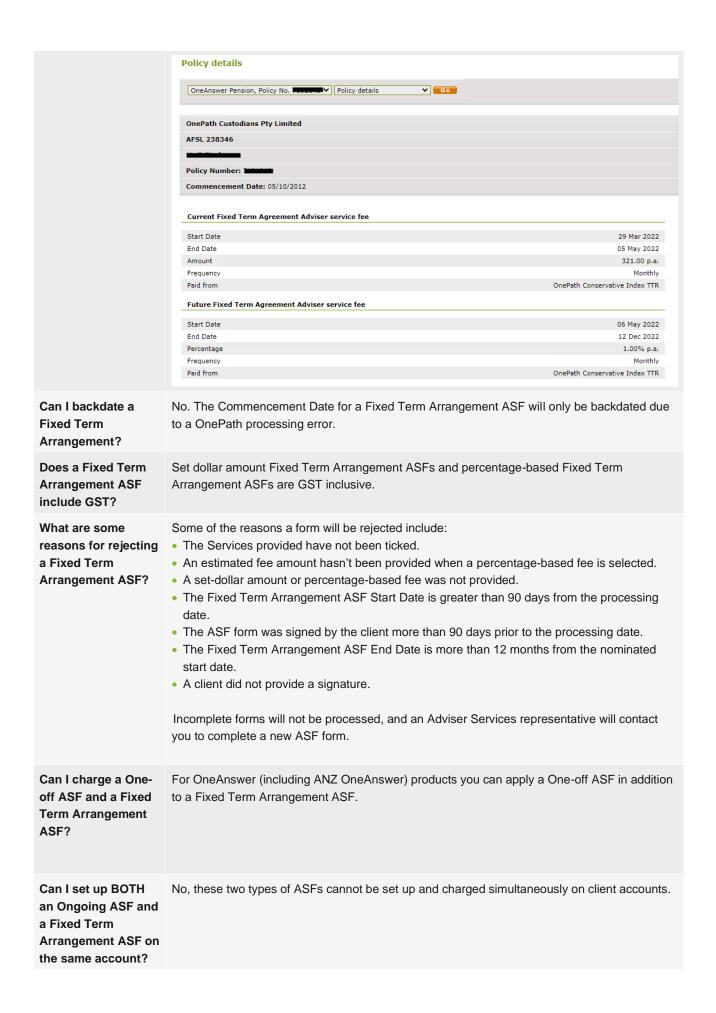
Frequently Asked Questions and User Guide.

To be read in addition to the adviser email sent from IOOF on, or around, 26 April 2022.

Frequently Asked Questions

Question	Response
How can I request a Fixed Term Arrangement ASF?	 From 26 April 2022 you can request a Fixed Term Arrangement ASF by: Logging into Account Access for an end-to-end online solution: For new clients, you can apply within the OneAnswer Frontier New Business forms. For existing clients, go to the Adviser Service Fee Maintenance form. Note there is no Fixed Term Arrangement ASF online solution for ANZ OneAnswer or OptiMix products. Completing an Adviser Service Fee Alteration and Consent form dated 26 April 2022. Completing a OneAnswer Frontier application form dated 26 April 2022.
How do I nominate a 'Start Date' for a Fixed Term Arrangement ASF?	Start Dates are now mandatory for Fixed Term Arrangement ASFs. The Start Date nominated can be forward dated to a maximum of 90 days. OnePath will not hold forms received more than 90 days prior to the Start Date or where the client signature date on the form exceeds 90 days prior to the processing date. We will return any forms where this occurs, and an Adviser Services representative will contact you to complete a new ASF form.
How do I nominate an 'End Date' for a Fixed Term Arrangement ASF?	You must specify a Fixed Term Arrangement ASF End Date of up to 12 months from the nominated Start Date. We will return any form where the End Date for the Fixed Term Arrangement ASF is more than 12 months from the nominated start date of the fee.

When are Fixed Term Arrangement ASFs paid to advisers?	There is no change to the frequency we pay advisers.
What is the frequency of a Fixed Term Arrangement ASF deduction?	Fixed Term Arrangement ASFs will be deducted monthly for the agreed period. Each payment will be deducted from your client's account on or about the day of the month corresponding to when your client's account commenced and will continue until the end date specified on the relevant form.
Can I change the End Date of an existing Fixed Term Arrangement ASF?	No, the client must submit a new valid ASF form. The new ASF arrangements will replace any existing arrangements on the account from the Start Date of the new arrangement.
Will OnePath provide Fixed Term Arrangement ASF Start and End Dates to Xplan?	No. Client Fixed Term Arrangement ASF Start and End Dates are available under Policy Details in Account Access. Policy details OneAnswer Personal Super, Policy No. Policy details OnePath Custodians Pty Limited AFSL 238346 Policy Number: Commencement Date: 07/02/2003 Current Fixed Term Agreement Adviser service fee Start Date 29 Mar 2022 End Date 05 May 2022 Percentage 1.00% p. a. Frequency Monthly Paid from Perpetual Australian Shares
Can I see future dated Fixed Term Arrangement ASFs in Account Access?	Yes. Both current and future dated Fixed Term Arrangement ASFs will be shown on the Policy details page and Client Report in Account Access.



Do I need to outline the services I provide for a Fixed Term Arrangement ASF?	Yes, for super and pension accounts you will need to select the services provided. This information is mandatory and if not completed, the relevant form will be invalid. If the form is incomplete, we cannot accept or process it. An Adviser Services representative will contact you, and you will need to complete a new ASF form or application form.
Do I need to provide an estimated fee amount?	Yes, for super and pension accounts you will need to provide an estimated fee amount when a percentage based fee is selected. This information is mandatory and if not completed, the relevant form will be invalid. If the form is incomplete, we cannot accept or process it. An Adviser Services representative will contact you, and you will need to complete a new ASF form or application form.
Will OnePath be providing adviser reporting to assist with advice fee management?	We are currently developing reporting functionality and are aiming to release this feature in the second half of 2022.
How does the new Fixed Term ASF arrangement need to be recorded?	Fixed Term Arrangement ASFs must be recorded and expressed on a per annum basis even if the fixed term is for a period less than 12 months (e.g. 6 months). This is because Fixed Term Arrangement ASFs are calculated on an annual basis and deducted monthly. For example, a \$1,200 per annum dollar-based fee over a 6 month term will deduct a total of \$600 over the term, deducted in monthly instalments.
Can a new Fixed Term ASF arrangement be set up on an account to replace an existing Ongoing ASF?	Yes, Fixed Term Arrangement ASFs can be set up on an account to replace an existing Ongoing or Fixed Term Arrangement ASFs. These new arrangements will take effect on either the specified date provided on the form or when the form is processed (depending on the selection made in the form). If your client wishes to set a future dated Fixed Term Arrangement ASF but cancel the existing Ongoing or Fixed Term Arrangement ASF when the form is processed, they can do that by ticking the box in Section 5 of the form (ASF Cancellation). If this is not ticked, the existing ASF arrangement will remain until it's replaced by the future dated Fixed Term Arrangement ASF.
Can I have different ASF deduction methods when multiple ASFs are on an account?	No. If you have a current Ongoing ASF or Fixed Term Arrangement ASF and wish to add a future dated Fixed Term Arrangement, the ASF deduction method (all funds or single fund) must be the same for all ASFs recorded on the client's account.
Can you provide some examples of scenarios and outcomes?	Scenario 1: Existing client. New Fixed Term Arrangement ASF A client's account anniversary is 28 th of the month. Their adviser meets with them 15/5/2022 and enters into a Fixed Term Arrangement ASF commencing 1/6/2022. The adviser sends in the completed ASF form before the Fixed Term Arrangement ASF Commencement Date, with a monthly payment frequency and end date 31/5/23. The ASF form is processed on 26/5/2022 and the fee is loaded with a start date of 1/06/2022. The first ASF payment is deducted from the client's account on 28/6/2022.

Result: in this scenario the Fixed Term Arrangement ASF will be loaded with a future starting date and the fee will be deducted for 12 months with the last payment being 28/5/2023.

Scenario 2: New client. New Fixed Term Arrangement ASF

A client meets with their adviser on 1/6/2022 and agrees to open a new account with a Fixed Term Arrangement ASF commencing on 1/8/2022.

The adviser sends in the completed New Business form with a Fixed Term Arrangement ASF end date of 31/7/2023. The New Business form is processed **9/6/2022** therefore the client's anniversary is the 9th of the month.

The first ASF payment is deducted from the client's account on 9/8/2022.

<u>Result:</u> in this scenario the ASF fee will be deducted for 12 months with the last payment being 9/7/2023.

Scenario 3: New client. New Fixed Term Arrangement ASF

A client meets with their adviser on 1/6/2022 and agrees to open a new account with a Fixed Term Arrangement ASF commencing when the new account is opened.

The adviser sends in the completed New Business form with a Fixed Term Arrangement ASF end date of 31/5/2023. The New Business form is processed **9/6/2022** therefore the client's anniversary is the 9th of the month.

The first ASF payment is deducted from the client's account 9/7/2022

Result: in this scenario the ASF fee will be deducted for 11 months with the last payment on 9/5/2023.

User Guide

Account Access: New Business online forms

The online New Business forms have been updated to allow you to choose Fixed Term Arrangements ASFs.

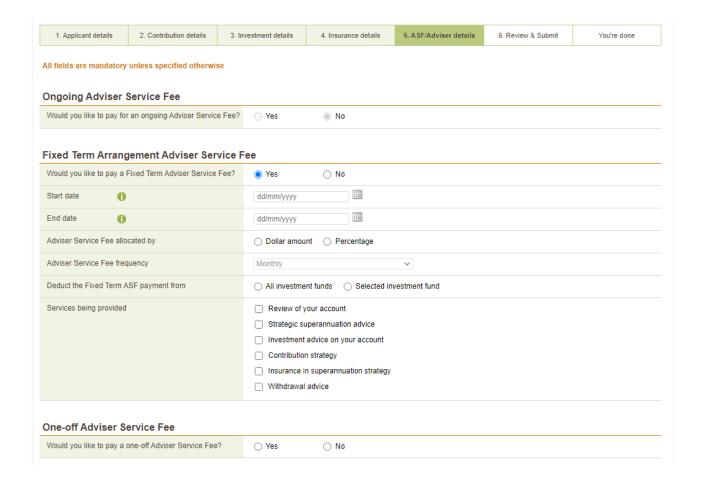
1. Applicant details	2. Contribution details	3. Investment details	4. Insurance details	5. A SF/Adviser details	6. Review & Submit	You're done
All fields are mandatory	unless specified otherwi	se				
Ongoing Adviser	Service Fee					
Would you like to pay for	an ongoing Adviser Servic	e Fee? Yes	○ No			
Fixed Term Arrang	gement Adviser Ser	vice Fee				
Would you like to pay a l	Fixed Term Adviser Service	Fee? Yes	○ No			
One-off Adviser S	ervice Fee					
Would you like to pay a	one-off Adviser Service Fee	? Yes	○ No			

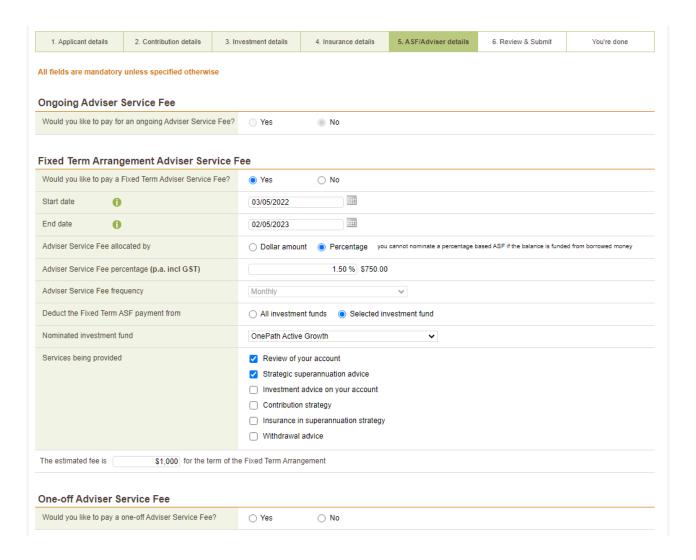
If you select 'Yes' to an Ongoing ASF, then the Fixed Term Arrangement ASF will automatically default to 'No' and will be disabled.

If you select 'Yes' to a Fixed Term Arrangement ASF, then the Ongoing ASF will automatically default to 'No' and will be disabled.

All relevant fields displayed for a Fixed Term Arrangement ASF are mandatory. The online forms have built in validations that will:

- only allow a start date of up to 90 days from the current date
- only allow an end date of up to 12 months from the start date selected
- require the services being provided (for Super & Pension accounts only)
- Require an estimated dollar amount when a percentage based Fixed Term Arrangement ASF has been selected (for Super & Pension accounts only).





The Application form and Client Signature & Declarations PDFs generated as part of the online form have been updated to capture the relevant details entered into the online form.

13. Adviser Service Fee (ASF)

The amounts nominated below is what will be deducted from your account and are inclusive of GST. These are paid by OnePath Custodians under a separate contractual agreement OnePath Custodians has with your financial adviser.

Ongoing Adviser Service Fee (ASF) Not selected Fixed Term Arrangement Adviser Service Fee (ASF) 1.50% I have agreed to OnePath paying a Fixed Term ASF of Please deduct the Fixed Term ASF payment from: all my investment funds or the following investment fund OnePath Active Growth Monthly Frequency to deduct Fixed Term ASF payment at: Start date * 03/05/2022 End date ^ 02/05/2023 Services being provided: Review of your account Strategic superannuation advice Investment advice on your account Contribution strategy Insurance in superannuation strategy Withdrawal advice Your adviser has estimated a fee of \$1,000.00 for the Fixed Term arrangement. This fee will be paid Monthly based on your account balance applied against the percentage entered above. ^TYou cannot nominate a percentage based ASF if the balance is funded from borrowed money. * The client must have signed within 90 days of the start date and the date we process this request. The end date cannot be more than 12 months after the fixed term arrangement ASF start date.

One-off Adviser Service Fee

Not selected

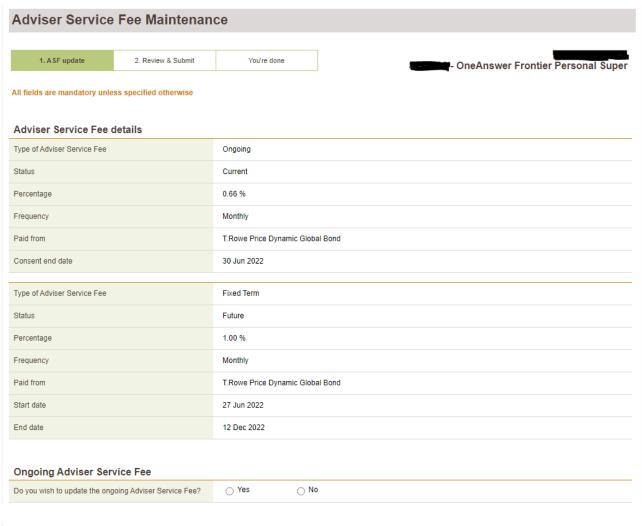
Adviser Service Fee Maintenance online form

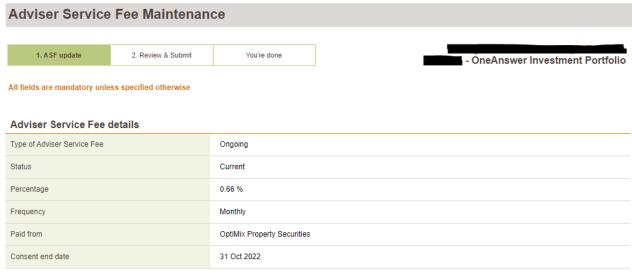
The Adviser Service Fee Maintenance online form has been updated to allow you to manage Fixed Term Arrangement ASF's on your client's accounts (excluding ANZ OneAnswer and OptiMix products).

When launching the ASF Maintenance form all ASFs currently recorded on your client accounts, and the status of these ASFs will be displayed.

Depending on the type of ASFs recorded on your client's account, the following combinations may be displayed:

- No ASF
- Current Ongoing ASF only
- Current Fixed Term Arrangement ASF only
- Future Fixed Term Arrangement ASF only
- Current Ongoing and Future Fixed Term Arrangement ASF
- Current Fixed Term ASF and Future Fixed Term Arrangement ASF.





All relevant fields displayed for a Fixed Term Arrangement ASF are mandatory.

The online form has built in validations that will:

- only allow a start date of up to 90 days from the current date
- only allow an end date of up to 12 months from the start date selected

- not allow a change to a Fixed Term Arrangement ASF. You will need to cancel the existing ASF arrangement and add a new Fixed Term Arrangement ASF
- not allow you to have an Ongoing ASF & Fixed Term Arrangement ASF charging at the same time
- ensure that the ASF deduction method for all ASFs on a clients account are the same
- require the services being provided (for Super & Pension accounts only)
- Require an estimated dollar amount when a percentage based Fixed Term Arrangement ASF has been selected (for Super & Pension accounts only).

Below are some common scenarios and what the behaviours are in the online form:

- When adding a Future Fixed Term Arrangement ASF and an Ongoing ASF already exists on the account, you can
 elect to cancel the Ongoing ASF at the time of processing. If you do not elect this option, the Ongoing ASF will
 continue until the Fixed Arrangement Term ASF reaches its Start Date.
- When adding an Ongoing ASF, and a Fixed Term Arrangement ASF already exists on the account, the Fixed Term Arrangement ASF will be cancelled as soon as the Ongoing ASF request is processed.
- When adding a Future Fixed Term Arrangement ASF and a Current Fixed Term Arrangement ASF already exists on the account, the start date of the Future Fixed Term ASF cannot overlap with the end date of the Current Fixed Term Arrangement ASF. For example: the current Fixed Term Arrangement is 28/3/22 – 31/12/22. The Start Date of any future Fixed Term Arrangement ASFs must be dated 1/1/23 or later.
- If you wish to start the Future Fixed Term Arrangement ASF before the end date of the Current Fixed Term Arrangement ASF, you will need to cancel the Current Fixed Term Arrangement ASF.

Adviser Service Fee details Type of Adviser Service Fee Ongoing Status Current Percentage 0.66 % Frequency Monthly Paid from OptiMix Property Securities Consent end date 31 Oct 2022 Ongoing Adviser Service Fee Yes Do you wish to update the ongoing Adviser Service Fee? No Do you wish to cancel the ongoing Adviser Service Fee? → Yes No The ongoing ASF will be deleted when the Fixed Term ASF starts Fixed Term Arrangement Adviser Service Fee Do you wish to add a Fixed Term Adviser Service Fee? Yes ∩ No Start date A 29/04/2022 End date 0 09/01/2023 Dollar amount Percentage Adviser Service Fee allocated by Adviser Service Fee amount (p.a. incl GST) \$1,000.00 Adviser Service Fee frequency Monthly All investment funds Selected investment fund Deduct the Fixed Term ASF payment from Nominated investment fund OptiMix Property Securities

The Application form and Client Signature & Declarations PDFs that are generated as part of the online form have been updated to capture the relevant details entered into the online form.

Ongoing AS	SF							
Deduct Ongoin	g ASF		%* per ann	num or \$	\$		per annum	
Please note tha	at for Term	Allocated Pensio	n accounts you	can only no	minate a perc	entage (%) amount		
To have the on	going ASF	deducted from a	single fund, wr	rite the fund	name here.			
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Fixed Term	Arrange	ment ASF						
Deduct Fixed T			%* per ann	num or \$	\$1,000.0	0	per annum	
		Allocated Pensio				entage (%) amount.		
To have the Fix	ed term AS	F deducted from	n a single fund,	write the fur	nd name here.	† OptiMix Propert	y Securities	
Choose when t	o have the	ASF deducted (c	choose one). If i	no frequenc	y is nominated	, it will be deducted	monthly.	_
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[®] The end date cannot be more than 12 months after the fixed term arrangement ASF start date

ANY QUESTIONS?

If you'd like further information, please:

- call Adviser Services on 1800 804 768, weekdays between 8.30am and 6.30pm (AEST)
- email us at adviser@onepathsuperinvest.com.au
- speak with your IOOF Business Development Manager.

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