

### **Adviser FAQs**

# Your clients are moving to a new OneAnswer Frontier account

Over the weekend of 10 June 2023 your clients, in the products listed in the table below, will be transferred to a new OneAnswer Frontier account.

Legacy products being closed	Product which clients will be transferred into
ANZ OneAnswer Personal Super	OneAnswer Frontier Personal Super
ANZ Personal Superannuation Bond	
OneAnswer Personal Super	
OptiMix Superannuation	
ANZ OneAnswer Allocated Pension	OneAnswer Frontier Pension
ANZ Allocated Pension	
Integra Pension	
OneAnswer Allocated Pension	
OptiMix Allocated Pension	

# What impact will the transfer have?

#### Fees and costs

There will be changes to your client's ongoing fees and costs. Refer to the relevant product sample client letter and Reference Guide available from the 'Adviser notices' section on <u>Adviser Advantage</u> for more details. The Reference Guides also provide a comparison of fees and costs for the legacy product compared to OneAnswer Frontier.

On transfer, the majority of clients will pay lower ongoing fees and costs.

When we write to your clients in early May 2023, we will provide a dollar-based fee and cost comparison between their legacy product and OneAnswer Frontier based on their current account balance. If you would like further information about the impact of fees and costs for your clients, contact your Business

Development Manager from 25 April 2023. For copies of the letters sent to your impacted clients, contact your Business Development Manager or Adviser Services from 5 May 2023.

#### Investments

Your client's account balances as at the date of transfer will be invested in either the same investment option, where available, or the most appropriate alternative investment option.

Future contributions and pension payments will be directed to investment options in the same proportions as your client's current contributions.

#### Investment options with no identical option - growth/defensive assets

The tables below show investment options where identical options aren't available in OneAnswer Frontier. This means the account balance in that option will be transferred to the most appropriate alternative investment option. The split of growth and defensive assets is provided for reference.

All legacy products <u>excluding</u> ANZ Personal Superannuation Bond, ANZ Allocated Pension and Integra Pension			
From legacy investment option	Growth/defensive assets (%)*	To investment option	Growth/defensive assets (%)*
AMP Capital Equity	100% Growth	OnePath Australian Shares Index	100% Growth
OnePath Active Growth	No current strategic benchmark applies	MultiSeries 70	70% Growth / 30% Defensive
OnePath Balanced	55% Growth / 45% Defensive	MultiSeries 50	50% Growth / 50% Defensive
OnePath Capital Guaranteed (ANZ OneAnswer members)	100% Defensive	ANZ Cash Advantage	100% Defensive
OnePath Capital Guaranteed (OnePath OneAnswer members)	30% Growth / 70% Defensive	MultiSeries 30	30% Growth / 70% Defensive
OnePath Capital Stable	20% Growth / 80% Defensive	MultiSeries 30	30% Growth / 70% Defensive
OnePath Conservative	37% Growth / 63% Defensive	MultiSeries 30	30% Growth / 70% Defensive
OnePath Diversified Credit	100% Defensive	OnePath Diversified Fixed Interest	100% Defensive
OnePath High Growth	99% Growth / 1% Defensive	MultiSeries 90	90% Growth / 10% Defensive
OnePath Income	20% Growth / 80% Defensive	MultiSeries 30	30% Growth / 70% Defensive
OnePath Managed Growth	76% Growth / 24% Defensive	MultiSeries 70	70% Growth / 30% Defensive
OnePath Performance Guaranteed	55% Growth / 45% Defensive	MultiSeries 50	50% Growth / 50% Defensive
OnePath Stable	20% Growth / 80% Defensive	MultiSeries 30	30% Growth / 70% Defensive
OnePath Tax Effective Income	70% Growth / 30% Defensive	MultiSeries 70	70% Growth / 30% Defensive

OptiMix Balanced^	76% Growth / 24% Defensive	MultiSeries 70	70% Growth / 30% Defensive
OptiMix Cash	100% Defensive	ANZ Cash Advantage	100% Defensive
OptiMix Conservative^	37% Growth / 63% Defensive	MultiSeries 30	30% Growth / 70% Defensive
OptiMix Growth^	91.5% Growth / 8.5% Defensive	MultiSeries 90	90% Growth / 10% Defensive
OptiMix High Growth^	99% Growth / 1% Defensive	MultiSeries 90	90% Growth / 10% Defensive
OptiMix Moderate^	55% Growth / 45% Defensive	MultiSeries 50	50% Growth / 50% Defensive

Note: The MLC Platinum Global investment option is not included in the table above as Super and Pension members will be transferred to Platinum International, which has the same underlying investment strategy.

\* Based on strategic asset allocations as at 17 March 2023.

^ Where these investment options are available through OptiMix Superannuation, they do not include "OptiMix" in the investment option

name.

ANZ Personal Superannuation Bond			
From legacy investment option	Growth/defensive assets (%)*	To investment option	Growth/defensive assets (%)*
ANZ Balanced	55% Growth / 45% Defensive	MultiSeries 50	50% Growth/50% Defensive
ANZ Capital Guaranteed Series 1, 2 & 3	100% Defensive	ANZ Cash Advantage	100% Defensive
ANZ Conservative	37% Growth / 63% Defensive	MultiSeries 30	30% Growth / 70% Defensive
ANZ Diversified Stable Series 1 & 2	37% Growth / 63% Defensive	MultiSeries 30	30% Growth / 70% Defensive
ANZ Growth	76% Growth / 24% Defensive	MultiSeries 70	70% Growth / 30% Defensive
ANZ Income	20% Growth / 80% Defensive	MultiSeries 30	30% Growth / 70% Defensive
ANZ Managed Series 1 & 2	76% Growth / 24% Defensive	MultiSeries 70	70% Growth / 30% Defensive
Gateway Aggressive	91.5% Growth / 8.5% Defensive	MultiSeries 90	90% Growth / 10% Defensive
Gateway Balanced	55% Growth / 45% Defensive	MultiSeries 50	50% Growth/50% Defensive
Gateway Conservative	37% Growth / 63% Defensive	MultiSeries 30	30% Growth / 70% Defensive
Gateway Growth	76% Growth / 24% Defensive	MultiSeries 70	70% Growth / 30% Defensive

<sup>\*</sup> Based on strategic asset allocations as at 17 March 2023.

ANZ Allocated Pension			
From investment option	Growth/defensive assets (%)*	To investment option	Growth/defensive assets (%)*
ANZ Capital Guaranteed	100% Defensive	ANZ Cash Advantage	100% Defensive
ANZ Diversified Stable	33% Growth / 67% Defensive	MultiSeries 30	30% Growth / 70% Defensive
ANZ Growth	67% Growth / 33% Defensive	MultiSeries 70	70% Growth / 30% Defensive
ANZ International Equities Index	100% Growth	OnePath International Shares Index	100% Growth
ANZ Money Market Plus	100% Defensive	ANZ Cash Advantage	100% Defensive
ANZ Russell Australian Bond	100% Defensive	OptiMix Australian Fixed Interest	100% Defensive
ANZ Russell Australian Shares	100% Growth	OptiMix Australian Shares	100% Growth
ANZ Russell International Share \$A Hedged	97% Growth / 3% Defensive	Arrowstreet Global Equity (Hedged)	95% Growth / 5% Defensive
ANZ Russell International Share	97% Growth / 3% Defensive	OptiMix Global Shares	100% Growth
ANZ Wholesale Balanced	50% Growth / 50% Defensive	MultiSeries 50	50% Growth / 50% Defensive
BlackRock Wholesale Imputation	100% Growth	First Sentier Imputation	100% Growth
First Sentier Wholesale Leaders	100% Growth	Fidelity Australian Equities	95% Growth / 5% Defensive
Legg Mason Diversified	70% Growth / 30% Defensive	MultiSeries 70	70% Growth / 30% Defensive
OnePath Wholesale Balanced	50% Growth / 50% Defensive	MultiSeries 50	50% Growth / 50% Defensive
OnePath Wholesale Capital Stable	20% Growth / 80% Defensive	MultiSeries 30	30% Growth / 70% Defensive
Pendal Balanced Wholesale	72.5% Growth / 27.5% Defensive	Perpetual Balanced Growth	71% Growth / 29% Defensive
Pendal Wholesale Asian Share	100% Growth	Platinum Asia	90% Growth / 10% Defensive
Pendal Wholesale Australian Share	100% Growth	Pendal Australian Shares	100% Growth

Pendal Wholesale Balanced Returns	70% Growth / 30% Defensive	Perpetual Balanced Growth	71% Growth / 29% Defensive
Perpetual Wholesale Industrial Share	100% Growth	Perpetual Australian Shares	100% Growth

<sup>\*</sup> Based on strategic asset allocations as at 17 March 2023.

Integra Pension			
From investment option	Growth/defensive assets (%)*	To investment option	Growth/defensive assets (%)*
First Sentier Wholesale Leaders	100% Growth	Fidelity Australian Equities	95% Growth / 5% Defensive
OnePath Balanced	50% Growth / 50% Defensive	MultiSeries 50	50% Growth / 50% Defensive
OnePath Capital Stable	20% Growth / 80% Defensive	MultiSeries 30	30% Growth / 70% Defensive
OnePath Cash	100% Defensive	ANZ Cash Advantage	100% Defensive
OnePath Growth	70% Growth / 30% Defensive	MultiSeries 70	70% Growth / 30% Defensive
OptiMix Balanced	68% Growth / 32% Defensive	MultiSeries 70	70% Growth / 30% Defensive
OptiMix Conservative	33% Growth / 67% Defensive	MultiSeries 30	30% Growth / 70% Defensive
OptiMix Growth	85% Growth / 15% Defensive	MultiSeries 90	90% Growth / 10% Defensive
Pendal Active Balanced	72.5% Growth / 27.5% Defensive	Perpetual Balanced Growth	71% Growth / 29% Defensive
Pendal Sustainable Conservative	32.5% Growth / 67.5% Defensive	Perpetual Conservative Growth	31% Growth / 69% Defensive

<sup>\*</sup> Based on strategic asset allocations as at 17 March 2023.

#### **One-off transition cost**

If your clients currently hold investment options that are not available on the OneAnswer Frontier investment menus, their existing investment options will be transitioned to the most appropriate alternative investment options. To make the transfer as seamless as possible, we will adjust some aspects of the existing investment options before the transfer, such as their asset allocations, underlying investment managers and/or underlying investment funds. We're doing this to align to the investment options that your client's account balance will be moving to.

While we won't be charging buy-sell spreads at the time of transfer, the adjustments (outlined above) will incur transaction costs which will be reflected in the unit price of the existing investment options. We expect that these costs will not be higher than the disclosed buy-sell spread of the new investment options. You can view the buy-sell spread for the new investment options in the Buy-Sell Spread Guide available from <a href="http://www.onepathsuperinvest.com.au">http://www.onepathsuperinvest.com.au</a>

Investments with a capital guarantee or capital protection

If your clients is invested in a capital guaranteed or capital protected investment option, they should be aware the replacement investment options will not offer a capital guarantee or capital protection.

Overview of changes		
<ul><li>OneAnswer Personal Super</li><li>OneAnswer Allocated Pension</li></ul>	OneAnswer Personal Super	
On transfer to OneAnswer Frontier, investments in <b>OnePath Capital Guaranteed</b> will be transferred to the MultiSeries 30 investment option.	On transfer to OneAnswer Frontier, investments in <b>OnePath Capital Stable</b> will be transferred to the MultiSeries 30 investment option.	
MultiSeries 30 does not have a capital guarantee, however it was chosen after considering factors such as:	MultiSeries 30 does not provide capital protection payments, however it was chosen after considering factors such as:	
similar asset allocation (it is invested across a range of asset classes with a defensive asset bias), and	similar asset allocation (it is invested across a range of asset classes with a defensive asset bias), and	
lower investment fees and costs.	lower investment fees and costs.	

#### Overview of changes for

- ANZ Personal Superannuation Bond
- ANZ OneAnswer Personal Super
- ANZ OneAnswer Allocated Pension

On transfer to OneAnswer Frontier, investments in **ANZ Capital Guaranteed and OnePath Capital Guaranteed** will be transferred to the ANZ Cash Advantage (ACA) investment option.

ACA does not have a capital guarantee, however it was chosen after considering factors such as:

- similar asset allocation (it is invested in cash which is similar to ANZ Capital Guaranteed and OnePath Capital Guaranteed which is invested in cash and fixed interest), and
- lower investment fees and costs.

#### ANZ Cash Advantage (ACA) investment option

The interest rate for ACA in the legacy product currently includes a commission rebate of 0.30% p.a. This is not payable through OneAnswer Frontier. For current ACA interest rates refer to www.onepathsuperinvest.com.au

# Can I set up Adviser Service Fee in OneAnswer Frontier?

Yes, once your clients have transferred, you can set up a One-Off Adviser Service Fee. You can also set up a new Ongoing Adviser Service Fees (ASF) arrangement in OneAnswer Frontier if you do not already have one from your client's previous account. To arrange this, you and your client will need to complete and return the Adviser Service Fee Form available from **onepathsuperinvest.com.au**. Any ongoing arrangements will need to be reviewed and consented to by your client annually.

# Super contributions via direct debit

Any current arrangements for regular monthly or quarterly contributions via direct debit into your client's superannuation account will be carried over to their OneAnswer Frontier Personal Super account.

The last date direct debits will be processed from your client's legacy product account is 2 June 2023. Direct debits scheduled after this date will be initiated from your clients new OneAnswer Frontier Personal Super account once the transfer is complete.

## What impact will the transfer have on pension payments

Your clients' current pension payment arrangements will be carried across to OneAnswer Frontier Pension and will be treated as a continuation of their existing income stream for social security purposes. This includes the original purchase date and price, payment dates, frequency of payment and payment amounts. This will take place automatically and they are not required to take any action.

## What impact will the transfer have on insurance cover?

If your clients have **group** insurance cover on their current super account, we'll transfer their insurance cover to OneAnswer Frontier Personal Super unless they reach their maximum age for insurance cover before the transfer date.

The transfer to OneAnswer Frontier Personal Super will not affect any current insurance claim.

For more information about the impact of insurance cover, refer to the relevant product sample client letter and Reference Guide available from the 'Adviser notices' section on Adviser Advantage.

#### Clients with OneCare Super premiums paid from their super account

If your clients have OneCare Super insurance cover with a standing instruction with Zurich Australia Limited (Zurich) to pay their insurance fees from their OneAnswer or OptiMix super account, these instructions will be automatically directed to the new OneAnswer Frontier Personal Super account. Any premiums due during the transaction freeze period leading up to the transition will be pended and automatically deducted from the new OneAnswer Frontier Personal Super account after the transition has completed.

#### Changes to terms and conditions for OptiMix members

On transfer from OptiMix Superannuation to OneAnswer Frontier Personal Super, some different terms and conditions will apply. These changes are outlined in the 'Some of the main differences in insurance policy terms and conditions' pages in the client letter. A sample of this letter is available from the 'Adviser notices' section on Adviser Advantage.

The transfer will not affect any current insurance claims.

#### Clients who reside outside of Australia

If any of your clients have permanently departed Australia, they may not be eligible to claim on their insurance cover. If they return their 'Permanent departure declaration' form, and we receive it no later than 2 June 2023, we won't establish insurance cover for them in their new OneAnswer Frontier account.

See 'If you're living overseas' in the relevant product Reference Guide available from the 'Adviser notices' section on Adviser Advantage for more information.

## **Beneficiary Nominations**

For members with non-lapsing beneficiary nomination and/or reversionary pensioner nominations, these nominations will remain in place on transfer to OneAnswer Frontier.

# **Transaction freeze period**

To enable us to complete the transfer to OneAnswer Frontier, there will be a transaction freeze period when you and our Adviser Services team won't be able to process certain transactions or make changes to your client's accounts.

During this transaction freeze period, for the clients impacted by the transfer, <u>Account Access</u> will be limited to viewing access only for these accounts. This means that you will not be able to transact or make changes on their account via Account Access. There are no Account Access restrictions on client accounts that are not impacted by the transfer. To find out which clients are impacted by the transfer, refer to 'How do I find out which of my clients are impacted?'.

The transaction freeze period will start from 5pm (AEST/AEDT) Friday 2 June 2023 until 9am (AEST/AEDT) Tuesday 13 June 2023. Once the freeze period ends, it may take a few days for member accounts to synchronise and refresh on our online systems (including Account Access and data feeds). Once refreshed, the new member accounts will appear online and you will be able to view and transact on your clients' new OneAnswer Frontier accounts. See below for more details.

Date	Transaction freeze details
5pm (AEST/AEDT) Friday 2 June 2023	Adviser Service Fee Last date to submit:  a completed Adviser Service Fee Form to arrange a one-off Adviser Service Fee (ASF) to be deducted from your client's legacy product account for personal financial advice.
5pm (AEST/AEDT) Friday 2 June 2023	Insurance Last date to submit applications for an increase or reduction to group insurance cover for your client's superannuation accounts.
5pm (AEST/AEDT) Friday 2 June 2023	Transaction requests  Last date to submit transaction requests for your clients' accounts. These include, but are not limited to:  • withdrawals (including rollovers out and early release applications)  • member account updates  • investment switches  • contributions splitting (super only)  • claiming a tax deduction for personal contributions (super only).  Prior to this date, normal processing of transaction requests applies. Transaction requests received will generally be processed before the freeze period, but if the request is urgent, we encourage you to submit it as early as possible, or before 2 June 2023.  If we receive a fully completed transaction request before the freeze period begins, the effective date and unit price will apply as per normal processing and standard service levels.  Transaction requests received during the freeze period will be assessed on a case-by-case basis. Where we can, we will process these transaction request after the transfer with an effective date of 13 June 2023. If we are unable to process the request, we will notify you.

5pm (AEST/AEDT) Friday 2 June 2023	Super contributions and rollovers  Last date we can accept contributions and rollovers in. After this they will be redirected to your client's new OneAnswer Frontier account.  Amounts received between this date and your clients transfer to OneAnswer Frontier will be processed after the transfer is completed and will be effective 13 June 2023.
5pm (AEST/AEDT) Friday 2 June 2023	Transaction freeze period commences  During this period, our Adviser Services team won't be able to process certain transactions or make changes to OneAnswer Frontier accounts.  If you have clients impacted by the transfer, Account Access for these accounts will be limited to viewing access only. This means that you will not be able to transact or make changes on the impacted client's account via Account Access.
Wednesday 7 June 2023	Pension payments  If your client's regular pension payment is due in the period leading up to the transfer, we'll bring the regular pension payment forward to 7 June 2023.
9am (AEST/AEDT) Tuesday 13 June 2023	Transaction freeze ends  Normal processing of transactions and changes in your client's new account will start.  Note: Account Access and data feeds may take a few days to synchronise and refresh with the member new accounts.

# What information will my client/s receive about the transfer?

- Client letter sent early May 2023 and includes details of the transfer and transaction freeze information. To read sample client letters refer to 'Can I access client sample letters?' in the email.
- 'What do the changes mean for me?' pages enclosed with the client letter and includes detailed personalised information about the transfer of your client's accounts.
- Reference Guide accompanies the client letter and the 'What do the changes mean for me?' pages. Contains general information about OneAnswer Frontier and the key differences between your client's legacy product and OneAnswer Frontier.
- Transfer Confirmations and Welcome Packs once the transfer takes place, we'll send your clients a Transfer Confirmation and a Welcome Pack for their new OneAnswer Frontier account. The Welcome Pack will provide new account information including new member numbers and how they can access their account online.

# Can your clients access their new OneAnswer Frontier account online?

If your client already has online access to My OnePath, their new OneAnswer Frontier account will appear in their My OnePath account once the transfer has been completed.

Alternatively, if your client doesn't have access to My OnePath, their new account registration details will be sent separately, along with instructions on how to set up an online My OnePath account.

Clients in ANZ branded products, who log into their online account through <a href="www.anz.com.au">www.anz.com.au</a> will not be able to view or access their account online once the transfer has been completed.

#### Any questions?

If you'd like further information, please:

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

The information in this document has been prepared by OnePath Custodians Pty Limited (ABN 12 008 508 496, AFSL 238346, RSE L0000673) (OPC) as the issuer of these products ('the Issuer').

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### **Additional Adviser FAQs**

# Your clients are moving to a new OneAnswer Frontier account

In these FAQs OneAnswer Frontier Personal Super and OneAnswer Frontier Pension are collectively referred to as OneAnswer Frontier.

# Will my clients receive new member account numbers as part of the transfer?

Yes, all transferring accounts will be provided with new member account numbers in OneAnswer Frontier.

# **Are OneAnswer Investment Portfolio accounts being transferred?**

No, only some OnePath Super and Pension products will transfer – please see the full list below.

Legacy products being closed	Product which clients will be transferred into
ANZ OneAnswer Personal Super	OneAnswer Frontier Personal Super
ANZ Personal Superannuation Bond	
OneAnswer Personal Super	
OptiMix Superannuation	
ANZ OneAnswer Allocated Pension	OneAnswer Frontier Pension
ANZ Allocated Pension	
Integra Pension	
OneAnswer Allocated Pension	
OptiMix Allocated Pension	

# Will this transfer impact the pension bonus?

No, the transfer will not impact any OneAnswer Frontier Super to Pension bonus for members.

# Will a previous s.290-170 Notice of intent to claim a tax deduction for personal super contributions (Notice) form lodged in the legacy account carry over?

If your client is eligible and intends to claim a tax deduction for any of the personal contributions made to either their legacy account or new OneAnswer Frontier account, they should complete and return the form. Generally, the form needs to be provided to us before they lodge their 2023 tax return or by 30 June 2024 (whichever is the earlier).

# Will I be able to access my clients historical account information on Account Access after transfer?

Upon transfer, client accounts will close, and you will not be able to access historical account information via Account Access after 10 June 2023. If you require historical information for a clients' legacy account, contact the Adviser Services team.

Note: If you currently access your client account information via financial planning software, you will still be able to see the historical account data after the transfer.

## Can I still access previous annual statements?

Upon transfer, your clients' accounts will close, and you will not be able to access your clients' historical annual statements via Account Access after 10 June 2023. If you require historical annual statements for a clients' legacy account, call the Adviser Services team.

# What happens to my clients' historical performance history?

Each new account will reflect performance history from the date of account opening. New OneAnswer Frontier accounts will not show historic account performance for the closed legacy account. Within your financial planning software, you may be able to link your clients' performance reporting, by mapping the old account and new OneAnswer Frontier accounts.

## When can I see my clients' new account in Account Access?

Once the transfer is completed, it may take a few days for accounts to synchronise and refresh on Account Access (and data feeds) – we estimate accounts will be available from 13 June 2023. Once refreshed, the new member accounts will appear online, and you will be able to view and transact on your clients' new OneAnswer Frontier accounts.

#### Any questions?

If you'd like further information, please:

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

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