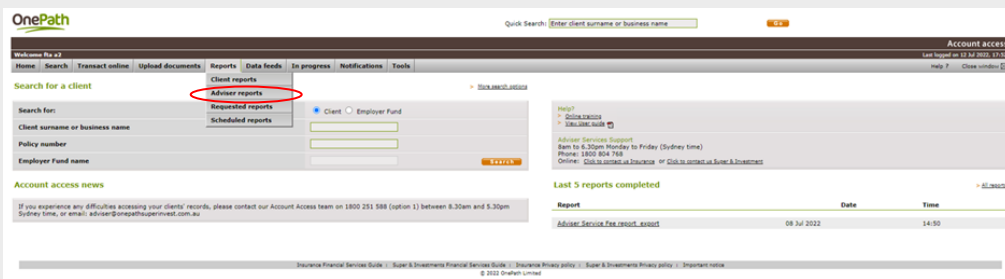




# New Adviser Service Fee (ASF) report available 5 September 2022

## Frequently Asked Questions and User Guide

Question	Response
<b>What does the new ASF report display?</b>	<p>To support compliance with 1 July 2021 fee consent requirements, the new ASF report provides an excel listing of your clients with any Ongoing and/or Fixed-Term Arrangement ASFs and the details of these arrangements.</p> <p>One-off ASFs are excluded from this new report.</p>
<b>How do I access the ASF report?</b>	<p>Log into Adviser Advantage and then go to Account Access.</p> <p>Select Reports &gt; Adviser reports</p>  <p>The report is at the bottom of the list. Select the 'Adviser Service Fee report' and click 'Next' to follow the steps.</p>

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Quick Search:  Enter client surname or business name

Account access  
Last logged on 14 Jul 2022, 15:02

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Adviser reports

STEP 1 Select your report

Select your report  
Choose an adviser report from the list and press NEXT.

My business - by Sales Account  
Report of FUM by sales account & product (also shows investment funds & count of policies)

My business - by Product  
Report of FUM by product (also shows investment funds & count of policies)

Client contact list  
Displays name, title, full address, phone numbers, email address

Client balances  
Displays name, title, suburb, postcode, phone, insurance premium, portfolio balance

Client portfolio balances  
Displays name, suburb, policy no, product, investment fund, units, unit price, balance, portfolio balance

Employer fund list  
List of all employer funds including fund name, fund number, product, portfolio balance, no of members

Employer fund report  
Detailed fund report showing fund summary, default investment options & member listing (optional)

My remuneration - by Sales Account  
Displays date paid, policy no, client, product, date commenced, premium, remuneration type & amount

Work in progress report  
Displays date received, date modified, policy no, client name, type of transaction, status & outstanding requirements

Adviser Service Fee report  
Displays type of ASF, frequency, amount or percentage, deduction method, start date, and date, consent end date

View service report

Please note: My remuneration reports will generally run in 24 hours, except in certain instances such as the first day of the month. During this time, My remuneration reports may take up to 3 business days to run.

We do not guarantee that the information contained in adviser reports is completely up to date, or includes all relevant data at the time the report is requested.

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What filters can be applied to the ASF report?

In Step 2 you can filter the ASF report by:

- Product.
- Adviser Service Fee.
- Sales account.

If no filter is selected all data will be returned and displayed.

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Quick Search:  Enter client surname or business name

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Adviser reports - Adviser Service Fee report

STEP 1 Select your report

STEP 2 Client filter

Client filter  
Use the filters below to filter the data for this report and press NEXT on bottom of screen.

Product

Product(s)

Adviser Service Fee

Sales account

Sales account shown by

Sales account(s)

Sort

Sort results by

Report name

Report type

Next

How often can I run an ASF report?

In Step 3, you can schedule your ASF reports to run on a date and at a frequency you choose.

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Quick Search:  Enter client surname or business name

Account access  
Last logged on 14 Jul 2022, 15:02

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Report scheduling and delivery

STEP 1 Select your report

STEP 2 Client filter

STEP 3 Report scheduling & delivery

Report scheduling and delivery  
You can schedule your report to run once or multiple times, starting now or at a future date. When your report has been processed, it will be available on the 'Requested reports' page, where you can also check the status of each report requested. Please note that completed reports are deleted after 7 days.

Report frequency:

Start: 14 Jul 2022

Once off  
Daily  
Weekly  
Fortnightly  
Monthly  
Quarterly  
Yearly

Please note the values shown in the reports are for display purposes only. We do not guarantee that the values shown in the reports are completely up to date or include all client data. Time shown reflects local Sydney time.

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A confirmation page will be displayed with the report parameters requested displayed.

The report will show on the requested reports page. The Report Status icon will be yellow whilst in progress and will turn green once the report is complete.

All reports will be deleted after 7 days.

Once the Report Status is green you can click on the report link and the report will open in excel format. The excel spreadsheet can be saved.

If no data is available for the filters selected the excel report will be blank once opened.

File	Overlappers	Screen	DOB	Subst	Subst Account number	Subst Account name	Policy number	Product name	Product name	Ref type	Date	Start Date	End Date	Current End Date	Presumpt	Benefit p.a.	Percentage p.a.	Product Term
1	Paula	210180	14/07/2022	14/07/2022	14/07/2022	14/07/2022	14/07/2022	14/07/2022	14/07/2022	14/07/2022	14/07/2022	14/07/2022	14/07/2022	14/07/2022	14/07/2022	14/07/2022	14/07/2022	14/07/2022
2	Paula	210180	14/07/2022	14/07/2022	14/07/2022	14/07/2022	14/07/2022	14/07/2022	14/07/2022	14/07/2022	14/07/2022	14/07/2022	14/07/2022	14/07/2022	14/07/2022	14/07/2022	14/07/2022	14/07/2022
3	Paula	210180	14/07/2022	14/07/2022	14/07/2022	14/07/2022	14/07/2022	14/07/2022	14/07/2022	14/07/2022	14/07/2022	14/07/2022	14/07/2022	14/07/2022	14/07/2022	14/07/2022	14/07/2022	14/07/2022

**Will the ASF report display clients that have more than one type of ASF applied?**

Yes, if your client has more than one type of ASF applied to their policy, the following will be displayed, if applicable:

- an Ongoing ASF only
- a current Fixed Term Arrangement ASF only
- a future Fixed Term Arrangement ASF only
- an Ongoing and a future Fixed Term Arrangement ASF
- a current and future Fixed Term Arrangement ASF.

**Which products are captured in the new report?**

- OneAnswer Investment Portfolio
- OneAnswer Personal Super
- OneAnswer Allocated Pension
- OneAnswer Allocated Pension TTR
- OneAnswer Term Allocated Pension
- OneAnswer Frontier Personal Super
- OneAnswer Frontier Pension
- OneAnswer Frontier Pension TTR
- OptiMix Trust
- OptiMix Superannuation

	<ul style="list-style-type: none"> <li>• ANZ OneAnswer Investment Portfolio</li> <li>• ANZ OneAnswer Personal Super</li> <li>• ANZ OneAnswer Allocated Pension</li> <li>• ANZ OneAnswer Allocated Pension TTR</li> <li>• ANZ OneAnswer Term Allocated Pension</li> <li>• OneAnswer Frontier Investment Portfolio</li> </ul>	<ul style="list-style-type: none"> <li>• OptiMix Allocated Pension</li> <li>• OptiMix Term Allocated Pension</li> <li>• Allocated Annuity</li> <li>• Deferred Annuity</li> <li>• Investment Savings Bond</li> </ul>
<b>What information is available in the ASF report?</b>	<ul style="list-style-type: none"> <li>• Full name</li> <li>• Title</li> <li>• Given names</li> <li>• Surname</li> <li>• Date of Birth</li> <li>• Suburb</li> <li>• Sales Account number</li> <li>• Sales Account name</li> <li>• Policy number</li> <li>• Product code</li> </ul> <p>The status will show as either 'Current' or 'Future' for Fixed Term Arrangements. No status will show for Ongoing ASFs. 'Current' is for Fixed Term Arrangements (FTAs) that are active, and 'Future' is for FTAs that have a start date in the future.</p>	<ul style="list-style-type: none"> <li>• Product name</li> <li>• ASF Type</li> <li>• Status (only applicable for Fixed Term Arrangements)</li> <li>• Start Date (only applicable for Fixed Term Arrangements)</li> <li>• End Date (only applicable for Fixed Term Arrangements)</li> <li>• Consent End Date (only applicable for Ongoing AFSs)</li> <li>• Frequency</li> <li>• Amount p.a.</li> <li>• Percentage p.a.</li> <li>• Deducted From</li> </ul>
<b>How often is data refreshed for the ASF report?</b>	Data is refreshed daily and is current as at close of business the previous business day.	
<b>How do I identify clients who have paid a One-off ASF?</b>	Run a 'My remuneration – by Sales Account' report available under 'Adviser reports'. This report will show you the fees paid directly from your clients' accounts for a selected period.	

### ANY QUESTIONS?

If you'd like further information, please:

- speak with your Insignia 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](mailto:adviser@onepathsuperinvest.com.au)**

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