

ANSWERS TO SOME ADDITIONAL QUESTIONS YOU MAY HAVE

ABOUT IOOF

Who is IOOF?

IOOF is a specialist provider of superannuation, pension and investment products.

IOOF is an established Australian wealth management group with approximately 500,000 clients in Australia and \$142.7 billion under funds management, advice and administration as at 30 September 2019.

You can find out more about IOOF from their website at ioof.com.au

ABOUT THE CHANGE OF OWNERSHIP

What will happen on the first day of IOOF ownership?

There is no impact as a result of the change of ownership to your clients' superannuation, pension and/or investment products and the support you and they receive remain the same. Our Adviser and Customer Service contact details also remain the same.

Do you or your clients need to do anything?

The letter your clients have received is for information only, no response is required, and there's no change to their product or its brand as a result of the change of ownership.

ABOUT MY CLIENTS' PRODUCTS, SERVICE AND SUPPORT ON THE CHANGE OF OWNERSHIP

Will my clients' products now be issued by IOOF?

No, the issuer responsible for providing and managing your clients' products will remain the same, but will become part of the IOOF Group.

Will the name of my clients' products or its brand change?

No, there is no change to your clients' product name or brand.

Will the fees and costs for my clients' products change?

No, the fees and costs for your clients' products will not change as a result of this change of ownership.

Does this impact how my clients' funds are invested?

No, there is no change to any current investment options, underlying investments or to your clients' investment instructions.

Does the change of ownership affect my clients' insurance cover?

No, the amount and cost of your clients' cover, terms and conditions remain the same, and there's no impact on how any current insurance claim is assessed or on any benefit that may be paid.

Will there be any change to the relationship I have with my clients or to the adviser fee they have agreed to have deducted from their product?

No, this change does not impact any relationship you have with a client or any adviser fee that is deducted from their product.

Will my clients need to update beneficiary details?

No, beneficiary details remain the same.

Will employers or members need to make any change to current arrangements to contribute to super?

No, super contribution arrangements stay the same.

Will this affect my clients' pension payments in any way?

No, the amount and timing of regular pension payments stay the same. There is no change to the Centrelink treatment of your clients' pensions and no need for them to notify Centrelink.

Who should my clients and I call if we want to make changes to superannuation, pension and/or investment products?

There's no change to any relationship you have with clients or to the Adviser and Customer Service contact details.

If you or your clients have a question or want to make a change to their product, you or your client can contact Adviser or Customer Service using the contact details shown on correspondence about your clients' products.

Will Adviser and Customer Service contact details change?

No, our Adviser and Customer Service contact details remain the same.

Will my client's login access to their account change?

No, there is no change to login access.

In the privacy section of the letter my client received about the change of ownership, it says that following the sale ANZ will continue to share my client's personal information with its alliance partners. Why is this when ANZ will no longer be the owner?

This means that for a period of possibly up to two years after the sale, the administration systems that hold customer information will continue to be operated by ANZ until they are completely passed over to IOOF. Once separation of the businesses is completed, ANZ will no longer be involved in the administration of customer accounts and will no longer hold customer information. If your client holds a OnePath branded or Wrap product, their information will no longer be shared. If your client holds a product which continues to be ANZ branded (for example ANZ Smart Choice Super), their information will continue to be shared.

This information is current as at January 2020 but may be subject to change. Updated information will be available by contacting one of our Business Development managers. This information is for the use of advisers only and may not be reproduced without the prior written permission of the issuers. Full product information including fees, charges, terms and conditions is available in the relevant Product Disclosure Statement (PDS) or offer document and Investor Directed Portfolio Service Guide (Guide).