

# PortfolioOne

Your premium investment solution

## PortfolioOne Investment Service

### Product Update

Issued: 1 July 2019

This Product Update is to be read in conjunction with the PortfolioOne Investment Service (Service) Investor Guide dated 1 July 2014 (Guide) and any other disclosure documents issued by OnePath Custodians Pty Limited (Operator) in connection with the Service.

These documents are available from your adviser or the Operator free of charge on request or at [portfolioone.onepath.com.au](http://portfolioone.onepath.com.au)

### **Australian Financial Complaints Authority (AFCA) replaces the Financial Ombudsman Service Australia (FOS)**

Our commitment to ensuring our products and services meet your expectations means we value your feedback regarding how we are performing. Your adviser is your first point of contact for enquiries, raising complaints or providing feedback.

Alternatively, you can contact us directly via phone, email or in writing and we will endeavour to resolve your concerns quickly and fairly.

Phone	1800 005 043
Email	<a href="mailto:wrap@portfolioone.onepath.com.au">wrap@portfolioone.onepath.com.au</a>
Address	Locked Bag 50, Australia Square NSW 1215

If your concerns have not been resolved to your satisfaction, you can lodge a complaint with the **Australian Financial Complaints Authority (AFCA)** who provides fair and independent financial services complaint resolution that is free to consumers.

Website	<a href="http://afca.org.au">afca.org.au</a>
Email	<a href="mailto:info@afca.org.au">info@afca.org.au</a>
Telephone	1800 931 678 (free call) 9am to 5pm (AEST), weekdays
In writing	Australian Financial Complaints Authority Limited GPO Box 3, Melbourne VIC 3001

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

## **Administration Expense Recovery**

The Administration Expense Recovery is a reimbursement of the out of pocket costs that the Operator is entitled to recover from the Service, in accordance with the Constitution and relevant law. These costs will be deducted from time to time from your Cash Account. The Operator is entitled to recover previously unrecovered costs as well as ongoing costs as they are incurred.

The Administration Expense Recovery was 0.00% p.a. of your account balance for the 12 months to 30 June 2019. The Administration Expense Recovery is also estimated to be 0.00% p.a. for the 12 months to 30 June 2020.

## **Consolidated Reporting**

Consolidated reporting is one of the key benefits of the PortfolioOne Investment Service. You and your adviser have direct access to a detailed and up-to-date picture of your account at any time online through the client portal, making it easier for you to make informed investment decisions and for your adviser to manage and administer your account.

Your annual statement will be made available online within three months following the end of June, containing a portfolio valuation and details of your investment transactions, income and expenses for the 12 months to 30 June. An independent review report on the PortfolioOne Investment Service annual statements will also be made available online.

Your Quarterly reports will be made available online within one month of the end of each quarter.

The annual tax summary report, including any income tax and capital gains tax (CGT) information needed to complete your tax return, will now only be made available online once all relevant tax information for your investments has been received and processed. You will receive an email (if you have nominated an email address for your account) or a letter in the mail when your annual tax summary report is available online.

The Cash Management Service (CMS) statements are made available on a half-yearly basis, or more frequently if requested and can be viewed and printed online. You can also choose to receive printed CMS statements (fees and charges apply, please refer to the 'Fees, limits and lodgement times' flyer for details).

## **Further information**

If you have any questions or would like further information, please contact Customer Services on:

Phone: 1800 005 043

Email: [wrap@portfolioone.onepath.com.au](mailto:wrap@portfolioone.onepath.com.au)

This PortfolioOne Investment Service Product Update is issued by OnePath Custodians Pty Limited (ABN 12 008 508 496, RSE L0000673, AFSL 238346) (Operator) for the PortfolioOne Investment Service. This information is of a general nature and has been prepared without taking into account your objectives, financial situation or needs. You should consider whether the information is appropriate for you having regard to your objectives, financial situation and needs. We recommend that you read the relevant Guide, this information and any other current disclosure documents, available by calling Customer Services or visiting [portfolioone.onepath.com.au](http://portfolioone.onepath.com.au), before deciding to continue to hold the product.

An investment in the products issued by the Operator is subject to investment risk and other risks. This could involve delays in the repayment of capital and loss of income or principal invested. Neither, the Operator or any other related or associated company, guarantee the repayment of capital, the performance of, or any rate of return, of the investment.

The Cash Management Service is issued by Macquarie Bank Limited (ABN 46 008 583 542 AFSL 237 502).