

ONEPATH ENDING GRANDFATHERED CONFLICTED REMUNERATION

FREQUENTLY ASKED QUESTIONS (FAQs)

As you are aware, the Federal Government has passed legislation that amended the Corporations Act (2001) to prohibit the payment of grandfathered commission arrangements from 1 January 2021.

We're finalising our arrangements to comply with this legislation that will remove any remaining commissions from our products, including commissions attached to group insurance policies, from the end of November 2020.

The FAQs below are for your reference to support any questions that you may have as we remove the grandfathered commission arrangements.

QUESTION	RESPONSE
When will the commission removal be completed?	<p>Any commissions currently in place, and not otherwise removed on instruction from you or your client, will continue to accrue until 30 November 2020 with the final payment to be made in December 2020.</p> <p>As the legislation prohibits the payment of any commission from 1 January 2021 and to allow for final commission payments to be processed and paid, there will be no accrual or payment of commission for December 2020.</p> <p>All commission accruals will cease on 30 November 2020 with no further accruals after this date.</p> <p>Note that these changes do not impact risk only products (e.g. OneCare Super) where commission continues to be paid.</p>
Why am I not being paid my commission for December 2020 as per my signed PIA with OnePath Custodians/OnePath Funds Management?	As commission is calculated and paid in arrears, the legislation does not permit payments from 1 January 2021 there will be no accrual or payment of commission for December 2020.
Does the legislation prohibit the payment of commissions on Group Life Insurance premiums within Superannuation products?	<p>Yes. The Legislation prohibits payment of commissions on Group Life Insurance premiums within Superannuation from 1 January 2021. There will be no accrual or payment of commission for December 2020.</p> <p>Commissions on Retail Life Insurance products are not affected by this legislation and will continue to be paid.</p>
Where can I find a list of Impacted Products?	For a listing of impacted products please visit onepath.com.au/commissionremoval

QUESTION	RESPONSE
	We will communicate these changes to impacted Dealer Groups by email or letter on or around 22 September 2020.
When will notification of these changes be sent?	<p>We then will be communicating to Advisers by email or letter between 24-30 September 2020.</p> <p>If you did not receive, or otherwise wish to receive another copy of this communication please call Adviser Services on 1800 804 768, weekdays 8.30am to 6.30pm (AEST).</p>
Can I have a list of all my impacted clients who will be receiving a letter to advise them of these changes and those for which I currently receive commission?	<p>You can get a list of your clients that are impacted by these changes by running a Client Balances Report in Account Access and choosing the impacted products.</p> <p>For a list of clients for which you currently receive a commission you can also run a My Remuneration Report for the last 12 months available in Account Access. For more details on how to do this go to onepath.com.au/commissionremoval</p> <p>For PortfolioOne clients please contact your Dealer Group to obtain the data from your regular commission reports.</p> <p>If you don't currently have a login to Account Access, you can request it on onepath.com.au/commissionremoval through the Adviser Login as well as reset your password if required.</p>
The commission was paid to the wrong Adviser, can this commission be adjusted and paid to me?	<p>The last day to receive these requests to correct commission errors will be 30 November 2020, with reprocessing of commission to take place within December 2020.</p> <p>Reallocation of commission between one adviser to another cannot be done after December 2020.</p>
I've discovered that I should have been paid commission before 1 January 2021, but it was rebated to my client's account. Can that be reversed, and commission paid to me?	<p>If notified after 30 November 2020 then no, the legislation does not allow any payments of grandfathered conflicted remuneration from 1 January 2021.</p> <p>Requests received prior to 30 November 2020 will be processed as usual.</p>

QUESTION	RESPONSE
Can commission be refunded to a client if they requested for this to be actioned prior to 31 December 2020?	<p>Yes. If an error is identified on a client's account relating to commission incorrectly charged/paid, under the legislation, we will clawback commission and credit/rebate these funds back to benefit the client.</p> <p>This clawback will be taken from the current servicing adviser allocated to the account at that point in time (even if not the adviser originally paid these commissions).</p>
What other options are available for alternative adviser remuneration?	<p>We offer a range of options for the payment of Adviser Service Fees with the consent of your clients.</p> <p>Forms are available via onepath.com.au/superandinvestment/forms-and-brochures.aspx</p>
Will you be communicating to Employers?	Yes, we will be communicating the changes made to Employers in February/March 2021.
How are you communicating to my clients?	<p>We'll communicate with your clients following the removal or rebating of commissions on their accounts. This is expected to occur in February/March 2021.</p> <p>We'll update you closer to this time through Adviser Insights and make sample client communications available to you via Adviser Advantage.</p>
Will the impacted PDSs be updated?	PDS updates will be issued for open products. We'll communicate further closer to the time they will be made available.

FURTHER INFORMATION

For more information as well as a listing of impacted products please visit onepath.com.au/commissionremoval

If you have any questions or require assistance with the online forms, please contact Adviser Services on **1800 804 768**.

This information is issued by OnePath Custodians Pty Limited (OPC) (ABN 12 008 508 496, AFSL 238346, RSE L0000673) and OnePath Funds Management Limited (OPFM) (ABN 21 003 002 800, AFSL 238342). OPC and OPFM are members of the IOOF Group of companies, comprising IOOF Holdings Limited (ABN 49 100 103 722) and its related body corporates.

The information is current at September 2020 but may be subject to change. Updated information will be available free of charge by contacting Adviser Services (refer to the contact details above).

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