

**SAMPLE CLIENT LETTER
MAXIMUM/SPECIFIED PENSION PAYMENT**

<Member Name>
<Street Address 1>
<Street Address 2>
<Suburb> <State> <Postcode>
<Country>

Member Number: <Member number>
Product Name: <Product name>
Income Payment: <Maximum/Specified>
Reference: SI1088_M

<date>

<Product name>

Notice of changes to minimum pension payment rates

Dear <First name>

Thank you for investing your retirement savings with <Product name>.

We're writing to you regarding the Government's recent changes to the minimum pension payment rates and what they mean for you.

What has changed?

In response to COVID-19, the Government has legislated a number of measures to help minimise the economic impact on Australians. One measure is a temporary halving of the minimum pension payment rates.

This means that the minimum amount you must draw from your <Product name> account has been reduced for the 2019-20 and 2020-21 financial years as shown in the table below:

| Age | Previous minimum drawdown rates (% p.a.) | Temporary minimum drawdown rates (% p.a.) 2019-20 and 2020-21 |
|------------|------------------------------------------|---------------------------------------------------------------|
| Under 65 | 4% | 2% |
| 65 to 74 | 5% | 2.5% |
| 75 to 79 | 6% | 3% |
| 80 to 84 | 7% | 3.5% |
| 85 to 89 | 9% | 4.5% |
| 90 to 94 | 11% | 5.5% |
| 95 or more | 14% | 7% |

What does this mean for you?

You have requested the <maximum/specified> pension payment amount of \$amount to be paid to you <insert frequency> from your account.

We won't apply the temporary minimum drawdown rate to your account unless you instruct us otherwise.

This means your pension payments will continue at the current amount. If you want to change your pension payment arrangements, you have a number of options.

What options are available to you?

You can change your pension payment instructions as follows.

| You can ask us to | If you do this we'll |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1. Apply the temporary minimum drawdown rate to your pension payments immediately. | Reduce your pension payments in line with the temporary minimum drawdown rate for the remainder of this financial year and also for the financial year commencing 1 July 2020. |
| 2. Stop making pension payments for the remainder of this financial year (as long as you have already received at least the amount calculated by applying the temporary minimum drawdown rate). | Stop making pension payments as instructed (subject to the amount already received) and apply the temporary minimum drawdown rate to your pension payments for the financial year commencing 1 July 2020. |
| 3. Apply a new 'specified' pension payment amount to your account. This can be any amount as long as it is above the amount calculated by applying the temporary minimum drawdown rate. | Change your pension payments to the new 'specified' payment amount for the remainder of this financial year and also for the financial year commencing 1 July 2020. |

If you'd like to continue receiving your current pension payment amount of **\$amount** then you do not need to take any action. This amount will continue to be paid to you for the remainder of this financial year and the financial year commencing 1 July 2020.

How can you provide instructions to us?

You can instruct us as follows:

Phone Call Customer Services on **133 665** weekdays between 8.30am and 6.30pm (AEST)
Email **customer@onepath.com.au**

with your full name, member number and instructions to:

- suspend payments until the next financial year
OR
- pay a new specified amount of \$ _____
OR
- apply the temporary minimum drawdown rate.

Adviser Mail Your financial adviser can make a change on your behalf
Complete and return the **OneAnswer Pension Payment Update Form** available at onepath.com.au > Super & Investments > Forms & brochures.
If you wish to request that payments cease until the next financial year, tick 'Minimum annual payment' and write 'Stop payments for this financial year'.
This can only be actioned when you have already met the required minimum payment threshold for this financial year.

Before making a change we encourage you to speak to your financial adviser about your options.

Any questions?

If you have any questions or would like further information, please:

- speak to your financial adviser
- call Customer Services on **133 665** weekdays between 8.30am to 6.30pm (AEST)
email us at **customer@onepath.com.au**

We look forward to continuing to help you achieve your financial goals.

Yours sincerely



Frank Lombardo
Chief Operating Officer

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