

Annex – IOOF Pursuit Focus Personal Superannuation


Product Disclosure Statement

Dated: 1 December 2020

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This product disclosure statement (PDS) is a summary of significant information you need to help you decide whether Annex – IOOF Pursuit Focus Personal Superannuation (IOOF Pursuit Focus Personal Superannuation) will meet your needs. You can use it to compare IOOF Pursuit Focus Personal Superannuation with any other super product you may be considering.

The PDS includes references to additional important information contained in the **Annex – IOOF Pursuit Focus Personal Superannuation general reference guide (APF.01)**, **Annex – IOOF Pursuit Focus investment guide (APF.02)**, **Annex – IOOF Pursuit Focus Investment Menu (Investment Menu)** and **IOOF Pursuit insurance guide (PIN.03)** each of which forms part of the PDS. These references are indicated by the information icon  and you should consider the PDS in its entirety before making a decision to join IOOF Pursuit Focus Personal Superannuation.

The information contained in this PDS is of a general nature only and does not take into account your individual objectives, financial situation or needs. You should consider the appropriateness of this information having regard to your objectives, financial situation and needs and you may want to seek advice from a financial adviser before making a decision about IOOF Pursuit Focus Personal Superannuation.

This product is only available to persons receiving this PDS (electronically or otherwise) within Australia. We may refuse an application to join the Fund without providing reasons for the refusal. You become a member of the Fund when we accept your completed application and record you as a member.

There may be some words in this PDS and the guides you may not be familiar with. To help you understand these terms, we have defined them in the 'Key words explained' section in **APF.01**.

1. About IOOF Pursuit Focus Personal Superannuation

IOOF Pursuit Focus (Pursuit Focus) Personal Superannuation can help you control and manage your retirement savings. Your superannuation (super) account can be used to accumulate contributions and other super savings from a variety of sources in a tax-effective way. It also offers you competitive insurance options to protect your income and provide for your family or dependants if you unexpectedly get sick, injured or die.

Being a member of Pursuit Focus Personal Superannuation gives access to:

- a range of multi-manager investment options
- a simple process to move from Pursuit Focus into one or more pension products offered under the IOOF Pursuit (Pursuit) platform
- flexible investment instruction options
- view your account details and generate reports online via Portfolio Online
- a simple Regular Contribution Plan
- consolidated reporting
- comprehensive insurance offering from multiple insurers.

This makes it very simple for you to manage your retirement goals.

Who is the IOOF group?

The IOOF group consists of IOOF Holdings Ltd ABN 49 100 103 722 and is listed in the top 200 on the Australian Securities Exchange (ASX: IFL). IIML is part of the IOOF group.

As one of the largest financial services groups in Australia, with over 170 years' experience in helping Australians secure their financial independence, the IOOF group provides services to more than 500,000 clients and has more than \$202 billion in funds under management and advice (as at 30 June 2020).

You can find more information about the IOOF group, director details, executive remuneration and other documents by visiting our website (ioof.com.au/product_list/annex_pursuit).

2. How super works

Super is, in part, a compulsory long-term savings vehicle used to help you accumulate money to support yourself during retirement. Access to your super is restricted to ensure it is available in your retirement. To encourage people to save for their retirement, the Commonwealth Government provides a range of incentives for savings in super. This means super is taxed differently to other investments and there can be significant tax advantages with using super to save for retirement (see 'How super is taxed' on page 6 for more information).

The contributions available include:

- Compulsory employer contributions
- Voluntary personal contributions
- Salary sacrifice employer contributions
- Concessional contributions (made with before-tax money, for example tax-deductible personal contributions)
- Non-concessional contributions (made with after-tax money for example, spouse contributions or personal contributions that you don't claim a tax deduction for)

- Government co-contributions
- Downsizer contributions
- Rollovers/transfers.

As super is a low tax environment, there are some limitations on contributions to super:

- Caps on the amount that can be contributed while retaining concessional tax treatment .
- Limits on the age at which you can continue to make contributions.
- No more non-concessional contributions are permitted if you have \$1.6 million or more in total super and pension benefits.

Most employers are required to make compulsory superannuation guarantee contributions for their employees. Generally employees have the right to choose which super fund these contributions will be made into. If you have the right to choose your super fund, you can nominate your new Pursuit Focus Personal Superannuation account to receive compulsory employer contributions using the Super Choice – Fund Nomination form we provide or, you can nominate online with the Australian Taxation Office using your myGov account.

i You should read the important information about 'Everything you need to know about contributions to super' and 'Accessing your super' before making a decision. Refer to the **Annex – IOOF Pursuit Focus Personal Superannuation general reference guide (APF.01)** available on our website (ioof.com.au/product_list/annex_pursuit). The material relating to 'Everything you need to know about contributions to super' and 'Accessing your super' may change between the time when you read this PDS and the day you acquire the product.

3. Benefits of investing with IOOF Pursuit Focus Personal Superannuation

Investment options	Choose from a range of multi-manager investment options which provide you access to a spread of different asset classes designed to meet particular investment objectives.
Easy investment maintenance	Simple regular contribution and income distribution options.
Cash Account	When you open a Pursuit Focus Personal Superannuation account a Cash Account is automatically established for you which records all transactions. A minimum of 1% of your account balance is to be held in your Cash Account and can be increased to suit your needs.
Insurance options	You can select from the following group and/or retail insurance options (subject to meeting eligibility requirements and underwriting): <ul style="list-style-type: none"> • Death cover (including Terminal Illness cover) • Death and Total & Permanent Disablement (TPD) cover • Income Protection cover.
Switchability¹	Switchability allows you to move: <ul style="list-style-type: none"> • between similar products in the IOOF Pursuit Focus and Pursuit Select models • between super and pension products available under the IOOF Pursuit platform.
Portfolio Online	Secure access to your account online, 24 hours a day, 7 days a week.

¹ Some restrictions apply. Refer to the product disclosure statement for the relevant IOOF Pursuit product for further information.

4. Risks of super

All investments carry some risk. As with the purchase of any financial product, you should consider the risks that may impact your investment in super. Different investment options carry different levels of risk depending on the assets that make up those options. Assets with the highest expected long-term returns may also carry the highest level of short-term risk.

Keys risks that may adversely affect your investment in Pursuit Focus Personal Superannuation include:

- The value of investments will vary overtime.
- The level of returns will vary, and future returns may differ from past returns.
- Returns are not guaranteed, and you may lose some of your money. For example, if you switch out of an investment option, you could get back less than the amount put in because of the level of investment returns and the effect of fees, costs and taxes.
- Super and/or taxation laws could change in the future, which may affect the value of your super and/or ability to access your benefit.
- Insufficient diversification of investments resulting in increased exposure to volatility or losses.
- The amount of your future super savings (including contributions and returns) may not be enough to provide adequately for retirement.

Everyone has a different attitude toward risk and return. It is important to link your investment style to your age, investment timeframe, risk tolerance and any other investments you may have.

i You should read the important information about 'More about risks' before making a decision. Refer to the **Annex – IOOF Pursuit Focus Personal Superannuation general reference guide (APF.01)** available on our website (ioof.com.au/product_list/annex_pursuit). The material relating to 'More about risks' may change between the time when you read this PDS and the day you acquire the product.

5. How we invest your money

Pursuit Focus offers a range of multi-manager investment options, which provide you with access to a spread of different asset classes designed to meet particular investment objectives.

Multi-manager investment options simplify the investment selection process by combining the 'best of breed' manager blends to suit your investment objectives.

The investment options available vary in level of risk, investment objectives (goals), strategies (ways of achieving those goals) and types of assets in which investments are made. This allows you to invest in a range of investment options which may be diversified across different asset classes, fund managers and investment styles.

Warning: When making a choice about the investment option(s) that best suits you, you should consider the likely investment returns and risks and your investment timeframe.

The below table provides a summary of the balanced investment option IOOF MultiSeries 70, which is available on the Investment Menu:

IOOF MultiSeries 70													
Typical investor	The Trust may be suitable for investors with an investment time horizon of approximately five to seven years, a medium to high level of risk tolerance who are seeking capital growth with some income through a well-diversified portfolio who are prepared to accept some short-term volatility.												
Investment objective	To provide capital growth over the medium to long-term by investing in a diversified portfolio of mostly growth and some defensive assets and to achieve total returns after fees in excess of the benchmark over a rolling five year period.												
Investment strategy	IOOF MultiSeries 70 gains its exposure to a diversified portfolio of investments through a mix of investment managers. The growth orientation of the Trust provides a greater exposure to growth assets, such as property, Australian and international shares and alternative assets, with a moderate exposure to defensive assets, such as fixed interest and cash. A mix of passive, factor based and active investment managers may be selected to manage the assets of the Trust providing differing yet complementary investment styles to achieve more consistent excess returns. The Trust is authorised to utilise approved derivative instruments for risk management purposes and investment efficiency. Please refer to the IOOF MultiSeries Product Disclosure Statement available on ioof.com.au/product_list/annex_pursuit for more information regarding the investment strategy.												
Asset allocation ranges	<table border="1"> <tbody> <tr> <td>Cash and short term securities</td> <td>0–15%</td> </tr> <tr> <td>Diversified fixed interest</td> <td>15–40%</td> </tr> <tr> <td>Property</td> <td>0–20%</td> </tr> <tr> <td>Australian shares</td> <td>10–35%</td> </tr> <tr> <td>International shares</td> <td>15–40%</td> </tr> <tr> <td>Alternatives</td> <td>0–20%</td> </tr> </tbody> </table>	Cash and short term securities	0–15%	Diversified fixed interest	15–40%	Property	0–20%	Australian shares	10–35%	International shares	15–40%	Alternatives	0–20%
Cash and short term securities	0–15%												
Diversified fixed interest	15–40%												
Property	0–20%												
Australian shares	10–35%												
International shares	15–40%												
Alternatives	0–20%												
Risk level (using a Standard Risk Measure)	6 (High)												
Minimum time frame for holding the investment	5–7 years												

For further details about the range of investment strategies and options, our investment selection process, online instructions and the standard risk measure please refer to the **Annex – IOOF Pursuit Focus investment guide (APF.02)** and **Investment Menu**. For further details about how to switch investments please refer to the 'Managing your super account' section of the **Annex – IOOF Pursuit Focus Personal Superannuation general reference guide (APF.01)**.

i You should read the **Annex – IOOF Pursuit Focus investment guide (APF.02)** and **Investment Menu** available on our website (ioof.com.au/product_list/annex_pursuit). The material in **APF.02** and **the Investment Menu** may change between the time when you read this PDS and the day you acquire the product.

6. Fees and costs

Did you know?

Small differences in both investment performance and fees and costs can have a substantial impact on your long-term returns. For example, total annual fees and costs of 2% of your account balance rather than 1% could reduce your final return by up to 20% over a 30-year period (for example, reduce it from \$100,000 to \$80,000).

You should consider whether features such as superior investment performance or the provision of better member services justify higher fees and costs. You or your employer, as applicable, may be able to negotiate to pay lower fees. Ask the fund or your financial adviser.

To find out more

If you would like to find out more, or see the impact of the fees based on your own circumstances, the **Australian Securities and Investments Commission (ASIC)** website (www.moneysmart.gov.au) has a superannuation calculator to help you check out different fee options.

This document shows fees and other costs that you may be charged. These fees and other costs may be deducted from your money, from the returns on your investment or from the assets of the super entity as a whole.

Other fees, such as activity fees, advice fees for personal advice and insurance fees, may also be charged, but these will depend on the nature of the activity, advice or insurance chosen by you. Entry fees and exit fees cannot be charged.

Information relating to taxes, insurance fees and other costs associated with insurance is provided in other parts of this PDS as well as the **Annex – IOOF Pursuit Focus Personal Superannuation general reference guide (APF.01)** and **IOOF Pursuit insurance guide (PIN.03)**. Definitions of the fees and costs can be found in the 'Additional explanation of fees and costs' section in **APF.01** available at ioof.com.au/product_list/annex_pursuit. You should read all the information about fees and other costs because it is important to understand their impact on your investment. You can also use this information to compare the fees and costs with other super products.

The fees and other costs for each underlying investment option offered by the super entity are set out in the **Investment Menu** and in the relevant product disclosure statement for each managed investment.

In certain circumstances, where it is reasonable for us to do so, we may alter the fees and costs applied to your super account (subject to law) without your consent. However, before doing so, we will provide you with 30 days' notice if you are adversely affected by the change. We also have the right to introduce new fees. The fees quoted in this section are inclusive of GST and any applicable reduced input tax credits (RITCs), unless otherwise stated.

Fee table

Pursuit Focus Personal Superannuation		
Type of fee or cost	Amount	How and when paid
Investment Fee	Nil.	Not applicable.
Administration Fee ²	0.34% pa subject to a minimum of \$10 per month (\$120 pa).	The Administration Fee is calculated daily on your account balance ³ . The fee is charged monthly in arrears and is deducted from your Cash Account ⁴ at the beginning of each month.
Interest retained on Cash Account	Estimated up to 0.70% pa on the balance of the Cash Account ⁴ . The actual interest retained is expected to be lower.	We retain a part of the interest that is earned on the Cash Account. The interest retained is the difference between the net rate of interest we credit to your Cash Account and the total interest earned in relation to pooled assets of the Cash Account. Note, the target net interest rate to be credited to your Cash Account is the official cash rate set by the Reserve Bank of Australia (currently 0.10% pa).

² If your account balance for a product offered by the superannuation entity is less than \$6,000 at the end of the entity's income year, the total combined amount of administration fees, investment fees and indirect costs charged to you is capped at 3% of the account balance. Any amount charged in excess of that cap must be refunded.

³ Your account balance comprises your Cash Account together with the value of your investment options. You are required to maintain a minimum of one per cent of your super account balance in your Cash Account. Where there are insufficient funds in your Cash Account to fund any applicable fees, the fees may be accrued and deducted when sufficient funds are available.

⁴ The interest we retain on pooled Cash Account assets is considered an indirect cost for administering your Cash Account. It is not deducted from your Cash Account directly, but through the interest generated from its underlying investments prior to crediting the 'net' interest to your Cash Account. The interest retained is subject to change. Interest on the Cash Account noted is retained at a rate of up to 0.70% pa and is for the purpose of the example only. The actual interest retained is expected to be lower and assumes a net interest crediting rate to the cash account of 0.10% pa.

Pursuit Focus Personal Superannuation		
Type of fee or cost	Amount	How and when paid
Buy-sell spread	Varies across the managed investments available up to a maximum buy spread of 0.21% and a maximum sell spread of 0.19%.	A buy-sell spread is added to, or deducted from (as applicable) the unit price of the relevant managed investment. The buy-sell spread that applies to each managed investment can change from time to time. Please refer to the Investment Menu and the relevant investment options' product disclosure statement for specific details.
Switching Fee	Nil.	Not applicable.
Exit Fee	Nil.	Not applicable.
Advice fees Relating to all members investing in a particular investment option.	Nil.	No advice fees will be charged unless you request us to do so. A range of advice fees are available (please refer to the 'Additional explanation of fees and costs' section in APF.01). You should refer to your financial adviser's statement of advice for details on any agreed advice fees.
Other fees and costs	Refer to the 'Additional explanation of fees and costs' section in APF.01 .	
Indirect cost ratio	The indirect cost ratio varies across the managed investments and can range from 0.00% to 0.55% pa ⁵ (\$0.00 to \$5.50 pa per \$1,000 invested), excluding net transaction costs ⁶ . Performance related fees ⁷ may also apply to some managed investments when the investment return generated by the fund exceeds a specific criteria or benchmark.	Generally calculated daily as a percentage of the amount that you have invested in each managed investment. It is not deducted directly from your account but is generally incorporated into the unit price of the managed investment and generally charged monthly or quarterly in arrears. The indirect cost ratio and net transaction cost applied by each fund manager for a particular managed investment can be obtained from the Investment Menu or the relevant product disclosure statement for the particular managed investment.

5 Indirect cost ratios applied by each fund manager are estimates only and based on the information provided by each fund manager as at the date of this PDS (for further information refer to the **Investment Menu**). Investment options and indirect cost ratios may change from time to time.

6 Please refer to the 'Transaction costs' section in **APF.01** for further information.

7 Please refer to the 'Performance related fees' section in **APF.01** for further information.

Example of annual platform fees and costs

This table gives an example of how the fees and costs for accessing an investment option through this super product can affect your super investment over a one year period. You should use this table to compare the fees with other platform super products.

Example		Balance of \$50,000
Investment fee	Nil	For every \$50,000 you have in the super product, you will be charged \$0 each year.
PLUS Administration fees	Administration fee: 0.34% x \$50,000	AND you will be charged \$170 in administration fees each year.
PLUS Indirect costs for the super product (assuming the product minimum of 1% is held in the Cash Account)	Cash Account: 0.70% x \$500	AND indirect costs of \$3.50 each year will be deducted from your investment.
EQUALS Cost of product	If your balance was \$50,000, and \$500 of that was held in your Cash Account, then for that year you will be charged fees of \$173.50* for the super product.	

* Note: This example only shows the fees and costs that relate to access to the investments through the super product and not the fees and costs of the underlying investments. Additional costs may be charged by the issuers of the products that you decide to invest in. Please refer to the example below that illustrates the combined effect of the fees and costs.

Example of total annual costs for a balanced investment option

This table illustrates the combined effect of fees and costs of the super product and the fees and costs for the IOOF MultiSeries 70 through this superannuation product.

Example – IOOF MultiSeries 70		Balance of \$50,000
Cost of product	From example above: \$173.50	If your balance was \$50,000, then for that year you will be charged fees of \$173.50 for the super product.
PLUS Indirect costs for the IOOF MultiSeries 70 investment option	Indirect cost ratio: 0.50% Net transactional cost: 0.17%	AND , indirect costs of \$331.65 each year will be deducted from your investment.
EQUALS Total cost of investing in the IOOF MultiSeries 70 investment option through the super product	If your balance was \$50,000, and \$500 of that was held in your Cash Account and you were invested in the IOOF MultiSeries 70 investment option, then for that year you will be charged total fees and costs of \$505.15* for the super product.	

*Note: Additional fees may apply. And, if you leave the Fund, you may be charged a buy-sell spread for managed investment options you hold which also applies whenever you make an investment purchase or redemption. The estimated sell spread for exiting the IOOF MultiSeries 70 investment option is 0.06% (based on the above example, for a withdrawal of \$50,000, with a sale of \$49,500 from the managed fund, there will be a sell spread of \$29.70).

The fee calculations are examples only and the fees and costs may vary for your actual investment. For more information, please refer to the product disclosure statement of the managed investments selected by you.

i You should read the important information about 'Fees and costs' before making a decision. Refer to **Annex – IOOF Pursuit Focus Personal Superannuation general reference guide (APF.01)** available on our website (ioof.com.au/product_list/annex_pursuit). The material relating to 'Fees and costs' may change between the time when you read this PDS and the day you acquire the product.

7. How super is taxed

Please supply your tax file number (TFN) when acquiring this product. Under superannuation law, we are authorised to ask you for your TFN, which will be used only for lawful purposes. It is not an offence if you choose not to provide your TFN, but providing it has advantages including:

- We will be able to accept all types of contributions to your account.
- Other than the tax that may ordinarily apply, you will not pay more tax than you need to.
- It will be easier to find different super accounts in your name.

We require your TFN in order to process your application to join Pursuit Focus Personal Superannuation.

Tax may apply to contributions, investment earnings and withdrawals. We generally only deduct tax on contributions and on investment income from your account at the time we need to pay it to the Australian Taxation Office (ATO). This means that your super receives earnings on the full amount invested right up until the time tax is paid.

Tax on contributions

Concessional (before-tax) contributions including compulsory employer, salary sacrifice contributions and tax deductible personal contributions are taxed at the rate of 15 per cent in the Fund until you reach the concessional contributions cap. Individuals with income above \$250,000 per annum will pay an additional 15 per cent tax on concessional contributions. Concessional contributions are subject to a cap of \$25,000 per annum. Contributions over the cap are personally assessable (with tax offsets available for the tax already paid by the Fund).

Non-concessional (after-tax) contributions including personal after-tax and spouse contributions are not taxed in the Fund, but are capped at \$100,000⁸ per person per year (or \$300,000 over three years for those individuals under age 65).

As super is taxed in a low tax environment, the Commonwealth Government has set a maximum limit that you can contribute in each financial year for each type of contribution before additional tax is payable.

If your total superannuation balance (combined super and pension benefits) is greater than or equal to \$1.6 million at the end of 30 June of the previous financial year, the non-concessional contributions cap will be reduced to nil. If you have excess non-concessional contributions, unless you elect to release the contribution and earnings, it will be taxed at the highest marginal tax rate. You are assessed personally for any tax on excess contributions. Therefore it is your responsibility (with your employer) to ensure that you do not exceed the caps.

Tax on investment earnings and capital gains

The great advantage of super is that you can grow your investment in a low tax environment and take your retirement benefits tax-free once you turn age 60.

The maximum rate of tax applied to earnings, which is the interest and investment income from your investment options, is 15 per cent. Capital gains are effectively taxed at the concessional rate of 10 per cent if the asset has been held for longer than 12 months.

Tax on withdrawals

When you are aged 60 and over, lump sum withdrawals are tax-free. If you are under age 60 and you are eligible to withdraw some or all of your super savings in cash as a lump sum, we may be required to deduct tax depending on your age and the tax components of your benefit.

i You should read the important information about 'How super is taxed' before making a decision. Refer to the **Annex – IOOF Pursuit Focus Personal Superannuation general reference guide (APF.01)** available on our website (ioof.com.au/product_list/annex_pursuit). The material relating to 'How super is taxed' may change between the time when you read this PDS and the day you acquire the product.

8. Insurance in your super

It is important to understand how insurance works to ensure that your family are financially protected in the event of unexpected death, illness or injury.

You can choose to purchase insurance either through the group life and income protection insurance policies or via a separate retail insurance policy. Either way, this can be achieved tax-effectively by paying the premiums for the life insurance you need with pre-tax dollars through your super account. By choosing insurance through super, you may elect to continue cover even if you stop contributing to your super account.

Before deciding whether to hold insurance through Pursuit Focus Personal Superannuation, you should read the **IOOF Pursuit insurance guide (PIN.03)**.

⁸ Until you reach age 65, you can choose to bring forward up to two years' entitlements and contribute up to \$300,000 of non-concessional contributions in any three year period. The capacity to bring forward future years' cap entitlements may be restricted if the total value of your super and pension benefits are more than \$1.6 million.

What are the main insured benefits available?

Type of insurance	What is it?	How much?
Death	Death cover provides your family with financial security in the event of your death. If you die, your insured benefit will be paid to your dependants or estate in addition to your super account balance.	There is no limit to the amount of Death cover you can apply for. The maximum Terminal Illness benefit available is the lesser of your Death Benefit level or \$5 million.
Terminal Illness (included in the Death cover)	Terminal Illness cover provides you and your family with financial security in the event you become Terminally ill. If this happens, your insured benefit may be paid to you in addition to your super account balance.	The maximum Terminal Illness cover available is the lesser of your Death cover level or \$5 million.
TPD	TPD cover provides you and your family with financial security in the event you become totally and permanently disabled and are unable to work. If this happens, your insured benefit may be paid out to you in addition to your super account balance.	The maximum TPD cover available is \$5 million.
Income Protection	Income Protection cover provides you with a regular monthly income if you become Totally Disabled or Partially Disabled because of illness or injury and are unable to work and earn your income.	You can choose a benefit payment period of two or five years or to age 65 after a 30, 60 or 90 day waiting period. The maximum amount of Income Protection insurance you can apply for is 75% of your Declared Earned Income (plus up to 10% of your Declared Earned Income as Superannuation Contributions Benefit) not exceeding \$30,000 per month.

How do I apply for group life and income protection insurance?

The first step is to read **PIN.03** carefully as it provides a comprehensive explanation of the features and benefits available. You need to understand the costs involved, any exclusions or limitations and when a claim may be payable.

You can apply for new cover, or to increase existing cover, by completing the IOOF Pursuit Focus Application for Insurance form available in the Annex – IOOF Pursuit Focus Personal Superannuation Forms Booklet, as a standalone form on our website or through insurance online with your financial adviser.

If your circumstances change, Pursuit Focus Personal Superannuation offers the ability to increase your insurance cover due to Life Events or salary increase. To apply, please complete the Insurance application – life events and salary increase form available on our website. Alternatively, your financial adviser may be authorised to use Portfolio Online to complete an online insurance application on your behalf.

You can cancel your insurance cover by completing the Insurance cancellation form available on our website (ioof.com.au/product_list/annex_pursuit).

Cost of insurance

There are costs associated with insurance cover. These costs are known as insurance premiums and are the monthly cost that you will have to pay out of your super account for the cover. The insurance premiums you pay may differ depending on factors including:

- your age and gender
- the type and amount of cover you choose
- your occupation and leisure activities
- your health and medical history
- whether or not you smoke
- any loadings placed on your cover by the Insurer.

Retail insurance

Applications for insurance cover via a retail insurance policy are made under a specific product disclosure statement for the retail policy. Product disclosure statements for the retail insurance policies available through Pursuit Focus Personal Superannuation are available on our website (www.ioof.com.au/retail_insurance). Your financial adviser can assist you with this process.

i To understand eligibility requirements or cancellation, conditions, and exclusions that are applicable to your insurance cover you should read the **IOOF Pursuit insurance guide (PIN.03)** available on our website (ioof.com.au/product_list/annex_pursuit) or the respective retail insurance product disclosure statements which can be accessed through our website (www.ioof.com.au/retail_insurance) before making a decision. The material in **PIN.03** may change between the time when you read this PDS and the day you acquire the product.

9. How to open an account

Joining is simple. Your financial adviser may be able to complete an online application form on your behalf via Portfolio Online. Alternatively, you can complete the Application for Personal Superannuation and any other relevant forms in the Annex – IOOF Pursuit Focus Personal Superannuation Forms booklet.

You can obtain a copy of this booklet:

- from your financial adviser
- by downloading one from our website
- by calling ClientFirst on 1800 913 118.

Cooling-off period

To ensure that you are happy with your initial investment in Pursuit Focus Personal Superannuation, you have a 14-day cooling-off period to ensure that it meets your needs. The 14-day period starts from the earlier of the date you receive your welcome letter, or five business days after your super account has been established. If you want to close your super account during the 14-day cooling-off period, you must provide us with written notice.

For more information about the cooling-off period please refer to the 'Other general information' section of the **Annex – IOOF Pursuit Focus Personal Superannuation general reference guide (APF.01)** available on our website (ioof.com.au/product_list/annex_pursuit). The material relating to 'Other general information' may change between the time when you read this PDS and the day you acquire the product.

What if you have a complaint?

If you have a complaint about your Pursuit Focus Personal Superannuation account (or wish to obtain further information about the status of an existing complaint), please contact the Manager, Customer Care on 1800 913 118 or write to:

Manager, Customer Care
IOOF Investment Management Limited
Reply Paid 264
MELBOURNE VIC 8060

If you let us know of any concerns arising from your dealings with us, we can work towards providing suitable resolutions and better service for all clients in the future. When you get in touch with us, please provide:

- your contact details
- your account or client number
- a detailed description of the facts surrounding your complaint.

Where possible, concerns will be resolved immediately.

If further investigation is required, our Customer Care Team will acknowledge your complaint in writing and will consider and respond to your complaint as quickly as possible. We are required by law to respond to your complaint within 90 days.

If an issue has not been resolved to your satisfaction, you can lodge a complaint with the Australian Financial Complaints Authority, or AFCA. AFCA provides fair and independent financial services complaint resolution that is free to consumers.

Website: www.afca.org.au

Email: info@afca.org.au

Tel: 1800 931 678 (Free call)

Mail: Australian Financial Complaints Authority
 GPO Box 3, Melbourne VIC 3001.

10. Other information

Updated Information

The information referred to in this PDS may change from time to time. We will inform you of any significant changes that could affect you, or other significant events that may affect the information in this PDS. Any updated information that is not materially adverse may be obtained by:

- checking our website (ioof.com.au/product_list/annex_pursuit)
- emailing us at clientfirst@ioof.com.au
- calling us on 1800 913 118.

A paper copy of the updated information will be provided free of charge on request.

Privacy

We are committed to protecting your privacy. Any personal information we collect about you will be handled in accordance with our privacy policy, which outlines how we manage your personal information, how you may access or correct your personal information, and how you may complain about a breach of your privacy. To obtain a copy of the IOOF group privacy policy, please contact ClientFirst on 1800 913 118 or visit our website at www.ioof.com.au/privacy

Contact Us

Postal address: IOOF Pursuit Focus, GPO Box 264
 Melbourne VIC 3001

Telephone: 1800 913 118

Fax: 03 8614 4431

Website: ioof.com.au/product_list/annex_pursuit

Email: clientfirst@ioof.com.au