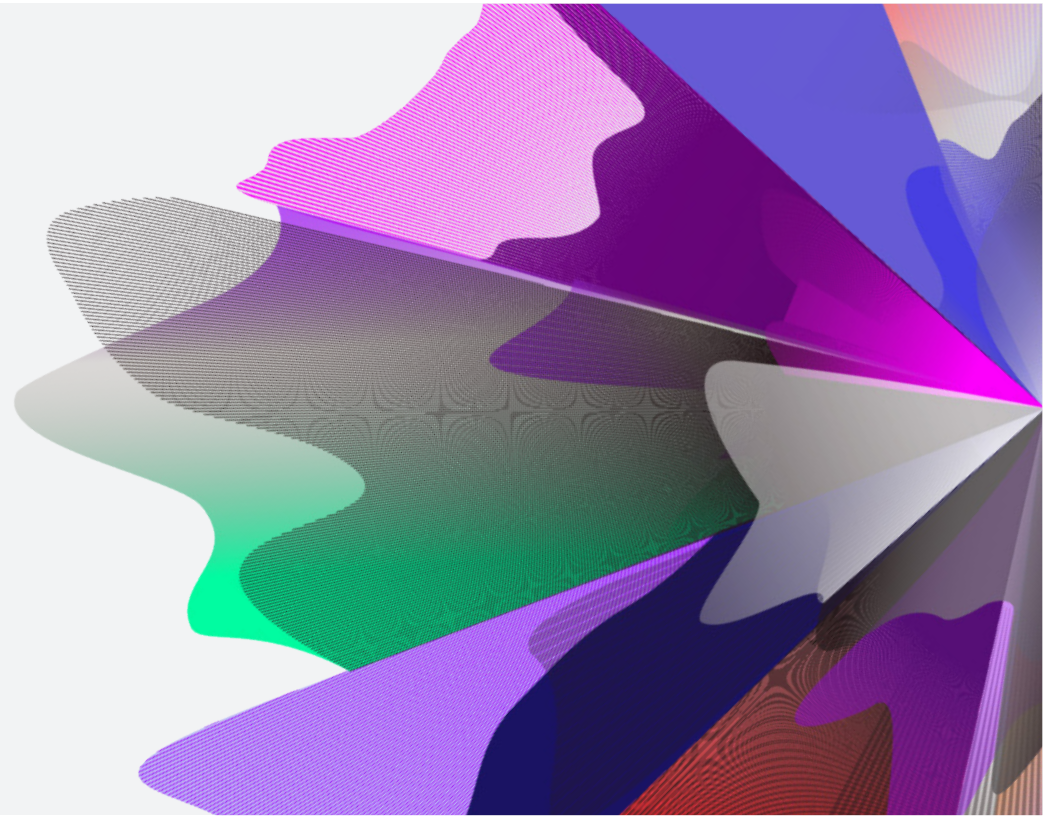


EXPAND



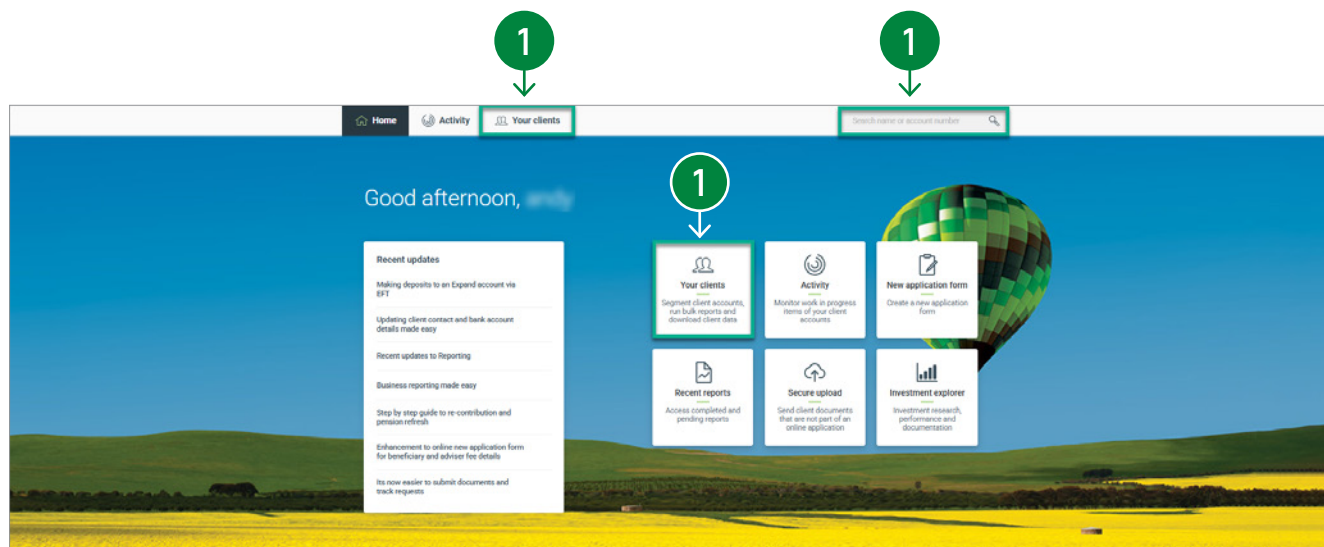
Expand Functionality – Adviser Service Fees

June 2025
myexpand.com.au

Setting up new fees

- 1 To add or edit adviser service fees on a client account, you can search for the account by name or number through **Your clients** or in the search bar.

Your clients is a way to both look at your entire account listing and utilise the categories at the top to filter down accounts for running reports and extracting data based on your search criteria.



Setting up new fees (cont.)

2 Navigate to the **Fees** page and in the **Adviser fees** panel, select **Set up new fees**.

3 In the New advice fee side panel, a **One-off fee**, or **Ongoing or fixed term fee** can be set up.

One off fee

4 To set up a one off fee, select **Yes** to **Has your client authorised a one-off advice fee?** to be charged and select the service provided.

Otherwise, select **No** to establishing a one off fee and move on to set up the fixed term or ongoing fee.

The screenshot displays the IMLL Adviser Service Fees setup interface. The top navigation bar includes links for 'Activity', 'Advanced Search', and a search bar. The main content area is divided into two panels: 'Adviser fees' and 'Future advice fees'. The 'Adviser fees' panel shows 'There are no current advice fees.' and a 'Set up new fees' button. The 'Future advice fees' panel shows 'There are no future advice fees.' and a 'Set up new fees' button. A modal window titled 'New advice fee' is open, showing options for 'One off fee' and 'Ongoing or fixed term fee'. The 'One off fee' section has a question 'Has your client authorised a one-off advice fee?' with 'Yes' and 'No' radio buttons. The 'Ongoing or fixed term fee' section has a dropdown menu 'Which fee type would you like to establish for your client?' with 'Select one' as the current selection. The 'Adviser declaration' section contains a list of terms and conditions. A 'Next' button is at the bottom right of the modal.

Setting up new fees (cont.)

Fixed Term Fee

- 4a** To set up a fixed term fee, there are two options available; Fixed Term (pro-rata monthly) or Fixed Term single payment. Select the Fixed Term arrangement to apply on the member's account.

Fixed term: The % based fee and/or flat dollar fee p.a. is charged monthly in arrears and is deducted from the Cash Account at the end of each month.

Fixed term single payment: The total fee for the agreed term is deducted at the end of the first month from the Cash Account.

Enter the Start and End date for the period of the arrangement and confirm the services provided (super accounts only).

- 4b** Next select the type of fee by selecting either **Flat percentage fee**, **Tiered percentage fee** or **No percentage fee**.

IMPORTANT:

Fixed term arrangement fees is for fees that cover a 12 month period or less. A start and end date is required. The client must have signed the consent form within 90 days of the start date or the date the request is processed.

× New advice fee

Advice fees

— One off fee —

Has your client authorised a one-off advice fee?

☐ Yes

☐ No

— Ongoing or fixed term fee —

Which fee type would you like to establish for your client? [?]

Fixed Term

Ongoing

Fixed Term

Fixed Term Single Payment

No additional fees

For fees that cover a 12 month period or less. To help us track this process we require the start and end date. The client must have signed within 90 days of the start date or the date we process this request.

Please select the services being provided (you must select at least one)

☐ Review account

☐ Strategic super or pension advice

☐ Investment advice on account

☐ Contribution strategy

☐ Insurance in super strategy

☐ Withdrawal advice

Percentage based fee (choose a percentage based fee and/or Flat dollar fee)

Select one

Flat dollar fee (up to a maximum of \$18,000 pa (inclusive of GST)).

\$ pa

4b

Percentage based fee (choose a percentage based fee and/or Flat dollar fee)

No percentage fee

Flat dollar fee (up to a maximum of \$18,000 pa (inclusive of GST)).

\$ pa

4b

Percentage based fee (choose a percentage based fee and/or Flat dollar fee)

Flat percentage fee

Percentage of account balance (up to a maximum of 2.20% pa (inclusive of GST)).

% pa

Estimated fee

\$

Flat dollar fee (up to a maximum of \$18,000 pa (inclusive of GST)).

\$ pa

4b

Tiered percentage fee

Up to a maximum of 2.20% pa (inclusive of GST) of the account balance can be applied to the amount for each tier. Maximum number of tiers is seven.

Account balance	Percentage
\$0.00 to \$	% pa
\$0.01 and above	% pa

+ Add another tier

Setting up new fees (cont.)

Ongoing Fee

5a To set up an ongoing fee, select **Ongoing fees** from the drop down list.

Enter the **Start date** (optional) for the advice fee arrangement. If no start date is provided, the advice fee arrangement will commence on the date the form is submitted. The Start date cannot be back dated.

Next, enter either the **Reference date** or **Consent end date** for the advice fee arrangement and the corresponding date will populate accordingly, depending on which date is entered.

5b Next select the type of fee by selecting either **Flat percentage fee**, **Tiered percentage fee** or **No percentage fee**.

IMPORTANT:

For ongoing fee arrangements, the **start date** is optional. If no start date is provided advice fees will commence on the date the form is submitted with the start date applying to all ongoing and upfront advice. The form must be signed no more than 90 days prior to the start date entered.

The **reference date** is the date used to determine the renewal period. The reference date must be within 12 months of the entered start date. You can renew the fee arrangement 60 days prior to the reference date and up to 150 days after the reference date.

The ongoing fee arrangement will end and we will stop charging fees on the consent end date. Note: The consent end date is 150 days after the next reference date unless terminated earlier.

× New advice fee

Advice fees

— One off fee —

Has your client authorised a one-off advice fee?

☐ Yes

☒ No

— Ongoing or fixed term fee —

Which fee type would you like to establish for your client?

Ongoing fees

5a

Start date (optional)

DD MM YYYY

5a

5a

Enter either the Reference date or the Consent end Date

Reference date (required)

DD MM YYYY

5a

Consent end date (required)

DD MM YYYY

5a

Please select the services being provided (you must select at least one)

☐ Review account

☐ Strategic super or pension advice

☐ Investment advice on account

☐ Contribution strategy

☐ Insurance in super strategy

☐ Withdrawal advice

Percentage based fee (choose a percentage based fee and/or Flat dollar fee)

Flat percentage fee

Percentage of account balance (up to a maximum of 2.20% pa (inclusive of GST)).

% pa

5b

HINT: You are only required to enter one date, either the **Reference date** or the **Consent End date**. The other date will be calculated and displayed automatically.

Percentage based fee (choose a percentage based fee and/or Flat dollar fee)

Flat percentage fee

Percentage of account balance (up to a maximum of 2.20% pa (inclusive of GST)).

NaN % pa

Maximum value of 2.20% exceeded

Estimated fee

\$

Required

Estimated fee date (for the 12 months commencing)

DD MM YYYY

Percentage based fee (choose a percentage based fee and/or Flat dollar fee)

Tiered percentage fee

Up to a maximum of 2.20% pa (inclusive of GST) of the account balance can be applied to the amount for each tier. Maximum number of tiers is seven.

Account balance	Percentage
\$0.00 to \$	% pa
\$0.01 and above	% pa

Maximum value of 2.20% exceeded

Add another tier

Estimated fee

\$

Required

Setting up new fees (cont.)

- 6 To submit the fee set up, read the **Adviser declaration**, then select the **Next** button.
- 7 There are two ways to send the form instructions to your client, via **DocuSign** or by **downloading the PDF**. If downloading the PDF, it can be signed by the client and then returned to us for processing.
- 8 To submit via **DocuSign**, select the **Send via DocuSign** button so the client can sign the instructions digitally. Ensure to check your adviser details and your client's details. Next, select the **Sign now** button to begin the process.

HINT: You are only required to **enter one date**, either the **Reference date** or the **Consent end date**. The other date will be calculated and displayed automatically.

Renewing existing fees

9 To renew an existing adviser service fee arrangement on an account, select **Renew fees** at the bottom of the adviser fees section.

10 To use our advice fee renewal form, select **Yes** to the first question. To complete the renewal, the **Reference date** and **Consent end date** will be populated with fee arrangement dates which can be changed. All other fee arrangement details will be displayed.

11 Next, select **Upload form** and upload your fee consent form with your client's consent which will be processed by us subject to all necessary information being provided.

HINT: You are only required to **enter one date**, either the **Reference date** or the **Consent End date**. The other date will be calculated and displayed automatically.

The **Renew fees** link will be available to select 60 days prior to the reference date and up to 150 days after the reference date.

The reference date is the date used to determine the renewal period.

The consent end date is the date when all ongoing advice fees will end if we have not received your client's consent to continue. Client consent of an ongoing fee arrangement ends 150 days after the next reference date (or anniversary date if fee introduced prior to 10 January, 2025).

Renewing ongoing existing fees

12 To set up the advice fee renewal using our forms, select yes to the initial question. Current fee arrangements will be displayed, if required, the **Reference date** and **Consent end date** can be changed. Select the Next button to continue.

13 To submit via **DocuSign**, select the **Send via DocuSign** button so the client can sign the instructions digitally. Ensure to check your adviser details and your clients details. Next, select the **Sign now** button to begin the process.

If downloading the PDF, select **Download PDF** it can be signed by the client and then returned to us for processing.

Setting up future advice fees

- 14 To set up new future advice fees, select **Set up new fees** in the **Future advice fees** section.
- 15 Select the existing fee type arrangement from the drop down list and Yes/No to copy existing fee arrangement. If yes is selected, details of the current fee arrangements will be pre-filled.
- 16 Enter the start and end dates, and select the services provided. Once all fee details are selected and you have read the adviser declaration, select **Next** to submit the renewal. Both DocuSign and PDF for options are available to submit the new fee which will replace the existing fee.

The screenshot displays the EXPAND Adviser Service Fees interface. The top navigation bar includes 'Activity', 'Advanced Search', and a search field. The main header shows the client's name 'Mr Mei Hui Ah-Cham', account number '16596059', and 'Expand Essential Super'. The account performance is shown as '-4.84%' and the current balance as '\$1,354,291.82'. The 'Fees' tab is selected in the navigation menu.

The 'Adviser fees' section shows a table with the following details:

Fee arrangement	Ongoing
Start date	17 Nov 2022
Consent end date	01 Jan 2024
Advice fee - ongoing	
Flat dollar fee	\$1,500.00 pa

The 'Future advice fees' section shows a message: 'There are no future advice fees.' and a link to 'Set up new fees'.

The 'New advice fee' modal is open, showing the 'Advice fees' section. It has two main sections: 'One off fee' and 'Ongoing or fixed term fee'. The 'Ongoing or fixed term fee' section is selected, and a dropdown menu shows 'Ongoing fees'. Below this, there is a section 'Copy existing fee arrangements?' with radio buttons for 'Yes' and 'No'. The 'No' option is selected. The 'Start date (Optional)' section has input fields for 'DD', 'MM', and 'YYYY'.

Cancelling advice fees

- 1 To cancel an advice fee arrangement, select the **Cancel fees** link.
- 2 Details of the current advice fee arrangement will appear in a side panel for you to review and enter the date to cancel the fee arrangement.
- 3 To proceed with the cancellation, select **Cancel fees** and messaging will appear to confirm the cancellation.
- 4 Once confirmed, the advice fee arrangement will be cancelled, and the current fee details will be removed. Please note, no notification will be provided to the client.

Mr Todd Albert Ayache
16659116
Expand Extra Super

Account performance (net) 22.43%
Current balance \$37,928.01

Summary Account details Investments Transactions **Fees** Insurance Beneficiaries Move money Reports

Adviser fees

Fee arrangement	Ongoing
Start date	31 Jan 2024
Reference date	21 Jan 2025
Consent end date	20 Jun 2025

Advice Fee

Flat percentage fee	0.770% pa
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Note: Fees shown are inclusive of GST. Percentage fee figures are rounded to three decimal places.

1 → [Cancel fees](#) [Renew fees](#)

Future advice fees

① There are no future advice fees.

[Set up new fees](#)

× Advice fee

① To edit this advice fee please call us or add another after cancelling

Fee arrangement	Ongoing
Start date	31 Jan 2024
Reference date	21 Jan 2025
Consent end date	20 Jun 2025
Estimated fee date	26 Jan 2024

Advice fees

Flat percentage fee	77.000% pa
Flat dollar fee	

2 → **Cancellation date**

DD MM YYYY

3 → **Cancel fees**

Cancel fees?

This will remove the current fee arrangement, if you have a future fee this will remain unchanged.

[No, don't cancel fees](#) [Yes, cancel fees](#)

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