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Investment •

## Investor Directed Portfolio Service (IDPS) Guide

**Dated** 1 July 2021

**Issuer** IOOF Investment Services Ltd ABN 80 007 350 405, AFSL 230703.

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eXpand Investment is an Investor Directed Portfolio Service (IDPS). This IDPS Guide (Offer Document) has been prepared and issued by IOOF Investment Services Ltd (IISL) ABN 80 007 350 405, AFSL 230703 (IISL, our, we, us, Service Operator).

The Offer Document has been prepared in accordance with ASIC Class Order CO 13/763 Investor directed portfolio services.

eXpand Investment is only available to persons receiving this Offer Document (electronically or otherwise) within Australia.

This Offer Document is a summary of significant information that is intended to help you understand eXpand Investment being offered by IISL and to make an informed decision on how it may meet your investment needs. It includes references to important information contained in the eXpand investment guide (**Investment Guide**), the eXpand Investment Options Menu (**Investment Menu**) and the eXpand Investment general reference guide (**General Reference Guide**) which form part of this Offer Document.

## About the Service Operator and Custodian

The Service Operator, IISL is a part of the IOOF group comprising IOOF Holdings Limited ABN 49 100 103 722 and its related bodies corporate (IOOF Group).

As the Service Operator, IISL operates and administers eXpand Investment on the terms and conditions outlined in this Offer Document.

IISL undertakes all of the administrative tasks for eXpand Investment through IOOF Service Co Pty Ltd ABN 99 074 572 919. IISL has investment and service contracts with related parties within the IOOF group, including IOOF Service Co Pty Ltd. Australian Executor Trustees Limited ABN 84 007 869 794 AFSL 240023, a related party of the Service Operator, has been appointed as custodian, meaning it holds the assets of eXpand Investment on behalf of IISL. Managed Portfolio Services Limited ABN 77 009 549 697, the managed discretionary account operator and provider of the Managed Portfolio Service, is also a related party of the Service Operator.

The Service Operator is solely responsible for the content of this Offer Document and was prepared by us based on our interpretation of the relevant legislation as at the date of issue.

Investments into managed or listed investments acquired through eXpand Investment do not represent assets or liabilities of the Service Operator or any other company or business within the IOOF Group.

As IOOF is a large financial institution that participates in both domestic and international markets, conflicts of interest, both real and perceived may arise. We have policies in place that contain appropriate measures to identify, document and manage conflicts.

We may refuse an application to join eXpand Investment without providing reasons for the refusal. An applicant becomes a client in eXpand Investment when we accept the application and record them as a client in our records. Neither the Service Operator, nor any other related or associated company, the fund managers providing the self-selected managed funds, service providers or the related bodies corporate of the parties mentioned, guarantee the repayment of capital or the performance or any rate of return of the investment options chosen in eXpand Investment. Investments made into the investment options are subject to investment and other risks. This could involve delays in the repayment of principal and loss of income or principal invested.

IISL is the responsible entity of the IOOF Cash Management Trust, the IOOF MultiMix Trusts, the IOOF MultiSeries investments (the Trusts), the Profile Managed Investments, the Specialist Funds and the Strategic Funds and receives fees under the Constitutions of the Trusts. These are some of the investment options offered in eXpand Investment (as listed in the **Investment Menu**).

## General advice warning

The information contained in this Offer Document 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 deciding to invest through eXpand Investment.

eXpand Investment's investment menu is extensive and identifying the right investment strategy for you can be complex and risky without professional assistance. We recommend that all clients consider obtaining and maintaining professional financial and/or tax advice prior to and during investing in eXpand Investment.

## Disclaimer

Neither IISL, nor any other related or associated company, the fund managers providing the managed investments, service providers or the related bodies corporate of the parties mentioned, guarantee the repayment of capital or the performance or any rate of return of the investment options acquired through eXpand Investment. Investments made through eXpand Investment into the investment options are subject to investment risks and other risks. This could involve delays in the repayment of principal and loss of income or principal invested.

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## How to find your way around this Offer Document

This Offer Document is important because it will help you decide whether eXpand Investment will meet your needs. It includes references to additional important information contained in the **Investment Guide**, the **Investment Menu** and the **General Reference Guide**, which forms part of this Offer Document. You can use it to compare eXpand Investment with any other investment product you may be considering.

This Offer Document describes the key features, risks and purpose of eXpand Investment. It also contains some information we are required to include by law.

This Offer Document, the **Investment Guide**, the **Investment Menu** and the **General Reference Guide** can be downloaded from our website or contact us and we will send you a paper copy at no charge.

# About eXpand Investment

eXpand Investment offers you a comprehensive investment and administration solution to help you achieve your financial goals. When you invest through eXpand Investment you gain access to a diversified range of managed and listed investments. You can choose the investment options and methods that suit you and which may assist you in achieving the financial goals you have set. Your investment through your eXpand Investment account can be used for anything from simple wealth creation to meeting longer-term retirement plans.

The contents of this section will inform you about the basics of an IDPS product and some of the key features and benefits available to you when you invest through eXpand Investment. Whether you are an experienced client or new to this type of administration facility, this introduction will help to lay the foundations of your understanding and assist you to make decisions about your investment needs.

## Investing in eXpand Investment

With eXpand Investment you can select an investment strategy that suits you using one convenient administration facility.

This includes having access to:

- A range of Australian and international fund managers
- majority of fully paid ordinary, preference and equity shares, stapled securities, Exchange Traded Funds (ETFs), interest rate securities, Hybrids, Listed Investment Trusts (LIT) and Listed Investment Companies (LIC) listed on the Australian Securities Exchange (ASX)
- Term deposits and fixed-term annuities (maturing investments)
- Flexible investment instruction options
- View your account details and generate reports securely via eXpand Online
- Regular savings and withdrawal options to manage your cash flow needs
- Consolidated reporting

Since we hold and administer all the investments on your behalf through eXpand Investment, you provide us with the instructions and then we do the rest. This makes investing simpler.

We monitor and review the fund managers and managed investments on an ongoing basis and may add or remove managed investments from time to time. Our investment selection process is described further in the 'Selection of investments' section of the **Investment Guide**.

## Who is the IOOF group?

The IOOF group consists of IOOF Holdings Ltd ABN 49 100 103 722 and its related bodies corporate. It is listed in the top 200 on the Australian Securities Exchange (ASX: IFL). IISL 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 1,000,000 clients and has more than \$202 billion in funds under management, advice and administration (as at 31 December 2020).

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

## Snapshot of eXpand Investment

The following table provides a snapshot of the key features and benefits.

Investing	
Investment options	<ul style="list-style-type: none"> <li>Over 400 externally managed investments from both large and boutique fund managers.</li> <li>The majority of fully paid ordinary, preference and equity shares, stapled securities, Exchange Traded Funds (ETFs), interest rate securities, Hybrids, Listed Investment Trusts (LITs) and Listed Investment Companies (LICs) listed on the Australian Securities Exchange (ASX).</li> <li>Term deposits and fixed-term annuities (maturing investments).</li> <li>Managed Portfolio Service (MPS) – MPS is a managed discretionary account service available through financial advisers from approved dealer groups only. The service provides access to professionally managed models.</li> </ul>
Regular Savings Plan	Direct debit facility to enable you to make regular investments from your nominated financial institution account into your investment account.
BPAY <sup>®1</sup>	Make regular or one-off investments without a direct debit facility.
Cash Account	A minimum Cash Account balance of 1% or \$5,000 (whichever is lower).
Income distributions	Options for income distributions from your investment option(s) are: <ul style="list-style-type: none"> <li>Re-invest the distribution back into the same investment option (default option).</li> <li>Retain distributions in your Cash Account.</li> </ul>
Margin lending	We have arrangements in place with certain lenders to facilitate margin lending through eXpand Investment.
Regular payments	
Regular Withdrawal Plan	Set up a regular payment facility from eXpand Investment into your nominated account with your financial institution.
Automatic Income Distribution Facility	Allows regular payment of income distributions into your nominated account with your financial institution.
Managing your account	
eXpand Online	Secure access to your account online, 24 hours a day, 7 days a week.
Family Fee Aggregation	You can link multiple eXpand accounts (conditions apply), including your own, those of immediate family members and in-laws of the immediate family. This may reduce the Administration Fee payable.
Minimum amounts	
Initial investment	\$10,000 or \$2,500 with a Regular Savings Plan.
Additional investments (one-off)	\$2,000 per investment.
Regular Savings Plan	\$200 per frequency.
Lump sum withdrawals (one-off)	The lesser of \$2,000 or your account balance.
Regular Withdrawal Plan	\$200 per month or quarter.
Automatic Income Distribution Facility	\$200 per quarter or half year
Account balance	\$2,000
Investment options and switching instruction	<ul style="list-style-type: none"> <li>Maturing investments – \$5,000 per term deposit or fixed-term annuity.</li> <li>Listed investments – a minimum parcel of \$2,000 is required per listed investment trade.</li> <li>Managed Portfolio Service (MPS) – please refer to your financial adviser.</li> </ul>
Cash Account	Each investment requires a minimum allocation to the Cash Account of 1%.



# How does eXpand Investment work?

## Who can use eXpand Investment?

eXpand Investment has been designed with features for clients who want to be involved with and have control over the management of their portfolio.

eXpand Investment is ideal for individual investors, joint investors, trustees of self managed superannuation funds and Australian resident trusts, companies and associations.<sup>2</sup> With transparent fees and access to a wide range of managed investments across all asset classes, maturing investments and listed investments, eXpand Investment will suit the sophisticated client who has clear financial goals and wants to take control of all investment decisions.

If you are looking for a one-stop administrative solution to manage your investment needs, eXpand Investment may be for you.

Talk to your financial adviser about how eXpand Investment can be tailored to suit your individual financial objectives.

## Making a start

You can start your investment account with an amount (an initial investment) of either:

- \$10,000
- \$2,500 (if you have selected the Regular Savings Plan)

Investments made into your account are credited first to your Cash Account. Those investments (less any nominated Advice Fee – Upfront) will be invested in accordance with your Standing Instructions. Further information on your Cash Account is contained in the 'Cash Account preferences' section of the **General Reference Guide**.

## What are the differences between investing directly and investing through eXpand Investment?

It is important to know that investing through eXpand Investment is not the same as holding those investments in your own right.

The Custodian will be the legal owner and registered unit holder of the assets rather than you. As such, you cannot exercise the rights of a unit holder or decline to exercise them, but you have a beneficial interest in the investment options of your portfolio. As you are not the registered owner of any of the investment options, you cannot participate in meetings of investors of the investment options, nor do you have any voting rights (refer to the 'Voting policy' section below for further information).

The Custodian receives all corporate notices, annual reports and other information issued by the fund managers. You may at any time request us to provide you with copies of any such communications.

If you elect to receive any such communications, we may charge you a reasonable fee for providing the communications.

See the 'Differences between investing directly and investing through eXpand' section in the **Investment Guide** for more information.

## Voting policy

Where we receive notices of meetings or resolutions that relate to the investment options, we do not generally pass this information on to you or your financial adviser.

We maintain a voting policy under which we do not offer voting rights to investors.

<sup>2</sup> Companies and associations are only available to transferring clients and are not currently open to new applications.

# What are the risks?

All investments carry some risk. There are risks involved in investing through eXpand Investment as well as specific risks that may arise with your chosen investment option(s).

## Risks when investing through eXpand Investment

These types of risks could include the following:

- Your investment may not be sufficiently diversified if you do not spread your selection of investment option(s) across different asset classes, sectors, managers and styles.
- In the case of an investment in investment options with extended redemption periods, your ability to make a lump sum withdrawal from those managed investments may be delayed, reduced or unavailable until sufficient assets from those managed investments can be redeemed to fund the withdrawal.
- System failures may cause a delay in the processing of transactions to your account (or with fund managers).
- There may be a delay in purchasing or redeeming your investments if we do not receive a properly completed and authorised instruction from you.
- Delays may occur where minimum investment or withdrawal limits are imposed by fund managers.
- Economic conditions, interest rates and inflation may cause adverse investment returns.
- Changes can occur in the law governing the operation of eXpand Investment which may adversely affect your investment (including potentially your ability to access your investment).

These changes may also affect the operation of your product or of any investment option(s) into which you invest.

- We could be replaced as operator of eXpand Investment or eXpand Investment could be transferred to another provider. There is also a risk we may not carry out our duties properly. To minimise this risk we have implemented a number of risk management strategies and corporate governance policies and procedures to assist us to meet our obligations. We are required to perform our obligations honestly and with reasonable care and diligence.

## How can investment risk be reduced?

An important way to help reduce your investment risk is to spread your investment over a number of assets, asset classes and even different fund managers. This process is called diversification. It is designed to help you achieve more consistent investment returns over time. eXpand Investment offers you a choice of investment options across all the major asset classes. When determining your investment strategy, this choice allows you to create a level of diversification in your investment portfolio. A financial adviser can help you understand the various types of investment risk and assess which investment options are appropriate for your specific requirements considering your risk tolerance and risk/return investment objectives.

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

## Risks that may affect your investment options

These types of risks are summarised in the following table.

Type of risk	Explanation
Market risk	Investment returns are influenced by the performance of the market overall. Unexpected changes in conditions (such as economic, technological or political developments) can have a negative impact on the returns of all investments within a particular market.
Company or security-specific risk	Within each asset class, company or security-specific risk refers to the many risks that can affect the value of a specific security (such as a listed share).
Currency risk	Investments in international markets can be exposed to changes in exchange rates. If foreign currencies fall in value relative to the Australian dollar, they have an adverse impact on investment returns from investments denominated in those countries, if exposure to those currencies are unhedged.
Liquidity risk	Liquidity risk is the risk that a particular investment will not be able to be converted into cash or disposed of at market value.
Derivatives and gearing risk	Underlying managed investments may use derivatives and gearing (borrowing). The value of derivatives is linked to the value of the underlying assets and can be highly volatile. Gains and losses from derivative and geared transactions can be substantial.
Credit risk	Credit risk is the risk that a party to a contract will fail to perform its contractual obligations resulting in a financial loss.
Fund manager risk	Each managed investment option has one or more fund managers to manage the investments. There is a risk that the fund manager may not perform to our expectations, meet its stated objectives or under-perform as compared to other fund managers.
Margin lending risk	Investment losses will be magnified by the use of borrowing (ie margin loans), resulting in greater potential losses. Margin loans are also subject to borrowing costs which may reduce returns and to margin calls by margin lenders. Further information on margin lending is provided in the <b>General Reference Guide</b> .



# Fees and other 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 investor services justify higher fees and costs.

You may be able to negotiate to pay lower contribution fees and management costs where applicable. Ask the fund or your 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/tools-and-resources/calculators-and-apps/managed-funds-fee-calculator](http://www.moneysmart.gov.au/tools-and-resources/calculators-and-apps/managed-funds-fee-calculator)) has a managed investment fee 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 eXpand Investment as a whole.

The fees quoted in this section are inclusive of GST and any applicable reduced input tax credits (RITCs), unless otherwise stated.

Taxes are set out in the **General Reference Guide**. You should read all the information about fees and costs because it is important to understand their impact on your investment.

The total fees and charges you will pay include the costs of eXpand Investment as well as the cost of any investment option(s) you choose. It is important that you understand the fees of any investment option(s) you choose and that those

fees are in addition to the fees charged by us for eXpand Investment together with transaction and account costs incurred on your behalf.

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

## Fee table

Type of fee or cost	Amount	How and when paid
<b>Fees when your money moves in or out of eXpand Investment<sup>3</sup></b>		
<b>Establishment Fee</b> The fee to open your investment	Nil	Not applicable
<b>Deposit Fee</b> The fee on each amount deposited to your investment	Nil	Not applicable
<b>Withdrawal Fee</b> The fee on each amount you take out of your investment	Nil	Not applicable
<b>Exit Fee</b> The fee to close your investment	Nil	Not applicable

<sup>3</sup> Buy-sell spreads – when you move money in or out of eXpand Investment or when you make a switch, you may also incur a buy-sell spread which is included in the unit price of the managed investment you choose. See 'Transaction costs – Managed investments' in the **General Reference Guide** or the product disclosure statement for the particular managed investment for more details.

Type of fee or cost	Amount	How and when paid												
<b>Fees when your money moves in or out of eXpand Investment<sup>4</sup></b>														
<p>The fees and costs for managing your investment.</p> <p><b>Administration Fee</b></p> <p>The amount you pay for specific investments is shown in the <b>Investment Menu</b> and in the relevant product disclosure statement for each managed investment.</p>	<table border="1"> <thead> <tr> <th>Part of your account balance</th> <th>Administration Fee (pa)</th> </tr> </thead> <tbody> <tr> <td>First \$250,000</td> <td>0.62% (or \$6.20 per \$1,000 invested)</td> </tr> <tr> <td>Next \$250,000</td> <td>0.42% (or \$4.20 per \$1,000 invested)</td> </tr> <tr> <td>Next \$500,000</td> <td>0.12% (or \$1.20 per \$1,000 invested)</td> </tr> <tr> <td>Next \$1 million</td> <td>0.05% (or \$0.50 per \$1,000 invested)</td> </tr> <tr> <td>Amounts &gt; \$2 million</td> <td>Nil</td> </tr> </tbody> </table> <p>Maximum Administration Fee of \$3,700 pa, excluding Account Keeping Fee.</p>	Part of your account balance	Administration Fee (pa)	First \$250,000	0.62% (or \$6.20 per \$1,000 invested)	Next \$250,000	0.42% (or \$4.20 per \$1,000 invested)	Next \$500,000	0.12% (or \$1.20 per \$1,000 invested)	Next \$1 million	0.05% (or \$0.50 per \$1,000 invested)	Amounts > \$2 million	Nil	<p>The Administration Fee is a percentage-based fee calculated daily on your account balance<sup>5</sup>. It is charged monthly in arrears and is deducted from your Cash Account<sup>5</sup> at the end of each month.</p>
Part of your account balance	Administration Fee (pa)													
First \$250,000	0.62% (or \$6.20 per \$1,000 invested)													
Next \$250,000	0.42% (or \$4.20 per \$1,000 invested)													
Next \$500,000	0.12% (or \$1.20 per \$1,000 invested)													
Next \$1 million	0.05% (or \$0.50 per \$1,000 invested)													
Amounts > \$2 million	Nil													
<b>Account Keeping Fee</b>	\$180 pa.	<p>The Account Keeping Fee is the dollar-based fee charged monthly in arrears and is deducted from your Cash Account at the end of the month. Where you are only a client for a portion of the month, the Account Keeping Fee will be charged on a pro-rata basis.</p>												
<b>Indirect costs</b>	<p>The indirect cost ratio varies across the managed investments and can range from 0.00% to 7.70% pa (\$0 to \$77.00 pa per \$1,000 invested) excluding net transaction costs.<sup>4</sup></p> <p>Performance related fees<sup>6</sup> may apply to some managed investments when the investment return generated by the fund exceeds a specific criteria or benchmark.</p> <p>No indirect cost ratio applies to maturing investments or listed investments.</p>	<p>Generally calculated daily as a percentage of the amount that you have invested in each managed investment.</p> <p><b>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.</b></p> <p>The indirect cost ratio and net transaction cost applied by each fund manager can be obtained from the <b>Investment Menu</b> or the relevant product disclosure statement for each managed investment.</p>												
<b>Interest retained on Cash Account</b>	Estimated up to 0.70% pa on the balance of the Cash Account <sup>7</sup> . The actual interest retained is expected to be lower.	<p>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.</p> <p>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).</p>												

4 Your account balance comprises your Cash Account together with the value of your investment options.

5 Please refer to 'Additional explanation of fees and costs' section of the **General Reference Guide** for further information on net transaction costs and performance related fees.

6 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.

Type of fee or cost	Amount	How and when paid
<b>Service fees</b>		
<b>Switching Fee</b> The fee for changing investment options	Nil	Not applicable
<b>Advice Fees</b>	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 of the General Reference Guide. You should refer to your financial adviser's statement of advice for details on any agreed advice fees).

### Example of annual fees and costs for a balanced investment option

This table gives you an example of how the fees and costs in the IOOF MultiSeries 70 option for this investment product can affect your investment over a one-year period. You should use this table to compare this product with other managed investment products.

Example – IOOF MultiSeries 70		Balance of \$50,000 with a deposit of \$5,000 during the year
Deposit fees	Nil	For every additional \$5,000 you put in, you will be charged \$0.
<b>PLUS</b> Management Costs	Administration Fee 0.62% x \$50,000 Account Keeping Fee \$180 Indirect costs 0.502%^ x \$50,000 (equal to 0.50% x \$49,500 + 0.70% x \$500)	<b>AND</b> , for every \$50,000 you have in the balanced investment option, you will be charged \$741 (\$310 + \$180 + \$251) each year.
<b>EQUALS</b> Cost of balanced investment option	If you had an investment of \$50,000 at the beginning of the year and you put in an additional \$5,000 during that year, you would be charged \$741*. <b>What it costs you will depend on the investment option you choose and the fees you negotiate with us or your financial adviser.</b>	

This is an example 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.

^ The indirect costs for eXpand Investment are based on the weighted average of the indirect costs of the portfolio. For the purposes of this example we assume a balance of \$500 is held in the Cash Account and \$49,500 in IOOF MultiSeries 70. The estimated indirect cost for IOOF MultiSeries 70 is 0.50% pa and the estimated indirect cost for the Cash Account is 0.70% pa.

\* **Note:** Additional fees may apply. This example assumes the \$5,000 deposit occurred at the end of the first year therefore it does not include the management costs on the additional \$5,000 invested, nor does it take into account any movement (up or down) in the value total amount invested.

## Additional financial adviser benefits


Where the law allows, we may pay alternative forms of remuneration and/or non-monetary (soft dollar) benefits to a financial adviser or their dealer group.

These alternative forms of remuneration and/or non-monetary benefits are paid from our resources and are not separate or additional charges to you.

Your financial adviser should provide you with the details of any benefits that they may receive. This information will be included in the adviser's Financial Services Guide and/or a Statement/Record of Advice.

## Alteration to fees

We have the right to introduce and/or increase any fee. If we decide to introduce a new fee or increase the fees from those disclosed on pages 7–9, we will give you at least 30 days written notice before the introduction or increase takes effect.

 You should read the important information about 'Fees and costs' before making a decision. Refer to the **General Reference Guide** available on our website ([myexpand.com.au](http://myexpand.com.au)). The material relating to 'Fees and costs' may change between the time when you read this Offer Document and the day you acquire the product.

# Reporting

We provide you with comprehensive and consolidated reporting on all of your investments in your investment account.

We provide regular communications that are made available via eXpand Online for your records. Additionally, you may request reports from ClientFirst.

What you will receive from us	
<b>Account Schedule</b>	<p>Sent on the establishment of an account through eXpand Investment, normally within seven business days of joining.</p> <p>Your Account Schedule confirms your investment account details and Standing Instructions as well as your eXpand Customer Reference Number for any future BPAY investments.</p>
<b>Annual Statement</b>	<p>Provides a summary of all transactions during the financial year including:</p> <ul style="list-style-type: none"> <li>• deposits and withdrawals over the period</li> <li>• fees or costs deducted from your account</li> <li>• details of your account value, current investment holdings and historic performance results for each of your investment options</li> <li>• The annual statement will include the annual audit report and will be provided within three months of the end of each financial year.</li> </ul>
<b>Annual Taxation Statement</b>	<p>Details the amount and components of your taxable and non-taxable income for each 12 month period to 30 June including information on realised capital gains/losses and expenditure. These statements will be made available via eXpand Online.</p>
<b>Audit report</b>	<p>The audit report will provide you with the auditor's opinion relating to our accounting procedures and internal controls affecting the accuracy of your annual statements.</p>
<b>Electronic access</b>	<p>eXpand Online is a user-friendly internet facility. It provides you with convenient and secure access to your account details 24 hours a day, seven days a week.</p> <p>eXpand Investment provides continuous up to date electronic access instead of quarterly reports. The following information is available to you electronically from the date your account is established:</p> <ul style="list-style-type: none"> <li>• all transactions on your investments held in eXpand Investment</li> <li>• details of any deposits and withdrawals</li> <li>• fees or costs deducted from your account</li> <li>• details of your current account value, current investment holdings and historic performance results for each of your investment options</li> </ul> <p>By completing the application to invest in eXpand Investment you agree to not be provided with quarterly reports and that you will obtain information about transactions and holdings through eXpand Investment electronically. You can register for access to eXpand Online via our website (<a href="http://www.myexpand.com.au">www.myexpand.com.au</a>).</p>
Additional information available free of charge	
<b>You can request a copy of:</b>	<ul style="list-style-type: none"> <li>• A summary of the voting policy for eXpand Investment can be found in the 'Differences between investing directly and investing through eXpand' section of the <b>Investment Guide</b>. Note that where we receive notice of meetings or resolutions that relate to investment options, we do not send these on to you or your financial adviser.</li> <li>• Information on the consequences if you have not engaged a financial adviser, or representative see the 'Can I invest without a financial adviser?' section of the <b>General Reference Guide</b> to provide financial product advice to you and instructions to us in relation to investment options, including your ability to provide instructions in relation to your investment options and continue to be an investor in eXpand Investment.</li> </ul>

# How to open an account

Joining is simple. Your financial adviser will be able to complete an online application form on your behalf. Alternatively, you and your financial adviser can complete the application form and any other relevant forms in the 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 517 124.

You are only able to open an account with eXpand Investment if you have a financial adviser.

## Cooling-off period

A cooling-off period applies, but only on your initial investment into eXpand Investment. You have 14 days from the earlier of when you receive our welcome letter or five business days after we establish your account to decide if eXpand Investment is right for you. If you wish to exercise your cooling-off rights you must give us written notice (either by letter or email). In this case we will not charge any of the service fees that we are permitted to charge in accordance with this Offer Document.

If your investment options include maturing investments, restricted investments, or other services there may be penalties or fees charged by the fund managers or service providers for early redemption or the cooling-off period may not apply. These investment options may also have withdrawal conditions imposed by the fund managers that may delay the return of your initial investment.

The amount returned will be adjusted for any market movements in your managed investments (up or down) until the day we receive notice that you are exercising your cooling-off rights.

Therefore, the amount you receive in return may be more or less than the initial amount invested.

# Other information

## Updated information

Information in this Offer Document is subject to change from time to time. Where the changes are not materially adverse, we will make updated information available on our website ([www.myexpand.com.au](http://www.myexpand.com.au)). You can obtain a paper copy of this updated information free of charge by calling us on 1800 517 124.

## Electronic communications

You will receive electronic communications from the Service Operator via eXpand Online.

You will be able to access and download these communications electronically at any time while you are a registered user of eXpand Online.

By making these communications available to you electronically, we satisfy our obligations under the Corporations Act 2001.

However, if you ever change your mind and would like paper copies of any of these communications, we will provide them to you free of charge on request.

For further information about electronic communications, please refer to 'Electronic communications' in the **General Reference Guide**.



## What if you have a complaint?

### Complaints about eXpand Investment

If you have a complaint (or wish to obtain further information about the status of an existing complaint), please contact Customer Care on 1800 913 118 or write to Customer Care, GPO Box 264, Melbourne VIC 3001.

We will provide you with all reasonable assistance and information you may require for the purpose of making a complaint and assist you in understanding our complaints handling procedures. We aim to provide a formal response within 28 days of our acknowledgement of the complaint.

You have the option to lodge a complaint with AFCA directly rather than lodging a complaint with us. Otherwise, you can also lodge a complaint with AFCA if you are not satisfied with our response or if your complaint has not been resolved within the maximum timeframe prescribed by ASIC's Regulatory Guides (RG 165 / RG 271). AFCA provide a fair and independent financial services complaint resolution that is free to consumers. Time limits may apply to complain to AFCA. Please act promptly and consult the AFCA website to find out if or when the time limit relevant to your circumstance expires.

**Website:** [www.afca.org.au](http://www.afca.org.au)  
**Email:** [info@afca.org.au](mailto:info@afca.org.au)  
**Telephone:** 1800 931 678 (Free call)  
**In writing to:** Australian Financial Complaints Authority,  
 GPO Box 3, Melbourne VIC 3001

### Complaints about investment options available through eXpand Investment

If you have a complaint relating to any of the investment options available through eXpand Investment, you may be able to raise your complaint directly with the issuer of that investment. We can advise you if a product issuer has a dispute resolution system which allows you to raise complaints directly with them. To ascertain if this applies to you, please contact us.

### Complaints about your financial adviser

If you have a complaint relating to the advice you have received, as a first step you should contact your financial services provider's (licensee's) consumer complaints area to discuss your issue, tell them what your concerns are and how you would like them to be resolved. Your adviser should have provided you with a Financial Services Guide (FSG) which would describe their dispute resolution process. If you no longer have the FSG you can obtain another from your adviser's licensee.

You have the option to lodge a complaint with AFCA directly rather than lodging a complaint with the licensee. Otherwise, you can also lodge a complaint with AFCA if you are not satisfied with the licensee's response or if your complaint has not been resolved within the maximum timeframe prescribed by ASIC's Regulatory Guides (RG 165/RG 271). AFCA provide a fair and independent financial services complaint resolution that is free to consumers. Time limits may apply to complain to AFCA. Please act promptly and consult the AFCA website to find out if or when the time limit relevant to your circumstance expires.

**Website:** [www.afca.org.au](http://www.afca.org.au)  
**Email:** [info@afca.org.au](mailto:info@afca.org.au)  
**Telephone:** 1800 931 678 (free call)  
**In writing to:** Australian Financial Complaints Authority,  
 GPO Box 3, Melbourne VIC 3001

## Contact us

### Postal address

eXpand  
GPO Box 264  
Melbourne VIC 3001

### Service Operator

IOOF Investment Services Ltd  
ABN 80 007 350 405  
AFSL 230703

### Telephone

1800 517 124

### Registered address

Level 6, 161 Collins Street  
Melbourne VIC 3000

### Email

[clientfirst@myexpand.com.au](mailto:clientfirst@myexpand.com.au)

### Website

[www.myexpand.com.au](http://www.myexpand.com.au)

1800 517 124 > [myexpand.com.au](http://myexpand.com.au)