



IOOF

# Transaction freeze

**Transactions on your account will soon be temporarily halted.**

This is so we can smoothly transition your account to our new platform.

15 November 2021

6 December 2021



Freeze ends

## Affected transactions

- Sell or buy investments
- Withdrawal
- Account closure
- Super/Pension transfer

## What it means for you

Any withdrawal request or account closure we receive **after 15 November 2021** will be processed after the transition of your account to our new platform.

Any buy or sell received **after 15 November 2021** will be processed after the transition of your account to our new platform. Any at limit trades not fulfilled **by 15 November 2021** will be cancelled. New requests will need to be submitted after 6 December 2021.

Managed Portfolio Service models will not be rebalanced **between 15 November 2021 and 6 December 2021**.

A super or pension transfer cannot be submitted **after 15 November 2021**. Any super or pension transfers will need to be submitted after the transition of your account to our new platform.

**You can still make contributions or deposits to your account during the freeze period.** Any contributions or deposits received during this time will be allocated to your Cash Account and invested in line with your Primary Instruction after the transition of your account to our new platform.

**For more information please speak to your financial adviser.  
Alternatively, contact ClientFirst on 1800 913 118 or email [clientfirst@ioof.com.au](mailto:clientfirst@ioof.com.au)**

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