

A photograph of a person with a backpack and a dog walking on a grassy path towards the ocean. The person is on the left, and the dog is in the middle ground. The ocean is visible in the background under a clear sky.

IOOF

# Financial Advice on IDPS Policy

IOOF Investment Services Ltd

V.1.0 (31/05/2021).

Policy Owner: Chief Distribution Officer

Policy Level: Level 3 Entity

Document Title	Financial Advice on IDPS
Policy Level	Level 3 Entity
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Policy Owner	Chief Distribution Officer
Policy Administrator	General Manager, Product
The Operator	IOOF Investment Services Ltd (IISL)
The Administrators	HUB24 Custodial Services Ltd (HUB24) IOOF Investment Services Ltd (IISL) Macquarie Investment Management Ltd (MIML)
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Compliance mechanism	Procedures are developed and executed in accordance with the Policy
Approval	Chief Distribution Officer

# TABLE OF CONTENTS

1.	INTRODUCTION	4
2.	OBJECTIVES	4
3.	SCOPE	5
4.	KEY CONCEPTIONS AND DEFINITIONS	5
5.	OWNERSHIP AND REVIEW OF THE POLICY	6
6.	REQUIREMENTS OF THE POLICY	6

## 1. Introduction

This Policy sets out the Operator's approach to the management of investors who no longer wish to continue their relationship with their financial adviser within an IDPS product issued by the Operator to ensure compliance with ASIC Class Order C/O 13/763 and ASIC Regulatory Guide 148.

The IDPS products covered by this Policy are:

- Grow Wrap Investment Service IDPS, administered by MIML
- Voyage Investment Service IDPS, administered by MIML
- Wealthtrac Portfolio Service IDPS, administered by MIML
- Mentor Portfolio Service IDPS, administered by MIML
- Rhythm Investment IDPS, administered by HUB24
- eXpand Investment IDPS, administered by IISL
- IOOF Pursuit Select Investment Service IDPS, administered by IISL
- IOOF Pursuit Core Investment Service IDPS, administered by IISL
- IOOF Essential Investment IDPS, administered by IISL
- Infocus Pursuit Select for Investment Service IDPS, administered by IISL
- Annex Pursuit Select Investment Service IDPS, administered by IISL
- Pursuit Select Investment Service – Count IDPS (closed to new investors), administered by IISL
- Pursuit Select Investment Service - Plan B IDPS (closed to new investors), administered by IISL, and
- Shadforth Portfolio Service Investment IDPS, administered by IISL.

This Policy applies in the context of an investor advising the Operator that they no longer wish to continue their relationship with their financial adviser in respect to the advice they have received as an investor in the IDPS product, and therefore becoming an unadvised investor. In such a case this Policy addresses:

- Remuneration paid to financial advisers; and
- How the investor transacts with the Operator.

## 2. Objectives

The objective of this Policy is to outline the key features for investors that no longer wish to continue their financial adviser relationship. In particular, the objective is to ensure that there are controls in place with respect to:

- Removing the adviser from the Investor account;
- Ceasing any adviser remuneration going forward; and
- Allowing the Investor to transact on their account.

### 3. Scope

This Policy applies only to the IDPS products and does not include superannuation products issued by IOOF Investment Management Ltd ('IIML'), Oasis Fund Management Ltd ('OFM') and OnePath Custodians Pty Limited ('OPC'). This Policy will commence upon approval from the Chief Distribution Officer.

### 4. Key Conceptions and Definition

Operator	IOOF Investment Services Ltd (IISL)
IDPS	Investor Directed Portfolio Service
Investor	A person who is an investor in one or more IDPS in accordance with the relevant clause of the applicable IDPS Contract
ASIC	Australian Securities and Investment Commission
Financial Adviser	A person licensed to give financial planning advice
Administrator	<p>HUB24 Custodial Services Ltd, who acts as the outsourced administrator of the Rhythm Investment IDPS.</p> <p>IOOF Investment Services Ltd, who acts as the administrator of the eXpand Investment IDPS, IOOF Pursuit Select Investment Service IDPS, IOOF Pursuit Core Investment Service IDPS, IOOF Essential Investment IDPS, Infocus Pursuit Select for Investment Service IDPS, Annex Pursuit Select Investment Service IDPS, Pursuit Select Investment Service – Count IDPS (closed to new investors), Pursuit Select Investment Service - Plan B IDPS (closed to new investors) and Shadforth Portfolio Service Investment IDPS.</p> <p>Macquarie Investment Management Limited, who acts as the outsourced administrator of the Oasis badged IDPS products and the Grow Wrap IDPS product.</p>

## 5. Ownership and review of the Policy

This Policy will be owned by the Chief Distribution Officer. The General Manager, Product is the administrator of the Policy and will facilitate any review of the Policy.

The Policy is to be reviewed annually by the Policy Administrator to ensure that it remains relevant (or sooner where the Policy Administrator determine it is required). Any material change to this Policy is to be reviewed and approved by the Chief Distribution Officer before it is implemented.

## 6. Requirements of the Policy

This section sets out the processes that are in place to manage requests from investors to no longer receive financial planning advice.

### 6.1 Becoming an Investor

Upon joining an IDPS product, investors are established via a Financial Adviser, who provides the following services to investors in respect of their IDPS product:

- Initial and ongoing financial advice and guidance;
- Education and financial planning services; and
- Investment instructions to us and brokers, including the online broker, on the investor's behalf.

### 6.2 Terminating an Adviser Relationship

Should an investor choose to terminate the relationship with their financial adviser, the investor can notify the relevant Administrator in writing, by email or by contacting the relevant call centre (calls are recorded).

Upon receiving an investor instruction to terminate their adviser relationship, the adviser will be removed from the investor account and any ongoing remuneration paid to the adviser will cease from the date the adviser is removed as the adviser.

Upon removal from the investor's account, the adviser will be unable to make enquiries on the investor's account or view the investor's details online or permitted to request these details from the Operator.

Prior to being removed from the account, the financial adviser can facilitate managed fund and share transactions online and facilitate cash withdrawals from the IDPS Cash Account to a pre-nominated bank account.

The removal of a financial adviser means that investors may not be able to facilitate managed fund and share transactions online (some products, such as eXpand Investment Service IDPS, do allow investors to facilitate some transactions online) and may not be able to remain in chosen investment options and/or have limited access to certain investments. Investors may not have access to some product features, such as automatic investment processes.

Investors will be able to provide instructions (in writing, by email or by contacting client services) to the Operator to facilitate managed fund and share transactions. Investors can continue to facilitate cash withdrawals from the IDPS Cash Account to a pre-nominated bank.

### 6.3 Changing Adviser

An investor can change their financial adviser by writing to, emailing or by phoning the relevant Administrator. The new adviser must be registered with ASIC.

The investor can agree with their new adviser the remuneration that is paid for the services the adviser provides. The new adviser remuneration must be agreed with the adviser and this client agreement provided to the relevant Administrator in writing. However, where the change of adviser and the new adviser is within the same AFS Licensee, or results from the sale of an AFS Licensee's client book, the existing adviser remuneration will remain unchanged unless otherwise notified by the client, the adviser or the AFS Licensee.

The new adviser will be able to transact online on the investor's behalf, including providing investment instructions to the Administrator and brokers, including the online broker.

### 6.4 Notification to Investors

On receiving a request from an investor to terminate their financial adviser relationship or change their financial adviser, written confirmation, via letter or email, is sent to the investor advising them that the administrator has acted as per their instruction, including confirming of any adviser service fee that has ceased.

The IDPS Guide's also provides disclosure to investors on their right to remove, change their adviser and/ or cease their consent to the deduction of advice fees.

### 6.5 Related Policy

This Policy should be read in conjunction with the Advice Fee - Standard.