



**IOOF Portfolio Service Superannuation Fund**  
**IOOF Investment Management Limited ABN 53 006 695 021**  
**Trustee of the IOOF Portfolio Service Superannuation Fund ABN 70 815 369 818 (Fund)**

**Responses to member questions not answered during Annual Member Meeting**

**Important Information:**

The answers to member questions may contain general advice that does not take into account your objectives, financial situation or needs. Before you act on any general advice, you should consider whether it is appropriate to your individual circumstances. Before making any investment decision you should obtain and read the Fund's product disclosure statement which is available at <https://www.ioof.com.au/forms> or by calling 1800 913 118. Past performance is not an indicator of future performance.

**Governance questions**

**1. *Why was it necessary to change your name and what would the benefit be to members?***

While we are proud of our origins as a friendly society, we need a corporate brand and name which reflects who we are today and our focus on improving the financial wellbeing for all Australians. As such, we have changed the name of our parent corporate entity from IOOF Holdings Ltd to Insignia Financial Ltd. There is no impact to members as there is no change to our product brands, it's only the enterprise/corporate brand that is changing.

**2. *Who is Insignia Financial and how does it relate to MLC, ANZ, OnePath, Rhythm, eXpand, Shadforth, Oasis and IOOF?***

As a group, Insignia Financial is made up of a number of businesses and products. IOOF Investment Management Limited (**IIML**) is the trustee of the IOOF Portfolio Service Superannuation Fund and the AvWrap Retirement Service. NULIS Nominees (Australia) Limited (**NULIS**) is trustee of MLC Super Fund, MLC Superannuation Fund, Premium Choice Retirement Service and DPM Retirement Service. Oasis Fund Management Limited (**OFM**) is trustee of the Oasis Superannuation Master Trust. OnePath Custodians Pty Limited (**OPC**) is the trustee of the Retirement Portfolio Service. IIML, NULIS, OFM and OPC are members of the Insignia Financial group of companies, comprising Insignia Financial Ltd (formerly IOOF Holdings Ltd) and its related bodies corporate. The Australia and New Zealand Banking Group Limited (**ANZ**) brand is a trademark of ANZ and is used by OPC under licence from ANZ. ANZ and companies within the Insignia Financial group are not related bodies corporate. IIML, NULIS, OFM and OPC are related companies.

Insignia Financial has been helping Australians secure their financial future since 1846. During that time, we have grown substantially, most recently with the acquisition of MLC in 2021, to become one of the largest groups in the financial services industry.

Insignia Financial provides advisers and their clients with the following services:

- Platforms for advisers, their clients and hundreds of employers in Australia;
- Advice services via our extensive network of financial advisers; and
- Asset Management products that are designed to suit any investor's needs.

Insignia Financial is the corporate brand, and the organisation remains committed to a multi-brand strategy as we work towards our ambition of delivering financial wellbeing to all Australians.

### Product questions

3. ***When a member of the fund ceases employment with the company, I believe the admin fees revert to full rack rate. Is this possible when no member of any superannuation fund should have their fees increased? It only encourages persons to leave the fund.***

Some members of our employer-sponsored superannuation products do benefit from discounts to our standard rates due to the scale efficiencies large employer groups bring to the Fund in acquiring their superannuation members this way. When a member leaves their employer, those scale efficiencies diminish for the Fund, and member accounts are priced accordingly. However, price is not the only consideration when choosing to stay or leave a superannuation fund and we believe we continue to offer great value. You may, for example, lose insurance cover arranged through your employer-sponsored arrangement and may require underwriting to re-establish cover, you may also be ineligible or end up paying more for insurance. We recommend that you consult a financial adviser to fully understand the effects of transferring your benefit.

4. ***How do your fees and charges compare with industry funds?***

There are significant differences in the fee structures across the industry, and even across sectors and within funds. Funds will use different structures such as fixed dollar fees, percentage of assets, or a combination of both. For example, and generally speaking, the IOOF employer superannuation product fee structure is more favourable for higher account balances. To compare the fees on a MySuper account of \$50,000 across the industry, please refer to the [ATO's YourSuper comparison tool online](#).

### Investment questions

5. ***Do you consider US shares to be relatively expensive at this time and if the answer is yes, what alternatives should we all be looking at?***

At the moment, US shares are relatively expensive, but less so when compared to the current very low level of interest rates. Our portfolios are highly diversified across a range of asset classes. As always, we'd recommend seeking professional financial advice to assess which assets are best suited to your personal financial objectives. A longer-term well-diversified strategy using different asset classes including cash, property and fixed income is usually the most prudent approach.

6. ***How do you see the potential rise of interest rates affecting investment performance?***

The US Federal Reserve has clearly flagged its intentions to undertake a rapid lift in rates from current very low levels to counter rising inflation. Higher rates need not result in recessions, particularly at current still low levels; however, rising interest rate cycles tend to make life more difficult for highly indebted companies and those with uncertain future income streams. As a result, more 'defensive' shares can often do relatively better. The deep investment experience, and long-term focus across the IOOF investment team, has helped us steer portfolios through this recent shift in

market conditions. We've been alert to inflation risk for some time and have positioned for this by holding less of our portfolios in bonds and deploying members' funds towards real assets such as direct property and alternative assets that are expected to generate enough returns to shield your super savings from higher inflation.