

North

MyNorth[®] Investment

Investor directed portfolio service guide

Issue number 8, 1 October 2023



MyNorth[®] Investment

Supplementary investor directed portfolio service guide

25 March 2024

This is a supplementary investor directed portfolio service guide (SIDPS Guide) to the **MyNorth[®] Investment investor directed portfolio service guide (IDPS Guide)**, issue number 8, dated 1 October 2023. The SIDPS Guide supplements, amends, replaces or deletes some sections of the IDPS Guide. A person should read the SIDPS Guide, together with the IDPS Guide and relevant target market determination and consider whether this product is appropriate for them before making a decision to invest in MyNorth[®] Investment.

Page reference: 5

Title reference: At a glance

Instructions: Effective 25 March 2024, replace the **fast payment** row under the **product features** section with the following:

Fast payment

We may process an advance payment for partial withdrawals of up to 80% of the value of your investment options without awaiting sale proceeds. Restrictions may apply.

Page reference: 7

Title reference: At a glance

Instructions: Effective 1 July 2024, replace the table and the associated footnotes under the **client advice fees** section with the following:

Client advice fees⁽ⁱ⁾⁽ⁱⁱ⁾ - Fees you can agree to pay your financial adviser for financial advice provided to you

Client advice fee type	Description	Maximum payable to your financial adviser (inclusive of any GST) pa
Initial	A fee paid from your account to your financial adviser for initial financial advice. This may include an initial fee, a plan preparation and research fee and an advice implementation fee.	
Ad hoc	A fee paid from your account to your financial adviser for additional financial advice.	Up to \$5,500 pa plus 2.69% pa, subject to your account balance.
Ongoing	An ongoing fee paid from your account to your financial adviser for ongoing financial advice.	
Listed securities	An ongoing fee paid from your account to your financial adviser for financial advice regarding trading listed securities.	
Contributions	A fee paid from your account to your financial adviser for financial advice on initial and/or future investments.	Up to 4.40% of each investment.

(i) All fees are inclusive of any good and services tax (GST).

(ii) Refer to **client advice fees** within the **fees and other costs** section below for more information.

Issue date: 25 March 2024

The issuer of this SIDPS Guide and the Operator of MyNorth Investment is NMMT Limited ABN 42 058 835 573, AFS Licence No. 234653.

® Registered trademark of NMMT Limited.

Page reference: 11

Title reference: MyNorth Investment

Instructions: Effective 25 March 2024, replace the **fast payment** section with the following:

Fast payment

Generally, if you request a withdrawal and the amount exceeds the available cash in your account, your investments need to be sold to meet the full value of the withdrawal. The amount of time it takes for investments to be sold can vary significantly, which may mean you need to wait longer than expected to receive your payment.

A fast payment will allow you to make a withdrawal without waiting for your investments to be sold. We will generally process a fast payment when the withdrawal amount does not exceed your available cash plus 80% of the value of your investment options. For a cash withdrawal above this amount, if you request a fast payment, we'll allow you to withdraw up to 80% of your account balance without waiting for your investments to be sold. We reserve the right to reduce the percentage.

Before we can process your fast payment, you must meet our requirements, including but not limited to:

- a completed cash withdrawal request form, available via North Online,
- proof of identity documents, as outlined in the cash withdrawal request form, and
- in some cases, verification of your bank account details.

If the above or other requirements aren't met, your withdrawal will be delayed.

Once we've received all requirements, we'll process your withdrawal and arrange the transfer of funds to your validated bank account. Once your underlying investments have been sold and the proceeds have been received into your cash account, any remaining withdrawal amount will be paid. The timeframes for your investments to be sold will vary.

When we process a fast payment, your cash account balance may fall below zero while we wait for your investments to be sold. For more information on the effect of your cash account balance becoming negative, refer to **negative cash account balance** within the **cash account** section.

Page reference: 11

Title reference: MyNorth Investment

Instructions: Effective 25 March 2024, replace the **telegraphic transfer** section with the following:

Telegraphic Transfer

A telegraphic transfer (TT) is a type of transfer of funds between bank accounts. For payments to Australian bank accounts, these may be faster than a standard payment, however this is not guaranteed.

A TT will not reduce the amount of time it takes for us to process your withdrawal, however a TT may reduce the amount of time it takes for you to receive your funds once we have processed your request.

A TT must be used for payments to overseas bank accounts. You may request your withdrawal to be made via TT for a cash withdrawal request. A fee applies for each TT processed by us. Please refer to the **fees and other costs** section of this document for further information. The receiving bank may also charge an additional fee for this facility and take additional time to credit your nominated account.

Page reference: 14

Title reference: The cash account

Instructions: Effective 25 March 2024, replace the **when we will sell** section with the following:

When we will sell

If the balance of your cash account falls below your minimum cash balance, we will sell your assets according to your investment instructions to bring your cash account back to your target cash balance. In order for the cash account sweep to take place, transaction trade minimums must be met. Where you hold listed securities, the sweep must result in a trade amount of at least your specified shares trade minimum, per listed security, for the sweep to occur. The default shares trade minimum is \$650 per listed security.

Term deposits will not be sold to bring your cash account balance back to your target cash balance.

Where you haven't provided us with adequate investment instructions, we will sell your managed funds and managed portfolios proportionally.

Page reference: 14

Title reference: The cash account

Instructions: Effective 25 March 2024, replace the **negative cash account balance** section with the following:

Negative cash account balance

Should your cash account balance become negative at any time, interest will be charged on the negative amount at the same rate as the interest paid on positive cash account balances (i.e. the rate paid on positive balances after deduction of the cash account investment fee).

Events that may cause your cash account balance to become negative include payments such as taxes, fees, insurance premiums, pension payments, withdrawals or if you're switching between investment options.

When your cash account goes into negative, we'll sell your investments based on your automatic sell instructions to bring your cash account balance back to the target cash balance.

Where you haven't provided us with automatic sell instructions, we'll sell your investments using the default sell instruction. If your automatic sell instruction fails, where practical, we may attempt to sell your investments to bring your cash account back to your nominated target cash balance using the default sell instruction.

If you only hold illiquid investment options, guaranteed investments, listed securities and/or term deposits, your assets won't be sold down and your cash account will remain negative. For more information on the default sell instruction, refer to **automatic sell instructions** in the **investing in MyNorth Investment** section.

Page reference: 15

Title reference: Investing in MyNorth Investment

Instructions: Effective 25 March 2024, replace the **automatic sell instructions** section with the following:

Automatic sell instructions

Payments such as taxes, fees, insurance premiums, pension payments and withdrawals may cause your cash account balance to fall below your nominated minimum cash balance. If this happens, we'll sell down your investments according to the automatic sell instructions that you've nominated.

You can nominate the following options:

1. Pro rata across managed funds and managed portfolios (**default sell instruction**)
2. Pro rata across managed funds only
3. Divest as per sell down profile
4. Divest as per sell down order.

All automatic sell instructions will exclude guaranteed investments and term deposits.

Your automatic sell profile/order can include managed funds, managed portfolios and listed securities.

When your sell profile is nominated as your automatic sell instruction, if there are insufficient funds in an investment option, then the required amount will be sold proportionally across your remaining investment options within your sell profile. If there are insufficient funds in your remaining investment options, then the automatic sell instruction will revert to the default sell instruction on that occasion only.

For all other automatic sell instruction options, if there are insufficient funds in the relevant investment options, then the automatic sell instruction will revert to the default sell instruction on that occasion only.

Automatic sell transactions are generally processed as a dollar amount to match your automatic sell instructions. If you're required to sell over 90% of your holding in an investment option, the sale will be converted from a dollar-based amount to a unit-based sale using the latest unit price we hold. This may result in the percentage sold being different to the percentage you specified.

If you don't select an automatic sell instruction, the default automatic sell instruction will be applied.

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Title reference: Investing in MyNorth Investment

Instructions: Effective 25 March 2024, insert the following section at the end of the **changing the status of investment options** section:

If you no longer have an adviser

If you no longer have an adviser, some investment options will no longer be available to you, however any investment options you currently hold can be maintained and you can continue to make additional investments into these. These investment options are labelled 'only available through a financial adviser' in the **MyNorth investment options** document and they may change from time to time.

Page reference: 34

Title reference: Fees and other costs

Instructions: Effective 1 July 2024, replace the **client advice fee limits** section with the following:

Client advice fee limits

The maximum client advice fee (CAF) that you can agree to pay your financial adviser from your account (excluding any remuneration that your financial adviser charges you directly) is outlined in the following table.

Maximum CAF payable to your financial adviser:

Fee type	Account balance	Maximum CAF payable to your financial adviser (inclusive of any GST) pa ⁽ⁱ⁾
Initial, ad hoc, ongoing and listed securities	Under \$1,500	Nil
	Between \$1,500 and \$10,000	2.69% of your total account balance
	Over \$10,000	\$5,500 plus 2.69% of your total account balance
Contributions ⁽ⁱⁱ⁾	N/A ⁽ⁱⁱⁱ⁾	4.40% of each contribution

(i) Based on the anniversary of your account establishment date.

(ii) Your financial adviser may be restricted from applying client advice fees to ongoing contributions as these fees are prohibited by some financial services licensees. Please confirm with your financial adviser.

(iii) The contributions fee type is calculated as a percentage of the applicable investment, and is not based on your account balance.

Limits will be monitored and verified against your account value each time a CAF is charged during the anniversary year. We reserve the right not to deduct fees that we believe are unreasonable.

The CAF deducted from your cash account may be less than the amount agreed with your Financial Adviser. This is because we may be entitled to claim a reduced input tax credit (RITC) on the GST payable on CAFs. If we are entitled to claim a RITC, we may pass this onto you by reducing the CAF paid from your cash account. Our eligibility to claim a RITC or the rate of the RITC may change, which may impact CAF amounts deducted from your cash account in the future. You may be able to negotiate the advice fees you pay. You should speak with your adviser about this.

Page reference: 37

Title reference: Further information you need to know

Instructions: Effective 25 March 2024, replace the **if you no longer have an adviser** section with the following:

If you no longer have an adviser

If you no longer have an adviser to assist you in managing your account, you may be adversely impacted. Please read the below information for further details.

You must inform us if you are no longer retaining the services of a financial adviser to assist you in managing your account. Your adviser may also inform us that they are no longer providing services to you. If this occurs:

- you may remain invested in MyNorth and you may continue to provide us with instructions relating to your account and the investments held for you
- you will be treated in accordance with the AMP Platforms non-advised client policy, which is available at no additional cost to you, from northonline.com.au/mynorth or the North Service Centre on 1800 667 841
- we will remove your financial adviser's access to your account, and
- grant you access, through North Online, to complete transactions that your adviser would have otherwise completed on your behalf.

Some account features aren't available without an adviser and this may impact your account. This includes the following:

- Some investment options are only available through an adviser, however any investment options you currently hold can be maintained, and you can continue to make additional investments into these.
- Any family fee reductions you receive will end, which may result in an increase to the administration fees you pay.
- Any fee rebates agreed between North and your adviser may cease.
- Deposits and withdrawals can only be made as cash. You can't 'in specie' transfer investments in or out of your account (refer to the **asset transfers (in specie)** section).
- You won't be able to complete a withdrawal through North Online (you will be required to send us a withdrawal form available through North Online).
- You won't be able to open a new account, or transfer from one account to a new account – this can only be done through an adviser.

We strongly encourage you to have a financial adviser attached to your account at all times, to ensure that your financial strategy is being maintained and that you have access to all the features and functionalities offered through MyNorth.

What you need to know

Information current as at 25 March 2024. The information in this document is of a general nature only and does not take into account any of your personal objectives, financial situation or needs. Before acting on the information in this document, you should read and consider the appropriateness of this information having regard to your objectives, financial situation and needs. An Investor Directed Portfolio Service (IDPS) Guide and relevant target market determination (TMD) is available at northonline.com.au or by contacting the North Contact Centre at north@amp.com.au or on 1800 667 841. You should read and consider this document together with the IDPS Guide and the TMD before making any decision about whether to acquire or continue to hold your account.

MyNorth Investment is issued by NMMT Limited (NMMT) Australian Business Number 42 058 835 573, Australian Financial Services licence number (AFS License No.) 234653, a member of the AMP group of companies (AMP Group). NMMT is the legal entity operating MyNorth Investment.

MyNorth Investment and the investment options offered through MyNorth Investment are subject to investment risks, including possible delays in repayment and loss of income and capital invested. Apart from a benefit arising out of a guarantee issued by National Mutual Funds Management Limited (NMFML) ABN 32 006 787 720 AFSL 234652 and supported by and undertaking from AMP Group Holdings Limited ABN 88 079 804 676, neither NMMT nor any other member within the AMP Group, nor any of the investment managers or fund managers of the investment options, stands behind or guarantees the repayment of capital, the payment of income or the performance of MyNorth Investment or the investment options.

Apart from the interest investors may hold or have held through their cash account or except as expressly disclosed in the IDPS guide, the **MyNorth investment options** document, or the disclosure document for an investment option, an investment acquired using MyNorth Investment is not a deposit with, or other liability of, AMP Bank Limited (ABN 15 081 596 009, AFSL 234517) (AMP Bank), any other member of the AMP Group or any of the investment managers or fund managers. NMMT is not a bank and AMP Bank does not guarantee or otherwise provide assurance in respect of the obligations of NMMT.

Contact us

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Important information

This investor directed portfolio service guide (IDPS guide) is issued by NMMT Limited (NMMT) Australian Business Number (ABN) 42 058 835 573, Australian Financial Services licence number (AFS Licence No.) 234653, a member of the AMP group of companies (AMP group). NMMT is the legal entity operating MyNorth Investment.

How your IDPS guide works

This IDPS guide is an important document which explains how MyNorth Investment works. You should obtain and read an up-to-date copy of this IDPS guide together with the **MyNorth Investment Guarantee product disclosure statement (PDS)**, the **MyNorth Managed Portfolios PDS** and the **MyNorth investment options document** before you make a decision to invest through MyNorth Investment. You can access the latest version of any of these documents free of charge via North Online, contacting your financial adviser or contacting us at the North Service Centre on 1800 667 841 or at north@amp.com.au.

If you have received this document electronically, you can also request a free paper copy. No interests through MyNorth Investment will be issued on the basis of this document when it is no longer current.

National Mutual Funds Management Limited (NMFM) ABN 32 006 787 720 AFS Licence No. 234652 is the issuer of the MyNorth Investment Guarantee and the **MyNorth Investment Guarantee PDS**. NMMT, ipac and NMFM are wholly owned subsidiaries of AMP Limited ABN 49 079 354 519.

NMMT, acting in a separate capacity to that of MyNorth Investment operator, is also the responsible entity of MyNorth Managed Portfolios ARSN 624 544 136, a registered managed investment scheme that is an accessible investment through MyNorth Investment.

The information contained in this IDPS guide is general information only and does not take into account your individual objectives, financial situation or needs. Before acting on the information in this IDPS guide, you should consider the appropriateness of this information having regard to your individual objectives, financial situation and needs. You should read and consider this IDPS guide and consult a financial adviser prior to making any decision about whether to invest through MyNorth Investment.

This document should not be construed as an offer to invest in MyNorth Investment in any jurisdiction other than Australia, and is not available to anyone receiving this IDPS guide outside of Australia. No company in the AMP group supports or guarantees the obligations of NMMT and no other company in the AMP group is responsible for any statements or information contained in this IDPS guide.

We reserve the right to change the terms and conditions in this IDPS guide subject to regulatory requirements. If we make an increase to fees (other than by indexation) we will give you written notice at least 30 days prior.

We may accept or refuse (without reason) any application in MyNorth Investment.

Read all relevant documents

You should download and read the following documents by visiting <https://northonline.com.au/mynorth>

You can obtain a free paper copy of the following documents by:

- contacting us on 1800 667 841
- asking your financial adviser.

Document	Description
MyNorth Investment Guarantee product disclosure statement	Provides specific information regarding MyNorth Investment Guarantee. You should consider the MyNorth Investment Guarantee product disclosure statement in deciding whether to acquire, or continue to hold, MyNorth Investment Guarantee.
MyNorth Managed Portfolios product disclosure statement	Provides specific information regarding MyNorth Managed Portfolios.
MyNorth investment options	Provides a list of investment options available through MyNorth Investment. You can obtain the underlying investment options' product disclosure statements for free through the above options or by visiting the fund manager's website.
MyNorth Investment target market determination	Describes the types of consumers who are the target market for MyNorth Investment and matters relevant to the product's distribution and review.
MyNorth Investment Guarantee target market determination	Describes the types of consumers who are the target market for MyNorth Investment Guarantee and matters relevant to the product's distribution and review.
MyNorth IDPS deed poll	The MyNorth Investment is governed by a deed poll. The terms and conditions of the deed poll are binding on us and on MyNorth Investment investors. NMMT has the power to amend the deed poll, but it must give you reasonable prior notice if it considers the amendment to be materially adverse to your interests.
IDPS guide update	Information in the IDPS guide and the other documents may change from time to time, due to but not limited to, product or legislative change. We may update information which is not materially adverse by issuing an update at www.northonline.com.au/product-updates .

Investment option disclosure

Before you make a decision to invest in the investment options offered through MyNorth Investment, you should obtain and read an up-to-date copy of the relevant disclosure documents for your chosen investments (where applicable). You can access up to date versions of these disclosure documents through North Online or your financial adviser.

MyNorth Investment and the investment options offered through MyNorth Investment are subject to investment risk, including possible delays in repayment, and loss of income and capital invested. Apart from a benefit arising out of a guarantee issued by National Mutual Funds Management Limited (NMF) ABN 32 006 787 720 AFS Licence No. 234652 and supported by an undertaking from AMP Group Holdings Limited ABN 88 079 804 676, neither NMMT, nor any other member of the AMP group or any of the investment managers or fund managers of the investment options, stands behind or guarantees the repayment of capital, the payment of income or the performance of MyNorth Investment or the investment options.

Apart from the interest investors may hold or have held through their cash account or except as expressly disclosed in this IDPS guide, the **MyNorth investment options document** or the disclosure document for an investment option, an investment acquired using MyNorth Investment is not a deposit with, or other liability of, AMP Bank Limited (ABN 15 081 596 009, AFSL 234517) (AMP Bank), any other member of the AMP group or any of the investment managers or fund managers. NMMT is not a bank and AMP Bank does not guarantee or otherwise provide assurance in respect of the obligations of NMMT.

Throughout this IDPS Guide

References to:	To be read as:
AMP	AMP Limited (ABN 49 079 354 519) and its subsidiaries, including NMMT Limited (ABN 42 058 835 573 AFS Licence No. 234653)
Anniversary year	A 12-month period commencing on the day your account is opened and each corresponding 12-month period thereafter
Business day	A day other than a Saturday, Sunday or Melbourne public holiday
Custodian and Operator	NMMT Limited ABN 42 058 835 573 AFS Licence No. 234653. NMMT is a member of the AMP Group
Financial adviser	A financial adviser holding an Australian Financial Services (AFS) Licence or acting as an authorised representative of an AFS licensee
Guarantee	MyNorth Investment Guarantee (also referred to as the MyNorth Guarantee in this IDPS guide) is an investment feature available to clients of MyNorth Investment and is described in the MyNorth Investment Guarantee PDS
Investor, you	A client of MyNorth Investment
ipac	ipac Asset Management Limited ABN 22 003 257 225 AFS Licence No. 234655
Managed portfolio	A notional portfolio of assets managed in accordance with a particular investment strategy, as described in the MyNorth Managed Portfolios PDS
MyNorth IDPS/MyNorth Investment	MyNorth Investment Investor Directed Portfolio Service operated by NMMT
MyNorth Investment Guarantee PDS	MyNorth Investment Guarantee product disclosure statement issued by NMF
MyNorth investment options	A list of investment options available through MyNorth IDPS
MyNorth Managed Portfolios PDS	The product disclosure statement for MyNorth Managed Portfolios ARSN 624 544 136, a registered managed investment scheme of which NMMT Limited is the responsible entity, and which is an accessible investment available through MyNorth Investment. The MyNorth Managed Portfolios PDS is issued by NMMT Limited
NMF	National Mutual Funds Management Ltd (ABN 32 006 787 720 AFS Licence No. 234652)
NMMT, we, our, us	NMMT Limited (the operator of the MyNorth Investment IDPS)
North Online	northonline.com.au/mynorth
Portfolio	Your investments held through MyNorth IDPS
Public holiday	A day other than a weekend on which financial institutions in Melbourne are generally closed for normal trading
Scheme portfolio	Your interest and asset holdings in MyNorth Managed Portfolios that is managed in line with the managed portfolio you have selected. A separate interest and scheme portfolio is held in respect of each managed portfolio in relation to which you choose to invest

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At a glance

Minimum transactions	
Minimum initial investment	\$2,000 ⁽ⁱ⁾
Minimum additional investment	No minimum ⁽ⁱ⁾
Minimum regular savings plan	\$10 per fortnight, month, quarter, half-year or year
Minimum account balance	\$2,000
Minimum ad hoc withdrawal	No minimum
Minimum switch	\$100 ⁽ⁱⁱ⁾
Minimum rebalance	\$1,000 ⁽ⁱⁱ⁾
Minimum cash account sweep	Automatic buy: \$500 ⁽ⁱⁱ⁾ Automatic sell: \$100 ⁽ⁱⁱ⁾

- (i) A minimum initial guaranteed investment amount and a minimum protected balance of \$20 thousand applies to guarantee investment options. A maximum investment of \$10 million applies to MyNorth IDPS accounts and a maximum protected balance of \$2 million across all of your MyNorth Super, Pension and Investment accounts applies when investing in MyNorth Guarantees. For more information about protected balances, refer to the MyNorth Investment Guarantee PDS. Amounts higher than the maximums will be considered. Your financial adviser can assist in requesting this approval.
- (ii) These transactions are subject to a trade minimum of \$650 per listed security held.

Product features	
Initial investment	You can invest by direct debit via North Online, BPAY® or electronic funds transfer (EFT) facilities provided by your bank, or cheque.
Additional investments	Additional investments can be made by direct debit, BPAY, EFT or cheque.
Regular savings plan	Additional investments can be made to your investment account via direct debit from your bank/financial institution account fortnightly, monthly, quarterly, half-yearly or yearly.
Regular withdrawal plan	Paid directly to your bank account fortnightly, monthly, quarterly, half-yearly or yearly—the minimum ongoing amount is \$250 per payment.
Cash account	A flexible working cash account that allows you to specify the minimum and target amounts to be held in your cash account.
Income	Income distributions, dividends and interest for each investment option where applicable will be credited to your cash account or paid via the cash account to your bank account. Exceptions may apply. A dividend reinvestment plan (where available) may be nominated for listed securities. Refer to income within the investing in MyNorth Investment section of this IDPS guide for more details.
Investment switching	You can switch all or part of your portfolio between the full range of investment options available at any time. There is no limit on the number of switches you can make each year. For MyNorth Guarantees, switching restrictions may apply, please refer to the MyNorth Guarantee PDS you received at the time of investment for further information.
Investment instructions	You can arrange automatic buying and selling of investment options via your cash account. You can also specify instructions to rebalance your investments. Investment options that have a Guarantee applied to them will not be subject to automatic buying and selling.
Dollar cost averaging	Allows you to invest a set dollar amount into the market at regular intervals. Dollar cost averaging is subject to a minimum instalment of \$500.
Fast payment	We may advance payment of partial withdrawals up to 80% of your account value without awaiting sale proceeds from the investment options. Restrictions may apply.

Investment options

Investment menu	Investment options available
Select menu	Offers a range of active and index funds, diversified multi-manager investment options offering access to specialist fund managers in each asset class, term deposits and a selected range of managed portfolios.
Choice menu	Offers an extensive list of multi-manager and single manager funds, managed portfolios, listed securities on the S&P/ASX 300 and selected Australian real estate investment trusts (AREITs), exchange traded funds (ETFs), exchange traded commodities (ETCs), listed investment companies (LICs) and listed investment trusts (LITs). Choice menu – offers an extensive list of multi-manager and single manager funds, managed portfolios, listed securities on the ASX and selected Australian real estate investment trusts (AREITs), exchange traded funds (ETFs), exchange traded commodities (ETCs), listed investment companies (LICs) and listed investment trusts (LITs).

Refer to the **MyNorth investment options** document for full details, which can be obtained from your financial adviser, northonline.com.au or you can obtain a free copy by contacting us at the North Service Centre on 1800 667 841.

The MyNorth Guarantee can only be applied to a subset of managed funds.

Fees and costs⁽ⁱ⁾⁽ⁱⁱ⁾

Administration fee	<p>The administration fee is tiered with a corresponding rate for each investment menu. These rates are between 0.00% and 0.20% for the Select menu and between 0.00% and 0.28% for the Choice menu. The administration fee for each tier of your account balance is calculated in proportion to the amount you have invested in each investment menu. The total administration fee is the sum of the fee for each tier.</p> <p>For the purposes of calculating administration fees, the amount you hold in your cash account is treated as being in the Select menu and charged at the applicable tiered percentage-based fee.</p> <p>Where individual or family fee aggregation applies, total administration fees are calculated based on the total portfolio balance⁽ⁱⁱⁱ⁾ of the group and then proportioned to each account based on the balance held in each menu.</p> <p>A minimum administration fee of \$180 pa (\$15 per month) will apply per account. Where individual or family fee aggregation applies, the minimum is applied at the group level and proportioned based on the balance held in each account.</p> <p>For further information on the administration fee, refer to the fees and other costs summary within the fees and other costs section. For further information about individual and family fee aggregation, refer to benefit from multiple accounts in the additional explanation of fees and costs section.</p>
Account fee	\$180 pa (\$15 per month) for each MyNorth Investment account, except for accounts with a guarantee that commenced prior to 28 November 2020, where the account fee is waived.
Cash account investment fee	0.75% pa to be applied to the balance of your cash account.
Guarantee fee	0.80% to 1.70% pa of your protected balance for MyNorth Guarantees only.
Brokerage fee	<p>The fees associated with purchasing or selling listed securities. Charged at 0.11% of the total of each listed security purchase or sale subject to a minimum fee of \$18.49.</p> <p>If you use a panel broker (third-party broker), the brokerage fee is negotiated between you and the panel broker and a settlement fee of \$10.25 applies in addition to any brokerage fees. For a list of approved panel brokers and their terms and conditions refer to North Online.</p>
In specie transfer fees	Not applicable for transfers in and \$50 for each unique asset in specie transferred out. Stamp duty may also apply.
Underlying fees and costs for investment options	These fees and costs apply to the investment options selected by you and your financial adviser. For information about the underlying fees and costs associated with any particular investment option you should refer to the relevant product disclosure statement or other disclosure document for that investment option. The fees and costs shown in this document relate only to MyNorth Investment and gaining access to the investment options offered through MyNorth Investment, and do not include the fees and costs that relate to investing in those investment options.

(i) All fees are inclusive of GST, less any reduced input tax credits (RITC) where relevant.

(ii) Other fees and costs may apply, including, guarantee fees and telegraphic transfer fees. Refer to the **fees and other costs** section for more information about the fees and costs applicable in MyNorth Investment.

(iii) Total portfolio balance includes all grouped accounts linked to your client number in MyNorth Super and Pension and MyNorth Investment as well as North Super and Pension and North Investment. Refer to **benefit from multiple accounts** within the **fees and other costs** section for further detail.

Client advice fees⁽ⁱ⁾⁽ⁱⁱ⁾ - Fees you can agree to pay your financial adviser for financial advice provided to you

Member advice fee type	Description	Maximum payable to your financial adviser (inclusive of GST, net of RITC) pa
Initial	A fee paid from your account to your financial adviser for initial financial advice. This may include an initial fee, a plan preparation and research fee and an advice implementation fee.	
Ad hoc	A fee paid from your account to your financial adviser for additional financial advice.	Up to \$5,125 pa plus 2.51% pa, subject to your account balance.
Ongoing	An ongoing fee paid from your account to your financial adviser for ongoing financial advice.	
Listed securities	An ongoing fee paid from your account to your financial adviser for financial advice regarding trading listed securities.	
Contributions	A fee paid from your account to your financial adviser for financial advice on initial and/or future investments.	Up to 4.10% of each investment.

(i) All fees are inclusive of GST, less any reduced input tax credits (RITC) where relevant.

(ii) Refer to **client advice fees** within the **fees and other costs** section below for more information.

Reporting

Online access	All communications are issued via North Online and can be accessed through the online statements & correspondence section or communicated via the news & announcements section.
Annual statement	An annual statement will be available on North Online and will also be mailed to you each year. It will detail your account balance, include a statement of transactions, and an account performance summary.
Annual tax statement	An annual tax statement will be available via North Online to assist with the completion of your annual tax return.
Annual audit report	An annual report will be available via North Online that includes information on the management and financial position of MyNorth Investment from 30 September.
Client review report	A Client review report will be available online detailing your portfolio balance, asset allocation and transaction summary.

Welcome to MyNorth Investment

MyNorth Investment is an investor directed portfolio service (IDPS), or more commonly known as a wrap service. This means your transactional, custodial and reporting services are contained within a single administration platform on North Online.

MyNorth Investment offers solutions for your savings, trust, company and self-managed super fund needs.

With a huge range of investments to choose from, you can put your portfolio together with your financial adviser to help you realise your goals.

MyNorth Guarantee

MyNorth Investment is also available with a range of guarantees. Our guarantees can protect and grow your retirement savings. You can read more about these guarantees in the MyNorth Investment Guarantee PDS.

Bringing your strategy to life

Together with your financial adviser, you'll agree on a financial strategy to achieve your retirement goals. MyNorth Investment seeks to bring that strategy to life by providing a single access point for a range of investment options across major asset classes.

Your account on North Online

Your MyNorth account is operated through North Online at northonline.com.au/mynorth.

North Online allows you and your financial adviser to review, transact and report on your MyNorth account.

You can log onto North Online at any time to see how your investments are performing and make a range of transactions.

All communications from us will be sent to you via North Online and available to view in the statements & correspondence section, or communicated via the news & announcements section. Your annual statement will also be sent to you via post.

MyNorth is an online product so it's important that you have internet access to use the services offered and receive information about your accounts.

To access North Online, you will require:

1. your mobile number for authentication purposes, and
2. internet access to use and maintain your account.

Once you become a client of MyNorth Investment, you will receive a welcome letter or email with your user ID which can be used to access North Online. If you don't have a mobile number, please contact the North Service Centre for assistance.

You'll also receive a separate letter or email with your temporary password. The first time you log in to North Online you will be required to accept the terms and conditions and change your password.

Transacting on your account

Financial adviser access

Transactions on your MyNorth Investment account are completed by your financial adviser using North Online.

Your financial adviser should obtain your authorisation (consent) for each transaction they perform on your account. This authorisation will be obtained by your financial adviser during the advice process and is retained by them as evidence that you have authorised each transaction they perform. We'll act upon any instruction (except changes to bank account details) received from your financial adviser in relation to your account.

Changes to bank account details are excluded for security purposes.

Your financial adviser can use North Online to:

- open new accounts on your behalf
- add additional or new investments
- switch investments
- complete transfers
- submit withdrawal requests
- trade shares
- produce ad hoc reports to monitor the performance of your account, and
- view communications and statements online.

Any transactions made on your account will be confirmed to you through North Online.

In certain circumstances you may enter into an arrangement with your financial adviser allowing them to transact on your account on your behalf without the need for each transaction to be authorised by you. This is known as a Managed Discretionary Account (MDA). To offer an MDA arrangement your financial adviser must be appropriately licensed to operate an MDA. For further information about how to set up an MDA, please contact your financial adviser.

Investor access

You can log on to North Online at any time to see how your investments are performing.

You can use North Online to:

- view your account details and transactions
- view your communications via the statements & correspondence section
- monitor the performance of your investments
- check the progress of your transactions, and
- update your personal details (including banking details).

North Online also provides the option for your financial adviser to change your North Online access to allow you to complete a broader range of transactions. You should discuss this option with your financial adviser.

You must let us know if you don't receive services from your financial adviser anymore. If you don't inform us, then your ability to manage your account and perform transactions will be limited to what is described in this section. Once you inform us that you are no longer retaining the services of a financial adviser, the range of transactions you can complete through North Online will change. For further information see the **if you no longer have an adviser** section of this document.

North app

Download the North mobile app to easily keep track of your super and pension accounts.

With the app you can:

- view your accounts, including value over time, performance, regular transactions and insurance
- check how your investments are performing including cash options, term deposits, listed securities, managed funds, managed portfolios and guarantees
- read your statements and correspondence
- see your contact information and bank details, and
- much more.

You can login securely with your existing login details along with using security features supported by your device such as fingerprint or face recognition.

Download the North mobile app

The North mobile app is available through the Apple¹ App Store and Google Play².

Keeping track of your investments

Annual statement

At the end of each financial year, we'll send you an annual statement via post and the statements & correspondence section in North Online, which will include:

- your account balance as at 30 June
- a statement of transactions, and
- an account performance summary.

Annual tax report

Once each financial year has come to an end and all income distributions and their associated tax details have been received, we'll provide a report that shows your tax information for the year to help you to complete your tax return. This report will be made available to you through the statements & correspondence section in North Online.

On an annual basis, we are required to provide distribution information (including tax components) to the ATO through the Annual Investment Income Report (AIIR).

Annual audit report

We'll send you an annual audit report via the statements & correspondence section in North Online, with information current as at 30 June of that year.

Client review report

You can run and download a client review report (a comprehensive summary report on your account) from North Online at any time.

1 Apple is a trademark of Apple Inc.

2 Google Play is a trademark of Google Inc.

MyNorth Investment

How to make an investment

You can make an investment into your MyNorth Investment account at any time on North Online by direct debit.

Alternatively you can use your bank's online banking facilities to EFT or BPAY your investment.

You can also make your initial or additional investments by cheque. All cheques should be attached to a deposit advice created on North Online and made out to 'North'.

Forward the cheque along with the deposit advice to:

North Service Centre
GPO Box 2915
MELBOURNE VIC 3001

For assistance, visit **North Online** or contact the North Service Centre on 1800 667 841.

How to use EFT and BPAY through your banking facilities

EFT	BPAY
<ol style="list-style-type: none">1. Log onto your online banking facility2. Enter account name (Investor first name and surname)3. Enter BSB number – 033 8064. Enter bank account number – this is your 8 digit MyNorth account number (Note: do not include the letter Y)5. Add the number 7 to the end of the bank account number	<ol style="list-style-type: none">1. Log onto your online banking facility2. Enter BPAY biller code – 387783. Enter BPAY reference number – this is your 8 digit MyNorth account number (Note: do not include the letter Y)4. Add the number 7 to the end of the bank account number
Example	Example
An investment for John Smith BSB: 033 806 Account number: 123456787	An investment for John Smith Biller code: 38778 BPAY reference: 123456787
Note: Any investments processed via North Online will provide an account number or BPAY reference number with the final digit of 9.	

Starting a regular savings plan

A regular savings plan is an easy and convenient way to build your investments.

You can select from a fortnightly, monthly, quarterly, half-yearly or yearly frequency, through direct debit for your investment, and the minimum amount per investment for all frequencies is \$10.

You will need to nominate the date on which amounts are withdrawn from your nominated bank account, between the 1st and 28th of the month or the last day of the month. Regular savings plan investments will generally be receipted into your cash account that day.

If a regular savings plan payment falls on a weekend or Melbourne public holiday, we'll initiate the payment on the following business day.

Regular savings plan investments will continue until we receive any changes or a cancellation of the facility. You can make any changes or cancel your regular savings plan at any time via North Online.

Each time you make additional investments it is important you have the most recent PDS(s) or other disclosure document(s) for your investment options and are aware of material changes and significant events relating to the investment options you have selected.

Automatically increasing your regular savings plan

Over time, inflation reduces the real value of your investments.

To help you keep pace with inflation you can choose to have your regular savings plan amount automatically increased, or indexed, each year.

You can choose from two methods:

- a fixed percentage (up to 7% per annum) – applied on your account anniversary each year, or
- CPI – applied on your account anniversary each year using the most recently published CPI figure.

You may change or cancel this facility at any time via North Online.

Margin lending

Margin lending involves borrowing money to increase your investment. As a MyNorth Investment IDPS investor you may be able to apply for a margin loan through a number of margin lenders.

If you've agreed to a margin loan with your lender, some restrictions may apply to your MyNorth Investment account, including making withdrawals or switching investment options. Please speak to your margin lender directly for information on these restrictions or to make a withdrawal.

Increasing your investments through borrowing has the potential to increase your investment returns, but it can also increase your risk. Therefore it's important to seek the advice of a financial adviser before borrowing to invest.

Withdrawals

Withdrawals (partial and full) can be made at any time. You can make a partial withdrawal from your MyNorth Investment (subject to trade minimums as set out in the **at a glance** section of this IDPS guide), provided you maintain an account value of at least \$2000.

You can select which individual investment options you would like to sell down from or alternatively you can select to sell down your investment options according to your automatic sell instructions. Where you have not provided us with sell instructions, the default automatic sell instructions will be applied. Refer to **automatic sell instructions** in the **investing in MyNorth Investment** section.

How to make a withdrawal

To make a withdrawal, your financial adviser will need to submit your withdrawal request on North Online, after obtaining your authorisation. If you are no longer retaining the services of a financial adviser, you will need to send us a completed North withdrawal form. This form is available through North Online.

When you withdraw your funds, we'll ask you to supply copies of certain proof of identity documents, for example a copy of your driver's licence or passport. Withdrawals from your account are processed as soon as practicable, and normally within 30 days of us receiving all of the necessary information. There may be exceptions to this time frame including (but not limited to):

- some investments have redemption restrictions imposed by the underlying fund manager that prevent us from paying the full benefit within this period
- time frames may vary depending on the time taken by fund managers to complete processing of sale transactions
- a withdrawal may be delayed if an existing buy or sell instruction has not been confirmed.

Refer to the underlying investment options' product disclosure statement for further information relating to withdrawal conditions associated with the underlying investment options. Refer to **read all relevant documents** within the **important information** section for details on how you can obtain the underlying investment options' product disclosure statement.

If you nominate to sell part of your holdings in any managed fund or listed security (via a partial withdrawal or as part of a sell instruction) and the withdrawal amount exceeds 90% of the current asset value, the sale will be converted from a dollar-based to a unit-based sale using the latest market unit price held at the time of sale. This may result in a different withdrawal amount from your original request due to variations in unit prices. Withdrawal periods vary between fund managers and can be found in the underlying investment options' product disclosure statement.

For example, if you held 1,000 units in an investment option valued at \$2 per unit (1,000 units x \$2 = \$2,000) and you nominated to sell \$1,900, we would automatically convert the sale to a unit-based sale of 950 units (950 units x \$2 = \$1,900). **Note:** This example is for illustrative purposes only.

Withdrawal payments will be made by direct credit to a bank account held in your name that you nominate.

Fast payment

Generally, if you request a withdrawal and the amount exceeds the available cash in your account, your investments need to be sold to meet the full value of the withdrawal. The amount of time it takes for investments to be sold can vary significantly, which may mean you need to wait longer than expected to receive your payment.

If, however you request a fast payment, we'll allow you to withdraw up to 80% of your account balance without waiting for your investments to be sold. We reserve the right to reduce the percentage.

Before we can process your fast payment, you must meet our requirements, including but not limited to:

- a completed fast payment withdrawal form, available via North Online,
- proof of identity documents, as outlined in the fast payment withdrawal form,
- in some cases, verification of your bank account details.

If the above or other requirements aren't met, your withdrawal will be delayed.

Once we've received all requirements, we'll process your withdrawal and arrange the transfer of funds to your validated bank account. Once your underlying investments have been sold and the proceeds have been received into your cash account, any remaining withdrawal amount will be paid. The timeframes for your investments to be sold will vary.

When we process a fast payment, your cash account balance may fall below zero while we wait for your investments to be sold. For more information on the effect of your cash account balance becoming negative, refer to **negative cash account balance** within the **cash account** section.

Telegraphic Transfer

A telegraphic transfer (TT) is a type of transfer of funds between bank accounts. For payments to Australian bank accounts, these may be faster than a standard payment.

A TT will not reduce the amount of time it takes for us to process your withdrawal, however a TT may reduce the amount of time it takes for you to receive your funds once we have processed your request.

If your withdrawal is processed by North...	You will receive your funds...
before 12pm	on the same day.
after 12pm	the following business day.

A TT will also be used for payments to overseas bank accounts. You may request your withdrawal to be made via TT on the North withdrawal form. A fee applies for each TT you request. Please refer to the **fees and other costs** section of this document for further information. The receiving bank may also charge an additional fee for this facility and take additional time to credit your nominated account.

Regular withdrawals

You can choose to receive a regular withdrawal fortnightly, monthly, quarterly, half-yearly or yearly.

For MyNorth Investment the minimum ongoing amount is \$250 per payment.

Whichever frequency you choose, you will need to nominate the date you wish to receive your payment as any day of the month between the 1st and the 28th or the last day of the month.

If your regular payment date does not fall on a business day, we will make that payment on the preceding business day.

Where you have selected to receive income distributions as part of your regular withdrawals plan, you will receive distributions from managed funds and the cash account that have accumulated since your last regular payment.

Automatically increasing your regular withdrawal

Over time, the purchasing power of your money is reduced by inflation.

To help keep pace with inflation you can choose to automatically index your regular withdrawal payment amount each year.

You can choose from two methods:

- a fixed percentage (up to 7% per annum)—applied on 1 July, or
- CPI—applied on 1 July each year using the most recently published CPI figure.

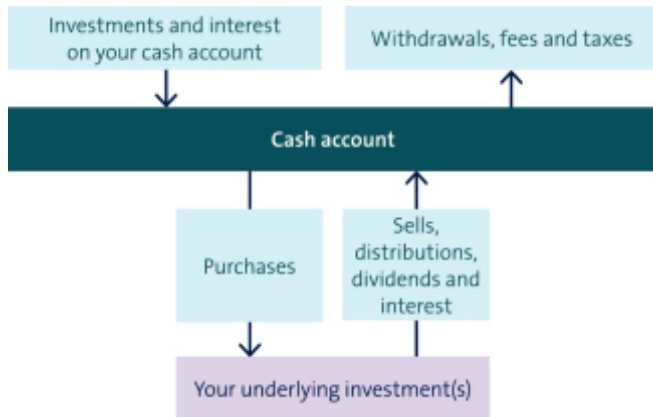
You may change or cancel this facility at any time via North Online.

The cash account

Your cash account

The MyNorth Investment account uses a cash account that operates as a hub through which all of your transactions will pass. Your investments, withdrawals and transfers (unless these are transferred in specie) will be made via your cash account.

The cash account is used for essential functions, some of which are below.

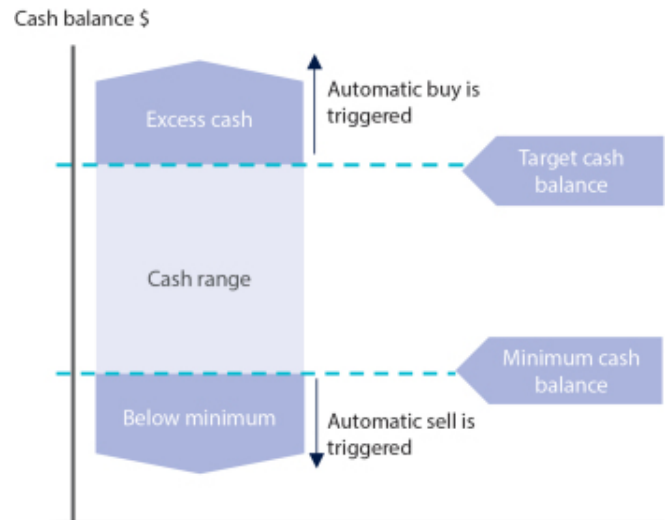


Managing your cash account balance

Your cash account balance may fluctuate as funds flow into and out of your account. To help you automatically manage your cash balance, you have the flexibility of specifying a minimum and a target (or maximum) cash balance to create your cash range. While your cash balance remains within the cash range we will not take any action, if your cash balance goes outside of this range the following will occur;

- If your balance goes above the target³ then we will use the excess cash to automatically buy investments based on your automatic buy instructions. Refer to **automatic buy instructions** under the **investment options** section of the IDPS guide.
- If your balance goes below the minimum³ then we'll sell your investments based on your automatic sell instructions and top your cash balance back up to the target.⁴ Refer to **automatic sell instructions** under the **investment options** section of the IDPS guide.

The diagram below illustrates how this works;



Specifying your minimum cash balance

Your minimum cash balance is a specific dollar amount and can be adjusted at any time, a default of \$0 will apply where no selection is made.

Specifying your target cash balance

Your target cash balance can be set as;

- a specified dollar amount or
- a percentage of your total account balance which will be calculated as follows;

Target cash balance = (account balance × target cash percentage) + minimum cash balance.

Where no selection is made, a default target cash balance of 5% × account balance plus the minimum will apply. Your target cash balance can be adjusted at any time.

³ Transaction trade minimums must be met for automatic buy and sells to occur as per the **at a glance** section.

⁴ In the event that your account balance is below your specified dollar target, we will not be able to top up your cash to the full target amount.

Cash account sweeps

When we will buy

When the balance of your cash account exceeds your target cash balance by \$500, the excess cash will be invested as per your investment instructions. In order for the cash account sweep to take place, the excess cash must meet the transaction trade minimums as defined in the **at a glance** section of this IDPS guide.

When we will sell

If the balance of your cash account falls below your minimum cash balance, we will sell your assets as per your investment instructions to bring your cash account back to your target cash balance. In order for the cash account sweep to take place, transaction trade minimums must be met. Where you have not provided us with adequate investment instructions we will sell your managed funds proportionately.

Where you hold listed securities, the sweep must result in a trade amount of at least your specified shares trade minimum, per listed security, for the sweep to occur. The default shares trade minimum is \$650 per listed security. Where this minimum is not met, we will not sell your assets and your cash account balance will remain below your minimum cash balance.

Term deposits will not be sold to bring your cash account balance back to your target cash balance.

Earnings on your cash account

Funds held in your cash account are pooled with the cash balances of other investors and will be invested in a trading bank account with:

- Westpac Banking Corporation ABN 33 007 457 141, and
- AMP Bank Limited.

We reserve the right to change or to alter the investment strategy of the cash account at any time without prior notice.

Any balance held in your cash account will accrue interest calculated daily. The interest rate we pay will change from time to time depending on movements in the Reserve Bank of Australia (RBA) official cash rate, financial markets and banking conditions. The interest payable (if any) is calculated as the actual earnings of the pooled cash balances based on the interest rate we've negotiated with Westpac Banking Corporation and AMP Bank Limited less the cash account investment fee. If, in a month, the cash account investment fee would exceed the actual earnings from the underlying cash investments, the fee for that month will be capped such that the interest you receive for that month is zero. Any interest accrued is distributed across all investors' accounts according to their daily cash account balances. Interest accrued will be allocated to your cash account effective the first day of each month or, if you close your account before the end of a month, prior to payment being made.

The current earning rate in the cash account is reported on North Online.

Your cash account and MyNorth Managed Portfolios

Your cash account will be used to receive payment of income from your scheme portfolio where the associated managed portfolio is set to pay out income or where you have made an income payment election (available during November 2023).

Your cash account will be used to pay any fees, expenses, taxes or charges in relation to your investment, excluding transactional charges such as trade fees (as defined in the MyNorth Managed Portfolios product disclosure statement).

You provide us with standing instructions to facilitate your investment in MyNorth Managed Portfolios and use your cash account in this way. These standing instructions are set out in the account details authorisation form that you will complete prior to opening an account.

Refer to the **MyNorth Managed Portfolios product disclosure statement** for more information about the use of your cash account when while invested in MyNorth Managed Portfolios.

Negative cash account balance

Should your cash account balance become negative at any time, interest will be charged on the negative amount at the same rate as the interest paid on positive cash account balances (i.e. the rate paid on positive balances after deduction of the cash account investment fee).

Events that may cause your cash account balance to become negative include payments such as taxes, fees, withdrawals or if you're switching between investment options.

When your cash account balance goes into negative, we'll sell your investments based on your automatic sell instructions to bring your cash account balance back to the target cash balance.

Where you haven't provided us with automatic sell instructions, we will sell your managed funds proportionally, excluding any guaranteed investments. However, if you have a target cash balance of nil or only hold illiquid investment options, guaranteed investments, listed securities and/or term deposits, your assets won't be sold down and your cash account will remain negative.

For more information please refer to **automatic sell instructions** in the **investing in MyNorth Investment** section.

When your money will be invested

Your investment will generally be credited to your cash account on the business day it is received. Any balance held in your cash account will accrue interest daily from the date it is credited until your funds are invested according to your investment instructions.

Your investment instructions are forwarded to the underlying fund manager, term deposit provider or Australian Securities Exchange (ASX) on a daily basis. The effective date of your investment will be the date applied by each individual fund manager or term deposit provider. Ad hoc instructions to trade listed securities will normally be forwarded to the ASX when they are received.

Investing in MyNorth Investment

Investment options

MyNorth Investment offers you a wide range of investment options to choose from, including low-cost active and index funds, and an extensive list of managed funds, managed portfolios, term deposits and listed securities. You can choose your investments from the following investment menus:

1. Select menu – offers the MyNorth Retirement Fund, the MyNorth Dynamic Balanced Fund, a range of MyNorth Index options, diversified multi-manager investment options, goals based and single sector options, access to specialist fund managers in each asset class, term deposits, and a selected range of managed portfolios.
2. Choice menu – offers an extensive list of multi-manager and single manager funds, managed portfolios, listed securities on the ASX and selected Australian real estate investment trusts (AREITs), exchange traded funds (ETFs), exchange traded commodities (ETCs), listed investment companies (LICs) and listed investment trusts (LITs).

Eligible investment selection process

Each investment option is subject to regular and ongoing review and due diligence. This is performed against a number of investment and client-related criteria as well as risk considerations. These are aimed at assessing the ongoing suitability of the option for clients, and include but are not limited to factors relating to the fund manager (investment process, resourcing and support, implementation, and performance), and others specific to the investment option such as relative risk, costs and tax, market risk, liquidity risk, operational risk and credit risk. All investment options are subject to the same review criteria, including investment options offered by related parties. Investment selection is not constrained by related parties.

From time to time, we'll add or remove investment options based upon the above investment, client and risk considerations. We recommend you consult your financial adviser before selecting the specific investment options for your investment strategy.

For more information on the investment options available, refer to the **MyNorth investment options** document on northonline.com.au/mynorth or contact the North Service Centre on 1800 667 841 for a copy. You should also consider the investment option's product disclosure statement and target market determination available from North Online or your financial adviser.

Investment instructions

When your financial adviser completes your application to open your account, you and your adviser are required to provide your automatic buy instructions. You can also arrange to provide ongoing investment instructions, including:

- automatic sell instructions
- rebalance profile
- dollar cost averaging.

Restrictions may apply to the investment options chosen. Refer to the **removing or closing investment options** section for more information.

If you no longer have an adviser, you will need to manage your investment instructions directly through North Online.

Automatic buy instructions

Investments that take your cash account balance above your target cash balance will be invested according to your automatic buy instructions.

You can nominate the following options for your automatic buy instructions:

- invest as per buy profile
- invest as per buy profile (excluding listed securities)
- leave excess funds in cash

Your automatic buy profile can include managed funds, managed portfolios and listed securities and must be specified as percentages.

If any of your investment options are sold in full and you don't update your automatic buy profile, funds may continue to be invested into that option.

Accounts without automatic buy instructions will keep excess cash in the cash account.

Automatic sell instructions

Payments such as taxes, fees and withdrawals may cause your cash account balance to fall below your nominated minimum cash balance. If this happens, we'll sell down your investments according to the automatic sell instructions that you've nominated.

You can nominate the following options:

1. Pro rata across managed funds only
2. Divest as per sell down profile
3. Divest as per sell down order.

Note: The current default sell instructions option is **pro rata across managed funds only**. By early 2024, you'll have a new option to nominate **pro rata across both managed funds and managed portfolios**, which will replace the current default option.

All automatic sell instructions will exclude guaranteed investments.

Your automatic sell profile/order can include managed funds, managed portfolios and listed securities.

On any occasion, where an automatic sell is required and there are insufficient funds in an investment option to implement your automatic sell instruction, then your whole automatic sell instruction will be replaced with the default option (noted above) for that occasion only.

Automatic sell transactions are generally processed as a dollar amount to match your automatic sell instructions. If you're required to sell over 90% of your holding in an investment option, the sale will be converted from a dollar-based amount to a unit-based sale using the latest unit price we hold. This may result in the percentage sold being different to the percentage you specified.

If you don't have automatic sell instructions, the default automatic sell instructions will be applied.

Listed securities and term deposits won't be sold proportionally and this may cause your cash account to become negative.

Rebalance profile

Over time, the value of your investments will fluctuate. If you invest in more than one investment option, this variation is likely to cause your holdings to vary from your initial investment profile. The auto-rebalance facility rebalances your investment options back to your rebalance profile, in accordance with your standing instructions.

You and your adviser can nominate a rebalance profile when you set up your account and modify it at any time. Your profile can include managed funds and listed securities and must be specified in percentages. If you no longer have an adviser, you will need to manage your rebalance profile directly through North Online.

The auto-rebalancing feature gives you the option to rebalance quarterly, half-yearly or yearly on a selected date. The rebalancing will only occur on your nominated rebalance date if the total of the buy transaction or sell transaction to rebalance back to your profile meets the trade minimums as described in the **at a glance** section. If the rebalance does not meet the trade minimums, the rebalance will be skipped. In addition, any pending buy or sell transactions must be completed prior to the account being rebalanced.

The next rebalancing date will be scheduled based on the nominated rebalance date according to the rebalance frequency you have specified.

Dollar cost averaging

Dollar cost averaging (DCA) is the process of investing a set dollar amount into the market over regular intervals. The aim of this approach is to reduce the risks associated with trying to choose the right time to buy. DCA is subject to a minimum instalment of \$500.

The benefits of DCA vary depending on the type of investment and market conditions. You should seek advice from your financial adviser on how DCA may suit your individual circumstances.

Switching between investment options

Switching involves the selling of an investment option and the purchase of another. Both the purchase and sale are conducted at the same time, which may result in your cash account becoming negative for a short period of time. Importantly, you are still invested for the day(s) your cash account is negative.

Your instructions for a switch are specified in dollars, subject to trade minimums.

If the dollar amount of an investment to be sold is greater than 90% of your holding, the sell instructions will be converted from dollar-based to unit-based using the latest unit price we hold. This may result in the dollar amount purchased being different to the dollar amount sold or the percentage switched being different to the dollar amount specified.

Redemptions

Redemption periods vary between fund managers. Some fund managers can complete redemptions within a short time frame however there are fund managers that can take a considerable amount of time to complete a redemption. Please consider the impact of your investments with longer redemption periods when being used in sell or rebalance profiles.

Listed securities

MyNorth allows you to invest in all securities listed on the Australian Securities Exchange (ASX) and other securities as listed in the **MyNorth investment options** document available at northonline.com.au/mynorth.

All orders placed through North Online are converted to a limit price as per ASX requirements. Please refer to the ASX for more information.

To invest in listed securities through MyNorth, your financial adviser will need to request a Holder Identification Number (HIN) through North Online, which is unique to your account. If you no longer have a financial adviser, you can request this through the North Service Centre at north@amp.com.au or on 1800 667 841.

Corporate actions

There may be corporate actions associated with listed securities and managed funds. Examples of corporate actions for listed securities include, but are not limited to, rights issues, share splits, buy-backs and initial public offers (IPOs).

We will not participate in a corporate action without your instructions. In some circumstances, we may not be able to facilitate participation in a corporate action for operational or other reasons. For managed funds, we will generally abstain from voting.

We will notify your financial adviser of any approved corporate actions via North Online as soon as practicable and ask them to contact you, and to provide us with instructions on your behalf. We will act on instructions as provided to us by your financial adviser. If your financial adviser has provided you with transaction access for trading securities, you will be able to give us your instructions directly through North Online. You will be contacted directly if you have authority to transact on North Online or no longer have a financial adviser. There is no additional cost associated with exercising your voting rights.

Please see our Proxy Voting Policy available free of charge on amp.com.au/corporategovernance for more information on how corporate actions may be treated.

This information is not relevant to corporate actions associated with listed securities held as part of a MyNorth Managed Portfolio - please refer to the **MyNorth Managed Portfolios product disclosure statement** for more information about how corporate actions are treated in MyNorth Managed Portfolios.

Term deposits

You can invest in term deposits with a range of providers. Please refer to the **MyNorth investment options** document for a full list of providers.

Removing or closing investment options

We regularly monitor our investment options to ensure our range continues to suit the needs of our members (refer to the **eligible investment selection process** section). We may add, change the status of, or remove (terminate) investment options from time to time.

Terminating investment options

If you have money in an investment option that is terminated, we'll pay the proceeds to your cash account. If we identify an alternative investment option which is similar to the one being terminated, we may switch your holding to the alternative investment option instead if it is in the best financial interest of members. This may include making changes to automatic buys, automatic sells, and rebalancing.

We'll try to provide you with at least 30 days prior notice when this happens. If we can't provide you with prior notice due to circumstances outside of our control, or where we believe that there is immediate investment risk, we'll provide you with notice as soon as practicable.

Where we cannot provide you with adequate notice or where we have not received alternative investment instructions from you, we will:

If the investment option is terminated or closed to additional investments and it forms part of your investment instructions:

- the investment option will be replaced with the Macquarie Cash Fund - Class M Units (NML0018AU) in your buy profile
- your dollar cost averaging purchase instruction will be cancelled
- your existing sell profile will remain unchanged if the investment option is closed
- your rebalance instruction for the investment option will be cancelled and replaced with NML0018AU in your rebalance profile.

Changing the status of investment options

We may change the status of certain investment options from time to time. These statuses include:

1. Closing the investment to new investors (soft close)

If the investment option is closed to new investors you can continue to invest in the closed investment option provided you currently have a holding in the investment option. If it forms part of your investment instructions and you do not currently have a holding in the investment option:

- You will require new investment instructions to replace the closed investment options
- Your dollar cost averaging purchase instruction will be cancelled
- Any automatic sell instructions will be replaced with the default automatic sell instructions. Refer to **automatic sell instructions** for further information.
- Your rebalance instruction will be cancelled and rebalance profile will be deleted.

2. Suspending the investment option (hard close or frozen)

If the investment option is suspended (frozen) from buying or selling, or both, and forms part of your investment instructions:

- Your rebalance instruction will be cancelled and your rebalance profile will be deleted. The auto-rebalance facility will no longer be available while you hold units in that investment option.

For investment options that are suspended from buying:

- The investment option will be replaced with the Macquarie Cash Fund - Class M Units (NML0018AU) in your buy profile.
- Your dollar cost averaging purchase instruction will be cancelled.

Where investment options that are suspended from being sold form part of your sell profile, your sell profile will be updated. If your automatic sell instructions are to:

- Divest as per the sell down profile, then your sell profile will be deleted, and your automatic sell instructions will change to the default sell instructions. For more information on the default sell instruction, refer to **automatic sell instructions**.
- Divest as per the sell down order, then the investment option will be deleted from the sell down order.
- Pro rata across managed funds only, we will continue to sell pro rata across your remaining managed funds, excluding any guaranteed investments.
- Pro rata across managed funds and managed portfolios only (available by early 2024), we will continue to sell pro

rata across your remaining managed funds and managed portfolios, excluding any guaranteed investments.

3. Closing the investment to new investors with a selling restriction

If the investment option is closed to new investors and has selling restrictions:

- If you currently have a holding in the investment option and it forms part of your investment instructions:
 - Your automatic buy profile will remain unchanged.
 - Your automatic sell profile will be updated.
 - Your rebalance instruction will be cancelled and rebalance profile will be deleted.
- If you don't currently have a holding in the investment option but it forms part of your investment instructions:
 - The investment option will be replaced with the Macquarie Cash Fund - Class M Units (NML0018AU) in your automatic buy profile.
 - Your dollar cost averaging purchase instruction will be cancelled.
 - Your automatic sell profile will be updated.
 - Your rebalance profile will be deleted.
- If it forms part of your sell profile and you have instructed us to:
 - Divest as per the sell down profile, the entire sell profile will be deleted and your automatic sell instructions will be changed to the default sell instructions. For more information on the default sell instruction, refer to **automatic sell instructions**.
 - Divest as per the sell down order, we will delete the investment option from the sell down order.
 - Pro rata across managed funds only, we will continue to sell pro rata across your remaining managed funds, excluding any guaranteed investments.
 - Pro rata across managed funds and managed portfolios only (available by early 2024), we will continue to sell pro rata across your remaining managed funds and managed portfolios, excluding any guaranteed investments.

Where you are invested in an investment option that is terminating, your holdings in the option will be sold subject to any suspension/withdrawal restrictions. Proceeds from the sale will be allocated to your cash account. Additionally, where you hold an investment option that is suspended (frozen), terminated or closed, the auto-rebalance facility is no longer available whilst you hold units in that option. However, you may wish to complete a one-off rebalance by excluding the suspended, terminated or closed investment option. For further information on the withdrawal restrictions that may apply, refer to **liquidity risk** within the **risks you should consider** section of this PDS.

For further information on the Macquarie Cash Fund - Class M Units (NML0018AU), refer to its product disclosure statement which is available from North Online. You can make a switch out of this investment option at any time.

Obtaining up-to-date information

The available investment options may change from time to time. Full details of the available investment options can be found in the **MyNorth investment options** document, available at northonline.com.au/mynorth or by contacting your financial adviser or the North Service Centre at north@amp.com.au or on 1800 667 841.

Fund managers will notify us of any changes or significant events that affect an investment option you have selected. You are unable to elect to receive these communications directly, however we will notify you (and/or your adviser) of material

changes or significant events through North Online as soon as we can after we have been notified by the fund managers. Copies of these documents are available free of charge upon request by contacting the North Service Centre at north@amp.com.au or on 1800 667 841.

We will not be responsible for any delays in notifying you of these changes or events, where the delay has been caused by a fund manager.

You should be aware that accessible investments may be acquired for you through your MyNorth Investment account according to your automatic buy instructions or regular savings plan, or through a cash account sweep or auto rebalancing or dollar cost averaging without you having been given the current PDS or other disclosure document for the selected investment option(s) at the time the acquisition is made. You can access, at no additional cost to you, the most up-to-date PDS or other disclosure document provided to us for the investment options you have selected by accessing North Online at northonline.com.au/mynorth

Fund manager payments

NMMT may receive payments from fund managers for amounts invested in particular investment options made available to you. Payments received are determined by the agreements NMMT has with the applicable fund managers. These payments and their method of calculation may change from time to time and are not an additional cost to you. All fund manager payments are agreed on arm's length terms.

Asset transfers (in specie)

An asset transfer (in specie) is the process of transferring managed funds and listed securities from one product holder to another, without the need to sell and repurchase the assets. This helps reduce any out of market risks associated with selling and repurchasing the assets.

In specie transfers do not have buy/sell costs for managed funds or brokerage costs for listed securities.

There will not be a realisation of any capital gains or losses where there is no change of beneficial ownership. Other costs may apply.

Some transfers can take in excess of three months to complete depending on the type of asset being transferred. Asset parcels are transferred out on a 'first in first out' basis, meaning older asset parcels will be transferred out before newer ones.

In specie in

Some assets you hold outside of your MyNorth Investment account may be transferred in specie into your account if certain conditions are met, including:

- the asset is approved for in specie transfer into your account by the operator.
- The other holder (fund manager or platform) allows in specie transfer out.

There is no in specie transfer fee for transferring assets into your account. Stamp duty may apply. For more information on the in specie transfer fee, please refer to the **fees and other costs** section of this document.

In specie out

The assets you hold in your account may be transferred in specie to another holder, in place of a cash withdrawal, so long as certain conditions are met and the other holder is willing to accept the particular assets being transferred.

An in specie transfer fee will apply to each managed fund or listed security you request to transfer out. For more information on the in specie transfer fee please refer to the **fees and other costs** section of this document.

The other holder may also charge a fee for accepting in specie transfers in.

Partial in specie transfers out

You can request a partial transfer of your account balance by transferring all or part of any managed fund or listed security. If you elect a partial transfer, your account will remain open and you can continue to transact on your account. However, you will not be able to transact on the remaining holdings in the investment options you have elected to partially transfer until all completed forms have been received and the request has been authorised by us. If you receive dividends paid as part of your Dividend Re-investment Plan (DRP) after you submit the transfer, these will appear as additional units in your existing listed security holdings.

Full in specie transfers out

Where the transfer request results in a full withdrawal you will need to ensure you have sufficient cash available in your cash account to pay for the provisions detailed below, including the in specie fees. If you do not have sufficient funds in your cash account, you will need to sell part or all of your holdings in an investment option. If this occurs, you will need to provide instructions on which investment option you wish to sell down.

If listed securities are sold, brokerage fees will apply. Once the asset transfer request has been submitted you will not be able to transact on your account and your account will be closed when the asset transfer has been completed.

The maximum amount you can transfer in specie will be calculated based on your total account value less outstanding fees and provisions. The maximum transfer value will be calculated at the time the request is submitted. If you receive dividends paid as part of your DRP after you submit your transfer, these units will be sold to cash as part of the cash withdrawal and account closure.

Some asset transfers may take up to three months to complete. We will hold the following amounts in the cash account to account for this:

- three months of regular withdrawals (where applicable),
- three months of administration fees, and
- three months of advice fees.

If, as a result, the balance of your cash account exceeds your target cash balance, the excess cash will not be invested as per your investment instructions. Refer to **cash account sweeps** within the **cash account** section for more information.

Income

Dividends from listed securities

You have the option of receiving your dividends as a payment made into your cash account or choosing a dividend reinvestment plan (where available), that will reinvest any dividends automatically to purchase further shares. If any new dividend reinvestment plans become available after you select this option, you or your adviser will need to contact us to have this applied to your account.

Each time you acquire an additional listed securities holding under a dividend reinvestment plan (where available), it is important you have the most recent PDS(s) or other disclosure document(s) for your investment options and are aware of material changes and significant events relating to the investment options you have selected.

Term deposit interest

Interest earned from term deposits will be paid into your cash account upon maturity or at specified intervals as supported by the term deposit provider. You may also nominate for interest to be reinvested and added to the principal amount of your term deposit. Refer to North Online for more details.

Distributions from managed funds

Managed funds will generally earn income and also generate capital gains. Income is paid in the form of distributions, which will then be paid into your cash account (unless otherwise indicated in the **MyNorth investment options** document or the underlying investment option PDS or other disclosure document).

MyNorth Managed Portfolios

MyNorth Managed Portfolios is a non-unitised registered managed investment scheme, offering access to a range of managed portfolios. NMMT Limited issues the interests in, and is the responsible entity (RE) for, MyNorth Managed Portfolios.

NMMT Limited's role as RE of MyNorth Managed Portfolios is separate to its role as operator of MyNorth Investment.

Managed portfolios are designed to deliver a flexible and efficient means of gaining exposure to different asset classes.

You can access MyNorth Managed Portfolios via your MyNorth Investment account.

When you invest in MyNorth Managed Portfolios via MyNorth Investment, we will make an application to the RE to establish an interest in the scheme in relation to each particular managed portfolio that you select.

The RE will then use the funds invested from your MyNorth account to construct your scheme portfolio by acquiring assets that are consistent with the managed portfolio you select. This will be done in proportions that match (as closely as practicable) the asset allocation profile of the managed portfolio.

Your scheme portfolio will be managed by the RE in line with the investment strategy applicable to the managed portfolio you have selected.

See the **MyNorth Managed Portfolios PDS** for details of the available managed portfolios and applicable investment strategies.

The interest in MyNorth Managed Portfolios is held for you by us, under the terms of MyNorth Investment. All underlying assets held in your scheme portfolio are held for the responsible entity by the sub-custodian for MyNorth Managed Portfolios.

When you invest in MyNorth Managed Portfolios through MyNorth Investment, and your scheme portfolio does not include a separate allocation to cash, your cash account will be used to facilitate transactions associated with that investment, and you give us standing directions for your cash account to be used for that purpose.

Your scheme portfolio includes a separate allocation to cash. You direct us to use your cash account to receive payment of income from your scheme portfolio where the associated managed portfolio is set to pay out income or where you have made an income payment election (available during November 2023).

Further, when investing in MyNorth Managed Portfolios, you direct us to use your cash account to pay any fees, expenses, taxes or charges in relation to your investment in MyNorth Managed Portfolios, excluding trade fees (as defined in the MyNorth Managed Portfolios product disclosure statement).

Currently, the investment manager of the managed portfolio will determine whether income is paid to you as cash or reinvested in the managed portfolio, however, from 20 October 2023, your adviser will have the ability to choose whether income is paid as cash or reinvested.

Please refer to **your cash account and MyNorth Managed Portfolios** within the **cash account** section for further information.

A copy of the **MyNorth Managed Portfolios PDS** and the target market determination for MyNorth Managed Portfolios is available at northonline.com.au/managedportfolios or by contacting the North Service Centre on 1800 667 841. You should consider the **MyNorth Managed Portfolios PDS** in deciding whether to acquire, or continue to hold, an interest in MyNorth Managed Portfolios through MyNorth Investment.

Are labour standards, environmental, social, or ethical considerations taken into account?

Unless otherwise specified in the investment option's product disclosure statement, neither we nor the underlying investment manager of an investment option, have a view as to what constitutes a labour standard or an environmental, social or ethical consideration, or how or the extent to which such standards or considerations are to be taken into account. The MyNorth investment options documents and each investment option's product disclosure statement documents the investment option's approach to such standards or considerations, which is left by the Trustee to the individual discretion of the investment manager(s).

What risks apply to investing?

The future value of your Portfolio will depend on the types and performance of the investment options you choose. The investment options offered through MyNorth Investment are subject to risk, including possible delays in repayment and loss of income and capital. Apart from a benefit arising out of a guarantee issued by NMF and supported by an undertaking from AMP Group Holdings Limited, neither NMMT nor any other member of the AMP Group or the investment managers guarantee the repayment of capital, payment of income or the performance of the investment options chosen.

Diversification

Diversification is a basic strategy used to reduce some of the risks associated with investing. By spreading your investments across a number of assets, you are not reliant on the performance of, and are not exposed to the risks associated with holding only, a single investment. Investing in only one or a few specific assets or direct securities can increase your risk. It is very important that you understand and are aware of the risks and mitigating strategies, such as diversification, that are available to you. For more information on what risks apply to investing, speak to your financial adviser.

Risk and return

Your investment strategy will be highly dependent on your attitude towards risk. All investments carry a risk component. Risk in an investment context refers to the possibility that the investment will not return its original capital or expected income or that the level of return will be volatile over any given time period. This risk can include market risk, company risk, currency risk, interest rate and inflation risk. Investments with a low risk profile will generally provide lower, though more consistent, returns than those with a higher risk profile. For example, investing cash into bank accounts is considered low risk/low return, while the share market has historically had higher volatility and higher returns over the longer term.

Liquidity risk

In certain circumstances, an underlying managed investment fund may become illiquid under the Corporations Act. If an underlying fund becomes illiquid, withdrawals will not be permitted unless the fund's responsible entity makes a withdrawal offer. The responsible entity is not obliged to make such an offer. If an offer is made, you will be informed and you may direct us to accept the offer with respect to part or all of your investment in the fund. Where withdrawal requests exceed the amount available for release from the fund the amount released will be distributed proportionally.

For more information you should read the underlying investment options' PDS or other disclosure document.

Investment manager risk

Investment manager risk is the risk that a particular investment manager will under-perform its stated objectives, peers or benchmarks. The performance of your managed funds or managed portfolios is partly dependent on the performance of the investment managers, who may not achieve their investment objective. Changes in staff within the investment management team may also affect performance. The degree of success of an investment manager's strategies and methodologies can vary according to economic and other conditions. We reserve the right to change investment managers, change the investment options offered by them, introduce new investment options or cease to offer investment options. In some cases this may mean that your investments may have to be sold. If this occurs, there is a risk that you may incur losses (including taxes and transaction costs), or miss out on potential gains.

Risk of delay

Delays in the purchase or selling of investments may also occur where the underlying market becomes illiquid. For example, if the fund manager suspends trading in an investment option MyNorth Investment will not be able to fulfil the request until the suspension is lifted.

Other risks of investing in an IDPS

We are dependent on the accuracy and efficiency of our administration and computer systems. There is also a risk that a failure in any of these systems will cause a delay in processing and reporting on your account. There is also a risk that your rights may be affected by a change in the Deed Poll governing the MyNorth Investment. You will be notified of any significant changes.

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 member services justify higher fees and costs.

You may be able to negotiate to pay lower fees. Ask the fund or your financial 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)** Moneysmart website (www.moneySMART.gov.au) has a managed funds fee calculator to help you check out different fee options.

This section shows fees and other costs that you may be charged. These fees and costs may be deducted from your money, from the returns on your investment or from the assets in your account.

Taxes are set out in another part of this document.

You should read all the information about fees and costs because it is important to understand their impact on your investment.

The fees and costs for particular investment options offered through MyNorth Investment are set out in the underlying investment option's PDS or other disclosure document.

The total fees and costs you pay **will** include the fees and costs of MyNorth Investment (shown in the fees and costs summary below) as well as the underlying fees and costs of any investment option(s) you choose.

It is important that you understand the fees and costs of any investment options you choose and that those fees and costs are in addition to the fees and costs we charge, together with any transaction or account costs incurred on your behalf.

The underlying fees and costs of the investment option(s) chosen by you will generally be set out in a PDS or other disclosure document for the investment option. Accordingly, for detailed information about the underlying fees and costs associated with any particular investment option, refer to that investment option's PDS or other disclosure document. Visit North Online or contact your financial adviser to obtain up-to-date copies.

Fees and costs summary

MyNorth Investment																						
Type of fee or cost	Amount	How and when paid																				
Ongoing annual fees and costs																						
Management fees and costs The fees and costs for managing your investment. These costs only relate to gaining access to the investment options available through MyNorth Investment. They do not include the fees and costs for the investment options themselves. ⁽ⁱ⁾	Administration fee⁽ⁱⁱ⁾ <table border="1" data-bbox="426 421 951 757"> <thead> <tr> <th rowspan="2">Tier of account balance</th> <th colspan="2">Investment menu</th> </tr> <tr> <th>Select (% pa)</th> <th>Choice (% pa)</th> </tr> </thead> <tbody> <tr> <td>First \$350,000</td> <td>0.20</td> <td>0.25</td> </tr> <tr> <td>Next \$400,000</td> <td>0.12</td> <td>0.15</td> </tr> <tr> <td>Next \$250,000</td> <td>0.10</td> <td>0.10</td> </tr> <tr> <td>Next \$250,000</td> <td>0.08</td> <td>0.08</td> </tr> <tr> <td>Over \$1,250,000</td> <td>Nil</td> <td>Nil</td> </tr> </tbody> </table>	Tier of account balance	Investment menu		Select (% pa)	Choice (% pa)	First \$350,000	0.20	0.25	Next \$400,000	0.12	0.15	Next \$250,000	0.10	0.10	Next \$250,000	0.08	0.08	Over \$1,250,000	Nil	Nil	The administration fee <u>for each tier</u> of your account balance is calculated by: a) Your balance within the tier, multiplied by the Select fee rate, multiplied by the percentage of your account invested in the Select menu PLUS b) Your balance within the tier, multiplied by the Choice fee rate, multiplied by the percentage of your account invested in the Choice menu. The <u>total administration fee</u> is the sum of the fee for each tier. Where individual or family fee aggregation applies, total administration fees are calculated based on the total portfolio balance of the group and then applied to each account proportionately based on the amount each account holds in each investment menu. The calculation is applied to your account balance as at the last day of the month prior and deducted from your cash account monthly (commencing one month from the date that your account is established). The monthly fee amount is the annual fee divided by 12 ⁽ⁱⁱⁱ⁾ . For a detailed example of this calculation, refer to administration fee within the management fees and costs section.
	Tier of account balance		Investment menu																			
Select (% pa)		Choice (% pa)																				
First \$350,000	0.20	0.25																				
Next \$400,000	0.12	0.15																				
Next \$250,000	0.10	0.10																				
Next \$250,000	0.08	0.08																				
Over \$1,250,000	Nil	Nil																				
For the purposes of calculating administration fees, the amount you hold in your cash account is treated as being in the Select menu and charged at the applicable tiered percentage-based fee. A minimum administration fee of \$180 pa (\$15 per month) will apply to each account, unless individual or family fee aggregation applies. Where fee aggregation applies, the minimum will be proportioned based on the balance held in each account linked to your client number or within your family group. You will pay either the minimum administration fee or the percentage-based administration fee, depending on your account balance (or aggregated portfolio balance). The maximum administration fee per account is \$1,630 pa in the Select menu and \$1,925 pa in the Choice menu. Where your account contains both Select and Choice investment options, the maximum administration fee per account will be proportionate to the Select and Choice investment options in your account. If your account is part of an individual or family fee group, the maximum total administration fee payable is applied at the group level and proportioned based on the balance held in each account.																						
Account fee \$180 pa (\$15 per month) for each MyNorth Investment account, except for accounts with a guarantee that commenced prior to 28 November 2020 where the account fee is waived.	Deducted from your cash account monthly, commencing one month from the date your account is established.																					
Cash account investment fee 0.75% pa of the balance of your cash account.	The interest rate we pay on your cash account already includes the cash account investment fee and this fee will not appear as a separate line item on your statement. Interest is paid on the first day of each month.																					
Guarantee fee 0.80% to 1.70% pa of your protected balance for MyNorth Guarantees only. ^(iv)	Calculated by multiplying your opening protected balance on the day of the fee deduction by the guarantee fee rate. Deducted from your cash account each month from the date your guarantee commenced.																					
Performance fee Amounts deducted from your investment in relation to the performance of the product	Nil Not applicable																					

Fees and costs summary

Type of fee or cost	Amount	How and when paid
Ongoing annual fees and costs		
Transaction costs The costs incurred by the scheme when buying or selling assets	Brokerage fee 0.11% of the total of each listed security purchase or sale subject to a minimum fee of \$18.49.	Deducted from your cash account at the time each trade is settled. If you use a panel broker, the brokerage fee is negotiated between you and the panel broker and a settlement fee of \$10.25 also applies. ^(v)
	In specie transfer fee Not applicable for in specie transfers in; and \$50 per unique asset in specie transferred out. Stamp duty may also apply.	Deducted from your cash account at the time each transfer.
	Telegraphic transfer fee \$9 per withdrawal if you have requested a telegraphic transfer.	Deducted from your cash account at the time of each withdrawal.
	Plus, underlying buy-sell costs ⁽ⁱ⁾ ranging from 0% to 2.5% may apply.	
Member activity related fees and costs (fees for services or when your money moves in or out of the product)^{(vi)(vii)}		
Establishment fee The fee to open your investment	Nil	Not applicable
Contribution fee^(vi) The fee on each amount contributed to your investment	Nil	Not applicable
Buy-sell spread An amount deducted from your investment representing costs incurred in transactions by the scheme	Nil	Not applicable
Withdrawal fee The fee on each amount you take out of your investment	Nil	Not applicable
Exit fee The fee to close your investment	Nil	Not applicable
Switching fee The fee for changing investment options	Nil	Not applicable

- (i) The fees and costs for the investment options you select are disclosed in the product disclosure statement for each investment option. Refer to **underlying fees and costs of investment options** within the **additional explanation of fees and costs** section for further information.
- (ii) Individual and family fee aggregation allows you to reduce the administration fee you pay. Separately, while administration fees are generally not negotiable by you, these fees may be negotiated by your financial adviser in limited cases only. See **administration fee** and **benefit from multiple accounts** in the **additional explanation of fees and costs** section for further information.
- (iii) If you close your account, your final monthly fee payment will be pro-rated based on the number of days your account is open during the month in which your account is closed.
- (iv) Refer to the **MyNorth Investment Guarantee PDS** for further information on the guarantee fee.
- (v) Refer to **brokerage fee** within the **additional explanation of fees and costs** section for more information.
- (vi) You may agree to pay client advice fees to your financial adviser for financial advice. Refer to the **client advice fees** section within the **additional explanation of fees and costs** section for further details.
- (vii) Negative cash account balance interest may also apply. Refer to **other fees and costs** within the **additional explanation of fees and costs** section for further information on other fees and costs that may be charged.

Example of annual fees and costs for a balanced investment option

This table gives an example of how the ongoing annual fees and costs in the MyNorth Index Balanced Fund on the Select menu for this product can affect your investment over a one-year period. You should use this table to compare this product with other products offered by managed investment schemes.

Example — MyNorth Index Balanced Fund on the Select menu		Balance of \$50,000 with a contribution of \$5,000 during year
Contribution fees	Nil	For every additional \$5,000 you put in, you will be charged \$0.00 .
Plus Management fees and costs ⁽ⁱ⁾	\$180 pa (Administration fee) + \$180 pa (Account fee)	And , for every \$50,000 you have in the MyNorth Index Balanced Fund on the Select menu you will be charged or have deducted from your investment \$360.00 each year
Plus Performance fees	Nil	And , you will be charged or have deducted from your investment \$0.00 in performance fees each year
Plus Transaction costs	Nil	And , you will be charged or have deducted from your investment \$0.00 in transaction costs.
Equals Cost of MyNorth Index Balanced on the Select menu ⁽ⁱⁱ⁾		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 fees and costs of: \$360.00 What it costs you will depend on the investment option you choose and the fees you negotiate.

- (i) Management fees and costs comprise the minimum administration fee of \$180 pa and the account fee of \$180 pa. In this example, the minimum administration fee has been applied, however for larger account balances, the administration fee may depend on your account balance and may instead attract a tiered percentage-based fee. This example assumes that your cash account balance is nil. A cash account investment fee of 0.75% pa will apply to the balance of your cash account. The guarantee fee does not apply in this example.
- (ii) Underlying fees and costs for the MyNorth Index Balanced Fund will also apply. Refer to **example 1** within the **additional examples of total annual fees and costs** section for more information. Establishment fee is \$0.00. You will not be charged exit fees if you make a withdrawal. This example assumes the \$5,000 contribution is received at the end of the year.
Additional fees and costs may apply, including client advice fees as agreed with your financial adviser. Refer to 'additional explanation of fees and costs' for more information.

Note: The fees and costs we charge relate to MyNorth Investment and access to the underlying investment options via the Select or Choice investment menus. They do not include the fees and costs that relate to investing in those underlying investment options. Additional fees and costs will be charged by the issuers of the underlying investments that you choose to invest in through MyNorth Investment. Refer to the product disclosure statements or other disclosure documents of those underlying investment options for further information.

Additional examples of total annual fees and costs

The following examples illustrate how the cumulative effect of the fees and costs of MyNorth Investment, as well as the underlying fees and costs of certain types of investment options, can affect your investment over a one-year period, and how they can vary depending on the investment options you select. These examples are for illustrative purposes only. The actual fees and costs that you will be charged will depend on your total account value, the investment options you choose and the transactions you carry out.

Example 1 – Managed fund on the Select menu

Example — MyNorth Index Balanced Fund on the Select menu		Balance of \$50,000 with a contribution of \$5,000 during year
Contribution fees	Nil	For every additional \$5,000 you put in, you will be charged \$0.00 .
Plus Management fees and costs ⁽ⁱ⁾	\$180 pa (Administration fee) + \$180 pa (Account fee) + 0.35% pa (Investment option) ⁽ⁱⁱ⁾	And , for every \$50,000 you have in the MyNorth Index Balanced Fund on the Select menu you will be charged or have deducted from your Investment \$535.00 each year.
Plus Performance fees	Nil	And , you will be charged or have deducted from your investment \$0.00 in performance fees each year.
Plus Transaction costs	0.01% pa (Investment option) ⁽ⁱⁱ⁾	And , you will be charged or have deducted from your investment \$5.00 in transaction costs.
Equals Cost of MyNorth Index Balanced on the Select menu ⁽ⁱⁱⁱ⁾		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 fees and costs of: \$540.00 What it costs you will depend on the investment option you choose and the fees you negotiate

- (i) Management fees and costs comprise the minimum administration fee of \$180 pa, the account fee of \$180 pa and 0.35% pa for the MyNorth Index Balanced Fund. In this example, the minimum administration fee has been applied, however for larger account balances, the administration fee may depend on your account balance and may instead attract a tiered percentage-based fee. This example assumes that your cash account balance is nil. A cash account investment fee of 0.75% pa will apply to the balance of your cash account. The guarantee fee does not apply in this example.
- (ii) Fees and costs for the MyNorth Index Balanced Fund. Please refer to the underlying investment option's product disclosure statement for more details.
- (iii) An estimated buy cost of 0.06% applies whenever you invest in the MyNorth Index Balanced Fund (this will equal \$3 for every \$5,000 you invest). An estimated sell cost of 0.07% applies whenever you withdraw from the MyNorth Index Balanced Fund (this will equal \$3.50 for every \$5,000 you withdraw). Establishment fee is \$0.00. You will not be charged exit fees if you make a withdrawal. This example assumes the \$5,000 contribution is received at the end of the year.
Additional fees and costs may apply, including client advice fees as agreed with your financial adviser. Refer to 'additional explanation of fees and costs' for more information.

Example 2 – Term deposit on the Select menu

Example — AMP Term Deposit on the Select menu		Balance of \$50,000 with a contribution of \$5,000 during year
Contribution fees	Nil	For every additional \$5,000 you put in, you will be charged \$0.00 .
Plus Management fees and costs ⁽ⁱ⁾	\$180 pa (Administration fee) + \$180 pa (Account fee)	And , for every \$50,000 you have in the AMP Term Deposit on the Select menu you will be charged or have deducted from your Investment \$360.00 each year.
Plus Performance fees	Nil	And , you will be charged or have deducted from your investment \$0.00 in performance fees each year.
Plus Transaction costs	Nil	And , you will be charged or have deducted from your investment \$0.00 in transaction costs.
Equals Cost of AMP Term Deposit on the Select menu ⁽ⁱⁱ⁾		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 fees and costs of: \$360.00 What it costs you will depend on the investment option you choose and the fees you negotiate

- (i) Management fees and costs comprise the minimum administration fee of \$180 pa and the account fee of \$180 pa. In this example, the minimum administration fee has been applied, however for larger account balances, the administration fee may depend on your account balance and may instead attract a tiered percentage-based fee. This example assumes that your cash account balance is nil. A cash account investment fee of 0.75% pa will apply to the balance of your cash account. The guarantee fee does not apply in this example.
- (ii) Term deposits may have break costs for withdrawing money before the end of the term. Please read the terms and conditions of the term deposit given by the provider of the term deposit for further details. Buy-sell costs do not apply to Term Deposits. Establishment fee is \$0.00. This example assumes the \$5,000 contribution is received at the end of the year.
Additional fees and costs may apply, including client advice fees as agreed with your financial adviser. Refer to 'additional explanation of fees and costs' for more information.

Example 3 – Listed securities on the Choice menu

Example — Listed shares on the ASX on the Choice menu		Balance of \$50,000 with a contribution of \$5,000 during year
Contribution fees	Nil	For every additional \$5,000 you put in, you will be charged \$0.00 .
Plus Management fees and costs ⁽ⁱ⁾	\$180 pa (Administration fee) + \$180 pa (Account fee)	And , for every \$50,000 you have in Listed shares on the Choice menu you will be charged or have deducted from your Investment \$360.00 each year.
Plus Performance fees	Nil	And , you will be charged or have deducted from your investment \$0.00 in performance fees each year.
Plus Transaction costs ⁽ⁱⁱ⁾	Nil	And , you will be charged or have deducted from your investment \$0.00 in transaction costs.
Equals Cost of Listed shares on the ASX on the Choice menu ⁽ⁱⁱⁱ⁾		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 fees and costs of: \$360.00 What it costs you will depend on the investment option you choose and the fees you negotiate

- (i) Management fees and costs comprise the minimum administration fee of \$180 pa and the account fee of \$180 pa. In this example, the minimum administration fee has been applied, however for larger account balances, the administration fee may depend on your account balance and may instead attract a tiered percentage-based fee. This example assumes that your cash account balance is nil. A cash account investment fee of 0.75% pa will apply to the balance of your cash account. The guarantee fee does not apply in this example.
- (ii) A brokerage fee will apply whenever you trade listed securities (this will equal \$18.49 for every \$5,000 you buy or sell in a single trade, unless you use a panel broker in which case brokerage fees are negotiated between you and the broker and we will charge an additional settlement fee of \$10.25 per trade).
- (iii) There are no underlying fees and costs for listed shares, however underlying management costs and transactional and operational costs may apply for AREITs, ETFs, LICs and LITs. Establishment fee is \$0.00. You will not be charged exit fees if you make a withdrawal. This example assumes the \$5,000 contribution is received at the end of the year.
- Additional fees and costs may apply, including client advice fees as agreed with your financial adviser. Refer to 'additional explanation of fees and costs' for more information.**

Example 4 – MyNorth Managed Portfolios balanced managed portfolio on the Choice menu

Example — Research Choice Balanced Accumulation Portfolio on the Choice menu		Balance of \$50,000 with a contribution of \$5,000 during year
Contribution fees	Nil	For every additional \$5,000 you put in, you will be charged \$0.00 .
Plus Management fees and costs ⁽ⁱ⁾	\$180 pa (Administration fee) + \$180 pa (Account fee) + 0.7476% pa (Investment option) ⁽ⁱⁱ⁾	And , for every \$50,000 you have in the Research Choice Balanced Accumulation Portfolio on the Choice menu you will be charged or have deducted from your investment \$733.80 each year.
Plus Performance fees ⁽ⁱⁱ⁾	0.12% pa (Investment option)	And , you will be charged or have deducted from your investment \$60.00 in performance fees each year.
Plus Transaction costs ⁽ⁱⁱ⁾	0.08% pa (Investment option)	And , you will be charged or have deducted from your investment \$40.00 in transaction costs.
Equals Cost of Research Choice Balanced Accumulation Portfolio on the Choice menu ⁽ⁱⁱⁱ⁾		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 fees and costs of: \$833.80 What it costs you will depend on the investment option you choose and the fees you negotiate

- (i) Management fees and costs comprise the minimum administration fee of \$180 pa, the account fee of \$180 pa and 0.7476% for the Research Choice Balanced Accumulation Portfolio. In this example, the minimum administration fee has been applied, however for larger account balances, the administration fee may depend on your account balance and may instead attract a tiered percentage-based fee. This example assumes that your cash account balance is nil. A cash account investment fee of 0.75% pa will apply to the balance of your cash account. The guarantee fee does not apply in this example.
- (ii) This amount comprises the investment fees and costs based on the current underlying asset allocation of the Research Choice Balanced Accumulation Portfolio as at the time of writing.
- (iii) An estimated buy cost of 0.14% applies whenever you invest in the Research Choice Balanced Accumulation Portfolio (this will equal \$7 for every \$5,000 you invest). An estimated sell cost of 0.15% applies whenever you withdraw from the Research Choice Balanced Accumulation Portfolio (this will equal \$7.50 for every \$5,000 you withdraw). Establishment fee is \$0.00. You will not be charged exit fees if you make a withdrawal. This example assumes the \$5,000 contribution is received at the end of the year.
- Addition fees and costs may apply, including client advice fees as agreed with your financial adviser. Refer to 'additional explanation of fees and costs' for more information.**

Example 5 – MyNorth Managed Portfolios equity managed portfolio on the Choice menu

Example — DNR Capital Australian Equities High Conviction Portfolio on the Choice menu		Balance of \$50,000 with a contribution of \$5,000 during year
Contribution fees	Nil	For every additional \$5,000 you put in, you will be charged \$0.00 .
Plus Management fees and costs ⁽ⁱ⁾	\$180 pa (Administration fee) + \$180 pa (Account fee) + 0.8241% pa (Investment option) ⁽ⁱⁱ⁾	And , for every \$50,000 you have in the DNR Capital Australian Equities High Conviction Portfolio on the Choice menu you will be charged or have deducted from your investment \$772.05 each year.
Plus Performance fees ⁽ⁱⁱ⁾	Nil	And , you will be charged or have deducted from your investment \$0.00 in performance fees each year.
Plus Transaction costs ⁽ⁱⁱ⁾	0.08% pa (Investment option)	And , you will be charged or have deducted from your investment \$40.00 in transaction costs.
Equals Cost of DNR Capital Australian Equities High Conviction Portfolio on the Choice menu ⁽ⁱⁱⁱ⁾		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 fees and costs of: \$812.05 What it costs you will depend on the investment option you choose and the fees you negotiate

- (i) Management fees and costs comprise the minimum administration fee of \$180 pa, the account fee of \$180 pa and 0.8241% for the DNR Capital Australian Equities High Conviction Portfolio. In this example, the minimum administration fee has been applied, however for larger account balances, the administration fee may depend on your account balance and may instead attract a tiered percentage-based fee. This example assumes that your cash account balance is nil. A cash account investment fee of 0.75% pa will apply to the balance of your cash account. The guarantee fee does not apply in this example.
- (ii) This amount comprises the investment fees and costs based on the current underlying asset allocation of the DNR Capital Australian Equities High Conviction Portfolio as at the time of writing.
- (iii) A trade fee of 0.10% of the applicable trade value will apply to each transaction of listed Australian equities or listed products in your scheme portfolio (this will equal \$5.00 for every \$5,000 you buy or sell in a single trade). Establishment fee is \$0.00. You will not be charged exit fees if you make a withdrawal. This example assumes the \$5,000 contribution is received at the end of the year.
- Additional fees and costs may apply, including client advice fees as agreed with your financial adviser. Refer to 'additional explanation of fees and costs' for more information.**

Cost of product information

Cost of product for one year

The cost of product gives a summary calculation about how ongoing annual fees and costs can affect your investment over a 1-year period for all investment options. It is calculated in the manner shown in the Example of annual fees and costs.

The cost of product assumes a balance of \$50,000 at the beginning of the year with a contribution of \$5,000 during the year. (Additional fees such as an establishment fee or an exit fee may apply: refer to the Fees and costs summary for the relevant option.)

You should use this figure to help compare this product with other products offered by managed investment schemes.

Investment option menu	Cost of product ⁽ⁱ⁾
Investment options in the Select investment menu	\$360.00
Investment options in the Choice investment menu	\$360.00

(i) The cost of product comprises the minimum administration fee of \$180 pa and the account fee of \$180 pa. In this example, the minimum administration fee has been applied, however for larger account balances, the administration fee may depend on your account balance and may instead attract a tiered percentage-based fee. The cost of product assumes that the account does not hold any guarantees and the cash account balance is zero. Therefore, the cost of product listed does not include the Guarantee fee, or cash account investment fee.

The cost of product information shown in this section relates only to the fees charged by the platform, in relation to the platform and access to the underlying investment options, and does not include the fees and costs that relate to investing in the underlying investment options.

Additional fees and costs will be charged by the issuers of the underlying investment options that you decide to invest in. These costs are set out in the product disclosure statement or other disclosure document(s) for the relevant underlying investment options.

The cost of product information shown for an investment menu applies to all underlying investment options accessed through that menu in MyNorth Investment.

Additional explanation of fees and costs

Management fees and costs

The administration fee and the account fee cover the costs associated with the establishment and administration of your MyNorth Investment account, including any distribution costs and other fees and expenses paid to related parties and service providers.

Administration fee

The administration fee is calculated by adding the fees applicable to each tier of your account balance. For each tier of your account balance, the fee is calculated as:

$(\text{Balance in tier} \times \text{Select fee rate} \times \% \text{ of total portfolio in Select}) + (\text{Balance in tier} \times \text{Choice fee rate} \times \% \text{ of total portfolio in Choice})$

Total portfolio balance is the balance of your account; or where individual or family fee aggregation applies, the total balance of all accounts in the group.

Example - Administration fees for an account with Select and Choice investments

The following example explains how the administration fees will be calculated for an account with investments in both the Select and Choice investment menus. For this example:

- The total account balance is \$500,000.
- 50% of the account is invested in Select investment options and the remaining 50% is invested in Choice investment options (\$250,000 in each menu).

Tier of account balance	Select fee	Choice fee	Administration fee (\$)
First \$350,000	0.20%	0.25%	$(\$350,000 \times 0.20\% \times 50\%) + (\$350,000 \times 0.25\% \times 50\%)$ = \$787.50
Next \$150,000	0.12%	0.15%	$(\$150,000 \times 0.12\% \times 50\%) + (\$150,000 \times 0.15\% \times 50\%)$ = \$202.50
\$500,000			
Total administration fees			= \$990.00 pa⁽ⁱ⁾

(i) This example includes administration fees only. In this example, the tiered percentage-based administration fee has been applied, however for lower account balances, the minimum administration fee of \$180 pa may apply. Other fees will apply, such as the account fee, cash account investment fee, and other fees as applicable. Refer to the **fees and costs summary** section for further details.

Account fee

The account fee is \$180 pa (\$15 per month) for each MyNorth Investment account, except for accounts with a guarantee that commenced prior to 28 November 2020, where the account fee is waived. Individual and/or family fee aggregation is not applicable to account fees.

Fee arrangements

Management fees and costs are generally not negotiable by you. From time to time, these fees may be negotiated by your financial adviser. The nature of these variations is dependent on the arrangement between us and your adviser. As a result, we may vary your fees by rebating part of the fee charged by us. Any such rebate will be paid to your cash account once or on a monthly basis, depending on the nature of the rebate. Alternatively, we may choose to provide you with reduced fees. The fees deducted monthly will be determined based on these rates.

We may cease these arrangements at our discretion. In the event any such arrangements are ceased, your fees will revert to the rates disclosed in the **fees and other costs** section of this IDPS Guide.

Benefit from multiple accounts

Through fee aggregation, you can reduce the administration fee you pay by having multiple accounts (with the same client number) or by being part of a family fee group. Your client number is available on your statements and correspondence from us, or from North Online. With individual or family fee aggregation, your balances are combined to calculate fees based on the total portfolio balance, which is then applied to each account proportionately based on the amount each account holds in each investment menu.

Fee aggregation only applies to administration fees, and does not apply to account fees or any other fee types applicable to MyNorth Investment.

Individual fee aggregation

We combine the account balances of your accounts with the same client number to calculate administration fees. This includes accounts in MyNorth Super, MyNorth Pension, MyNorth Investment, North Super, North Pension and North Investment.

Example – Administration fees for an individual with multiple accounts

The following example explains how the administration fees will be calculated for an individual with multiple accounts linked to their client number. For this example:

- The member has a MyNorth Super account with \$300,000 and a MyNorth Investment account with \$500,000. The member's total portfolio balance is \$800,000.
- The investments in each of the accounts are split between the Choice and Select investment menus as follows:

Account	Select balance	Choice balance	Total account balance	% of total portfolio in Select	% of total portfolio in Choice
Super	\$180,000	\$120,000	\$300,000	22.50%	15.00%
Investment	\$250,000	\$250,000	\$500,000	31.25%	31.25%
Total portfolio balance:			\$800,000		

Account balance	Super		Investment		Super administration fee (\$)	Investment administration fee (\$)
	Select fee	Choice fee	Select fee	Choice fee		
First \$350,000	0.20%	0.28%	0.20%	0.25%	$(\$350k \times 0.20\% \times 22.50\%) + (\$350k \times 0.28\% \times 15.00\%)$ = \$304.50	$(\$350k \times 0.20\% \times 31.25\%) + (\$350k \times 0.25\% \times 31.25\%)$ = \$492.19
Next \$400,000	0.12%	0.17%	0.12%	0.15%	$(\$400k \times 0.12\% \times 22.50\%) + (\$400k \times 0.17\% \times 15.00\%)$ = \$210.00	$(\$400k \times 0.12\% \times 31.25\%) + (\$400k \times 0.15\% \times 31.25\%)$ = \$337.50
Last \$50,000	0.10%	0.12%	0.10%	0.10%	$(\$50k \times 0.10\% \times 22.50\%) + (\$50k \times 0.12\% \times 15.00\%)$ = \$20.25	$(\$50k \times 0.10\% \times 31.25\%) + (\$50k \times 0.10\% \times 31.25\%)$ = \$31.25
\$800,000					Super administration fee: = \$534.75	Investment administration fee: = \$860.94
Total administration fees for all accounts						= \$1,395.69 pa⁽ⁱ⁾

(i) This example includes administration fees only. In this example, the tiered percentage-based administration fee has been applied, however for lower account balances, the minimum administration fee of \$180 pa may apply. Other fees will apply, such as the account fee, cash account investment fee, and other fees as applicable. Refer to the **fees and costs summary** section for further details.

Family fee aggregation

Family fee aggregation allows you and members of your family (family group) to combine the account balances of your MyNorth Super, MyNorth Pension, MyNorth Investment, North Super, North Pension and North Investment accounts for the purposes of calculating administration fees. The total administration fee for a family group will be calculated in the same manner as administration fees are for a single account, and the fees will be shared between each account in the family group proportionately based on the amount each account holds in each investment menu.

Family groups can be set up by your financial adviser through North Online by nominating a primary member within the family group. All members of the family group must have the same financial adviser and one of the following relationships to the primary member to be eligible for family grouping:

- spouse
- de facto
- parent
- child
- sibling
- grandparent, or
- grandchild.

A maximum of six members are allowed in a family group.

Self-managed super funds (SMSFs), trusts and companies are eligible to be included in a family group, if each member of the SMSF, beneficiary of the trust or director of the company has a valid relationship to the primary member. Where a primary member ceases to hold an eligible account, the family group will be terminated.

Family fee groups and the benefits of family fee aggregation will not apply to your account if you no longer retain the services of a financial adviser to manage your account. For further information see the **if you no longer have an adviser** section.

For further information on the fee aggregation, please contact your financial adviser.

Example - Administration fees for a family group with multiple accounts

The following example explains how the administration fees will be calculated for a family group with multiple accounts. For this example:

- There are two members in the family group with a total portfolio balance of \$1,380,000
 - Member A has a Super account and an Investment account
 - Member B has a Pension account and an Investment account
- The investments in each of the accounts are split between the Choice and Select investment menus as follows:

Family group member	Account	Select balance	Choice balance	Total account balance	% of total portfolio in Select ⁽ⁱ⁾	% of total portfolio in Choice ⁽ⁱ⁾
A	Super	\$180,000	\$120,000	\$300,000	13.04%	8.70%
A	Investment	\$250,000	\$250,000	\$500,000	18.12%	18.12%
B	Pension	\$100,000	\$50,000	\$150,000	7.25%	3.62%
B	Investment	\$300,000	\$130,000	\$430,000	21.74%	9.42%
Total portfolio balance:				\$1,380,000		

Family group member A

Account balance	Super		Investment		Super administration fee (\$) ⁽ⁱ⁾	Investment administration fee (\$) ⁽ⁱ⁾
	Select fee	Choice fee	Select fee	Choice fee		
First \$350,000	0.20%	0.28%	0.20%	0.25%	$(\$350k \times 0.20\% \times 13.04\%) + (\$350k \times 0.28\% \times 8.70\%)$ = \$176.52	$(\$350k \times 0.20\% \times 18.12\%) + (\$350k \times 0.25\% \times 18.12\%)$ = \$285.33
Next \$400,000	0.12%	0.17%	0.12%	0.15%	$(\$400k \times 0.12\% \times 13.04\%) + (\$400k \times 0.17\% \times 8.70\%)$ = \$121.74	$(\$400k \times 0.12\% \times 18.12\%) + (\$400k \times 0.15\% \times 18.12\%)$ = \$195.65
Next \$250,000	0.10%	0.12%	0.10%	0.10%	$(\$250k \times 0.10\% \times 13.04\%) + (\$250k \times 0.12\% \times 8.70\%)$ = \$58.70	$(\$250k \times 0.10\% \times 18.12\%) + (\$250k \times 0.10\% \times 18.12\%)$ = \$90.58
Next \$250,000	0.08%	0.08%	0.08%	0.08%	$(\$250k \times 0.08\% \times 13.04\%) + (\$250k \times 0.08\% \times 8.70\%)$ = \$43.48	$(\$250k \times 0.08\% \times 18.12\%) + (\$250k \times 0.08\% \times 18.12\%)$ = \$72.46
Last \$130,000	0.00%	0.00%	0.00%	0.00%	Nil	Nil
\$1,380,000					Super administration fee for family group member A: = \$400.43	Investment administration fee for family group member A: = \$644.02
Total administration fees for family group member A						= \$1,044.45 pa ⁽ⁱⁱ⁾

Family group member B

Account balance	Super		Investment		Pension administration fee (\$) ⁽ⁱ⁾	Investment administration fee (\$) ⁽ⁱ⁾
	Select fee	Choice fee	Select fee	Choice fee		
First \$350,000	0.20%	0.28%	0.20%	0.25%	$(\$350k \times 0.20\% \times 7.25\%) + (\$350k \times 0.28\% \times 3.62\%)$ = \$86.23	$(\$350k \times 0.20\% \times 21.74\%) + (\$350k \times 0.25\% \times 9.42\%)$ = \$234.60
Next \$400,000	0.12%	0.17%	0.12%	0.15%	$(\$400k \times 0.12\% \times 7.25\%) + (\$400k \times 0.17\% \times 3.62\%)$ = \$59.42	$(\$400k \times 0.12\% \times 21.74\%) + (\$400k \times 0.15\% \times 9.42\%)$ = \$160.87
Next \$250,000	0.10%	0.12%	0.10%	0.10%	$(\$250k \times 0.10\% \times 7.25\%) + (\$250k \times 0.12\% \times 3.62\%)$ = \$28.99	$(\$250k \times 0.10\% \times 21.74\%) + (\$250k \times 0.10\% \times 9.42\%)$ = \$77.90
Next \$250,000	0.08%	0.08%	0.08%	0.08%	$(\$250k \times 0.08\% \times 7.25\%) + (\$250k \times 0.08\% \times 3.62\%)$ = \$21.74	$(\$250k \times 0.08\% \times 21.74\%) + (\$250k \times 0.08\% \times 9.42\%)$ = \$62.32
Last \$130,000	0.00%	0.00%	0.00%	0.00%	Nil	Nil
\$1,380,000					Pension administration fee for family group member B: = \$196.38	Investment administration fee for family group member B: = \$535.69
Total administration fees for family group member B						= \$732.07 ⁽ⁱⁱ⁾

Total administration fees for entire family group = \$1,776.52 ⁽ⁱⁱ⁾

- (i) The percentages of the portfolio displayed have been rounded to two decimal places, however the fee calculations in these examples have used these percentages before any rounding has been applied.
- (ii) This example includes administration fees only. In this example, the tiered percentage-based administration fee has been applied, however for lower account balances, the minimum administration fee of \$180 pa may apply. Other fees will apply, such as the account fee, cash account investment fee, and other fees as applicable. Refer to the **fees and costs summary** section for further details.

Performance fee

There are no performance fees for MyNorth Investment. However underlying investment options may have performance fees. Please refer to the underlying investment options PDS for further information.

Transaction costs

Brokerage fee

When purchasing or selling listed securities, brokerage fees will apply. These fees include GST and are an additional cost to you.

Standard brokerage fees of 0.11% of the total of each listed security purchase or sale apply, subject to a minimum fee of \$18.49 per trade. These fees will be directly debited from your cash account at the time the trade is settled.

If you use a panel broker, the brokerage fee is negotiated between you and the panel broker, and a settlement fee of \$10.25 will apply in addition to any brokerage fees. The brokerage fee you've negotiated and the settlement fee will be deducted from your cash account at the time the trade is settled.

Please ask your financial adviser for details on current brokerage rates. For a list of approved panel brokers and their contact details, refer to North Online.

In specie transfer fee

There is no in specie transfer fee for transferring assets into your account. When transferring assets out of your account, in specie transfer fees will apply and are an additional cost to you. Stamp duty may also apply.

For in specie out, a transfer fee of \$50 per asset applies to each managed fund or listed security you request to transfer out, and stamp duty may also apply. This fee will be deducted from your cash account at the time the units being transferred are removed from your account. If there are insufficient funds in your cash account some of the assets may be sold to fund these costs.

Other fees and costs

Negative cash account balance interest

Should your cash account balance become negative at any time, interest will be charged by us on the negative amount, for the period it remains negative, at the same rate as the interest paid on positive cash account balances.

Any such interest charged in relation to a negative cash account balance, will be netted off against any interest accrued on your cash account balance during periods when the balance is positive, prior to the interest amount (positive or negative) being applied to your cash account.

Client advice fees

You may agree to pay your financial adviser a client advice fee (CAF) from your MyNorth Investment account, which is the remuneration they receive for providing you with financial advice. You should discuss client advice fees with your financial adviser to ensure you understand them and how they are calculated. Advice fees that you agree to pay your financial adviser will be deducted from your cash account in accordance with your instructions to us, and paid to your financial adviser on your behalf.

Client advice fees may comprise of either one or a combination of the following:

Client advice fee types	How and when paid ⁽ⁱ⁾
<p>Initial A fee you may agree to pay your financial adviser for initial financial advice. This may include an initial fee, a plan preparation and research fee and an advice implementation fee.</p>	<p>A one-off dollar fee as agreed with your financial adviser, which is deducted from your cash account.</p> <p>The fee will be deducted from your cash account at the time your account is established, subject to your account balance.</p> <p>Where your account balance is not sufficient to pay this fee at establishment, the fee will be deducted once your account balance exceeds the minimum requirement.</p>
<p>Ad hoc A fee you may agree to pay your financial adviser for additional financial advice.</p>	<p>A one-off dollar fee as agreed with your financial adviser that is deducted from your cash account.</p> <p>The fee will be deducted from your cash account at the time we receive your instructions, subject to your account balance and any client advice fees already paid during your anniversary year.</p>
<p>Ongoing An ongoing fee you may agree to pay your financial adviser for ongoing financial advice.</p>	<p>A regular dollar and/or percentage fee deducted from your cash account monthly or quarterly as agreed with your financial adviser.</p> <p>The percentage fee will accrue daily and be deducted from your cash account at your nominated frequency of either monthly or quarterly.</p> <p>Fees will only be deducted up to the amount determined by your account balance at the end of the applicable fee period and will be subject to any client advice fees already paid during your anniversary year.</p>
<p>Listed securities An ongoing fee paid from your account to your financial adviser for financial advice regarding trading listed securities.</p>	<p>A dollar or percentage based fee charged on settlement of listed security trades as agreed with your financial adviser. This fee is only charged on adviser initiated transactions (eg switches and ad hoc rebalances) and is subject to your account balance.</p> <p>The fee will be deducted from your cash account at the time of settlement.</p>
<p>Contributions A fee you may agree to pay your financial adviser for financial advice on initial and/or future investments.</p>	<p>A percentage of each initial and/or future investment as agreed with your financial adviser.</p> <p>The fee will be calculated as a percentage of each initial and/or future investments made to your account and deducted from your cash account at the time the contribution is received.</p>

(i) Deductions for client advice fees (other than the contributions fee type) are subject to minimum account balances. Refer to **client advice fee limits** section below for further details.

In all circumstances you control the client advice fee payments and can instruct us to change or cease payments. This instruction must be received by us in writing. Your instructions will generally be actioned within two business days, but it may take longer depending on processing requirements. We will also process instructions from your financial adviser to reduce client advice fee payments.

In the event we receive inconsistent instructions from you and your financial adviser we will always act in accordance with your instructions.

Where you enter into an agreement with your financial adviser for client advice fees, it is possible that your financial adviser may transfer the advisory services they provide you to another financial adviser. This may occur in circumstances such as, but not limited to, your financial adviser retiring, changing roles, merging advice practices or selling all or part of their practice.

Where any such changes occur, you will be notified within 30 days of us becoming aware of any such change, and your CAF arrangements will continue to be paid for the agreement period to the new financial adviser, unless you instruct us otherwise.

You should refer to your Statement of Advice provided by your financial adviser for details of the client advice fee arrangements between you and your financial adviser.

Client advice fee limits

The maximum client advice fee that you can agree to pay your financial adviser from your account (excluding any remuneration that your financial adviser charges you directly) is outlined in the following table.

Maximum CAF payable to your financial adviser:

Fee type	Account balance	Maximum payable to your financial adviser (inclusive of GST) pa ⁽ⁱ⁾	Maximum payable by you (inclusive of GST, net of RITC) pa ⁽ⁱ⁾
Initial, ad hoc, ongoing and listed securities	Under \$1,500	Nil	Nil
	Between \$1,500 and \$10,000	2.69% of your total account balance	2.51% of your total account balance
	Over \$10,000	\$5,500 plus 2.69% of your total account balance	\$5,125 plus 2.51% of your total account balance
Contributions ⁽ⁱⁱ⁾	N/A ⁽ⁱⁱⁱ⁾	4.40% of each contribution	4.10% of each contribution

(i) Based on the anniversary of your account establishment date.

(ii) Your financial adviser may be restricted from applying client advice fees to ongoing contributions as these fees are prohibited by some financial services licensees. Please confirm with your financial adviser.

(iii) The contributions fee type is calculated as a percentage of the applicable investment, and is not based on your account balance.

Limits will be monitored and verified against your account value each time a client advice fee is charged during the anniversary year. We reserve the right not to deduct fees that we believe are unreasonable.

The remuneration that your financial adviser receives differs from the amount you pay from your cash account due to the reduced input tax credit (RITC). RITC is a partial rebate of the GST payable to financial advisers that we pass directly onto you. Therefore, you are not charged the entire amount that the financial adviser receives as remuneration. You may be able to negotiate the advice fees you pay. You should speak with your adviser about this.

Capacity to index client advice fees

Where you agree to pay your financial adviser a dollar amount for the client advice fee – ongoing, you can also agree for this amount to be indexed each year on your account anniversary date or on a date agreed with your financial adviser.

You may choose from two methods of indexation:

- a fixed percentage (up to 7% pa), or
- Consumer Price Index (CPI)—using the most recently published CPI.

Underlying fees and costs of investment options

The fees and costs of any investment options selected by you and your financial adviser are in addition to the fees we charge for accessing these investment options.

Details of the investment options offered by MyNorth Investment can be found in the **MyNorth investment options** document.

For information about the underlying fees and costs of a particular investment option, refer to that investment option's PDS or other disclosure document. Visit **North Online** to obtain the most up-to-date copies of the PDSs or other disclosure documents provided by the relevant issuer of the investment or contact your financial adviser.

Additional fees and costs information

Alterations to fees and charges

We reserve the right to add to or alter any of the fees and charges outlined in this IDPS guide at our discretion. You will be informed of any increase in fees and charges (other than an increase arising from indexing) at least 30 days before they occur.

Taxation information

For further information about taxation of this product, please refer to **taxation** under the **further information you need to know** section of this guide.

How your benefit will be paid upon death

In the event of your death while you are still an investor of MyNorth Investment, we must pay your remaining investment to your estate.

You should consider making a will. Your financial adviser can assist you in assessing your estate planning options.

Joint applicants are treated as joint tenants. This means that if one of the joint applicants dies, only the other joint applicant will be recognised as having any claim to the investment.

Invested assets upon death

Upon notification of the client's death, the assets will remain invested as per the deceased client's investment instructions, until such time as alternative instructions are received from the client's legal personal representative.

Investment instructions, adviser remuneration and financial adviser access

Any existing investment instructions, regular savings plans, client advice fees and financial adviser access may also be cancelled upon receipt of notification of the client's death.

Further information you need to know

Taxation

There may be important tax consequences in investing in MyNorth Investment. The taxation implications of investing, switching and receiving distributions will depend on your personal situation.

We recommend you check with your financial adviser or tax professional, as individual circumstances may differ and tax information may change in the future.

Non-resident withholding tax

If you are not an Australian resident, tax will normally be deducted from your distributions. The tax rate will depend on the nature of the distributions and the country in which you reside.

As an investor in Australia, it's important to understand the difference between taxable Australian property (TAP) and non-taxable Australian property (NTAP).

If you're not an Australian resident for tax purposes, you're subject to capital gains tax (CGT) on assets categorised as TAP. If you dispose of assets categorised as NTAP, you won't be subject to withholding tax on any capital gains.

As we assume you hold greater than a 10% interest in any single asset, any capital gains on disposal will be disclosed as a TAP capital gain.

To ensure you are meeting your CGT obligations, we recommend seeking professional advice from a tax adviser.

Taxable and Non Taxable Australian Property

We have adopted a conservative position and we have assumed that investors hold greater than 10% interest in any one assets. Therefore, the asset will be treated as 'Taxable Australian property'.

If you stop being an Australian resident (deemed disposal), you are taken to have disposed of your assets that are not taxable Australian property for their market value at the time you stopped being a resident.

When you become an Australian resident for tax purposes (deemed acquisition), you are taken to have acquired your CGT assets at the same time for their market value at that time.

Please note, we will not adjust your cost base information when you have completed a deemed disposal or deemed acquisition, as they do not apply to taxable Australian property.

Tax file number (TFN) withholding tax

You can choose whether or not to quote your TFN when you apply for a MyNorth Investment account. However, without your TFN or an appropriate exemption, tax may be withheld from distributions made to you at the highest marginal tax rate (plus Medicare levy).

Role of NMMT

NMMT is the operator of MyNorth Investment. NMMT must perform its obligations under the Deed Poll honestly and with reasonable care and diligence.

The Deed Poll also contains a general obligation for NMMT to act in accordance with investment instructions from you. However, there are a number of circumstances where an instruction is deemed not to have been given, including:

- where the instruction is unacceptable or inappropriate with reference to the Deed Poll, this IDPS guide, the law or market practice
- if the instruction is incomplete or may not be authentic, or
- if there is insufficient cash to meet the request.

NMMT has a voting policy in place regarding investments accessible through this service. A copy of this policy is available free of charge upon request from the North Service Centre on 1800 667 841 or amp.com.au/corporatepolicies.

NMMT has entered into contracts with the underlying investment managers and as a result may receive payment from the investment managers whose managed investment funds are available for investment through MyNorth.

Custody of your assets

NMMT is the custodian for MyNorth Investment, but has appointed Citigroup Pty Ltd (Citi) (ABN 88 004 325 080, AFS Licence No. 238098) as sub-custodian to hold certain assets on its behalf, including managed investment funds, shares and fixed term products.

Citi may not exercise any discretion in connection with these assets and will only act upon instructions from NMMT, or any party authorised by NMMT.

Citi's role, in addition to the custody of your assets, is to ensure other administrative functions are completed, such as settlements and the collection of distributions.

NMMT and the sub-custodian it appoints may use omnibus accounts to hold assets (that is, accounts in which assets ultimately held for your benefit are pooled together with assets that are referable to other investors).

Your rights

Your rights as an investor through MyNorth Investment are governed by this guide, the Deed Poll and the Corporations Act. The rights you have as an investor include the right to:

- withdraw your investment
- terminate your investment
- receive income entitlements
- receive investor reports, and
- inspect the Deed Poll.

There are differences between investing directly and investing through a portfolio administration service like MyNorth Investment. As an investor through MyNorth Investment:

- you will have access to managed investment funds that are normally only available to investors with large amounts to invest.
- you are not entitled to any cooling-off rights (that is, the right to return the interest in an investment to the issuer and receive the application amount paid, subject to some adjustments such as in respect of fees and (positive or negative) market movements). This is particularly important when considering investing in investments with limited liquidity or infrequent or restricted redemption windows as longer withdrawal periods and transaction fees will apply. In determining whether to invest in such an investment, you should specifically consider liquidity.
- investments (other than shares held in a sponsored share account) will be held in custody for you, and we will provide

consolidated reporting and collect income on your behalf. Although you retain beneficial ownership, you won't be able to directly exercise any investor rights usually available to the legal owner, including the right to vote on company and scheme resolutions. NMMT will generally only seek your direction to exercise any voting rights where a resolution is deemed to have the potential to materially affect the nature of the outcome of the investment.

- you may not have a right to withdraw and receive a refund from a managed investment fund or a security if the product disclosure statement or other disclosure document for the investment becomes defective or a disclosure condition is not met before the issue or sale of the investment. This means that the issuer of the investment may not be required to return your investment or provide other options such as notifying you of an option to withdraw your investment under the Corporations Act. Where practicable, we will communicate to your financial adviser where there is an option to withdraw and provide them with any accompanying disclosure (including supplementary or replacement disclosure) as soon as possible (but no later than 5 days from receipt of notification to us). We will also generally act on any instructions received as to how to exercise the withdrawal option.

If you were a direct investor:

- you will receive reports, accounts and may be able to participate in distribution reinvestment plans and have the right to vote in company and scheme resolutions.
- you may also be entitled to a 14 day cooling-off period with respect to certain financial products such as managed investments. If you exercise your right within the cooling-off period, you can have your application money returned (subject to some adjustments such as in respect of fees and market movements).
- withdrawal rights will usually be available and may be exercised by you when a product disclosure statement/disclosure document is found to be defective or a disclosure condition is not met before the issue or sale of the related investment that you applied for directly. You will be notified directly by the product issuer of any option to withdraw and provided with any accompanying disclosure (including supplementary or replacement disclosure).

If you no longer have an adviser

If you no longer have an adviser to assist you in managing your account, you may be adversely impacted. Please read the below information for further details.

You must inform us if you are no longer retaining the services of a financial adviser to assist you in managing your account. Your adviser may also inform us that they are no longer providing services to you. If this occurs:

- you may remain invested in MyNorth and you may continue to provide us with instructions relating to your account and the investments held for you
- you will be treated in accordance with the AMP Platforms non-advised client policy, which is available at no additional cost to you, from northonline.com.au/mynorth or the North Service Centre on 1800 667 841
- we will remove your financial adviser's access to your account, and
- grant you access, through North Online, to complete transactions that your adviser would have otherwise completed on your behalf.

Some account features will not be available to you. For example, you will be unable to:

- complete a withdrawal through North Online
- complete an asset transfer (refer to **Asset transfers (in specie)** section)
- open a new account, and
- benefit from any family fee grouping or family fee aggregation.

We strongly encourage you to have a financial adviser attached to your account at all times, to ensure that your financial strategy is being maintained and that you have access to all the features and functionalities offered through MyNorth.

Your liability

By electing to use MyNorth Investment, you appoint NMMT to act on your behalf to acquire, withdraw, invest, transfer and hold investments offered through MyNorth Investment.

Under the MyNorth Investment Deed Poll, NMMT is not responsible for any losses or liabilities incurred by you, except where they arise from our negligence or fraud. NMMT is also entitled to a broad indemnity out of the assets in your portfolio when it performs or exercises any of its powers or duties in respect of the service. You are liable for any fees and charges that have been advised to you, whether in this guide or otherwise, and for all charges relating to your investments, including any tax that becomes payable.

Anti-Money Laundering and Counter-Terrorism Financing (AML/CTF) Act

We are required to comply with the Anti-Money Laundering and Counter-Terrorism Financing (AML/CTF) Act. This means before we can accept you as an investor you need to provide certain identification information and verification documentation. We may also need additional customer identification information and verification from you as you undertake further transactions in relation to your investment.

We will need to identify and verify:

- you as the investor(s) prior to accepting your application pursuant to this IDPS service. We cannot process transactions on your behalf until all relevant information has been received and your identity has been satisfactorily verified
- your estate. In the event of your death while holding an account, we will need to identify and verify your legal personal representative prior to transferring the ownership or transacting on your account
- anyone acting on your behalf. If you nominate a representative to act on your behalf, we will need to identify and verify the nominated representative prior to authorising them as an added signatory to your account.

The customer identification requirements form part of your application. You will need to ensure you provide any necessary supporting documentation to the application to your financial adviser.

In some circumstances, in accordance with the AML/CTF legislation, we may need to re-verify information or require additional information from you. By applying to invest via the MyNorth Investment, you acknowledge that we may delay or refuse any request or transaction at our discretion. This could include delaying the issue or sale of assets if we deem that the request or transaction may breach our obligations, or cause us to commit or participate in an offence under the AML/CTF legislation, and we will incur no liability to you if we do so.

All applicants are required to certify their overseas taxation status.

Privacy collection statement

We will collect personal information directly from you, your financial adviser or anyone authorised by you.

The personal information we collect from you will be used to:

- establish and manage your account
- verify your identity or the identity of an authorised party on your account
- ensure compliance with all applicable regulatory or legal requirements
- perform any appropriate related functions
- manage and resolve complaints about the product or investment options, made to us directly by you or via your adviser.
- undertake market research and analysis for product and service improvement
- provide you with information about financial services provided by us, other members of the AMP group or by your financial adviser through direct marketing. If you do not want this please contact the North Service Centre at north@amp.com.au or on 1800 667 841 or unsubscribe at any time using the unsubscribe link within our marketing emails.

Your financial adviser will provide details to us if you are inside or outside of the target market determination for MyNorth Investment, MyNorth Investment Guarantee or any applicable investment options, and if you are outside the target market determination, the reason why the acquisition is outside of the target market.

Also, if you make a complaint to your financial adviser relating to MyNorth Investment, or any of the investment options, your adviser may provide details of the complaint to us. We may also provide information regarding the complaint to the external investment manager or insurer.

If you do not provide the required information, we will not be able to perform the activities above.

We are required or authorised to collect your personal information under various laws including those relating to Design and Distribution Obligations, taxation and Anti-Money Laundering and Counter-Terrorism Financing laws.

We will only share your personal information:

- with other members of the AMP group and external service providers, including your financial adviser, that we need to deal with for the purposes described above
- as required or authorised by law or regulations with courts, tribunals or government agencies
- with persons or third parties authorised by you, or if required, authorised or permitted by law
- with your parent or guardian, if you are under age 18.

We may disclose your personal information to recipients based outside Australia, as some external service providers we need to deal with can be located or host data outside Australia. A list of countries where these providers may be located can be obtained via our privacy policy. We take all reasonable steps to ensure that any data shared with external service providers is shared securely to protect your information.

Where you provide us with the personal information of other individuals, it is your responsibility to:

- inform the other individuals that you have provided their personal information to us; and
- provide them with a copy of this Privacy Collection Statement.

Our privacy policy provides further information about how you can access or update your personal information, seek the correction of such information, make a complaint about a breach or potential breach of our privacy obligations and how we will deal with such a complaint. You can view our privacy policy online at amp.com.au/privacy or contact us on 1800 667 841 for a copy.

If you have an enquiry or complaint

If you have an enquiry or wish to make a complaint in relation to the operation of the MyNorth Investment IDPS, you can contact us by phone, in writing (email or send us a letter) or via our website.

- Call us on: 1800 667 841
- Email us at: north@amp.com.au
- Notify us through North Online
- Website: northonline.com.au/mynorth
- Write to us at:
North Service Centre
GPO Box 2915
MELBOURNE VIC 3001

Complaints are very important to us and we are committed to resolving them as quickly as possible. You can view our complaints policy online at northonline.com.au/complaints or contact us at the North Service Centre on 1800 667 841 for a copy.

We will acknowledge receipt of your complaint within one (1) **business day** or as soon as we can.

If your complaint is resolved within five (5) business days we will not provide you with a written response, unless you request it.

If your complaint cannot be resolved within five (5) business days, we will provide you with:

- a name and contact information of the Customer Resolution Team responsible for handling your complaint,
- regular updates on the progress of your complaint, and
- a specific date when the investigation into the complaint is likely to be resolved.

When we complete our investigation, we will contact you to discuss our decision and then provide you with a written response including the outcome of the investigation and the reasons for our decision. We will provide a final response to your complaint within 30 calendar days of receiving your complaint; however, in exceptional cases where there is no reasonable opportunity for us to respond within that timeframe because resolution of the complaint is particularly complex or because of circumstances beyond our control which cause complaint management delays, we will require more time to respond to your complaint. In such exceptional cases, before the 30 calendar day timeframe expires, we will provide you with a notice with:

- the reasons for the delay
- information about your right to complain to AFCA if you are dissatisfied; and
- the contact details for AFCA.

You can find out more information by reading our Complaints Policy on our website.

If you aren't satisfied with the outcome of the complaint, you can refer it to the Australian Financial Complaints Authority (AFCA). AFCA is an independent body that provides a free complaint resolution service for complaints made to financial firms. The contact details for AFCA are:

Australian Financial Complaints Authority

Postal address: GPO Box 3, MELBOURNE VIC 3001

Australia phone: 1800 931 678

Email: info@afca.org.au

Website: afca.org.au

There may be a time limit for referring your complaint to AFCA. You should contact AFCA or visit the AFCA website for more details.

Specific investment complaints

Complaints regarding specific investments accessed through this service (such as managed funds) will need to be made to the underlying product issuer of the investment. We will take reasonable steps to facilitate the resolution of any such dispute notified to us. Please contact us for further information on the dispute resolution process of any of the underlying issuers.

Financial advice complaints

If your complaint relates to your financial adviser or financial product advice you received from your adviser, we recommend you discuss the issue with your advice licensee or refer to the complaints section of your financial adviser's financial services guide.

Getting help to make a complaint

If you need support or help to make a complaint you can ask an authorised representative, family member or friend to contact us on your behalf. We need your permission to speak with anyone else about your complaint, and this can be provided verbally or in writing. If you have a hearing or speech impairment you can use the National Relay Service as per the following:

- TTY (Text Telephone) users – phone **133 677** then ask to contact 1800 667 841
- Speak and Listen (speech to speech relay) users – phone **1300 555 727** then ask to contact 1800 667 841
- Internet relay users – visit the National Relay Service website <https://www.accesshub.gov.au/about-the-nrs>

The Translating and Interpreting Service (TIS National) provides interpreting services to people who do not speak English and to agencies and businesses that need to communicate with their non-English speaking clients. TIS National can be contacted on 131 450.

Managing conflicts of interest

As the operator of MyNorth Investment, we manage conflicts by applying the AMP Group Conflicts Management Policy. The policy outlines the requirements when managing conflicts so that AMP can comply with legal and regulatory requirements and provide you with the confidence that AMP conducts its business with fairness and integrity. The policy contains measures to identify, document and manage conflicts.

A copy of AMP's conflicts policy can be obtained by calling the North Service Centre on 1800 667 841.

Direct debit service agreement

This agreement outlines our and your responsibilities to ensure the smooth and secure operation of our direct debit agreement.

Our responsibilities

- We will only deduct investments from your chosen account.
- We will confirm the Investment amount, and how often we have agreed to deduct it.
- We assure you that we will not disclose your bank details to anyone else, unless you have agreed in writing that we can or unless the law requires or allows us to do this.
- We will debit your account on your nominated day of the month. If the payment date is a weekend or national public holiday, we will debit your account on the next business day.
- We will give you at least 14 days' notice when changes to the terms of this arrangement are made.

Your responsibilities

- We process your direct debit once the request has been submitted and funds will be credited to your account immediately in good faith. The funds will be debited from your banking institution within 1-2 business days of the submitted request.
- The funds deposited from your direct debit will be used in accordance with your buy profile. AMP is not liable for any incurred losses due to the automatic selling of any assets caused by a rejection of the direct debit request.
- Before sending us your account details, please check with your bank or financial institution that direct debit deductions are allowed on the account you have chosen.
- Please make sure that you have enough money in your account to cover payment of your instalments when due. Your bank or financial institution may charge a fee if the payment can't be met.
- The financial institution may charge you a small fee for the direct debit arrangement. This will be reflected in your financial institution account statement.

Changing your payment details

You may cancel or change direct debit deductions at any time.

Can we help?

If you have any queries about your direct debit agreement, please contact your financial adviser or contact us at north@amp.com.au or on 1800 667 841.

We will respond to queries concerning disputed transactions within ten business days.

Obtaining our financial services guide

The financial services guide (FSG) is designed to disclose relevant information to you, in order to assist you in deciding whether to use any of the services offered in the guide.

Our FSG contains information about:

- the financial services NMMT will provide you
- how NMMT and other related parties are paid for financial services provided to you
- any associations or relationships that could create potential conflict of interest, and
- details of who to contact should you have a complaint.

For a copy of our financial services guide, visit North Online or contact our North Service Centre on 1800 667 841 for a free copy.

Contact us

phone 1800 667 841
web northonline.com.au/mynorth
email north@amp.com.au
mail North Service Centre
GPO Box 2915
MELBOURNE VIC 3001