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MyNorth® Super and Pension

Product disclosure statement – part A

Issue number 11, 1 October 2023

® Registered trademark of NMMT Limited ABN 42 058 835 573
To be read in conjunction with MyNorth Super and Pension Guarantee product disclosure statement – part B

MyNorth® Super and Pension

Supplementary product disclosure statement

25 March 2024

This is a supplementary product disclosure statement (SPDS) to the **MyNorth® Super and Pension product disclosure statement (PDS) - part A**, issue number 11, dated 1 October 2023 and the **MyNorth® Super and Pension additional information booklet (AIB)**, issue number 20, dated 1 October 2023. The SPDS supplements, amends, replaces or deletes some sections of the PDS and AIB. A person should read the SPDS, together with the PDS, AIB and relevant target market determination (TMD), and consider whether this product is appropriate for them before making a decision to invest in MyNorth® Super and Pension.

Document: MyNorth Super and Pension PDS – part A
Page reference: 6
Title reference: At a glance
Instructions: Effective 1 July 2024, replace the **payment of benefits on death** row of the table with the following:

Payment of benefits on death	To assist with your estate planning you may nominate beneficiaries to receive your benefit in the event of your death, through a: – binding nomination – non-lapsing nomination – non-binding nomination – reversionary pension. **Note**: For Lifetime accounts, a benefit may not be payable on death. Your financial adviser can help you to choose the best method for your particular circumstances.

Document: MyNorth Super and Pension PDS – part A
Page reference: 6
Title reference: At a glance
Instructions: Effective 25 March 2024, replace the **fast payment** row of the table 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.

Issue date: 25 March 2024

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The issuer of this SPDS and the Trustee of the Wealth Personal Superannuation and Pension Fund ABN 92 381 911 598 is N. M. Superannuation Proprietary Limited ABN 31 008 428 322, AFS Licence No. 234654.

Document: MyNorth Super and Pension PDS – part A
Page reference: 8
Title reference: At a glance
Instructions: Effective 1 July 2024, replace the table and associated footnotes under the **member advice fees** section of the PDS with the following:

Member advice fees[iv][vii] – Fees you can agree to pay your financial adviser for financial advice		
Member 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 initial advice fees, plan preparation and research fees, and advice implementation fees.	Up to $10,000 pa, over a 1-year rolling period, subject to the total balances across all your MyNorth and North Super and Pension accounts.[viii]
Ad hoc	A fee paid from your account to your financial adviser for additional financial advice.	
Fixed term	A fee payable upfront or by monthly instalments, paid from your account to your financial adviser for financial advice. The fixed term period can be for a nominated period of up to 12 months.	Up to 2.2% pa subject to your account balance. Your financial adviser can select a maximum member advice fee to cap your fixed term advice fees.[viii]
Ongoing	A monthly fee paid from your account to your financial adviser for ongoing financial advice. The fee can be renewed on a yearly basis.	Up to 2.2% pa subject to your account balance. Your financial adviser can select a maximum member advice fee to cap your ongoing member advice fees.[viii]

(iv) All fees are inclusive of any goods and services tax (GST).
(vii) Refer to **member advice fees** within the **fees and other costs** section of this PDS for more information.
(viii) Deductions for member advice fees are subject to minimum account balances. Refer to **member advice fee limits** for further details.

Document: MyNorth Super and Pension PDS – part A
Page reference: 16
Title reference: MyNorth Super
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,
- meeting a condition of release for super, 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.

Document: MyNorth Super and Pension PDS – part A
Page reference: 16
Title reference: MyNorth Super
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.

Document: MyNorth Super and Pension PDS – part A
Page reference: 20
Title reference: MyNorth Pension
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,
- meeting a condition of release for super, 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.

Document: MyNorth Super and Pension PDS – part A
Page reference: 20
Title reference: MyNorth Pension
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.

Document: MyNorth Super and Pension PDS – part A
Page reference: 25 - 26
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.

Document: MyNorth Super and Pension PDS – part A
Page reference: 26
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 Super and Pension** section.

Document: MyNorth Super and Pension PDS – part A
Page reference: 27 - 28
Title reference: Investing in MyNorth Super and Pension
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.

Document: MyNorth Super and Pension PDS – part A
Page reference: 29 - 30
Title reference: Investing in MyNorth Super and Pension
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.

Document: MyNorth Super and Pension PDS – part A
Page reference: 48
Title reference: Fees and other costs
Instructions: Effective 1 July 2024, replace the **member advice fee limits** section with the following:

Member advice fee (MAF) limits

An advice fee arrangement is in place for a maximum of 12 months from your agreed fee start date. Your first payment will be deducted one month after the fee start date. Each year, you will need to consent to a new fee arrangement with your financial adviser for a fee to continue to be charged.

Maximum MAF payable to your financial adviser:

Member advice fee type	Account balance[ii]	Maximum MAF payable to your financial adviser (inclusive of any GST) pa
Initial and ad hoc[i]	Under $20,000	Nil
	Between $20,000 and $250,000	$5,000 over a rolling one-year period
	$250,000 and above	$10,000 over a rolling one-year period
Fixed term and ongoing	Under $20,000	Nil
	$20,000 and above	2.2% of your total account balance pa[iii]

(i) All of your MyNorth and North Super and Pension accounts with the same client number are subject to a single member advice fee limit.
(ii) The balance for initial and ad hoc advice fees is based on your total account balances across all of your MyNorth and North Super and Pension accounts with the same client number. The balance for fixed term and ongoing fees is based on your individual account balance.
(iii) The maximum fee is determined using the account balance on the day the fee is charged.

Limits will be monitored and verified against your account value each time a MAF is charged to your account. We reserve the right not to deduct fees that we believe are unreasonable. If a MAF payment will result in your account balance decreasing to $2,000 or less, no payment will apply.

The MAF 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 MAFs. If we are entitled to claim a RITC, we may pass this onto you by reducing the MAF paid from your cash account. Our eligibility to claim a RITC or the rate of the RITC may change, which may impact MAF amounts deducted from your cash account in the future.

Document: MyNorth Super and Pension PDS – part A
Page reference: 51
Title reference: How your benefits will be paid upon death
Instructions: Effective 1 July 2024, replace the **Super, Lifetime Super, Non-commutable Allocated Pension and Allocated Pension** section with the following:

Super, Lifetime Super, Non-commutable Allocated Pension and Allocated Pension

In the event of your death while you are a member investing in Super, Lifetime Super, NCAP or Allocated Pension account, we will release the total amount in your account in the form of a superannuation death benefit. You may choose one of the following options for nominating how a death benefit would be paid in the event of your death:

- binding nomination
- non-lapsing nomination
- non-binding nomination, or
- reversionary pension.

If you do not nominate a binding or non-lapsing nomination, you should consider making a will. Your financial adviser can assist you in assessing your estate planning options.

Regardless of the option chosen, the Trustee must generally ensure that the benefits are paid to your dependants (as defined in the Fund's Trust Deed and applicable superannuation law) and/or your legal personal representative.

For further information on how benefits will be paid upon death, refer to the **how will the benefit be paid upon death?** section of the **additional information booklet**.

Document: MyNorth Super and Pension PDS – part A
Page reference: 51
Title reference: How your benefits will be paid upon death
Instructions: Effective 1 July 2024, replace the **Lifetime Income and Deferred Lifetime Income** section with the following:

Lifetime Income and Deferred Lifetime Income

In the event of your death while you are a member investing in a Lifetime Income or Deferred Lifetime Income account, we will follow the elections you made in regards to the Couples Option and Death and Exit Benefit.

If you have opted into the Couples Option, your account will revert to your nominated reversionary spouse who will continue to receive an income for life.

A lump-sum death benefit will be payable to your beneficiaries following your death (or the death of your spouse when you selected the Couples Option and they live longer than you) in the following circumstances:

- you opted into the Death and Exit Benefit; and
- your Death and Exit Benefit has not reduced to nil.

Otherwise no benefit will be payable.

See **death and exit benefit** within the **lifetime account features** section for information on how to calculate a death benefit.

If you have not opted into the Couples Option, or no longer have a reversionary spouse, you may choose one of the following options for nominating how a death benefit would be paid in the event of your death:

- Binding nomination
- Non-lapsing nomination
- Non-binding nomination.

Document: MyNorth Super and Pension - additional information booklet (AIB)
Page reference: 11 - 13
Title reference: 6. How will the benefit be paid upon death?
Instructions: Effective 1 July 2024, replace the entire section **how will the benefit be paid upon death?** with the following:

6. How will the benefit be paid upon death?

Super, Lifetime Super, Non-commutable Allocated Pension and Allocated Pension

You may choose one of the following options for nominating how a death benefit would be paid in the event of your death:

- **binding nomination** – the Trustee is bound to pay your benefit to the person(s) you have nominated as long as your nomination is valid.
- **non-lapsing nomination** – the Trustee is bound to pay your benefit to the person(s) you have nominated as long as your nomination is valid. Unless an amendment or revocation is made, a non-lapsing nomination will not expire.
- **non-binding nomination** – the Trustee will consider the nomination provided by you but has discretion to pay your benefit to one or more of your dependants and/or your legal personal representative in proportions it determines.
- **reversionary pensioner** – you can request that your pension continues after your death by nominating your spouse or your child as a reversionary pensioner.

Deferred Lifetime Income and Lifetime Income accounts

You may choose one of the following options for nominating how a death benefit would be paid in the event of your death:

- binding nomination
- non-lapsing nomination
- non-binding nomination.

Note: If you hold a Deferred Lifetime Income account or Lifetime Income account, you must opt into the Death and Exit Benefit for your beneficiaries to receive a benefit upon your death. All other account types in MyNorth Super and Pension do not need to opt into the feature for a benefit to be paid to beneficiaries. Nominated reversionary pensioners on a Deferred Lifetime Income and Lifetime Income account are limited to a legal spouse.

For the Lifetime Income account and Deferred Lifetime Income account, if you have opted into the Couples Option your account will revert to your nominated reversionary spouse who will continue to receive an income for life.

In the case where you have opted into the Death and Exit Benefit, but do not have a surviving nominated reversionary spouse, or you have not opted into the Couples Option, a death benefit will be paid to beneficiaries.

If you have opted out of the Death and Exit Benefit and the Couples Option (or do not have a surviving nominated revisionary spouse), no funds will be payable from your account.

Payment of super and pension assets

If a death benefit becomes payable it will consist of your account balance and the proceeds of any insurance claim paid by the Insurer, if applicable.

A death benefit dependant can ask to receive payment as a lump sum or pension or a combination of both. For pension accounts – where a reversionary beneficiary has been nominated the pension will continue to be paid as a reversionary pension.

No tax is paid on lump-sum death benefits paid to a death benefit dependant (as defined in tax legislation). A pension payable to your death benefit dependant, including a reversionary pensioner, may be tax free depending on, for example, your age when you die and the age of the recipient dependant beneficiary. If the pension is taxable, the taxed element of the taxable component will be taxed as assessable income and subject to a 15% tax offset.

A beneficiary who is not a death benefit dependant (as defined in tax legislation) can only be paid a lump sum. The taxed element of the taxable component of a lump sum paid to a non-tax dependant (generally includes children 18 and over) is taxed at 15% plus Medicare levy. The untaxed element of the taxable component of a lump sum paid to a non-tax dependant (including children 18 and over) is taxed at 30% plus Medicare levy.

In the case of a child death benefit dependant, a death benefit income stream may be paid only where, at the time of the member's death, the child dependant is:

- under 18 years of age
- between 18 and less than 25 years of age and financially dependent on the member, or
- disabled as defined in disability services legislation.

A death benefit income stream paid to a child dependant must be commuted when the child reaches age 25 and paid as a tax-free amount, unless the child is disabled within the meaning of the *Disability Services Act 1986* (Cth).

Contact your financial adviser for further details.

Dependant

A dependant under superannuation law includes:

- your spouse (whether of the same or opposite sex) including de facto spouses. Refer to the **spouse** section
- your children (an adopted child, a stepchild, or ex-nuptial child, a child of the spouse, and someone who is a child within the meaning of the *Family Law Act 1975* (Cth)), and
- any person with whom you have an interdependency relationship.

An interdependency relationship is where two persons (whether or not related by family) have:

- a close personal relationship, and
- they live together, and
- one or each of them provides the other with financial support, and
- one or each of them provides the other with domestic support and personal care.

An interdependency relationship also includes two persons (whether or not related by family):

- who have a close personal relationship, and
- who do not meet the other criteria listed in the paragraph above because either or both of them suffer from a physical, intellectual or psychiatric disability.

A person must be a dependant on the date of your death to be a Beneficiary.

Spouse

Spouse of a person includes:

- another person (whether of the same sex or a different sex) on the relationship registry of a state or territory, and
- another person who, although not legally married to the person, lives with the person on a genuine domestic basis in a relationship as a couple.

Power of attorney

You can nominate a person or persons under a power of attorney to operate your account. To do so, send us a certified copy of a valid power of attorney together with a declaration that the appointment has not been revoked.

It is critical to explicitly state in the power of attorney document that you allow the person you have nominated as your attorney to nominate themselves as a beneficiary of your superannuation if this is your desire. If it is not explicitly stated that the appointed attorney can nominate themselves as a beneficiary, the Trustee will not implement any direction from the attorney to do so.

Binding nomination

In most circumstances we must pay your benefit to the beneficiaries you have nominated and in the proportions you have specified. A binding nomination is valid for up to three years and must be renewed on expiry if you want to continue to have a binding nomination.

In certain circumstances a binding nomination will be treated as though there is no nomination. Please refer to the information below to understand what makes a binding nomination valid and when your nomination will be treated as though there is no nomination. It is important that you review your binding nomination regularly to ensure that it is still appropriate for you.

For a binding nomination to be valid:

- the nomination must be valid at the date of your death
- the total allocation must equal 100% and must be a percentage of up to two decimal places
- you can only nominate a dependant (as defined in the 'Dependant' section of this booklet) and/or your estate/legal personal representative
- your nomination must be signed and dated in the presence of two witnesses who are over age 18 and who are not nominated beneficiaries (including your legal personal representative), nor the beneficiaries of your estate should you wish to nominate your legal personal representative.

We will not check if your nominated beneficiaries are your dependants or your legal personal representative at the time of receiving your nomination, however we do validate this as at a member's date of death.

Accordingly, we will automatically treat your nomination as though there is no nomination if:

- you and/or your witnesses do not sign or complete the binding nomination correctly,
- three years have passed from the date you signed the nomination of beneficiaries form (you will need to reconfirm your nomination every three years if you want to continue to have a binding nomination),
- any nominated beneficiary dies before you die,
- any nominated beneficiary (other than the legal personal representative) is not a dependant at the date of your death, or
- your relationship changes after signing the binding nomination form, e.g. you get married (unless you marry your nominated de facto spouse), enter into a de facto relationship, get divorced or your de facto relationship ends.

If you revoke your binding nomination without making another nomination, then we must pay your death benefit in accordance with the no nomination option.

Non-lapsing nomination

A non-lapsing nomination is a request by you to the Trustee to pay your benefit to the beneficiaries you have nominated and in the proportions you have specified. If the Trustee consents to the nomination and it is valid at the time of your death, the Trustee is bound to pay your death benefit in accordance with the nomination. A non-lapsing nomination will continue to apply until you revoke an existing nomination or make a new nomination.

In certain circumstances a non-lapsing nomination will be treated as though there is no nomination. Please see below for information on what makes a non-lapsing nomination valid and when your nomination will be treated as though there is no nomination.

It is important that you review your non-lapsing nomination regularly to ensure that it is still appropriate for you.

You must be aged 18 or over to make a non-lapsing nomination.

For a non-lapsing nomination to be valid:

- the nomination must be valid at the date of your death
- the total allocation must equal 100% and must be a percentage of up to two decimal places
- you can only nominate a dependant (as defined in the 'Dependant' section of this booklet) and/or your estate/legal personal representative
- your nomination must be signed and dated, in accordance with the relevant form(s).

We will not check if your nominated beneficiaries are your dependants or your legal personal representative at the time of receiving your nomination, however we do validate this as at a member's date of death.

Accordingly, we will automatically treat your nomination as though there is no nomination if:

- you do not sign or complete the non-lapsing nomination correctly, or in accordance with the relevant form(s)
- any nominated beneficiary dies before you die
- any nominated beneficiary (other than the legal personal representative) is not a dependant at the date of your death
- your relationship changes after signing the nomination of beneficiaries form, e.g. you get married (unless you marry your nominated de facto spouse), enter into a de facto relationship, get divorced or your de facto relationship ends.

If you revoke your non-lapsing nomination in writing without making another nomination, then we must pay your death benefit in accordance with the no nomination option.

Legal personal representative

If you nominate your legal personal representative as your beneficiary, please make sure that you have a valid and current will. Payment to a legal personal representative may also take longer to effect as it is necessary for a Grant of Probate or Letters of Administration to be issued before the benefit can be paid.

You should note that by directing payment to your legal personal representative you may be exposing the benefit to claims by any creditors of your estate.

Non-binding nomination

With a non-binding nomination, the Trustee will consider the nomination provided by you but has discretion to pay your death benefit to one or more dependants and/or legal personal representative in proportions that the Trustee determines. If there are no dependants and no legal personal representative is appointed within a reasonable time, the Trustee must pay your death benefit to any other person or persons in proportions which the Trustee determines.

A non-binding nomination will continue to apply until you cancel an existing nomination or make a new one.

Reversionary pension

Allocated Pension and Non-commutable Allocated Pension

You can request that your benefit continue after your death by nominating your spouse or your child as a reversionary pensioner.

If you nominate your spouse, then after your death, they will receive income payments until the benefit is exhausted. If you nominate your child, then after your death they will:

- receive income payments until the benefit is exhausted or they reach age 25, or
- if the child is permanently disabled within the meaning of the *Disability Services Act 1986* (Cth), they will receive income payments until the benefit is exhausted.

If you have nominated your spouse as the reversionary pensioner, they must be your spouse at the time of your death. If the nominated person is not a dependant at the time of your death, the Trustee will use its discretion to determine how the benefit will be paid.

The taxation of a death benefit paid as a reversionary pension will depend on the age of the primary and reversionary beneficiary:

- if the primary beneficiary was aged 60 or over at the time of death of the primary, then payments to the reversionary beneficiary will be tax exempt.
- if the primary beneficiary was under age 60 at the time of death, the pension will continue to be taxed at the reversionary beneficiary's marginal tax rate (less any tax free amount and applicable tax offset) unless, or until, the reversionary beneficiary is aged 60 or over, in which case it will be tax exempt.
- death benefits will be able to be paid as a pension to a dependant child, although when the child turns 25 the benefit will be commuted and be paid as a lump sum (tax free) unless the child was permanently disabled within the meaning of the *Disability Services Act 1986* (Cth), in which case they may continue to receive the pension.
- The account balance as at the date of death of the member will count towards the reversionary beneficiary's transfer balance cap 12 months after the date of death.

Deferred Lifetime and Lifetime Income account

In a Deferred Lifetime Income and Lifetime Income account, a reversionary can only be added if you have opted into the Couples Option. You can opt into the Couples Option during the account application process. If you opt out, you will not be able to opt in later.

When you die, the account will revert to your reversionary (nominated surviving spouse). To be eligible, your reversionary must be:

- your spouse, as defined by tax law, and
- age 50 or over.

If have opted into the Couples Option and you hold a Lifetime income account at the time of your death, your nominated surviving spouse will continue to receive an income for life.

If you hold a Deferred Lifetime Income account at the time of your death, the account will transition to a Lifetime Income account and revert to your reversionary spouse, who will receive an income for life as soon as practical.

No nomination

In the event that:

- there is no nomination because your binding nomination or non-lapsing nomination is deemed invalid, or
- there is no nomination made, or
- you cancel your existing nomination and do not make a new nomination,

your death benefit will be paid to your estate. However, if your estate is insolvent or if a legal personal representative hasn't been appointed within a reasonable period of time, then your benefit will be paid at the discretion of the Trustee to one or more of your dependants in proportions that the Trustee determines. If there are no dependants or legal personal representative the Trustee must pay the benefit to another person or persons.

If you don't have a death benefit nomination you should consider making a will.

It is important to review your nomination regularly and update it if your circumstances change, to ensure it remains valid.

Claim staking

In all circumstances where you have made a non-binding nomination (and the Trustee has exercised discretion), and in other circumstances where your benefit is paid at the discretion of the Trustee, the Trustee will make a decision about paying your super benefit, notify all potential beneficiaries of the decision, and allow 28 days to receive any objections. This process is called 'claim staking'.

Invested assets upon death

Upon receipt of written notification of the member's death, all assets will remain invested as per the investment instructions of the deceased member until alternative instructions are received by a valid beneficiary/ies or legal personal representative. This amount and any insurance benefits (if applicable) will then be made available to the Trustee for distribution to beneficiaries. Members invested in term deposits will continue to be invested based on terms associated with the asset until maturity date, unless otherwise notified by the beneficiary/ies.

However, for Lifetime Income accounts and Deferred Lifetime Income accounts, we will commence selling any assets in excess of any death benefit payable as soon as we receive formal notification of your death.

This excess amount is the annual bonus premium which is payable to the insurer in exchange for the annual bonuses you received.

Note: The value of a death benefit is determined as at the date of death, and we will split your total assets in a Lifetime Income account or Deferred Lifetime Income account between your death benefit and the annual bonus premium payable to the insurer after we receive official confirmation of your death. This split will generally be made proportionally across your investments. At this point, a valid beneficiary or legal personal representative will be authorised to provide instructions to us regarding the death benefit assets, and this represents payment of the death benefit to your beneficiaries. The value of these assets will then be subject to investment returns and fees payable, and so the final realised cash payment (if we receive instructions to sell assets) may be higher or lower than the death benefit amount.

Investment instructions, adviser remuneration and online authorities

Any existing investment instructions, regular savings plans, pension payments, adviser remuneration and online authorities may also be cancelled upon receipt of notification of the member's death.

Document: MyNorth Super and Pension – additional information booklet (AIB)
Page reference: 18
Title reference: What else do 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 Super and Pension and you may continue to provide us with instructions relating to your account and the investments held for you
- 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 of the **product disclosure statement - part A**.
- 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.
- You won't be able to apply for a new insurance policy within MyNorth Super and Pension.
- You won't be able to continue to defer commencement of income from your MyNorth Deferred Lifetime Income account once you've had your account for 5 years.

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 Super and Pension.

What you need to know

Information is 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. A Product Disclosure Statement (PDS), Additional Information Booklet (AIB), 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 PDS, AIB and the TMD before making any decision about whether to acquire or continue to hold your account.

MyNorth Super and Pension is issued by N. M. Superannuation Proprietary Limited ABN 31 008 428 322, AFSL 234654 (NM Super). NM Super is the trustee of the Wealth Personal Superannuation and Pension Fund ABN 92 381 911 598. NM Super is a member of the AMP group of companies.

Apart from a benefit arising out of a guarantee issued by NM Super, and supported by an agreement with National Mutual Funds Management Limited (NMFM) ABN 32 006 787 720 AFSL 234652 and an undertaking from AMP Group Holdings Limited ABN 88 079 804 676, neither NM Super nor any other company within the AMP Group, nor any of the investment managers of the investment options, guarantees the performance of MyNorth Super and Pension or the investment options or any particular rate of return.

Except as expressly disclosed in the PDS or the **MyNorth investment options** document, an investment in MyNorth Super and Pension or in an investment option in MyNorth Super and Pension is not a deposit with, or other liability of, NM Super, AMP Bank Limited (AMP Bank) ABN 15 081 596 009 AFSL 234517, any other member of the AMP Group or any of the investment managers. NM Super is not a bank. AMP Bank does not stand behind NM Super. MyNorth Super and Pension and the investment options in MyNorth Super and Pension are subject to investment risks, which could include delays in repayment and loss of income and capital invested.

Contact us

Phone 1800 667 841
Web **northonline.com.au**
Email north@amp.com.au
Mail North Service Centre
GPO Box 2915
MELBOURNE VIC 3001

N. M. Superannuation Proprietary Limited
50 Bridge Street
Sydney NSW 2000

Important information

MyNorth Super and Pension comprises a suite of plans offered as a part of the Wealth Personal Superannuation and Pension Fund (the Fund) ABN 92 381 911 598. The Trustee of the Fund and the issuer of this product disclosure statement (PDS) is N. M. Superannuation Proprietary Limited (NM Super) Australian Business Number (ABN) 31 008 428 322 Australian Financial Services Licence (AFSL) 234654. NM Super is a member of the AMP group of companies.

The Trustee is a Registrable Superannuation Entity (RSE) licensee under the *Superannuation Industry (Supervision) Act 1993* (Cth) (SIS Act), which means that we have satisfied licensing conditions set by the Australian Prudential Regulation Authority (APRA). The Trustee is responsible for the monitoring and management of the Fund for the benefit of all members in accordance with the governing rules of the Fund and relevant legislation. MyNorth Super and Pension is a resident regulated superannuation fund within the meaning of the SIS Act and is not subject to a direction not to accept superannuation contributions.

How your PDS works

Information regarding MyNorth Super (USI NMS0040AU) and MyNorth Pension (USI NMS0039AU) is contained in the PDS, which consists of Part A and Part B, and in other documents being the **additional information booklet** and the **MyNorth investment options** document. The other documents contain statements and information which are incorporated by reference into, and are taken to be included in, the PDS. This document is Part A of the PDS for MyNorth Super and Pension and should be read in conjunction with the MyNorth Super and Pension Guarantee PDS Part – B and the other documents.

MyNorth Super does not offer an authorised MySuper product.

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. You should read the PDS and the other documents before making any decision about whether to acquire or continue to hold your account.

We reserve the right to change the features of MyNorth Super and Pension with, in the case of an increase in fees, at least 30 days' prior notice, otherwise notice of material changes will be provided before or as soon as practicable after the change occurs.

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 Super and Pension Guarantee PDS - Part B	Provides specific information regarding MyNorth's Super and Pension Guarantee.
MyNorth Super and Pension additional information booklet	This document summarises the key features and benefits of MyNorth Super and Pension. Further information on the topics in this PDS is provided in the additional information booklet.
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 Super and Pension. You can obtain the underlying investment options' product disclosure statements for free through the above options or by visiting the fund manager's website.
Target market determination	Describes the types of consumers who are the target market for MyNorth Super and Pension and matters relevant to the product's distribution and review.
Insurance product disclosure statements	Explains optional insurance cover available to members of MyNorth Super and Pension from a number of insurers, including: – life insurance – total and permanent disability (TPD) insurance – income protection. These documents explain the insurance benefits available offered by each insurer. Please refer to each insurer's product disclosure statement for more information.
Product disclosure statement update	Information in the PDS and 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 a PDS update at **northonline.com.au/product-updates**.

NM Super and other providers

NM Super is the Trustee of the Wealth Personal Superannuation and Pension Fund and is referred to as **NM Super**, **Trustee**, **we** or **us** in this PDS.

No other company in the AMP group of companies (AMP group) or any of the investment managers of the investment options:

- is responsible for any statements or representations made in this PDS
- guarantees the performance of NM Super's obligations to members, nor assumes any liability to members in connection with MyNorth Super and Pension.

Apart from a benefit arising out of a guarantee supported by an agreement with National Mutual Funds Management Limited ABN 32 006 787 720 AFSL 234652 (NMFM) and an undertaking from AMP Group Holdings Limited ABN 88 079 804 676 as outlined in **MyNorth Super and Pension Guarantee product disclosure statement – part B**, neither NM Super nor any other company in the AMP group, nor any of the investment managers of the investment options, guarantees the performance of MyNorth Super and Pension or the investment options or any particular rate of return. The repayment of capital is not guaranteed, unless expressly stated.

Except as expressly disclosed in the PDS or the **MyNorth investment options** document, an investment in MyNorth Super and Pension or in an investment option in MyNorth Super and Pension is not a deposit with, or other liability of, NM Super, AMP Bank Limited (AMP Bank) ABN 15 081 596 009 AFSL 234517, any other member of the AMP group or any of the investment managers. NM Super is not a bank. AMP Bank does not stand behind NM Super. MyNorth Super and Pension and the investment options in MyNorth Super and Pension are subject to investment risks, which could include delays in repayment and loss of income and capital invested.

AMP companies receive fees and charges in relation to MyNorth Super and Pension as outlined in the PDS. AMP employees and directors receive salaries and benefits from the AMP group.

This offer is available only to persons receiving (including electronically) the PDS within Australia. We will not accept cash or applications signed and mailed from outside Australia. Monies must always be paid in Australian dollars. We may accept or refuse (without reason) any application.

The Trustee has taken out a life insurance policy with TAL Life Limited ABN 70 050 109 450 AFSL 237848 (TAL), an Australian life insurance company, that insures the Trustee for the annual bonuses it pays to Deferred Lifetime Income accounts and Lifetime Income accounts. TAL does not guarantee the lump sum withdrawals available through a Deferred Lifetime Income account or the income payments available through a Lifetime Income account.

This document is issued by N. M. Superannuation Proprietary Limited (ABN 31 008 428 322, AFS Licence No. 234654), the Trustee of the Wealth Personal Superannuation and Pension Fund (ABN 92 381 911 598).

Throughout this PDS

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 AFSL 234653 and N. M. Superannuation Proprietary Limited ABN 31 008 428 322 AFSL 234654.
APT	The Annual Performance Test conducted by the Australian Prudential Regulatory Authority from July 2021 to assess the long-term investment performance of certain superannuation products. The test is conducted by APRA and investment options that don't meet the benchmark, as set out by regulations, are classed as underperforming. To view investment options available on MyNorth that were subject to the test and failed please go to **APRA Annual Performance Test (amp.com.au)**
Anniversary year	A 12-month period commencing on the day your account is opened and each corresponding 12-month period afterwards.
Business day	A day other than a Saturday, Sunday or Melbourne public holiday.
Financial adviser	A financial adviser holding an Australian Financial Services (AFS) License or acting as an authorised representative of an AFS licensee.
Fund	Wealth Personal Superannuation and Pension Fund ABN 92 381 911 598.
Guarantee	MyNorth Super and Pension Guarantee (referred to as the MyNorth Guarantee in this PDS) is an investment feature available to members of MyNorth Super and Pension plans. Refer to Part B of this PDS – MyNorth Super and Pension Guarantee.
Insurance product disclosure statement	The insurance product disclosure statement applicable to your nominated insurer.
Managed portfolio	A notional portfolio of assets managed in accordance with a particular investment strategy, as described in the MyNorth Managed Portfolios product disclosure statement.
Member, you or your	A member of MyNorth Super and Pension including any person you authorise to act on your behalf.
MyNorth investment options	A list of investment options available with MyNorth Super and Pension.
MyNorth Lifetime accounts	The Lifetime accounts are a suite of account types in MyNorth Super and Pension which are made up of Lifetime Super, Deferred Lifetime Income and Lifetime Income.
MyNorth Managed Portfolios product disclosure statement	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 Super and Pension. The MyNorth Managed Portfolios product disclosure statement is issued by NMMT Limited.
MyNorth, MyNorth Super and Pension, MyNorth Super, MyNorth Pension	MyNorth Super and Pension
NCAP	Non-commutable Allocated Pension
NMMT	NMMT Limited ABN 42 058 835 573 AFSL 234653 is a service provider to the Trustee of administration, platform, investment and member cash custodial services. NMMT is also the responsible entity for MyNorth Managed Portfolios.
North Online	**northonline.com.au**
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.
Trustee, our, we or us	N. M. Superannuation Proprietary Limited ABN 31 008 428 322 AFSL 234654.

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At a glance

Minimum transactions			
Minimum initial contribution, rollover or transfer to commence your account[(i)]	$2,000[(ii)]	**Minimum ad hoc withdrawal**	No minimum
Minimum ad hoc contribution, rollover or transfer[(i)]	No minimum[(ii)]	**Minimum switch**	$100[(iii)]
Minimum regular savings plan	$10 per fortnight, month, quarter, half-year or year	**Minimum rebalance**	$1,000
Minimum account balance	$2,000	**Minimum cash account sweep**	**Automatic Buy**: $500[(iii)] **Automatic Sell**: $100[(iii)]

Product features	
Regular savings plan	Personal, spouse and other third party contributions can be made to your super account via direct debit from your bank account fortnightly, monthly, quarterly, half-yearly or yearly[(ii)].
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. Exceptions may apply. A dividend reinvestment plan (where available) may be nominated for listed securities. Refer to **income** within the **investing in MyNorth Super and Pension** section 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. Refer to the MyNorth Guarantee product disclosure statement 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.
Payment of benefits on death	To assist with your estate planning you may nominate beneficiaries to receive your benefit in the event of your death, through a: – binding death benefit nomination – non-lapsing binding death benefit nomination – non-binding death benefit nomination – reversionary pension. **Note**: For Lifetime accounts, a benefit may not be payable on death. Your financial adviser can help you to choose the best method for your particular circumstances.
BPAY®, EFT and ad hoc direct debit	Personal, spouse and other third party contributions can be made to your super account using direct debit via North Online. You can also use an EFT or BPAY facility provided by your bank[(ii)].
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.
Contribution splitting	You may elect to split your super contributions with your spouse[(ii)]. **Note**: This is not available in Deferred Lifetime Income accounts.
Deferred Lifetime Income and Lifetime Income accounts	
Death and Exit Benefit	You have the option to opt into a death and exit benefit in the Deferred Lifetime Income account and the Lifetime Income account. **If you opt out, no benefits are payable in the event of your death or exit from the account.** You can choose the Couples Option even if you opt out of the Death and Exit Benefit. The Death and Exit Benefit is the sum payable to:

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Product features	
	1. beneficiaries in the event of your death or after the death of both spouses, if the Couples Option is selected 2. you if you exit from the account or your nominated spouse if you have opted into the Couples Option and they exit from the account after your death. You can opt into this benefit when you apply for a Lifetime Income or Deferred Lifetime Income account. If you open a Deferred Lifetime Income account first, your election will automatically apply if you move into a Lifetime Income account. **If you opt out of this benefit, you will not be able to opt in at a later time.** **Note**: This is only relevant to MyNorth Lifetime.
Couples Option	You must choose whether or not to opt into the Couples Option when you first join the earlier of the Deferred Lifetime Income account or Lifetime Income account. Opting into this product feature allows the income stream to be transferred to your spouse in the event of your death. To opt into this feature, your spouse must be at least 50 years of age when you open a Deferred Lifetime Income account or a Lifetime Income account. If you join the Deferred Lifetime Income account first, the election you make whilst in this account will carry across when you move into the Lifetime Income account. **If you opt into the Couples Option, you will not be able to cancel this option.** See **couples option** within the **MyNorth Pension** section for further information. **Note**: This is only relevant to MyNorth Lifetime.
Annual bonus	Annual bonuses are paid to members in the Deferred Lifetime Income account and the Lifetime Income account. The annual bonus rates are based on age and increase as you get older. The annual bonus rate is paid based on your account balance, minus death benefit value and multiplied by your annual bonus rate. The annual bonus rates are guaranteed by an insurer. See **annual bonus** within the **MyNorth Pension** section for further information. **Note**: This is only relevant to MyNorth Lifetime.

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).

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.

Insurance						
Policy type	**Super**	**Lifetime Super**	**Deferred Lifetime Income**	**Lifetime Income**	**Non-commutable Allocated Pension**	**Allocated Pension**
Life insurance	✓	✓	×	×	✓	✓
Total and Permanent Disability (TPD) insurance	✓	✓	×	×	×	×
Income protection	✓	✓	×	×	×	×

Note: The insurance options are issued by multiple insurance providers via a separate product disclosure statement specific to that product. Your nominated insurer's current product disclosure statement should be considered when deciding whether to acquire that product. Each insurance provider's product disclosure statement is available from your financial adviser, **northonline.com.au/mynorth** or by contacting the North Service Centre on 1800 667 841.

Fees and costs[iv][v]	
Administration fee	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. 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. Where individual or family fee aggregation applies, total administration fees are calculated based on the total portfolio balance[vi] of the group and then proportioned to each account based on the balance held in each menu.

Fees and costs[iv][v]	
	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. For further information on the administration fee, refer to the **fees and 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.
Account fee	$180 pa ($15 per month) for each MyNorth Super and Pension account, except for NCAP accounts or accounts with a guarantee that commenced prior to 28 November 2020, where the account fee is waived.
Trustee fee	Up to 0.015% pa of the balance of your account, capped at $300 pa ($25 per month) per account.
Lifetime fee	0.10% pa for each Lifetime account you hold, capped at $500 pa ($41.67 per month) per Lifetime account. Individual or family fee aggregation is not applicable to this fee.
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	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. 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.
In specie transfer fee	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 Super and Pensionand gaining access to the investment options offered through MyNorth Super and Pension, and do not include the fees and costs that relate to investing in those investment options.

Member advice fees[iv][vii] – Fees you can agree to pay your financial adviser for financial advice		
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 initial advice fees, plan preparation and research fees, and advice implementation fees.	Up to $9,318.18 pa, over a 1-year rolling period, subject to the total balances across all your MyNorth and North Super and Pension accounts.[viii]
Ad hoc	A fee paid from your account to your financial adviser for additional financial advice.	
Fixed term	A fee payable upfront or by monthly instalments, paid from your account to your financial adviser for financial advice. The fixed term period can be for a nominated period of up to 12 months.	Up to 2.05% pa subject to your account balance. Your financial adviser can select a maximum member advice fee to cap your fixed term advice fees.
Ongoing	A monthly fee paid from your account to your financial adviser for ongoing financial advice. The fee can be renewed on a yearly basis.	Up to 2.05% pa subject to your account balance. Your financial adviser can select a maximum member advice fee to cap your ongoing member advice fees.

Reporting	
Online access	All communications from us will be sent to you via North Online and will be available from your online statements & correspondence section or communicated via the news & announcements section.
Trustee annual report	The Trustee annual report for the Fund with information current as at 30 June of that year will be available online at **northonline.com.au/mynorth** by 31 December.

(i) Allocated Pension members (including NCAP members) can only make rollovers or transfers into their account.

(ii) A maximum contribution, rollover or transfer limit of $10 million applies to MyNorth Super and a maximum rollover or transfer limit of $10 million applies to MyNorth Pension. Separate transaction cap applies. The Government has set certain caps which can apply to contribution and rollover transactions depending on your individual circumstances, your personal transfer balance cap may differ from the standard transfer balance cap, these are detailed in the **transfer balance cap** section of the **additional information booklet**. Please speak to your financial adviser to understand how it may impact your income in retirement.

(iii) These transactions are subject to a trade minimum of $650 per listed security held.

(iv) All fees are inclusive of goods and services tax (GST), less any reduced input tax credits (RITC) where relevant.

(v) Other fees and costs may apply, including insurance fees and telegraphic transfer fees. Refer to the **fees and other costs** section for more information about the fees and costs applicable in MyNorth Super and Pension.

(vi) 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.

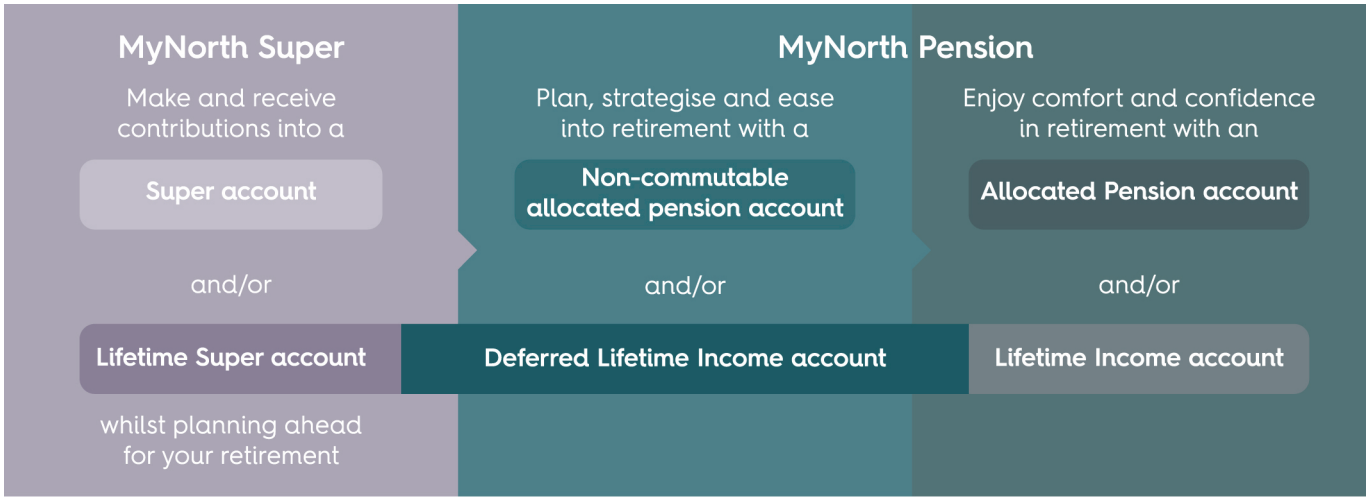
(vii) Refer to **member advice fees** within the **fees and other costs** section of this PDS for more information.

(viii) Deductions for member advice fees are subject to minimum account balances. Refer to **member advice fee limits** for further details.

Welcome to MyNorth Super and Pension

Within MyNorth Super and Pension we offer a suite of account types that provide you and your adviser the flexibility to create your retirement strategy based on your goals and objectives.

Each of the account types offer a diverse range of investment options through the MyNorth investment menu, fee aggregation, as well as concessional tax treatment on contributions and earnings.



1. Save for retirement

Choose from two account types in **MyNorth Super** that help you save for retirement[1].

Super account

Designed for members who are working, this account allows you to save for retirement.

You can open a Super account at any age.

Lifetime Super account

Designed for members who are working, this account allows you to save for retirement and may contribute to increased eligibility for the age pension when you retire.

You must be under 64 years and 10 months to open a Lifetime Super account and you can remain in the account until you meet a full condition of release or turn 65 years of age.

2. Ease into retirement

Choose from two account types in **MyNorth Pension**, designed to help you ease into retirement[1].

Non-commutable Allocated Pension account

Designed to provide you with regular payments from your super while you're still working.

You can open a Non-commutable Allocated Pension (NCAP) account if you have reached preservation age, are under 65 and not yet retired.

Deferred Lifetime Income account

Designed to pay a market-linked income for life to you and your spouse (where applicable), but income payments are deferred.

You can open a Deferred Lifetime Income account once you have met full a condition of release and are over 60 years of age.

3. Retire with comfort and confidence

Choose from two account types in **MyNorth Pension**, designed to provide you with comfort and confidence in retirement[1].

Allocated Pension account

Designed to be held for the life of the member or until the pension runs out.

You can open an Allocated Pension once you have met a condition of release, regardless of your age.

Lifetime Income account

Designed to pay a market-linked income for life to you and your spouse (where applicable).

You can open a Lifetime Income account once you have met a full condition of release and are over 60 years of age.

1 Accounts are designed to be held individually or in conjunction with other accounts depending on your circumstances. For more information, please speak to your financial adviser.

MyNorth Lifetime

Available in MyNorth Super and Pension, the Lifetime accounts[2] are designed to provide you with income for life when you retire.

————Accumulation phase————>	————————————————>	————Pension phase————>
Lifetime Super account	**Deferred Lifetime Income account**	**Lifetime Income account**
Operates like a regular super account Make contributions subject to standard caps and accumulate for future retirement income **No minimum age** Open an account at any age up to 64 and 10 months but before you meet a full condition of release **Full investment choice** Invest however you wish from MyNorth's extensive menu, including environmental, social and governance (ESG) options and MyNorth Guarantees **No lock in** Funds can be transferred to another account with no penalty, and the full balance is paid at death or exit **Potential Age Pension benefits** Receive a concession on your purchase amount used to calculate your age pension eligibility at retirement	**Tax-free earnings** Available to members over 60 who have met a full condition of release, this account is eligible for tax free earnings **Accept contributions and make withdrawals** Allows you to continue making contributions and gives you access to withdrawals up to the maximum annual withdrawal rate **Age Pension Benefits** 40% discount on the asset test used to calculate age pension eligibility **Full investment choice** Invest however you wish from MyNorth's extensive menu, including ESG options and MyNorth Guarantees **Guaranteed annual bonus** Entitled to an annual bonus guaranteed by an insurer **Couples Option** Opt-in to the Couples Option and add a reversionary spouse to the account for peace of mind that your spouse will continue to receive an income for life in the circumstance of your death.[3] **Optional Death and Exit Benefit** Opt-in to the Death and Exit Benefit to receive your starting balance less withdrawals, subject to legislated maximums and account balance if they are lower[2] **Start receiving income whenever you like** Start receiving income after holding a deferred account for 12 months or more by transitioning to a Lifetime Income account	**Market-linked income for life** Available to members over 60 who have met a full condition of release **Full investment choice** Invest however you wish from MyNorth's extensive menu, including ESG options and MyNorth Guarantees **Guaranteed annual bonus** Entitled to an annual bonus guaranteed by an insurer **Age Pension Benefits** 40% discount on the asset test used to calculate age pension eligibility **Couples Option** Opt-in to the Couples Option and add a reversionary spouse to the account for peace of mind that your spouse will continue to receive an income for life in the circumstance of your death[2,4] **Optional Death and Exit Benefit** Opt-in to the Death and Exit Benefit to receive your starting balance less income paid, subject to legislated maximums and account balance if they are lower[2,3]

Benefits of Lifetime accounts

Flexibility
Choice of three account types, depending on your life stage with flexible options for investments and income.

Peace of mind
Peace of mind that you and your spouse will receive an income for life once in retirement.

Control
Access to full MyNorth investment suite and ability to make investment switches at anytime.

2 Access to MyNorth Lifetime requires an adviser. If, after you start a Lifetime account, you no longer have an adviser, some features will be restricted. Refer to the **if you no longer have an adviser section** in the **additional information booklet** for more information.
3 Refer to **couples options** and **death and exit benefit** sections for further info on Couples Option and optional Death and Exit Benefit.
4 If transitioning from a Deferred Lifetime Income account into a Lifetime Income account, your election for this product feature will continue to apply.

MyNorth Super and Pension account features

Account type	Super	Lifetime Super	Deferred Lifetime Income	Lifetime Income	Non-commutable Allocated Pension	Allocated Pension
Entry age	–	Up to 64 and 10 months[i]	60–89[i]	60–89[i]	Preservation age	N/A[ii]
Full investment choice	✓	✓	✓	✓	✓	✓
Contributions	✓	✓	✓	✗	✗	✗
Tax-free earnings	✗	✗	✓	✓	✗	✓
Annual bonuses	✗	✗	✓	✓	✗	✗
Transfer balance credit	N/A	N/A	Starting balance + contributions	Starting balance	Starting balance	Starting balance
Asset test	Account balance	60% of purchase amount[iii]	60% of purchase amount[iii]	60% of purchase amount[iii]	Account balance	Account balance
Income payments[iv]	✗	✗	✗	✓ Flexible income[v], up to the maximum	✓ Minimum applies, up to the maximum	✓ Minimum applies but no maximum
Income test	Deemed	N/A	N/A	60% of income	Deemed	Deemed
Lump sum withdrawals[iv]	✓ No maximum	✓ No maximum	✓ Up to withdrawal limit[vi]	✗	✗	✓ No maximum
Death benefit	Account balance	Account balance	Death and Exit Benefit where opted in[vii]	Death and Exit Benefit where opted in[vii]	Account balance	Account balance
Insurances	✓	✓	✗	✗	Limited	Limited
Advice fees	✓	✓	✓	✓	✓	✓

(i) New applications for Lifetime Super are limited to members under age 64 and 10 months who have not met a full condition of release. New applications for Deferred Lifetime Income and Lifetime Income are limited to members under age 90 or for those who have opted into the Couples Option, the younger spouse must be under age 90.

(ii) You can only commence an Allocated Pension account once you've met a condition of release. Refer to the **when can I access my superannuation?** section of the **additional information booklet**.

(iii) Purchase amounts are used for your Centrelink Asset test for Age Pension payment eligibility. For more information on how purchase amounts are calculated, see **age pension benefits from Lifetime Super** section of this PDS.

(iv) Income and withdrawals can only be taken when a condition of release and age requirements are met.

(v) Lifetime Income account requires that income be taken every year but the allocated pension minimums do not apply.

(vi) This will be capped by the Capital Access Schedule. Refer to the **capital access schedule** section in this PDS for further details.

(vii) Refer to the **death and exit benefit** section within this PDS for further details.

Why invest in super or pension?

Superannuation is a long-term investment designed for retirement and can be tax-effective when compared to some other forms of saving for retirement. An Allocated Pension and Lifetime Income account can be a tax-effective way of drawing an income in your retirement whilst an NCAP and Deferred Lifetime Income account may assist you to ease from work to retirement in a tax-effective manner.

MyNorth Guarantee

MyNorth Super and Pension is also available with a range of guarantees. Our guarantees can protect your savings from falls in investment markets while allowing you to retain exposure to growth assets. You can read more about these guarantees in Part B of the PDS – MyNorth Super and Pension Guarantee.

Bringing your strategy to life

Together with your financial adviser, you'll agree on a financial strategy to achieve your retirement goals. MyNorth Super and Pension 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**.

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 wide 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.

MyNorth Super and Pension is an online product, so it's important that you have internet access to use the services offered and to 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 member of MyNorth Super and Pension, you will receive a welcome letter with your user ID for 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

MyNorth Super and Pension is designed to be used with a 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.

Financial adviser access

Transactions on your MyNorth Super and Pension 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 received from your financial adviser in relation to your account.

Changes to bank account details are excluded for security purposes, except where you have consented via North Online's digital consent functionality to the addition, deletion or change of your bank account details with your adviser.

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
- 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.

Member access

You're able to 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 communications from us via the statements & correspondence section
- monitor the performance of your investments
- check the progress of your transactions
- 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. If you are no longer retaining the services of a financial adviser, your access to North Online will change. For further information see the **if you no longer have an adviser** section of the **additional information booklet**.

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 any correspondence from us
- see your contact information and bank details.

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 Apple[5] App Store and Google Play[6].

5 Apple is a trademark of Apple Inc.
6 Google Play is a trademark of Google Inc.

Keeping track of your investments

Annual statement

Every year on or around your account anniversary we'll send you an annual statement via the online statements & correspondence section on North Online, which will include:

- your account balance on your account anniversary
- a statement of contributions to your account
- an account performance summary.

Trustee annual report

The Trustee annual report for the Fund with information current as at 30 June of that year will be available online at **northonline.com.au/mynorth** by 31 December. You can also request a printed copy by contacting the North Service Centre on 1800 667 841.

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.

MyNorth Super

MyNorth Super offers two account types:

Super	Lifetime Super

Super

A MyNorth Super account is a standard superannuation accumulation account where you can make and receive contributions.

Lifetime Super

Lifetime Super is a new type of accumulation account designed to transition into a lifetime income stream when you retire. You can make and receive contributions.

Opening a Lifetime Super account does not lock you into a Lifetime account or require you to open an income stream once you are in retirement, but it does help you plan ahead with greater certainty and may provide you with greater eligibility for the age pension if you do move into a Lifetime Income account or Deferred Lifetime Income account.

To open a Lifetime Super account, you must:

- be under 64 years and 10 months at the time of submitting your application, and
- not have met a full condition of release.

You can continue to hold a Lifetime Super account until you meet a full condition of release (such as turning 65), at which point you must move to another super or pension account.

Note: Due to government regulations, you cannot hold a Lifetime Super account after turning 65. We will ask you or your adviser how we should handle your account prior to you turning 65. If we don't receive any instructions, your account will be transferred to a standard super account in MyNorth Super and you will lose any accumulated purchase amount concessions relating to potential age pension benefits.

If you meet a full condition of release for any reason aside from turning 65, you will have 14 days to decide how we should handle your account. If you are:

- under 60, you can choose to transfer to a standard Super or Allocated Pension account.
- age 60+, you can choose to transfer your account to a Deferred Lifetime Income account, Lifetime Income account or other super or pension account.

If we don't receive any response from you within 14 days, your account will be transferred to a standard Super account within MyNorth Super.

Age pension benefits from Lifetime Super

Contributing to a Lifetime Super account may increase your future eligibility for the age pension. This is because the Centrelink assets test is calculated on your **purchase amount** for these types of products, not on your account balance. The purchase amount for a Lifetime Super account is the sum of all contributions made into the account compounded annually by the upper threshold deeming rate (currently 2.25%), minus any withdrawals. For more information, consult with your financial adviser.

Withdrawals from Lifetime Super

There are no restrictions on withdrawals from a Lifetime Super account. Withdrawals (partial and full) can be made at any time subject to relevant superannuation legislation (where applicable) and trust deed requirements.

The Lifetime Super account is technically classified as a deferred superannuation income stream, so partial and full roll-overs out are considered to be withdrawals.

Withdrawals from a Lifetime Super account will impact the calculation of your purchase amount which is used for age pension eligibility calculations in retirement.

Contributing to MyNorth Super

Super, Lifetime Super and Deferred Lifetime Income accounts accept all contributions allowed by legislation, as well as most rollovers and transfers, as long as transaction minimums are met.[7]

You can make personal, spouse or other third party contributions through the following methods:

- direct debit
- EFT
- BPAY
- cheque.

For further information on the types of contributions you can make to your super account and how to use EFT, BPAY or cheques to make contributions, please refer to the **what type of contributions can be made?** section of the **additional information booklet**.

Rollovers from other superannuation providers

You can roll over funds from other superannuation providers by requesting this through:

- us electronically, through North Online
- the other superannuation provider by completing a rollover form, or
- the Australian Taxation Office (ATO) on their website.

If you transfer your whole balance, any insurance cover in your previous super fund will typically cease on the date of transfer.

Before transferring your super from other superannuation providers, you should consider all the implications such a transfer may have on your benefits, such as:

- any fees or charges that may apply
- any loss of insurance cover
- if you wish to claim or vary a tax deduction for personal contributions, you must lodge a valid notice of intent to claim or vary a tax deduction with your original fund, before you consolidate your super into another fund.

7 A maximum contribution limit of $10 million applies to MyNorth Super.

Starting a regular savings plan

A regular savings plan through direct debit is an easy and convenient way to build your retirement savings.

You can select from a fortnightly, monthly, quarterly, half-yearly or yearly frequency through direct debit for your personal or spouse contribution, and the minimum amount per contribution 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 the 28th of the month or the last day of the month. Regular savings plan contributions 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 will initiate the payment on the following business day.

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

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 between:

- a fixed percentage (up to 7% pa)—applied on your account anniversary each year, or
- Consumer Price Index (CPI)—applied on your account anniversary each year using the most recently published CPI figure.

You may change or cancel the option at any time via North Online.

Super contribution splitting

Super contribution splitting allows you to split certain contributions made to your super account with your spouse, enabling your spouse to increase their own super savings for their retirement. The maximum amount of contributions that can be split is the lesser of 85% of your concessional contributions (which includes superannuation guarantee and salary sacrifice contributions) and your concessional contributions cap.

Contribution splitting is not available in Deferred Lifetime Income accounts.

For further information on contribution splitting, please refer to the **what type of contributions can be made?** section of the **additional information booklet**.

Withdrawals

Withdrawals (partial and full) can be made at any time subject to relevant superannuation legislation (where applicable) and trust deed requirements. You can make a partial withdrawal from your MyNorth Super or Lifetime Super account (subject to trade minimums), provided you maintain an account value of at least $2,000.

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 automatic sell instructions the default automatic sell instructions will be applied. Refer to **automatic sell instructions** in the **investing in MyNorth Super and Pension** section.

Your benefits are generally paid as a lump sum, but can also be:

- rolled over in full or in part to MyNorth Pension (if you have met an applicable condition of release), or
- rolled over to another complying superannuation provider.

If you make a lump-sum withdrawal, you may be subject to lump -sum tax.

For further information on taxation of withdrawals, please refer to the **what about taxation?** section of the **additional information booklet**.

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.

For further information on conditions of release and withdrawing from super, please refer to the **when can I access my superannuation?** section of the **additional information booklet**.

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,
- for withdrawals to a bank account, meeting a condition of release for super, 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.

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.

MyNorth Pension

MyNorth offers four types of pension accounts. You might want to use only one of these accounts or use more than one depending on your circumstances. For more information, please speak to your financial adviser.

Allocated Pension	Non-commutable Allocated Pension (NCAP)
Lifetime Income	Deferred Lifetime Income

Allocated Pension

An Allocated Pension can be purchased with unrestricted non-preserved superannuation benefits or benefits for which you meet a full condition of release. An Allocated Pension pays you a regular income stream to help you meet your financial needs in retirement. Depending on your individual circumstances, Allocated Pensions allow you to enjoy the many tax advantages of superannuation.

Non-commutable Allocated Pension

An NCAP allows you to commence a pension and access a regular income stream while seeking to transition into retirement.

It provides a flexible way for you to access your superannuation benefits from preservation age, if you have not met a full condition of release. If you choose an NCAP you are not 'locked-in' to your choice should your circumstances change as you can rollover the pension back into your superannuation accumulation account.

A Non-commutable Allocated Pension can only be purchased with preserved superannuation benefits provided you have reached preservation age (refer to the table below):

Date of birth	Preservation age
Before 1 July 1960	55
From 1 July 1960 to 30 June 1961	56
From 1 July 1961 to 30 June 1962	57
From 1 July 1962 to 30 June 1963	58
From 1 July 1963 to 30 June 1964	59
On 1 July 1964 or after	60

Lifetime Income

This account is designed to pay an income for life, no matter how long you live. At the time of account opening, you must meet the following conditions:

- **minimum age**: you must be at least 60 years of age, and your spouse must be at least 50 if you select the Couples Option
- **maximum age**: you (or the youngest of you and your spouse when you select the Couples Option) must be no more than 89 years of age
- **condition of release**: you must meet a full condition of release.

Some of the features of Lifetime Income account include:

- income for life based on your account balance and annual maximum income rate
- full investment choice
- optional Death and Exit Benefit (refer to the **death and exit benefit** section for further details)
- annual bonus paid into your account (refer to the **annual bonus** section for further details)
- Couples Option to pay lifetime income to your reversionary spouse in the circumstance of your death (refer to the **couples option** section for further details)
- asset test benefits: 60% of the purchase amount is counted towards your assets test, falling to 30% at threshold day. Threshold day is currently age 84 or after a minimum of five years of holding an account. This may change, check the Services Australia website for the most up to date definition of Threshold day.

This account is designed to pay income for life, no matter how long you live. The default income rate increases annually until age 115, and is applied to your 1 July balance each year to determine the maximum income payable for that financial year. As your account balance may increase or decrease with fluctuating investment returns, your income will also vary year to year.

You do not need to draw the maximum income each year, and the legislated minimum rates which apply to an Allocated Pension do not apply to the Lifetime Income account. However, at the beginning of each financial year your income will revert back to the default maximum annual income rates, and you will need to nominate a new income amount if you'd like a lower amount in a given year. You must draw some income every year and it is not possible to defer your income once you have commenced payments.[8]

When you open a Lifetime Income account, you will be asked to make a binding decision to opt in or out of the following account features:

- Couples Option - this will provide a lifetime income to both you and your nominated spouse, regardless of who lives the longest. Refer to the **couples option** section for further details.
- Death and Exit Benefit - this can provide a lump-sum payment to you or your beneficiaries when you die or close the account, subject to certain conditions. Refer to the **death and exit benefit** section for further details.

To ensure that you will receive an income for life, your Lifetime Income account will be topped up every year with an annual bonus. Refer to the **annual bonus** section for further details. These bonuses are paid into your account in exchange for any leftover funds remaining in your account after the Trustee has taken into account the amount of the optional Death or Exit Benefit payable to you or your beneficiaries. This bonus is guaranteed by an insurance company. You could consider that the payment of annual bonuses is an insurance payout to ensure you can receive an income for life, and that any leftover funds in your account when you exit or die is the insurance premium payable.

8 The Trustee is seeking an ATO product ruling and, depending on the outcome of the ruling, there may need to be a minimum level of income per annum set in the future.

Deferred Lifetime Income

You can open a Deferred Lifetime Income account if you meet the following conditions:

- **minimum age**: you must be at least 60 years of age, and your spouse must be at least 50 if you select the Couples Option
- **maximum age**: you (or the youngest of you and your spouse when you select the Couples Option) must be no more than 89 years of age.
- **condition of release**: you must meet a full condition of release.

You are also able to continue adding to your deferred income stream through regular or one-off contributions and rollovers.

Some of the features of Deferred Lifetime Income account include:

- full investment choice
- optional Death and Exit Benefit
- lump-sum withdrawals up to maximum annual limits
- accepts contributions, including regular savings plans[9]
- annual bonus paid into your account
- tax-free investment earnings.

As a deferred income stream, lump-sum withdrawals in Deferred Lifetime Income account are considered to be withdrawals. Withdrawals in the Deferred Lifetime Income account are limited by the legislated maximums under the capital access schedule which impacts your ability to make further withdrawals or exit the account. See the **capital access schedule** section for further details.

It's important to be aware that these withdrawals will impact the following:

- Capital Access Schedule - this schedule limits how much can be accessed at exit or death from the Lifetime Income account and Deferred Lifetime Income account. Any withdrawals will reduce these death and exit benefits. Refer to the **capital access schedule** section for further details.
- Transfer balance cap - each withdrawal is counted as a debit against your individual transfer balance account which may increase the amount you can transfer into a pension product under your transfer balance cap.
- Assets test purchase amount - withdrawals are deducted from your purchase amount which may increase your eligibility for the age pension.

An annual bonus is also payable within a Deferred Lifetime Income account, under the same conditions as with a Lifetime Income account.

You can commence income payments by converting a Deferred Lifetime Income account to a Lifetime Income account. This is not treated as a withdrawal; it is simply commencing income from a previously deferred income stream. We will automatically transition you into a Lifetime Income account and commence your income after five years in the Deferred Lifetime Income account unless your adviser elects to continue deferring your income on your instruction. Your adviser will need to make this election at least every five years to continue deferring your income. Income can only be deferred until age 99.

Commencing a pension

Allocated Pension, Non-Commutable Allocated Pension and Lifetime Income

An Allocated Pension, NCAP and Lifetime Income account can be commenced with one or multiple rollovers; however, each rollover must be received before the pension commences. It is not possible to contribute a further rollover or any other amount to a pension that has already commenced paying income. You may however commence additional pensions with eligible rollovers. Tax law places a cap on the total amount you can transfer to a retirement phase pension account. This is known as the transfer balance cap. The standard transfer balance cap is $1.9 million for the 2023/24 financial year and may increase in the future due to indexation. Depending on your individual circumstances, your personal transfer balance cap may differ from the standard transfer balance cap. Please speak to your financial adviser to understand how it may impact you.

If you are commencing your pension with more than one rollover, your financial adviser will need to indicate this when completing your application online. Each rollover we receive will be deposited in a MyNorth Super account and invested in accordance with your investment instructions. When we have received all your specified rollovers, they will immediately be used to commence your pension, including any investment earnings received in the interim. The earnings credited to your Super and/or Lifetime Super account before your pension commences will be taxed at a rate of up to 15%.

If we do not receive a specified rollover within 75 days of the submission of your application, the pension will automatically start with the total amounts received at that time. If we receive any rollover after 75 days, your financial adviser will be contacted to confirm your instructions.

For more information on your transfer balance cap, please refer to the **transfer balance cap** section in the **additional information booklet**.

Deferred Lifetime Income

A Deferred Lifetime Income account can be commenced with a rollover or contribution; and continue to receive contributions. The transfer balance cap of $1.9 million for the 2023/24 financial year applies on all rollovers and contributions. Depending on your individual circumstances, your personal transfer balance cap may differ from the standard transfer balance cap. Please speak to your financial adviser to understand how it may impact you.

Pension payments and annual income

Allocated Pension and Non-commutable Allocated Pension

You must receive a minimum income payment each financial year, based on your age and account value. However, if your pension commences in June, no pension payment is required in that financial year. The minimum income amount for the part-year up to 30 June is calculated at the time your pension commences. The minimum is then recalculated on 1 July each year using your age and account value on that date.

If you have not received the full minimum income after your last income payment for the financial year, we will automatically make an additional payment for the difference before the end of financial year. Any relevant PAYG withholding tax will be

9 Contribution splitting is not available in Deferred Lifetime Income accounts.

deducted from your pension payment. Your financial adviser can help you calculate your starting minimum pension payment amount.

The maximum payment amount for NCAPs is 10% of your account balance at the time your account commences. This maximum is recalculated each year using your account balance at 1 July. For Allocated Pensions, there is no maximum to the amount you can withdraw from your account.

Limit	Time	Allocated Pension	Non-commutable Allocated Pension
Minimum payment	**First year, commencing in June**	0	
	First year, commencing at all other times	Based on your age, account balance and the number of days left in the financial year at the date of commencement	
	Future financial years	Based on your age and account balance at 1 July.	
Maximum payment	**First year, commencing at any time**	No maximum	10% of your account balance on the date of commencement
	Future financial years	No maximum	10% of your account balance on 1 July

You can vary your pension payments at any time within the prescribed limits.

For further information on pension payments and withdrawals from your pension, please refer to the **what about pension payments and withdrawals in Allocated Pension and NCAP accounts?** section of the **additional information booklet**.

Lifetime Income

The Lifetime Income account pays you an income for life. The default income you receive annually is based on your age and account value as at 1 July each year. This is the maximum income you can draw from the account for the year, but you can choose to take a lower amount through North Online. A table containing the maximum withdrawal rates is available in the **default maximum annual withdrawal and income** section.

At the beginning of each financial year, your income will revert to the default maximum rate and you will need to change this on North Online again if you would like a lower income rate for the new financial year. When you commence a Lifetime Income account, your maximum income for that year will be prorated based on the number of days left in the year.

Your income cannot be deferred, and you must receive an income annually.

Ongoing, ad-hoc and fixed term member advice fees will reduce the maximum annual income amount you can take from your account.

Each year, your account is topped up with an annual bonus guaranteed by an insurer. Refer to the **annual bonus** section for details.

Income rates are designed around an assumed benchmark investment return of 6% pa net of fees. Refer to **income adjustments** within the **risks you should consider** section for further details. Though income rates increase annually in percentage terms, the actual amount of income will remain the same if net returns are 6% pa (assuming that income is withdrawn evenly throughout the year and that the optional Death and Exit Benefit has not been selected).

Generally, income amounts will increase the following year if net returns are higher than 6% pa and will decrease when net returns are lower than 6% pa.

There are two income rate tables, one for a single life and one for the Couples Option. For more information about how investment returns impact your yearly income, speak to your financial adviser.

When do payments from a Lifetime Income account stop?

We will keep making income payments to you from your Lifetime Income account until you exit the account, you fail to prove eligibility to continue to hold a Lifetime Account, you pass away, or until both you and your spouse pass away if you have chosen the Couples Option.

For more information on providing proof of eligibility, please refer to the **what else do you need to know?** section of the **additional information booklet**.

Overpayment

We may recover Lifetime Income account payments that were made after the date we determine payments should have stopped, or if we've made excess income payments based on incorrect information that has been provided to us by you or your adviser. In this event, we will either deduct this amount from future payments, from any death benefits payable from the Lifetime Account, or if this benefit is nil, from your other accounts in MyNorth Super and Pension.

Deferred Lifetime Income

The Deferred Lifetime Income account does not pay out any annual income, however you can make withdrawals from this account. Please see the **withdrawals** section for details.

Withdrawals

Allocated Pension

You can make withdrawals (in addition to regular pension payments) from your Allocated Pension any time. Withdrawals can be made as either:

- partial or full withdrawals, which may be subject to superannuation lump-sum tax, or
- ad hoc pension payments, which may be taxed at a higher rate than regular pension payments.

If you make a full withdrawal, we will first pay any remaining minimum pension amount for the relevant portion of that financial year.

For further information on taxation of withdrawals, please refer to the **what about taxation?** section of the **additional information booklet**.

Non-commutable Allocated Pension

You can make withdrawals from your NCAP in the following circumstances:

- where benefits are unrestricted non-preserved
- to effect a super split under family law

– where a condition of release (e.g. retirement or reaching age 65) has been met
– to roll back to super
– to roll over to another Non-commutable income stream
– to give effect to a release authority for excess contributions, Division 293 Tax or the First Home Super Saver Scheme.

If you make a full withdrawal, we will first pay any remaining minimum pension amount for the relevant portion of that financial year.

For further information on conditions of release, please refer to the **when can I access my superannuation?** section of the **additional information booklet**.

Lifetime Income

Partial withdrawals are not available in a Lifetime Income account. If you have opted into the Death and Exit Benefit, you may be able to close your account and withdraw the amount you are entitled to under this benefit.

Deferred Lifetime Income

You can access withdrawals in this account up to the maximum annual withdrawal rates. This is calculated based on your applicable withdrawal rate and account balance at 1 July each year. When you first open a Deferred Lifetime Income account, your maximum withdrawal for that year will be based on the first deposit into your account and will be prorated.

Accessing withdrawals may have an impact on the:

– benefit payable upon your death
– benefit payable on exit from your account
– amount you would receive as an annual bonus.

Ongoing, ad-hoc and fixed term member advice fees will reduce the maximum annual withdrawal amount you can take from your account.

When will I no longer be able to make withdrawals from a Deferred Lifetime Income account?

You can make withdrawals from the Deferred Lifetime Income account until you:

– transition into a Lifetime Income account
– reach the legislated maximum withdrawals under the Capital Access Schedule (see **capital access schedule** section)
– voluntarily exit the account
– fail to prove eligibility to continue to hold a Deferred Lifetime Income account
– pass away (if you have opted into the Couples Option, the account will transition into a Lifetime Income account and revert to your nominated spouse).

For more information on providing proof of eligibility, please refer to the **what else do you need to know?** section of the **additional information booklet**.

Overpayment

We may recover Deferred Lifetime Income account payments that were made after the date we determine payments should have stopped, or if we've made excess income payments based on incorrect information that has been provided to us by you or your adviser. In this event, we will either deduct this amount from future payments, from any death benefits payable either from the Lifetime Account, or if this benefit is nil, from your other accounts in MyNorth Super and Pension.

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,
– for withdrawals to a bank account, meeting a condition of release for super, 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.

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.

Allocated Pension and Non-commutable Allocated Pension features

Automatically increasing your pension payments

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

To help keep pace with inflation you can choose to increase your pension payment automatically each year.

You can choose from two methods:

- A fixed percentage (up to 7% pa) – applied on 1 July, or
- CPI – applied on 1 July each year using the most recently published CPI figure.

To activate this facility, simply make this selection upon application. You may change or cancel this facility at any time.

My Retirement Payment and My Retirement Specified Amount

My Retirement Payment and My Retirement Specified Amount each provide recommended pension payment amounts that are automatically calculated for you using your age, your account balance and other factors that aim to pay you regular and consistent pension payments until your specified target age[10]. These options are only available through an Allocated Pension account.

If you select:

- My Retirement Payment, we'll pay your calculated pension payment directly into your nominated bank account based on the frequency you select. You can change the frequency of your pension payments at any time.
- My Retirement Specified Amount, you and your financial adviser can specify the amount you would like to receive and the frequency of your pension payments. These can be changed at any time.

When your pension payment will be calculated

We'll calculate your pension payment amount for My Retirement Payment and My Retirement Specified Amount when:

- you commence your Allocated Pension
- you submit a change of pension payment details by selecting My Retirement Payment or My Retirement Specified Amount on an existing Allocated Pension, and
- on 1 July each year.

Regardless of the frequency of your pension payments, the annual pension payment amount calculated will generally remain unchanged until the next annual calculation date of 1 July.

In some circumstances we may need to recalculate your My Retirement Payment part way through the year as a result of unexpected market movements, lump sum withdrawals or other factors, which may have changed your account balance, to ensure you receive an income until your specified target age[10].

Updates to the My Retirement Payment and My Retirement Specified Amount calculation

To meet the aim of My Retirement Payment and My Retirement Specified Amount we'll regularly review and refine the calculation, factoring in both the superannuation and economic environment. While we won't notify you of these ongoing refinements we won't change the overall aim without prior notice.

Your investment options

If you select My Retirement Payment or My Retirement Specified Amount, we'll manage all your investment instructions on your behalf.

You will be invested in MyNorth Retirement Fund (AMP2087AU)[11] and MyNorth cash account only. We'll set your cash account target to a year's worth of pension payments. Any excess cash will be invested in MyNorth Retirement Fund. Please refer to **cash account sweeps** within the **cash account** section of this PDS for more information.

You cannot be invested in any other MyNorth investment option with either of these pension payment options selected.

MyNorth Guarantees are not available while My Retirement Payment or My Retirement Specified Amount is selected as your pension payment option.

10 You can nominate a specific target age. However, the minimum specified target age will be your current age plus 5 years and the maximum target age is 100 years.
11 MyNorth Retirement Fund is a managed investment scheme managed by ipac Asset Management Limited (ABN 22 003 257 225, AFSL 234655)

MyNorth Lifetime features

Default maximum annual withdrawal and income

Those in a Deferred Lifetime Income account are eligible to withdraw lump sums whilst Lifetime Income account holders can only receive income. You can access withdrawals or income up to the maximums set out in the **annual withdrawal and income rate** table below.

In the Lifetime Income account, your income will reset to the maximum annual income rate, calculated on 1 July each year.

There are different annual withdrawal and income rates for:

– single lives, and
– those with the Couples Option.

These rates are based on the age of the youngest spouse.

Annual withdrawal and income rate[12]

The maximum withdrawal or income you can take is based on the applicable rate multiplied by your account balance.

Age at 1 July	Single life (%)	Couples Option (%)	Age	Single life (%)	Couples Option (%)	Age	Single life (%)	Couples Option (%)	Age	Single life (%)	Couples Option (%)	Age	Single life (%)	Couples Option (%)
50	-	6.2458	**60**	7.0822	6.6356	**70**	8.1837	7.4601	**80**	10.4676	9.4232	**90**	15.4305	14.3861
51	-	6.2739	**61**	7.1621	6.6922	**71**	8.3419	7.5863	**81**	10.8092	9.7409	**91**	16.1780	15.1583
52	-	6.3039	**62**	7.2473	6.7532	**72**	8.5120	7.7240	**82**	11.1778	10.0903	**92**	16.9821	15.9917
53	-	6.3359	**63**	7.3384	6.8190	**73**	8.6953	7.8744	**83**	11.5760	10.4743	**93**	17.8455	16.8909
54	-	6.3702	**64**	7.4358	6.8901	**74**	8.8930	8.0389	**84**	12.0072	10.8957	**94**	18.7726	17.8579
55	-	6.4070	**65**	7.5401	6.9669	**75**	9.1067	8.2191	**85**	12.4727	11.3573	**95**	19.7689	18.8935
56	-	6.4464	**66**	7.6518	7.0501	**76**	9.3380	8.4167	**86**	12.9755	11.8628	**96**	20.8588	20.0064
57	-	6.4887	**67**	7.7713	7.1403	**77**	9.5884	8.6337	**87**	13.5195	12.4157	**97**	22.0165	21.1621
58	-	6.5342	**68**	7.8993	7.2381	**78**	9.8591	8.8722	**88**	14.1076	13.0190	**98**	23.2333	22.3636
59	-	6.5830	**69**	8.0365	7.3444	**79**	10.1514	9.1345	**89**	14.7434	13.6749	**99**	24.4758	23.5938

The full rate table is available from **northonline.com.au/client/mynorth-pension** or contact us at **north@amp.com.au** or on 1800 667 841.

Annual bonus

To ensure that you will receive an income for life, your account will be topped up every year with an annual bonus. These bonuses are paid into your account in exchange for a premium paid to the insurer upon death or exit.

The annual bonus is based on your age (or the age of the youngest spouse when you have chosen the Couples Option) as at 1 July each financial year and is calculated daily based on the following:

$$\frac{\text{Bonus rate}}{\text{Days in the year}} \times \left(\text{Account balance} - \text{Current death benefit value} \right)$$

The annual bonus is paid into your account by 30 June.

You will not be eligible for an annual bonus in the first financial year, if your account is opened in June.

For the purposes of the daily bonus calculation, we use assumed account balances for the month of June. This is based on your balance on 31 May minus any remaining income up to the maximum, increased daily by 6% pa.

If you are in the Deferred Lifetime Income account, contributions received after 1 June will not be counted towards the annual bonus in that year.

Annual bonus premium

The annual bonuses are paid into your account in exchange for a premium paid to the insurer upon death or exit.

The premium is calculated based on the following:

$$\text{Account balance on the day we are notified of death/exit} - \text{Death/exit benefit value as at date of death/exit} = \text{Premium paid to insurer}$$

Annual bonus rate[13]

There are two rates in the table, one for a single life and one for the Couples Option.

12 These rates are payable for your entire lifetime (and your spouse's lifetime where applicable). Your lifetime is defined using current legal and medical definitions of life and death, but these rates may be amended if the definitions of life and death change in the future or as required by legislation.
13 These rates are payable for your entire lifetime (and your spouse's lifetime where applicable). Your lifetime is defined using current legal and medical definitions of life and death, but these rates may be amended if the definitions of life and death change in the future or as required by legislation.

Annual bonus rates will continue to be based on the age of the younger spouse even if they pass away first, they are no longer your spouse, or you have revoked the nomination.

Age at 1 July	Single life (%)	Couples Option (%)	Age	Single life (%)	Couples Option (%)	Age	Single life (%)	Couples Option (%)	Age	Single life (%)	Couples Option (%)	Age	Single life (%)	Couples Option (%)
50	-	0.0002	**60**	0.1958	0.0033	**70**	0.5592	0.0379	**80**	1.6948	0.4747	**90**	5.7007	3.9832
51	-	0.0005	**61**	0.2180	0.0042	**71**	0.6205	0.0488	**81**	1.9210	0.6041	**91**	6.4516	4.7376
52	-	0.0008	**62**	0.2416	0.0056	**72**	0.6889	0.0632	**82**	2.1729	0.7675	**92**	7.2936	5.5805
53	-	0.0013	**63**	0.2665	0.0072	**73**	0.7657	0.0823	**83**	2.4504	0.9698	**93**	8.2226	6.5373
54	-	0.0017	**64**	0.2947	0.0091	**74**	0.8481	0.1069	**84**	2.7757	1.2178	**94**	9.2462	7.6212
55	-	0.0019	**65**	0.3270	0.0116	**75**	0.9414	0.1376	**85**	3.1402	1.5110	**95**	10.2767	8.7929
56	-	0.0021	**66**	0.3638	0.0147	**76**	1.0504	0.1764	**86**	3.5431	1.8590	**96**	11.6280	10.3007
57	-	0.0023	**67**	0.4055	0.0187	**77**	1.1787	0.2266	**87**	3.9998	2.2751	**97**	13.1647	11.8833
58	-	0.0025	**68**	0.4521	0.0239	**78**	1.3296	0.2905	**88**	4.5113	2.7682	**98**	14.9919	13.6538
59	-	0.0030	**69**	0.5030	0.0300	**79**	1.4979	0.3719	**89**	5.0887	3.3434	**99**	17.0483	15.6023

The full rate table is available from **northonline.com.au/client/mynorth-pension** or contact us at **north@amp.com.au** or on 1800 667 841.

Death and Exit Benefit

The Death and Exit Benefit pays you or your beneficiaries a benefit in the circumstance of your death or if you exit the account. **You can only opt-in to this feature during the application process.** You can decide to opt out at a later time, however, once you have opted out of this feature you cannot opt back in.

If you do not opt-in, you and your beneficiaries will not be entitled to any benefit on death or exit.

If you opt-in to the Death and Exit Benefit, generally, we will pay you a **Money-Back** amount, which is designed to give you the peace of mind that you will receive the money you put into the account back as income, or the remainder will be payable at death or exit. However, there are circumstances where we will be unable to pay you the full Money-Back amount, because:

- the Money-Back amount is in excess of the **Capital Access Schedule**, or
- your **account balance** is lower than your Money-Back amount.

In these scenarios, you (or your beneficiaries) will receive the lesser of these values.

Opting into the Death and Exit Benefit will reduce your annual bonuses. Further information is available in the **annual bonus** section.

For an estimate on how the Death and Exit Benefit may impact your annual bonus payments, speak to your adviser.

Any remainder in your account balance after the Death and Exit Benefit (if you have opted-in) is the premium paid to the insurer. If you have not opted into the Death or Exit benefit, the entire account balance is the premium paid.

Money-Back

If you have opted into the Death and Exit Benefit, we will pay you the Money-Back amount at death or exit as long as we are permitted to by the Capital Access Schedule and where you have sufficient funds in your account. The Money-Back amount is your **Access amount** (typically your starting balance) less any previous income and withdrawals, including advice fees.

If you open a Deferred Lifetime Income account, your Access amount is your opening balance plus any additional contributions made thereafter. When you convert this account to a Lifetime Income account, the same Access amount will be carried over. If you do not open a Deferred Lifetime Income account, your Access amount is simply your Lifetime Income account starting balance.

Capital Access Schedule[14]

The SIS Act limits the amount which may be withdrawn or paid as a Death and Exit Benefit from the Lifetime Income account and the Deferred Lifetime Income account through the Capital Access Schedule. In many cases, the Capital Access Schedule will not impact your Death or Exit Benefit (instead you will receive the full Money-Back amount), but it may reduce your benefits in some scenarios, in particular if you:

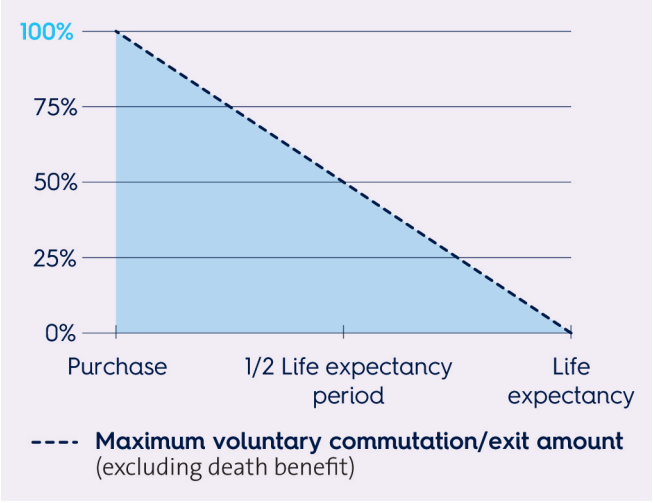
- open a Lifetime Income account at an advanced age, for example after age 80,
- have (or previously had) a Deferred Lifetime Income account and you exit; or
- select the Couples Option and your spouse is significantly younger, for example if you are 75 and your spouse is 60 when you open the account.

The Capital Access Schedule specifies different amounts for death or exit benefits.

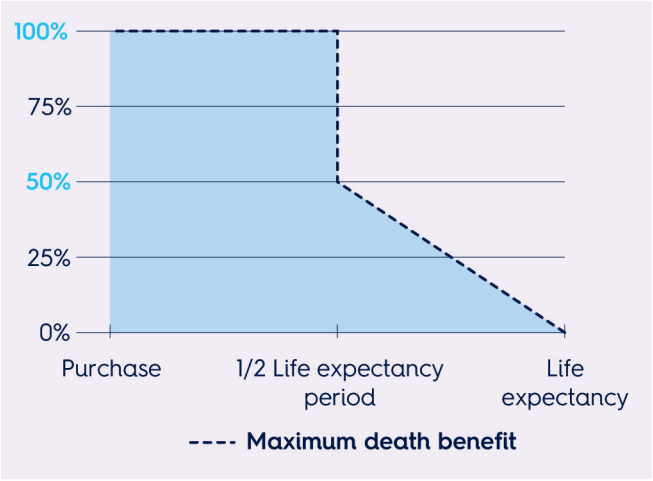
For exits, this is 100% of your Access amount for the first 14 days (the cooling off period). After the cooling off period, the exit value generally declines in a straight line from 100% of the Access amount to nil by the end of your life expectancy. It is calculated by the following formula:

$$\left(\frac{\text{Access amount for the income stream at the time of the commutation}}{\text{Life expectancy period for the income stream}} \times \text{Remaining life expectancy}\right) - \text{Previously commuted amount}$$

14 The Capital Access Schedule as stated in this PDS is as at 1 October 2023. If the CAS changes in the future, we will apply the lower CAS value at time of death or exit.



For death benefits, the Capital Access Schedule permits the full access amount to be payable during the first half of the life expectancy period. After this point, the permitted death benefit is the same as the exit benefit as described above.



Account balance

In some cases your account balance net of fees may be lower than the Money Back or CAS calculations. This is generally only the case if your account balance experiences significant negative investment returns.

How your benefit is paid on death or exit

The value of the exit benefit is determined as at the date your account is closed either due to exit or not satisfying proof of eligibility. The value of the death benefit is determined as at the date of death.

We will split your total assets in a Lifetime Income account or Deferred Lifetime Income assets between your death or exit benefit and the annual bonus premium after we receive a request from you to close the account or official confirmation of your death.

This split will generally be made proportionally across your investments and paid as per your instructions for exit benefits or instructions from your beneficiaries for death benefits.

For more information on how payments are made to beneficiaries, please refer to the **invested assets upon death** section of this PDS.

Couples Option

When you open a Deferred Lifetime Income or Lifetime Income account, you can choose to have payments continue to be paid to your spouse when you pass away by opting into the Couples Option. This ensures that you and your spouse will receive an income for life, regardless of who lives the longest. This election must be made at the time you apply. You can choose the Couples Option even if you opt out of the Death and Exit Benefit.

If you opt into this feature, the Couples Option rates will apply for income, withdrawals and annual bonuses, using the age of the youngest spouse. These rates are lower than single life rates.

A spouse can be removed at a later time but cannot be replaced. If a spouse is removed or dies before you do, there will be no reduction in the rates of income. The Couples Option rates for withdrawal and income, and annual bonuses will continue to apply based on the age of the younger of the former spouses.

If your spouse dies before you or is no longer your spouse at the time of your death, **any benefit we pay to beneficiaries from your account will be subject to the Death and Exit Benefit if you have opted into this feature.**

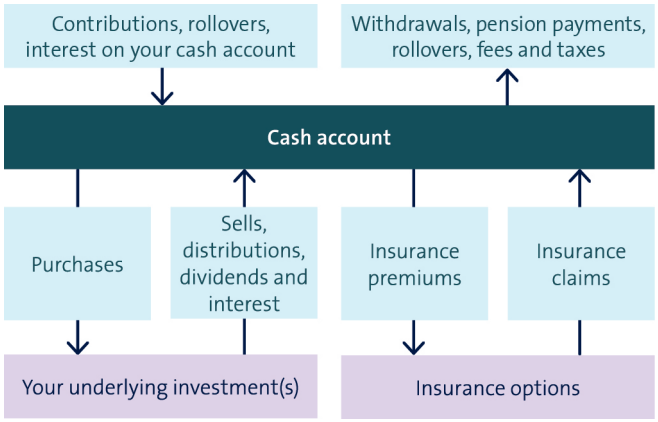
To opt into the Couples Option, your spouse must be over 50 years of age at the time you open your account. If you open a Deferred Lifetime Income account, the election you make will carry across if you move into a Lifetime Income account.

The cash account

Your cash account

Your MyNorth Super and Pension account uses a cash account that operates as a hub through which all of your transactions will pass. Your contributions, rollovers, 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.

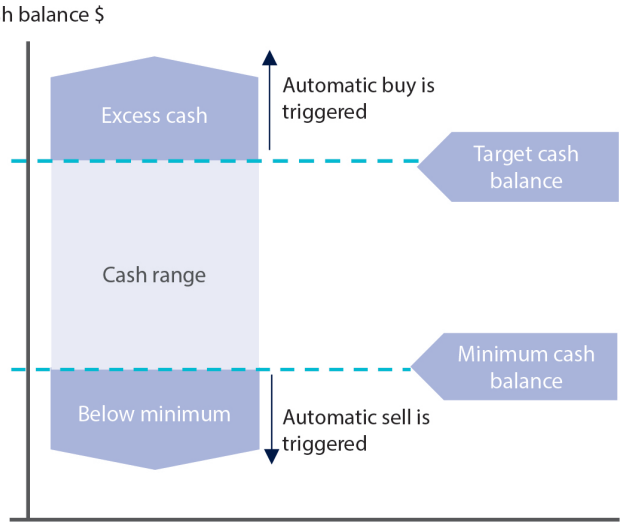


Managing your cash account balance

Your cash account balance may fluctuate as funds flow into and out of your super or pension account. To help you automatically manage your cash balance, you have the flexibility of specifying a minimum and a target (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 target[15] 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 this PDS.
- If your balance goes below the minimum[15] then we'll sell your investments based on your automatic sell instructions and top your cash balance back up to the target.[16] Refer to **automatic sell instructions** under the **investment options** section of this PDS.

The following diagram 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 $0.00 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:

$$\text{Target cash balance} = (\text{account balance} \times \text{target cash percentage}) + \text{minimum cash balance}$$

The default target cash balance where no selection is made equals 5% × account balance plus the minimum cash balance. Your target cash balance can be adjusted at any time.

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 PDS.

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.

15 Transaction trade minimums must be met for automatic buy and sells to occur as per the **at a glance** section.
16 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.

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 members 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 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 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, 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 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 on investments, refer to the **investing in MyNorth Super and Pension** section of this PDS.

When your money will be invested

Your contributions will generally be credited to your cash account on the business day they are 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 Super and Pension

Investment options

MyNorth offers you a wide range of investment options to choose from, with access to its low-cost active and index funds, and an extensive list of managed funds, managed portfolios, term deposits and direct shares. 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 range of multi-manager and single manager funds, managed portfolios, listed securities on the S&P/ASX 300, 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 free of charge. 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 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 though North Online.

Automatic buy instructions

Contributions and rollovers 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 chosen 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, 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 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 automictic 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.

For further information on DCA, please refer to the **what else do you need to know?** section of the **additional information booklet**.

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 the S&P/ASX 300 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**. If the listed security is no longer on the S&P/ASX 300, no additional units can be purchased.

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 and buy-backs.

The Trustee will generally allow participation in corporate actions for listed securities within the S&P/ASX 300. For managed funds, the Trustee will generally abstain from voting.

Another type of corporate action is an initial public offer (IPO). An IPO is when a company lists on a stock exchange to become a public company and first sells its securities to raise funds. The Trustee will decide if it is in members' best financial interests to allow participation in an IPO on a case-by-case basis.

We will notify your financial adviser of any approved corporate actions via North Online 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.

For corporate actions, where participation results in you holding assets outside the S&P/ASX 300, we may, at our discretion, sell down these assets and credit the proceeds to your cash account.

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 any 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 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 from **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.

Assets 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 fees for listed securities.

There will be a realisation of any capital gains or losses as there will be a change of beneficial ownership. Other costs may apply.

Some transfers can take more than 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.

Asset transfer in

Some assets you hold outside of your MyNorth Super or MyNorth Pension 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 us
- the other holder (fund manager or platform) allows in specie transfers 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 PDS.

Asset transfer out

The assets you hold in your account may be transferred in specie to another holder, in place of a rollover or 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 PDS.

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

Partial 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 request 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 transfers out

Where a 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 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. If this occurs, you will need to provide instructions on which investment option you wish to sell.

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 scheduled pension payments (MyNorth Pension only)
- three months of administration fees
- three months of insurance premiums (where applicable), and
- three months of advice fees (where applicable).

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 **the cash account** section for more information.

Important: Lifetime Income accounts and Deferred Lifetime Income accounts cannot perform in specie transfers out.

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 (DRP) (where available), that will reinvest any dividends automatically to purchase further shares. If any new DRPs become available for any listed securities you hold after you select this option, you or your adviser will need to contact us to have the new DRP applied to your holding.

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.

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's product disclosure statement).

Where you hold an NCAP or Allocated Pension account, you also have the option to have distribution payments paid from the cash account as a pension payment or added as part of a nominated pension payment amount. When this option has been selected, distributions received from managed funds and the cash account that have accumulated since your last pension payment will be paid. PAYG tax may apply on a per-payment basis.

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 interests in and is the responsible entity (RE) for MyNorth Managed Portfolios.

NMMT Limited's role as RE is separate to its role as service provider to NM Super in connection with MyNorth Super and Pension.

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

You can instruct us to invest in MyNorth Managed Portfolios via your MyNorth Super and Pension account.

When you invest in MyNorth Managed Portfolios through MyNorth Super and Pension, we will make an application to the responsible entity to establish an interest in the scheme, which we will hold in your account in relation to each particular managed portfolio that you select.

The RE will then use the funds invested from your MyNorth Super and Pension 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 product disclosure statement** 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 Super and Pension. All underlying assets held in your scheme portfolio are held for the RE by the sub-custodian for MyNorth Managed Portfolios.

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 27 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.

The MyNorth Managed Portfolios product disclosure statement and Target Market Determination are available at **northonline.com.au/managedportfolios** or by contacting us on 1800 667 841. You should consider the MyNorth Managed Portfolios product disclosure statement in deciding whether to acquire, or continue to hold, an interest in MyNorth Managed Portfolios through MyNorth Super and Pension.

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 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 document 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).

Does the Trustee invest in derivatives?

The Trustee does not invest directly in derivatives. However, underlying investment managers may do so. Derivatives are securities that derive their value from other assets or indices. Examples of derivatives include futures and options.

Risks you should consider

While superannuation and pension accounts are carefully regulated, they are not risk free. Here is an overview of significant risks you may face.

Risks for investing

Changes to legislation and trust deeds

Investments in super and pensions are subject to legislative requirements. Changes to legislation are made frequently and may affect who can invest, what tax is to be paid, what means testing is applicable under social security legislation and when and how money can be withdrawn.

Super and pension funds are governed by a Trust Deed. The Trustee is able to amend the rules in the Fund's Trust Deed that affect how the Fund operates. Other risks relate to increases in fees, a change in investment managers and the performance of investment managers. The Trustee uses adherence to the law and the Fund's Trust Deed and ongoing monitoring of the performance of investment managers to reduce these risks.

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 risk 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, 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.

An investment in MyNorth Super and Pension Super and Pension is subject to investment risk, including possible delays in repayment and loss of income and capital invested. This risk can include market risk, company risk, currency risk, interest rate risk and inflation risk.

Apart from a benefit arising out of a guarantee supported by an agreement with NMFM and an undertaking from AMP Group Holdings Limited as outlined in **MyNorth Super and Pension Guarantee product disclosure statement – part B**, neither the Trustee, nor any other member of the AMP group or the investment managers, guarantees the payment of income or the performance of the investment options.

Liquidity risk

Liquidity risk is the risk that your investment cannot be bought, sold, cashed, transferred or rolled over as quickly as you might wish. Different investments have different transaction processing times, and thus different levels of liquidity risk.

Investment transactions, withdrawals, rollovers and transfers from your superannuation account are normally processed within 30 days of us receiving all the necessary information. Some investments, referred to as illiquid assets, require a longer period to be redeemed. This longer redemption period is imposed by the underlying investment manager because some or all of the assets within the investment are illiquid. Administration fees and costs will continue to be charged while you are invested in illiquid investment options.

Investment manager risk

Investment manager risk is the risk that a particular investment manager will under-perform its stated objectives, peers or benchmarks or that the investment option that they manage will fail the Annual Performance Test (APT) conducted by the Australian Prudential Regulatory Authority. 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.

For further information on the risks of investing, please refer to the **what risks apply to investing?** section of the **additional information booklet**.

Standard risk measure

The standard risk measure is based on industry guidance to allow members to compare investment options that are expected to deliver a similar number of negative annual returns over any 20-year period.

The table below sets out the standard risk measure bands/labels used for each investment option based on the estimated number of negative annual returns that an investment option may experience over any 20-year period. Negative annual returns may not occur in consecutive years.

Risk band	Risk label	Estimated number of negative annual returns over any 20 year period
1	Very Low	Less than 0.5
2	Low	0.5 to less than 1
3	Low to Medium	1 to less than 2
4	Medium	2 to less than 3

Risk band	Risk label	Estimated number of negative annual returns over any 20 year period
5	Medium to High	3 to less than 4
6	High	4 to less than 6
7	Very High	6 or greater

The standard risk measure is not a complete assessment of all forms of investment risk. For instance, it does not detail what the size of a negative return could be or the potential for a positive return to be less than a member may require to meet their objectives. Further, it does not take into account the impact of administration fees and tax on the likelihood of a negative return.

Members should still ensure they are comfortable with the risks and potential losses associated with their chosen investment option(s).

For the standard risk measure for each of the investment options available, refer to the MyNorth investment options document located at **northonline.com.au/mynorth**.

For further information on standard risk measure, please refer to the **what risks apply to investing?** section of the **additional information booklet**.

Risks for My Retirement Payment and My Retirement Specified Amount

The risks that apply to investing in an Allocated Pension, where you select your investment options, also apply to accounts with My Retirement Payment and My Retirement Specified Amount. There's no fee for using My Retirement Payment or My Retirement Specified Amount, nor any penalty for removing either option from your account; however, you may want to consider the following:

Unexpected inflation risk

The calculation used by My Retirement Payment and My Retirement Specified Amount allows for expected inflation. Should actual inflation deviate from expectations, income may fail to keep up with inflation (or may increase faster than inflation). We review inflation assumptions at least four times per year.

Income volatility risk

We aim to provide a regular and consistent income year to year. However, due to fluctuations in investment returns, income may become volatile over time and may therefore be less suitable if you require consistent income year to year from your pension.

Long-term inflation and long-term investment return risk

Long-term inflation and long-term investment return assumptions are used to calculate My Retirement Payment and My Retirement Specified Amount. These assumptions may be updated from time to time. As assumptions change, the next calculated income amount may change in response.

Pension ceases at target age

My Retirement Payment and My Retirement Specified Amount aim to provide an income lasting to your specified target age[17], such that at your specified target age[17], your account value will reach zero and you'll no longer receive an income from this account. The effect of this may vary depending on your personal circumstances, the level of income and any other sources of income that you may have.

Although My Retirement Payment and My Retirement Specified Amount aim to provide an income until your specified target age[17], there is no guarantee on My Retirement Payment or My Retirement Specified Amount. Accordingly, there is a risk that your account balance may reach zero, resulting in your pension income ceasing, before you reach your specified target age[17].

For more information about the kinds of risks associated with investing in MyNorth Super and Pension, refer to the **what risks apply to investing?** section of the **additional information booklet**.

Risks for Lifetime Income and Deferred Lifetime Income

Illiquidity risk

Unless you have opted into the Death and Exit Benefit, you cannot access the money you used to purchase the account aside from money up to the maximum annual withdrawal and income rates.

If you opted into the Death and Exit Benefit, your access to a full withdrawal will be limited to the terms and conditions of this benefit. For more information see the **death and exit benefit** section.

If you have opted into the Couples Option and you pass away, your spouse will continue to receive withdrawals and income up to the maximum annual withdrawal and income rates.

You will also be limited to the terms and conditions of the Death and Exit Benefit for any transfers you request to another superannuation fund (regardless of the reason).

Counterparty risk

Counterparty risk is the likelihood or possibility that a party involved in a transaction might default on its contractual obligation.

There is a risk that the Trustee becomes unable to meet its commitment to you, or the insurer does not meet its contractual commitment to the Trustee, to pay the annual bonus. While we are regulated by APRA under the SIS Act and the insurer is a registered life insurer and is regulated by APRA under the *Life Insurance Act 1995* (Cth) and must comply with minimum prescribed capital and solvency requirements to ensure it meets its obligations, this does not provide a financial guarantee for the product. However, we are subject to legislative and regulatory requirements to ensure that this does not occur.

Legislative/Regulatory risk

Government policies and laws affecting investment in the Fund, in particular taxation, superannuation, and social security laws, may change in the future, which may impact these accounts, as well as your personal circumstances.

In such circumstances, we may be required to change the terms and conditions of your product, and this may be more or less favourable to your situation. You will be notified of any material changes we are required to make to comply with these changes.

17 You can nominate a specific target age. However, the minimum specified target age will be your current age plus 5 years and the maximum target age is 100 years.

Generally, governments in the past have protected holders of retirement products from adverse changes by restricting such changes to new customers only. This does not mean however that the government will continue to do so.

No remaining estate value

If you do not opt into the Death and Exit Benefit, no death benefit will be payable to your beneficiaries after your death, or after the death of you and your spouse where you have selected the Couples Option.

If you have opted into the Death and Exit Benefit, the death benefit payable will reduce over time until it becomes nil. Refer to the **death and exit benefit** section for further details.

Income adjustments

Your income will vary annually in line with your actual investment returns. Generally, your income will increase when the previous year's net returns were more than the assumed rate of 6% and will decrease when less than 6%.

Circumstances outside of our control

There may be some circumstances where the Lifetime accounts are closed. This includes legislative change, if the insurer does not meet its obligations under the life policy, or the Trustee terminates the fund (or the Plan of the fund) including if the Trustee determines that the Plan containing the Lifetime Accounts has an insufficient scale and the regulator provides relief permitting the Trustee to terminate the Plan. In this event we will work with the regulators and endeavour to transfer your funds back to ordinary super to ensure that members' best financial interests are maintained. The amounts which may be transferred may be limited by laws applicable at the time including restrictions on access to capital, tax laws, or super laws.

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 or your employer, as applicable, may be able to negotiate to pay lower fees. Ask the fund or your financial adviser[18].

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 superannuation calculator to help you check out different fee options.

This section shows fees and other costs that you may be charged. These fees and other costs may be deducted from your money, from the returns on your investment or from the assets of the superannuation entity as a whole.

Other fees, such as activity fees, advice fees for personal advice and insurance fees, may also be charged, but these will depend on the nature of the activity, advice or insurance chosen by you. Entry fees and exit fees cannot be charged.

Taxes, insurance fees and other costs relating to insurance are set out in another part of this document.

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

The fees and costs for each investment option offered in MyNorth Super and Pension are set out in the underlying investment option's product disclosure statement.

The total fees and costs you pay **will** include the fees and costs of MyNorth Super and Pension (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.

For detailed information about the underlying fees and costs associated with any particular investment option, refer to that investment option's product disclosure statement. Visit **North Online** or contact your financial adviser to obtain up-to-date copies.

18 The statement that your employer may be able to negotiate to pay lower fees is prescribed by law and is not applicable to this product.

Fees and costs summary

MyNorth Super and Pension		
Type of fee or cost	**Amount**	**How and when paid**
Ongoing annual fees and costs[i][ii]		
Administration fees and costs[iii]	**Administration fee** 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 $2,160 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.	The administration fee for each tier 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 total administration fee 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 your account is established). The monthly fee amount is the annual fee divided by 12.[iv] For a detailed example of the fee calculation, refer to **administration fee** within the **administration fees and costs** section.

	Investment menu	
Tier of account balance	**Select (% pa)**	**Choice (% pa)**
First $350,000	0.20	0.28
Next $400,000	0.12	0.17
Next $250,000	0.10	0.12
Next $250,000	0.08	0.08
Over $1,250,000	Nil	Nil

	Account fee $180 pa ($15 per month) for each MyNorth Super and Pension account, except for NCAP accounts, or 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.
	Trustee fee Up to 0.015% pa of the balance of your account, capped at $300 pa ($25 per month) per account.	Where charged, it will be calculated by multiplying your total closing account balance on the last day of the prior month by the Trustee fee rate. Deducted from your cash account monthly, commencing one month from the date your account is established.
	Lifetime fee 0.10% pa for each Lifetime account you hold, capped at $500 pa ($41.67 per month) per Lifetime account. Individual or family fee aggregation is not applicable to this fee.	Calculated by multiplying your closing account balance on the last day of the month prior by the Lifetime fee rate. Deducted from your cash account monthly, commencing one month from the date your account is established.
Investment fees and costs	**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.[v]	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.
	Note: The fees and costs charged for MyNorth Super and Pension relate only to gaining access to the investment options and do not include the fees and costs that apply to these investment options.[vi]	

Fees and costs summary		
Type of fee or cost	**Amount**	**How and when paid**
Ongoing annual fees and costs[i][ii]		
Transaction costs	**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.[vii]
	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 of 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**[vi] ranging from 0% to 2.5% may apply.	
Member activity related fees and costs		
Buy-sell spread	Nil	Not applicable
Switching fee	Nil	Not applicable
Other fees and costs[viii]	Plus **insurance fees**[ix] will apply if you have insurance cover.	Deducted from your cash account, in accordance with the terms of the insurance policy.
	Plus **member advice fees**[x] as agreed between you and your financial adviser.	Deducted from your cash account as agreed between you and your financial adviser.

(i) If your account balance for a product offered by the superannuation entity is less than $6,000 at 30 June each year or at the time you exit your account, certain fees and costs charged to you in relation to administration and investment are capped at 3% (after the benefit of any tax deduction passed on to you) of the account balance. Any amount charged in excess of that cap will be refunded.

(ii) We may recover certain expenses from the Fund. Refer to **additional explanation of fees and costs** for more information.

(iii) Individual and family fee aggregation allows you to reduce the administration fee you pay. Separately, while administration fees are not negotiable by you, these fees may be negotiated by your financial adviser in limited cases only. See **administration fees and costs** and **benefit from multiple accounts** in the **additional explanation of fees and costs** section for further information.

(iv) 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.

(v) Refer to the **MyNorth Super and Pension Guarantee PDS – Part B** for further information on the guarantee fee.

(vi) The investment 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.

(vii) Refer to **brokerage fee** within the **additional explanation of fees and costs** section for further information.

(viii) 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.

(ix) For more information about insurance, refer to **other fees and costs** within the **additional explanation of fees and costs** section, and the **insurance available through MyNorth** section. Refer to your insurer's **insurance product disclosure statement** for further information on insurance fees (premiums) and other charges.

(x) Refer to **other fees and costs** within the **additional explanation of fees and costs** section for further information on member advice fees.

Example of annual fees and costs

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

Example—MyNorth Index Balanced Fund on the Select menu			Balance of $50,000
Administration fees and costs[i]	$180 pa + $180 pa + 0.015% pa	(Administration fee) (Account fee) (Trustee fee)	For every $50,000 you have in the superannuation product, you will be charged or have deducted from your investment **$187.50** in administration fees and costs, plus **$180.00** regardless of your balance.
Plus Investment fees and costs[ii]	Nil		**And**, you will be charged or have deducted from your investment **$0.00** in investment fees and costs.
Plus Transaction costs	Nil		**And**, you will be charged or have deducted from your investment **$0.00** in transaction costs.
Equals Cost of product[iii]			If your balance was $50,000, at the beginning of the year, then for that year you will be charged fees and costs of **$367.50** for the superannuation product.

(i) This amount comprises the minimum administration fee of $180 pa, the account fee of $180 pa and the Trustee fee of 0.015% 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 Trustee fee will vary each year and may be less than 0.015% pa. This example assumes that the option is not held in a Lifetime account and the Lifetime fee of 0.10% pa has not been applied.

(ii) 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.

(iii) 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.

Additional fees and costs may apply, including member 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 Super and Pension 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 Super and Pension. 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 Super and Pension, as well as the underlying fees and costs of certain types of investment options, can affect your superannuation 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 balance, the investment options you choose and transactions that occur on your account.

Example 1 – Managed fund on the Select menu

Example— Lifetime account invested in MyNorth Index Balanced Fund on the Select menu			Balance of $50,000
Administration fees and costs[i]	$180 pa + $180 pa + 0.015% pa + 0.10% pa	(Administration fee) (Account fee) (Trustee fee) (Lifetime fee)	For every $50,000 you have in the superannuation product, you will be charged or have deducted from your investment **$237.50** in administration fees and costs, plus **$180.00** regardless of your balance.
Plus Investment fees and costs[ii]	0.36% pa		**And**, you will be charged or have deducted from your investment **$180.00** in investment fees and costs
Plus Transaction costs	Nil		**And**, you will be charged or have deducted from your investment **$0.00** in transaction costs.
Equals Cost of product[iii]			If your balance was $50,000, at the beginning of the year, then for that year you will be charged fees and costs of **$597.50** for the superannuation product.

(i) This amount comprises the minimum administration fee of $180 pa, the account fee of $180 pa, the Trustee fee of 0.015% pa and the Lifetime fee of 0.10% 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 Trustee fee will vary each year and may be less than 0.015% pa. The Lifetime fee is capped at $500 pa per account.

(ii) This amount comprises the ongoing annual fees and costs for the MyNorth Index Balanced Fund. Please refer to the underlying investment option's product disclosure statement for more details. 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.

(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).

Additional fees and costs may apply, including member 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
Administration fees and costs[i]	$180 pa + $180 pa + 0.015% pa	(Administration fee) (Account fee) (Trustee fee)	For every $50,000 you have in the superannuation product, you will be charged or have deducted from your investment **$187.50** in administration fees and costs, plus **$180.00** regardless of your account balance.
Plus Investment fees and costs[ii]	Nil		And, you will be charged or have deducted from your investment **$0.00** in investment fees and costs.
Plus Transaction costs[iii]	Nil		And, you will be charged or have deducted from your investment **$0.00** in transaction costs.
Equals Cost of product[iv]			If your balance was $50,000, at the beginning of the year, then for that year you will be charged fees and costs of **$367.50** for the superannuation product.

(i) This amount comprises the minimum administration fee of $180 pa, the account fee of $180 pa and the Trustee fee of 0.015% 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 Trustee fee will vary each year and may be less than 0.015% pa. This example assumes that the option is not held in a Lifetime account and the Lifetime fee of 0.10% pa has not been applied.

(ii) 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.

(iii) Term deposits may have break costs for withdrawing money before the end of the term. Please log onto North Online to read the terms and conditions of the term deposit from the provider of the term deposit for further details.

(iv) Buy-sell costs do not apply to term deposits.
Additional fees and costs may apply, including member 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 securities on the Choice menu			Balance of $50,000
Administration fees and costs[i]	$180 pa + $180 pa + 0.015% pa	(Administration fee) (Account fee) (Trustee fee)	For every $50,000 you have in the superannuation product, you will be charged or have deducted from your investment **$187.50** in administration fees and costs, plus **$180.00** regardless of your account balance.
Plus Investment fees and costs[ii]	Nil		**And**, you will be charged or have deducted from your investment **$0.00** in investment fees and costs.
Plus Transaction costs[iii]	Nil		**And**, you will be charged or have deducted from your investment **$0.00** in transaction costs.
Equals Total fees and costs[iv]			If your balance was $50,000, at the beginning of the year, then for that year you will be charged fees and costs of **$367.50** for the superannuation product.

(i) This amount comprises the minimum administration fee of $180 pa, the account fee of $180 pa and the Trustee fee of 0.015% 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 Trustee fee will vary each year and may be less than 0.015% pa. This example assumes that the option is not held in a Lifetime account and the Lifetime fee of 0.10% pa has not been applied.

(ii) There are no underlying fees and costs for listed shares, however underlying management and transaction costs may apply for AREITs, ETFs, LICs and LITs. 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.

(iii) 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.

(iv) **Additional fees and costs may apply, including member 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
Administration fees and costs[i]	$180 pa + $180 pa + 0.015% pa	(Administration fee) (Account fee) (Trustee fee)	For every $50,000 you have in the superannuation product, you will be charged or have deducted from your investment **$187.50** in administration fees and costs, plus **$180.00** regardless of your account balance.
Plus Investment fees and costs[ii]	0.9476% pa		**And**, you will be charged or have deducted from your investment **$473.80** in investment fees and costs.
Plus Transaction costs	Nil		**And**, you will be charged or have deducted from your investment **$0.00** in transaction costs.
Equals Cost of product[iii]			If your balance was $50,000, at the beginning of the year, then for that year you will be charged fees and costs of **$841.30** for the superannuation product.

(i) This amount comprises the minimum administration fee of $180 pa, the account fee of $180 pa and the Trustee fee of 0.015% 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 Trustee fee will vary each year and may be less than 0.015% pa. This example assumes that the option is not held in a Lifetime account and the Lifetime fee of 0.10% pa has not been applied.

(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 issue date of this PDS. 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.

(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).

Additional fees and costs may apply, including member 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
Administration fees and costs[i]	$180 pa + $180 pa + 0.015% pa	(Administration fee) (Account fee) (Trustee fee)	For every $50,000 you have in the superannuation product, you will be charged or have deducted from your investment **$187.50** in administration fees and costs, plus **$180.00** regardless of your account balance.
Plus Investment fees and costs[ii]	0.9041% pa		**And**, you will be charged or have deducted from your investment **$452.05** in investment fees and costs.
Plus Transaction costs	Nil		**And**, you will be charged or have deducted from your investment **$0.00** in transaction costs.
Equals Cost of product[iii]			If your balance was $50,000, at the beginning of the year, then for that year you will be charged fees and costs of **$819.55** for the superannuation product.

(i) This amount comprises the minimum administration fee of $180 pa, the account fee of $180 pa and the Trustee fee of 0.015% 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 Trustee fee will vary each year and may be less than 0.015% pa. This example assumes that the option is not held in a Lifetime account and the Lifetime fee of 0.10% pa has not been applied.

(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 issue date of this PDS. 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.

(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).

Additional fees and costs may apply, including member advice fees as agreed with your financial adviser. Refer to 'additional explanation of fees and costs' for more 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 superannuation investment over a 1-year period for all superannuation products and investment options. It is calculated in the manner shown in the Example of annual fees and costs.

The cost of product information assumes a balance of $50,000 at the beginning of the year. (Additional fees such as a buy-sell spread may apply: refer to the Fees and costs summary for the relevant superannuation product or investment option.)

You should use this figure to help compare superannuation products and investment options.

Investment option menu	Cost of product[(i)]
Investment options in the Select investment menu	$367.50
Investment options in the Choice investment menu	$367.50

(i) The cost of product comprises the minimum administration fee of $180 pa, the account fee of $180 pa and the Trustee fee of 0.015% 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 Trustee fee will vary each year and may be less than 0.015% pa. The cost of product assumes that the account is not a Lifetime account, does not hold any guarantees and the cash account balance is zero. Therefore, the cost of product listed does not include the Lifetime fee, Guarantee fee, or cash account investment fee.

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

Additional explanation of fees and costs

This section provides extra information on the fees and costs that apply to MyNorth Super and Pension.

Low balance fee cap

If your account balance for a product offered by the Fund is less than $6,000 at 30 June, or at the time you exit your account, the total combined amount of administration fees, investment fees and indirect costs charged to you is capped at 3% (after the benefit of any tax deduction passed on to you) of your account balance.

If you have incurred such fees and costs in excess of the 3% cap and your account balance is less than $6,000, we will refund the fees and costs charged in excess of the 3% cap into your cash account generally within three months after the end of the financial year. If you decide to close your account part way through a financial year, your withdrawal amount is less than $6,000 and you have incurred such fees and costs in excess of the 3% cap (on a prorated basis), we will refund the fees and costs charged in excess of the 3% cap into your cash account at the time of your account closure.

Administration fees and costs

The administration fee, account fee, the Lifetime fee (if applicable), and the Trustee fee (when charged), covers the costs associated with the establishment and administration of your MyNorth Super and Pension account, including any Trustee costs and expenses, 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:

(Balance in tier × Select fee rate × % of total portfolio in Select) + (Balance in tier × Choice fee rate × % 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%	0.28%	($350,000 × 0.20% × 50%) + ($350,000 × 0.28% × 50%) = **$840.00**
Next $150,000	0.12%	0.17%	($150,000 × 0.12% × 50%) + ($150,000 × 0.17% × 50%) = **$217.50**
$500,000			
	Total administration fees		**= $1,057.50 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 for each MyNorth Super and MyNorth Pension account , except for NCAP accounts or 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.

Lifetime fee

The Lifetime fee of 0.10% pa is calculated on the total account balance of each Lifetime account you hold, both in the super and pension phase. The Lifetime fee is capped at $500 pa for each Lifetime account. Individual or family fee aggregation is not applicable to Lifetime fees.

Trustee fee

We may deduct a Trustee fee of up to the lesser of 0.015% or $300 per annum to recover costs and expenses properly incurred in connection with the administration and management of the Fund, the performance of the Trustee's duties and otherwise as permitted by the Trust Deed. Individual and/or family fee aggregation is not applicable to the Trustee fee as this applies to all accounts.

Fee arrangements

Administration 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 PDS.

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 account 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, Lifetime fees, Trustee fees, or any other fee types applicable to MyNorth Super and Pension.

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 with the same client number. For this example:

- The member has a MyNorth Super account with $300,000 and a MyNorth Pension 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%
Pension	$250,000	$250,000	$500,000	31.25%	31.25%
		Total portfolio balance:	**$800,000**		

Tier of account balance	Select fee	Choice fee	Super administration fee ($)	Pension administration fee ($)
First $350,000	0.20%	0.28%	($350k × 0.20% × 22.5%) + ($350k × 0.28% × 15%) = **$304.50**	($350k × 0.20% × 31.25%) + ($350k × 0.28% × 31.25%) = **$525.00**
Next $400,000	0.12%	0.17%	($400k × 0.12% × 22.5%) + ($400k × 0.17% × 15%) = **$210.00**	($400k × 0.12% × 31.25%) + ($400k × 0.17% × 31.25%) = **$362.50**
Last $50,000	0.10%	0.12%	($50k × 0.10% × 22.5%) + ($50k × 0.12% × 15%) = **$20.25**	($50k × 0.10% × 31.25%) + ($50k × 0.12% × 31.25%) = **$34.38**
$800,000			Total super administration fee: **= $534.75**	Total pension administration fee: **= $921.88**
			Total administration fees for all accounts	**= $1,456.63 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 accountsfor 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 of the **additional information booklet**.

For further information on 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 a family group, each with a Super and a Pension account. Their total portfolio balance is $1,380,000.
- 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	% of total portfolio in Choice
A	Super	$180,000	$120,000	$300,000	13.04%	8.70%
A	Pension	$250,000	$250,000	$500,000	18.12%	18.12%
B	Super	$100,000	$50,000	$150,000	7.25%	3.62%
B	Pension	$300,000	$130,000	$430,000	21.74%	9.42%
			Total portfolio balance:	**$1,380,000**		

Family group member A				
Tier of account balance	**Select fee**	**Choice fee**	**Super administration fee ($)[i]**	**Pension administration fee ($)[i]**
First $350,000	0.20%	0.28%	($350k × 0.20% × 13.04%) + ($350k × 0.28% × 8.70%) = **$176.52**	($350k × 0.20% × 18.12%) + ($350k × 0.28% × 18.12%) = **$304.35**
Next $400,000	0.12%	0.17%	($400k × 0.12% × 13.04%) + ($400k × 0.17% × 8.70%) = **$121.74**	($400k × 0.12% × 18.12%) + ($400k × 0.17% 18.12%) = **$210.14**
Next $250,000	0.10%	0.12%	($250k × 0.10% × 13.04%) + ($250k × 0.12% × 8.70%) = **$58.70**	($250k × 0.10% × 18.12%) + ($250k × 0.12% × 18.12%) = **$99.64**
Next $250,000	0.08%	0.08%	($250k × 0.08% × 13.04%) + ($250k × 0.08% × 8.70%) = **$43.48**	($250k × 0.08% × 18.12%) + ($250k × 0.08% × 18.12%) = **$72.46**
Last $130,000	0.00%	0.00%	Nil	Nil
$1,380,000			Super administration fee for family group member A: = **$400.43 pa**	Pension administration fee for family group member A: = **$686.59 pa**
			Total administration fees for family group member A	= **$1,087.02 pa**

Family group member B				
Tier of account balance	**Select fee**	**Choice fee**	**Super administration fee ($)[i]**	**Pension administration fee ($)[i]**
First $350,000	0.20%	0.28%	($350k × 0.20% × 7.25%) + ($350k × 0.28% × 3.62%) = **$86.23**	($350k × 0.20% × 21.74%) + ($350k × 0.28% × 9.42%) = **$244.49**
Next $400,000	0.12%	0.17%	($400k × 0.12% × 7.25%) + ($400k × 0.17% × 3.62%) = **$59.42**	($400k × 0.12% × 21.74%) + ($400k × 0.17% × 9.42%) = **$168.41**
Next $250,000	0.10%	0.12%	($250k × 0.10% × 7.25%) + ($250k × 0.12% × 3.62%) = **$28.99**	($250k × 0.10% × 21.74%) + ($250k × 0.12% × 9.42%) = **$82.61**
Next $250,000	0.08%	0.08%	($250k × 0.08% × 7.25%) + ($250k × 0.08% × 3.62%) = **$21.74**	($250k × 0.08% × 21.74%) + ($250k × 0.08% × 9.42%) = **$62.32**
Last $130,000	0.00%	0.00%	Nil	Nil
$1,380,000			Super administration fee for family group member B: = **$196.38 pa**	Pension administration fee for family group member B: = **$557.83 pa**
			Total administration fees for family group member B	= **$754.21 pa**

Total administration fees for entire family group	= **$1,841.23 pa[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.

Investment fees and costs

Performance fees

There are no performance fees for MyNorth Super and Pension. However underlying investment options may have performance fees. Please refer to the underlying investment options product disclosure statement 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 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 an in specie out transfer, 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.

Insurance fees

Insurance fees (premiums) are dependent on the cover selected, age, gender, occupation, health and other factors. If insurance cover is provided, premiums are deducted from your cash account in advance. Refer to your nominated insurer's product disclosure statement for further information. Your financial adviser can provide you with a personalised quote. For more information about insurance, refer to the **insurance available through MyNorth Super and Pension** section.

For Lifetime Income and Deferred Lifetime Income accounts, a lump sum payment is made to the insurer on exit or upon your death. This payment represents a premium for the annual bonus credited to the account.

Reimbursement of insurance administration costs

Under agreements with the life insurers, NMMT is entitled to receive payments from life insurers to reimburse costs incurred in relation to the administration of your insurance.

Incidental fees and costs

Your bank or financial institution may charge fees or costs such as dishonour fees, account fees or other fees and costs for services associated with the use of your bank account and transactions that we may debit from or credit into your account.

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 Super and Pension 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 product disclosure statement. Visit North Online to obtain the most up-to-date copy of the product disclosure statement provided by the relevant fund manager or contact your financial adviser.

Utilisation of reserves of the Fund

The Trustee may set aside in a reserve, assets of the Fund, which, subject to the Trust Deed, may be used for any purpose that supports the management of the Fund or promotes the best financial interest of the members.

For the 2022/2023 financial year, 0.00% of Fund assets as at 30 June 2023 was paid from Fund reserves. These amounts are not deducted from member accounts.

Member advice fees

You may agree to pay your financial adviser member advice fees (MAF) from your MyNorth account, which is remuneration they receive for providing you with financial advice in relation to this product. You should discuss MAF with your financial adviser to ensure you understand them and how they are calculated. MAF that you agree to pay your financial adviser will be deducted from your account in accordance with your instructions to us, and paid to your financial adviser on your behalf.

MAF may comprise of either one or a combination of the following:

Member advice fee type	How and when paid[i]
Initial A fee you may agree to pay your financial adviser for initial financial advice. This may include initial, plan preparation and research fees, and advice implementation fees.	A one-off dollar fee as agreed with your financial adviser, which is deducted from your cash account. The fee will be deducted from your account at the time your account is established, subject to your total super and pension balance and any one-off member advice fees already paid over a one-year rolling period.[ii] Where your balance is not sufficient to pay this fee at establishment, the fee will be deducted once your total super and pension balances exceeds the minimum requirement.
Ad hoc A fee you may agree to pay your financial adviser for additional financial advice.	A one-off dollar fee as agreed with your financial adviser, which is deducted from your cash account. The fee will be deducted from your account at the time we receive your instructions, subject to your total super and pension balance and any one-off member advice fees already paid over a one-year rolling period.[ii] Where your balance is not sufficient to pay this fee at establishment, the fee will be deducted once your total super and pension balances exceeds the minimum requirement.
Fixed term A fee you may agree to pay your financial adviser for financial advice. The fixed term period can be for a nominated period of up to 12 months.	An upfront dollar fee or a fixed term dollar and/or percentage fee deducted from your cash account as agreed with your financial adviser.[iii] Fees will be deducted either: – At the time we have verified your consent within the fee agreement period (for upfront fees). If the fee cannot be deducted within the fee agreement period, the fee will be deducted up to the amount determined by your account balance at the end of the fee agreement.[iv] – Monthly based on the start date of the fee agreement (for fixed term dollar and/or percentage fees). Fees will be deducted up to the amount determined by your account balance at the end of each fee period.[iv]
Ongoing An ongoing fee you may agree to pay your financial adviser for ongoing financial advice. The fee can be renewed on a yearly basis.	A regular dollar and/or percentage fee deducted from your cash account on a monthly basis, as agreed with your financial adviser.[iii] Fees will be deducted monthly based on the start date of the fee agreement. Fees will be deducted up to the amount determined by your account balance at the end of each fee period.[iv]

(i) Deductions for member advice fees are subject to minimum account balances. Refer to member advice fee limits for further details.

(ii) The balance for initial and ad hoc advice fees is based on your total account balances across all of your MyNorth and North Super and Pension accounts with the same client number.

(iii) Fees charged for the Lifetime Income and Deferred Lifetime Income accounts must be dollar based. Percentage-based member advice fees cannot be applied to these accounts.

(iv) The balance for fixed term and ongoing fees is based on your individual account balance.

In all circumstances, you control the MAF payments and can instruct us to change or cease payments. Any instructions must be in writing and include your signature, or be submitted electronically via a secure link. 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 cancel MAF 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 an agreement with your financial adviser for a MAF, 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 MAF 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 and your advice agreement from your financial adviser for details of the MAF arrangements between you and your financial adviser.

Member advice fee limits

An advice fee arrangement is in place for a maximum of 12 months from your agreed fee start date. Your first payment will be deducted one month after the fee start date. Each year, you will need to consent to a new fee arrangement with your financial adviser for a fee to continue to be charged.

Maximum MAF payable to your financial adviser:

Member advice fee type	Account balance[ii]	Maximum MAF payable to your financial adviser (inclusive of GST) pa	Maximum MAF payable by you (inclusive of GST, net of RITC) pa
Initial and ad hoc[i]	Under $20,000	Nil	Nil
	Between $20,000 and $250,000	$5,000 over a rolling one-year period	$4,569.09 over a rolling one-year period
	$250,000 and above	$10,000 over a rolling one-year period	$9,318.18 over a rolling one-year period
Fixed term and ongoing	Under $20,000	Nil	Nil
	$20,000 and above	2.2% of your total account balance pa[iii]	2.05% of your total account balance pa[iii]

(i) All of your MyNorth and North Super and Pension accounts with the same client number are subject to a single member advice fee limit.
(ii) The balance for initial and ad hoc advice fees is based on your total account balances across all of your MyNorth and North Super and Pension accounts with the same client number. The balance for fixed term and ongoing fees is based on your individual account balance.
(iii) The maximum fee is determined using the account balance on the day the fee is charged.

Limits will be monitored and verified against your account value each time a MAF is charged to your account. We reserve the right not to deduct fees that we believe are unreasonable. If a MAF payment will result in your account balance decreasing to $2,000 or less, no payment will apply.

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.

Exceptions to these caps

Your adviser may submit a request to charge amounts either for:

- accounts with balances less than $20,000 where the member has more than one account, or
- fees above the stated fee caps for total super and pension balances of $50,000 and over.

The fees must only be used for advice in respect of your accounts within the Fund and must not be used to pay for any other products or financial advice about non-super savings and investment opportunities. We reserve the right to decline any requests where the proposed fees do not meet the sole purpose test or are not appropriate for the advice given.

Please contact our North Service Centre on 1800 667 841 for further information.

Additional fees and costs information

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 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.

Increases or alterations in charges

We reserve the right to add or alter any of the charges and fees outlined in this PDS at the discretion of the Trustee without your consent. You will be informed of any increases to the fees at least 30 days before they occur.

Limits apply in relation to any future increase in the fees and charges:

- MAF (Contributions) cannot exceed 5% per contribution
- MAF (initial, ad hoc, ongoing and listed securities) cannot exceed 5% per annum plus $10,000 per annum of the member's account balance
- Administration fee will not exceed the greater of $500 pa; and $250 pa plus 2.5% pa of the member's account balance
- Lifetime fee will not exceed 2.5% pa of the member's account balance.
- Guarantee fee will not exceed the greater of $500 pa; and $250 pa plus 5.50% pa of the member's account balance
- Additional Contribution Guarantee fee cannot be increased above 10% up front per contribution.

The Trustee can annually adjust the maximum dollar amount of any dollar-based fee or the maximum percentage amount of any percentage-based fee to reflect any increase in CPI. You will be notified of any changes via the Trustee annual report.

Note that in relation to the fees and charges described we may, at our discretion, make agreements with some members to rebate a part or all of their fees.

The Trust Deed permits the Trustee to charge other fees and charges. The Trustee does not currently charge all available fees and charges. These fees and charges may be calculated and charged by the Trustee in the manner notified to members from time to time.

For further information on these fees and charges, refer to the **what else do you need to know?** of the **additional information booklet**.

Taxation and fees

The actual amount of fees and costs you pay for MyNorth Super accounts and NCAP accounts may be reduced by up to 15%. This is because superannuation funds currently receive a 15% tax deduction for deductible expenses for super and NCAP accounts. The benefit of this tax deduction is passed on to you.

The tax deduction does not apply for other MyNorth Pension accounts.

The fees described in the tables of **fees and other costs** section include, if applicable, GST less any RITC where relevant.

For more information about tax and your superannuation, refer to:

- **taxation information** in the **further information you need to know** section of this PDS, and
- **what about taxation?** of the **additional information booklet**.

Defined fees

When used in this PDS and the additional information booklet, the following types of fees have the meaning described below.

Activity fees

A fee is an **activity fee** if:

a the fee relates to costs incurred by the trustee of the superannuation entity that are directly related to activity of the trustee:
   i. that is engaged in at the request, or with the consent, of a member; or
   ii. that relates to a member and is required by law; and

b those costs are not otherwise charged as administration fees and costs, investment fees and costs, transaction costs, a buy sell spread, a switching fee, an advice fee or an insurance fee.

Administration fees and costs

Administration fees and costs are fees and costs that relate to the administration or operation of the superannuation entity and includes costs incurred by the trustee of the entity that:

a relate to the administration or operation of the entity; and

b are not otherwise charged as investment fees and costs, a buy-sell spread, a switching fee, an activity fee, or an insurance fee.

Advice fees

A fee is an **advice fee** if:

a the fee relates directly to costs incurred by the trustee of the superannuation entity because of the provision of financial product advice to a member by:
   i. a trustee of the entity, or
   ii. another person acting as an employee of, or under an arrangement with, the trustee of the entity, and

b those costs are not otherwise charged as administration fees and costs, investment fee and costs, a switching fee, an activity fee or an insurance fee.

Buy/sell spreads

A **buy-sell spread** is a fee to recover costs incurred by the trustee of the superannuation entity in relation to the sale and purchase of assets of the entity.

Exit fees

An **exit fee** is a fee, other than a buy-sell spread, that relates to the disposal of all or part of a member's interests in a superannuation entity.

Investment fees and costs

Investment fees and costs are fees and costs that relate to the investment of assets of a superannuation entity and includes:

a fees in payment for the exercise of care and expertise in the investment of those assets (including performance fees); and

b costs incurred by the trustee of the entity that:
   i. relate to the investment of assets of the entity; and
   ii. are not otherwise charged as administration fees and costs, a buy-sell spread, a switching fee, an activity fee, an advice fee or an insurance fee.

Switching fees

A **switching fee** for a superannuation product other than a MySuper product, is a fee to recover the costs of switching all or part of a member's interest in the superannuation entity from one investment option or product in the entity to another.

Transaction costs

Transaction costs are costs associated with the sale and purchase of assets of the superannuation entity other than costs that are recovered by the superannuation entity charging buy-sell spreads.

Insurance available through MyNorth Super and Pension

For most people, insurance is an important part of any financial plan. Without insurance you and your family may not be able to continue the lifestyle that you have worked hard to achieve if you were to pass away or no longer able to work due to illness or injury.

MyNorth Super and Pension gives you the option of applying for insurance as a part of your account. Insurance is offered through the following insurers:

- TAL Life Limited ABN 70 050 109 450 AFSL 237848
- AIA Australia Limited ABN 79 004 837 861, AFSL 230043.

You can choose:

Policy type	Super	Lifetime Super	Deferred Lifetime Income	Lifetime Income	Non-commutable Allocated Pension	Allocated Pension
Life insurance	✓	✓	×	×	✓	✓
Total and Permanent Disability (TPD) insurance	✓	✓	×	×	×	×
Income protection	✓	✓	×	×	×	×

Insurance cover is provided under insurance policies issued by your nominated insurer and held by the Trustee.

To apply for insurance cover you will need to obtain the applicable **insurance product disclosure statement** from your financial adviser. You should consider the insurer's product disclosure statement before deciding to acquire, or continue to hold, insurance. Your insurance can only be provided through your MyNorth Super and Pension if your application is accepted by the insurer and you have provided us with a written election that you want to take out or maintain the insurance even if your account is, or becomes inactive (i.e. doesn't receive a contribution or rollover for a continuous period of 16 months), has a balance below $6,000 or you are under age 25.

If you do not make a written election to keep your insurance, premiums may not be paid from your MyNorth Super and Pension account to the insurer. This will mean you may not have insurance cover.

Please note: If there isn't enough money in your account to pay your premiums, your cover will stop. We'll write to you, giving you 60 days' notice before this happens.

Payments of any super benefits are subject to you satisfying a condition of release under superannuation law. Any Life or TPD benefits that become payable from your insurance cover will be paid into your cash account prior to being released by the Trustee. Any Income protection benefits will be paid to you directly by the insurer on the Trustee's behalf.

For information on the insurance cover available refer to the **insurance product disclosure statement** for each insurer at **northonline.com.au/mynorth**.

The impact of insurance on your super balance

Insurance provides an important benefit to many members. Having insurance in your super means the cost of your cover will reduce your super balance over time. It's important for you to regularly review the amount and cost of your current insurance cover to make sure it's right for you.

How your benefit will be paid upon death

Super, Lifetime Super, Non-commutable Allocated Pension and Allocated Pension

In the event of your death while you are a member investing in Super, Lifetime Super, NCAP or Allocated Pension account, we will release the total amount in your account in the form of a superannuation death benefit. You may choose one of the following options for nominating how a death benefit would be paid in the event of your death:

- binding death benefit nomination
- non-lapsing binding death benefit nomination
- non-binding death benefit nomination, or
- reversionary pension.

If you do not nominate a binding or non-lapsing death benefit nomination, you should consider making a will. Your financial adviser can assist you in assessing your estate planning options.

Regardless of the option chosen, the Trustee must generally ensure that the benefits are paid to your dependants (as defined in the Fund's Trust Deed and applicable superannuation law) and/or your legal personal representative.

For further information on how benefits will be paid upon death, refer to the **how will the benefit be paid upon death?** section of the **additional information booklet**.

Lifetime Income and Deferred Lifetime Income

In the event of your death while you are a member investing in a Lifetime Income or Deferred Lifetime Income account, we will follow the elections you made in regards to the Couples Option and Death and Exit Benefit.

If you have opted into the Couples Option, your account will revert to nominated reversionary spouse who will continue to receive an income for life.

A lump-sum death benefit will be payable to your beneficiaries following your death (or the death of your spouse when you selected the Couples Option and they live longer than you) in the following circumstances:

- you opted into the Death and Exit Benefit; and
- your Death and Exit Benefit has not reduced to nil.

Otherwise no benefit will be payable.

See **death and exit benefit** within the **lifetime account features** section for information on how to calculate a death benefit.

If you have not opted into the Couples Option, or no longer have a reversionary spouse, you may choose one of the following options for nominating how a death benefit would be paid in the event of your death:

- Binding death benefit nomination
- Non-lapsing binding death benefit nomination
- Non-binding death benefit nomination.

Invested assets upon death

All assets will remain invested as per your account's investment instructions until alternative instructions are received from a valid beneficiary or legal personal representative.

This amount and any insurance benefits (if applicable) will then be paid by the Trustee to beneficiaries. If you hold a term deposit it will continue to be invested until the maturity of the asset, unless otherwise notified by a valid beneficiary or legal personal representative as determined by the Trustee.

However, for Lifetime Income accounts and Deferred Lifetime Income accounts, we will commence selling any assets in excess of any death benefit payable as soon as we receive formal notification of your death or where you fail to prove eligibility to continue to hold one of these accounts.

This excess amount is payable to the insurer in exchange for the annual bonuses you received.

Note: The value of a Death Benefit is determined as at the date of death, and we will split your total assets in a Lifetime Income account or Deferred Lifetime Income account between your Death benefit and the annual bonus premium payable to the insurer after we receive official confirmation of your death. This split will generally be made proportionally across your investments. At this point, a valid beneficiary or legal personal representative will be authorised to provide instructions to us regarding the death benefit assets, and this represents payment of the death benefit to your beneficiaries. The value of these assets will then be subject to investment returns and fees payable, and so the final realised cash payment (if we receive instructions to sell assets) may be higher or lower than the death benefit amount.

Investment instructions, adviser remuneration and financial adviser access

Any existing investment instructions, regular savings plans, member 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

Investing in MyNorth Super and Pension compared to investing directly

Key differences between investing directly and investing in MyNorth Super and Pension include:

MyNorth Super and Pension	Direct investment
You will have access to a range of wholesale investments that generally have lower fees than retail investments.	You generally require large sums of money to invest in each wholesale investment.
You will receive comprehensive, consolidated reporting.	You will receive a separate report for each investment.
NMMT Limited, as the custodian of the Fund, is the legal owner of the investments, and NM Super is the beneficial owner of your investments.	You will have direct ownership of your investments and will be eligible to exercise all associated rights (such as voting or participating in corporate actions).
You won't receive any communications from the issuer of the investment.	You may receive regular communications from the issuer of the investment.
Your cooling off rights may be exercised directly against the Trustee.	Your cooling off rights may be exercised directly against the issuer of the investment.
You have access to MyNorth Super and Pension complaints resolution arrangements.	You have access to the investment issuer's complaints resolution arrangements.

Taxation information

Super can be a tax-effective way of saving for your retirement, as it's generally taxed at a concessional tax rate.

Generally, your super may be taxed:

- on some contributions to your super account at a rate of 15%,
- on your earnings while your money is invested in super (maximum of 15%), or
- when you withdraw your money from super under age 60.

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

For further information on taxation, refer to the **what about taxation?** section of the **additional information booklet** or refer to the Australian Taxation Office website at **ato.gov.au**.

Tax file number notification

Before you provide your TFN we are required to tell you the following. Under the SIS Act, the Trustee is authorised to collect, use and disclose your TFN, which will only be used for lawful purposes.

These purposes may change in the future as a result of legislative change. The trustee may disclose your TFN to another super provider when your benefits are being transferred, unless you request in writing that the trustee of your superannuation fund not disclose your TFN to any other super provider.

It's not an offence not to quote your TFN. However, giving your TFN to us will have the following advantages (which may not otherwise apply):

- The Fund will be able to accept all permitted types of contributions to your account(s).
- Other than the tax that may ordinarily apply, you will not pay more tax than you need to. This affects both contributions to your superannuation and benefit payments when you start drawing down your superannuation benefits, and
- It will make it much easier to trace different super accounts in your name so that you receive all your super benefits when you retire.

Super, Lifetime Super and Deferred Lifetime Income members

The trustee is required by law to refund any member contributions received if a TFN has not been provided within 30 days. The trustee is entitled to deduct an administration fee, any transaction costs and premiums that have been paid in relation to cover for a specific period. If you do not or cannot provide a valid TFN, we may not be able to accept you as a member of the fund.

An additional tax applies to employer contributions when we do not have your TFN. This tax is called the no-TFN tax and is 30% plus Medicare levy and is calculated and deducted at the earlier of 30 June each year and when you leave MyNorth Super and Pension. This tax is on top of the 15% contributions tax paid on these contributions. You may be eligible for a refund of no-TFN tax paid if you provide us with your TFN within four financial years from the start of the financial year when the contribution was made. Any refund will be added to your super benefit and will be subject to the usual cashing restrictions and tax rules.

Pension members

Providing your TFN will enable you to see your MyNorth pension when you log into your myGov account.

Generally, superannuation income stream benefits paid to individuals aged 60 or over from a taxed source are not subject to tax.

If benefits payable from your pension income are taxable (for example you are aged under 60 years of age) you should be aware that if you do not provide your TFN, any additional tax on your benefits paid to the ATO (such as tax on withdrawals and pension payments) cannot be reclaimed from the Fund even if you have subsequently provided your TFN.

Cooling-off period

A 14-day cooling-off period will apply to your initial investment in MyNorth Super and Pension.

If, during the cooling-off period, you decide that the investment does not meet your needs, then simply advise us in writing.

The 14 days start when confirmation of your membership is received by you or 5 business days after your application is accepted, whichever is earlier.

If you cancel your membership we will refund your investment, reduced or increased for market movements in your chosen investment option(s). We will also deduct any tax or duty incurred and any other fees previously described in this PDS, pro-rated for the period you have held your MyNorth account. As a result the amount returned to you may be less than your original investment.

Delays may be experienced if the investment option(s) selected have redemption restrictions imposed by the underlying investment manager.

If you satisfy an applicable condition of release under superannuation law we can refund the initial investment amount directly to you. However, 'preserved' or 'restricted non-preserved' benefits cannot be refunded directly to you under the 14-day cooling-off period. We will roll over or transfer these amounts to the superannuation fund or retirement savings account you nominate.

If you hold a Deferred Lifetime Income or Lifetime Income account, the amount you can receive is also subject to legislated maximums under the Capital Access Schedule.

Keeping you safe

Protecting your personal information and your privacy

We'll usually collect personal information directly from you, your financial adviser or other authorised parties as nominated by you.

The personal information we collect from you is used to:

- establish and manage your MyNorth Super and Pension account
- administer the products and services provided by us
- verify the identity of you or an authorised party when processing changes, withdrawals or transactions in relation to the account
- ensure compliance with all applicable regulatory or legal requirements
- manage and resolve complaints made
- 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 us on 1800 667 841 or email **north@amp.com.au** to let us know your preference. You can also opt out at any time via the unsubscribe link, and
- perform any appropriate related functions.

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

We're required or authorised to collect your personal information under various laws including those relating to superannuation, taxation and anti-money laundering and counter-terrorism financing.

We'll only share your personal information:

- with other members of the AMP group and external service providers that we need to deal with for the purposes described above
- with another superannuation provider when your benefits are being transferred to another provider (this includes your Tax File Number (TFN) , unless you request that your TFN is not provided to any other superannuation provider)
- as required by law or regulations with courts, tribunals or Government agencies, and
- with persons or third parties authorised by you, or if required or permitted by law.

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 one or more other individuals, such as beneficiaries and authorised persons, it's your responsibility to:

1. inform the other individual(s) that you have provided their personal information to us, and
2. 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 or make a complaint about a breach or potential breach of our privacy obligations. You can view our privacy policy online at **northonline.com.au/privacy** or contact us on 1300 157 173 for a copy.

Verifying your identity

To protect your money and to comply with legislative requirements (such as the *Anti-Money Laundering and Counter-Terrorism Financing Act 2006*) (Cth) we'll need to sufficiently verify your identity in certain circumstances. We do this to protect you and your retirement savings and to prevent fraud.

These circumstances include:

- as part of your application process when setting up a pension account
- if you use our online super consolidation tool
- if you request any full or partial withdrawal from a super account
- if you're moving your super to a self-managed super fund (SMSF), we'll also need to verify your actual SMSF fund
- your estate and/or your dependants, if you die while you're a member. We'll have to verify the identity of any person(s), including your estate, before the payment of any death benefit, and
- anyone acting on your behalf, including your nominated representative.

We may delay or refuse any request or transaction, including suspending a withdrawal application, if we're concerned that the request or transaction may breach any obligation, or cause us to commit or participate in an offence under any law, and we'll incur no liability to you if we do so.

In limited circumstances, we may need to re-verify your identity.

Your feedback is welcome

We take complaints seriously and we want all of our members to have a great experience, so if you're ever unhappy we want to hear about it so we can resolve this for you as quickly as possible.

Making a complaint

Our Complaints Handling Guide is on our website. Our complaints process can be found by visiting **northonline.com.au/complaints/complaints-policy**.

If you wish to make a complaint 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

If your complaint is resolved within five business days we won't provide you with a written response, unless you request it. However, if your complaint is about financial hardship, a declined insurance claim, the value of an insurance claim or a decision of the Trustee we'll provide you with a written response even if your complaint is resolved within five business days.

If your complaint can't be resolved within five business days, we'll resolve it through our complaint resolution process. We'll provide you with:

- the name of the representative handling your complaint and the contact information for the Customer Resolution team
- regular progress updates, and
- specify when the investigation into the complaint is likely to be resolved.

When we complete our investigation, we'll 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. Depending on the type of complaint lodged, different timeframes apply for the resolution of the complaint. 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.

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.

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.

Keep all your super in one place

Each year we'll check if you hold multiple accounts within the fund, to help reduce multiple sets of fees you might be paying. We call this **intra-fund consolidation**. Where we reasonably believe that it's in your best interest, your accounts are merged, and we'll write to you.

You may be given the opportunity to opt out of consolidating your accounts. There's no cost to members for consolidating their accounts through intra-fund consolidation.

Consolidation of multiple accounts does not occur for any MyNorth Lifetime accounts you hold.

Further information

For further information on any of the following topics, refer to the **what else do you need to know?** section of the **additional information booklet** available on North Online:

- family law and superannuation
- the trust deed
- relationship between the trustee and some companies in which the Fund will invest
- relationship between the trustee and some service providers
- direct debit service agreement
- temporary residents leaving Australia.

Contact us

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

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