

MyNorth[®] Investment Guarantee

Product Disclosure Statement

Issue number 6, 30 August 2024

Important information

National Mutual Funds Management Ltd ABN 32 006 787 720 AFS Licence No. 234652 (NMFM) is the issuer of the guarantee and this MyNorth Investment Guarantee product disclosure statement (PDS). The guarantees issued by NMFM to investors are a put option, which is a derivative. For the purposes of this PDS, we've defined and described the features of the derivative as a guarantee. NMMT Limited (NMMT) ABN 42 058 835 573 AFS Licence No. 234653 is the operator of the MyNorth investor directed portfolio service (IDPS) and issuer of the MyNorth IDPS Guide.

Please note that if you transfer beneficial ownership of your MyNorth IDPS investment, the guarantee will be removed.

NMFM has issued the MyNorth Investment Guarantee PDS directly to investors of the MyNorth IDPS. The guarantees are only available to individuals, joint tenants and trustees of self-managed superannuation funds who have invested through the MyNorth IDPS. While these investors can select the MyNorth IDPS without a guarantee, a guarantee is only available in conjunction with the MyNorth IDPS.

NMFM will interact with you via North Online, which is operated by NMMT. NMMT will forward all information relevant to your application and transaction requests for a guarantee to NMFM. NMMT will also collect fees relating to the guarantees on behalf of NMFM and when applying for a guarantee you will be authorising NMMT to forward those fees to NMFM.

NMMT bears no responsibility nor incurs any liabilities in relation to the guarantees issued by NMFM.

NMFM reserves the right to cease to offer the guarantees to new investors at any time.

Any reference to 'investment(s)', 'withdrawal(s)', 'MyNorth Investment Options', 'investment option', '**account value**', '**initial investment**', 'distributions', '**investment strategy**', 'cash account' and 'Investment Instruction(s)' refers to your investment through the MyNorth IDPS.

There are two glossaries in this PDS:

- i. 'Throughout this PDS' (refer below), which defines the general words, terms and entities used throughout this PDS, and
- ii. 'Key terms' (refer to page 9), which defines the terms specifically relating to the features of the guarantee.

This document is the MyNorth Guarantee PDS, which details the guarantees issued by NMFM and is only available in conjunction with the MyNorth IDPS. This document should be read in conjunction with the MyNorth IDPS Guide and MyNorth Investment Options document.

Up-to-date information

Information in this MyNorth Guarantee PDS that is not materially adverse may change from time to time. This information will be updated on northonline.com.au/product-documents and a paper copy of any updated information will be supplied to you free of charge if you contact us on 1800 667 841. If we make an increase to fees we will give you 30 days prior written notice. For any other material change, we will inform you as soon as practicable, but no later than three months after the day the change takes effect.

What you need to know

This PDS is issued by National Mutual Funds Management Limited ABN 32 006 787 720 AFS Licence No. 234652. NMFM is the legal entity issuing the Guarantees.

This PDS is an important document as it explains how the guarantees work. Any investor considering applying for a guarantee will also be given a copy of the MyNorth IDPS Guide and should consider all documents in deciding whether to acquire, or to continue to hold, this product. The latest versions are available free of charge from

northonline.com.au/product-documents or by contacting the North Service Centre on 1800 667 841.

An investment in the investment options offered through MyNorth IDPS is subject to investment risk, including possible delays in repayment and loss of income and capital invested. Apart from a benefit arising out of the guarantee issued by NMFM and supported by an undertaking from AMP Group Holdings Limited ABN 88 079 804 676 (AM GH), no member of the AMP group or the investment managers guarantee the repayment of capital, payment of income or the performance of the investment options.

The information contained in this PDS is general information only and does not take into account your individual objectives, financial situation or needs. Before acting on the information in this PDS, you should consider the appropriateness of this information and consult a financial adviser.

We reserve the right to change the terms and conditions in this PDS subject to regulatory requirements with, in the case of an increase in fees, at least 30 days' notice. Otherwise notice of material changes will be provided before or as soon as practicable after the change occurs. We may accept or refuse (without reason) any application.

The case studies in this PDS are hypothetical and are not meant to illustrate the circumstances of any particular individual or be regarded as a forecast of how your investment may perform.

Except as expressly disclosed in the PDS or the MyNorth investment options document, investments in the investment options are not deposits or liabilities of AMP Bank Limited ABN 15 081 596 009 AFS Licence No. 234 517 (AMP Bank) or any AMP Group company. NMFM is not a bank. AMP Bank does not stand behind NMFM or NMMT. The investment options 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 the MyNorth Investment Guarantee outlined in this PDS. AMP employees and directors receive salaries and benefits from the AMP group.

This offer is only available to persons receiving (including electronically) the PDS within Australia. This document is not intended to be accessed outside of Australia.

Definitions used throughout this PDS

References to:	To be read as:
AMP Limited	AMP Limited ABN 49 079 354 519, and its subsidiary companies including NMMT, NMFM and AMP GH
AMP GH	AMP Group Holdings Limited ABN 88 079 804 676
Business day	A day other than a Saturday, Sunday or public holiday
CPI	The most recently published Consumer Price Index (All Groups)
EFT	Electronic Funds Transfer facility
Financial adviser	A person (including their agents or employees) who either holds an Australian Financial Services Licence (AFSL) or is authorised by a Licensee that holds an AFSL to provide financial product advice
Guarantee investor	A client of MyNorth Investment who has applied for a guarantee in accordance with this PDS and whose application has been accepted by us
Investor, you	A person who has invested through MyNorth IDPS
MyNorth Guarantee PDS (this document)	MyNorth Investment Guarantee Product Disclosure Statement
MyNorth Guarantee	MyNorth Investment Guarantee plan
MyNorth, MyNorth IDPS, MyNorth Investment	MyNorth Investment Investor Directed Portfolio Service operated by NMMT
MyNorth IDPS Guide	MyNorth Investment Investor Directed Portfolio Service Guide and Financial Services Guide
MyNorth Investment Options	A list of investment options available through the MyNorth IDPS
NMFM, we, our, us	National Mutual Funds Management Ltd ABN 32 006 787 720 AFS Licence No. 234652
NMMT	NMMT Limited ABN 42 058 835 573 AFS Licence No. 234653
North, North Online	northonline.com.au
PDS	Product Disclosure Statement
Portfolio	Your investments held through MyNorth IDPS
Public holiday	A day other than a weekend on which financial institutions in Melbourne are generally closed for normal trading

Important documents for you

Visit northonline.com.au to download a copy of the following documents.

You can also get free printed copies by contacting the North Service Centre at north@amp.com.au or on 1800 667 841.

Make sure you read and keep copies of these documents	
MyNorth Investment Investor directed portfolio service guide	This document provides specific information regarding MyNorth Investor directed portfolio service.
MyNorth Investment Guarantee PDS	This is the document you're now reading – it provides specific information regarding the MyNorth Investment Guarantee.
MyNorth Investment Options	<p>This document provides a list of investment options available through MyNorth IDPS.</p> <p>You can obtain free of charge the PDS of the underlying investment option(s) by:</p> <ul style="list-style-type: none"> – visiting northonline.com.au – contacting the North Service Centre on 1800 667 841, or – visiting the fund manager's website.

Information you should read

Some words in this PDS have a particular meaning.

These defined terms are shown in bold and their meaning is explained in the **Key features and terms used with guarantees** on page 7.

As with any investment, investors through the MyNorth IDPS and the MyNorth Guarantee are subject to certain risks. These risks include NMFM counterparty risk (related to the financial capacity and risk management techniques of NMFM to honour the Guarantee), that NMFM's compliance and management policies or information technology systems will not operate effectively, that NMFM has the right to amend the terms of the Guarantee Deed Poll (subject to law) and hence, effectively, the terms of the guarantees, and that changes to this PDS might also affect the terms and conditions of the guarantees. You should be familiar with the terms and conditions of the Guarantee Deed Poll and the MyNorth IDPS (including the removal of investment options and the early termination of the Guarantee if there is a failure to comply with those terms and conditions). Refer to the **Risks associated with investing with a Guarantee** section of this PDS for more information.

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MyNorth Guarantees – the fundamentals

How Guarantees work

The MyNorth Guarantees provide you with the ability to protect your savings from falls in investment markets while allowing you to retain exposure to growth assets.

The MyNorth Guarantees can be applied to select investment options available to MyNorth Investment investors and can be held alongside other non-guaranteed investments in your account.

You can apply a 5 or 10-year term guarantee to your investments. The 5-year term guarantee has an optional growth lock-in feature. An optional vesting feature is available with the 10-year term. If your **investment value** is less than your **protected balance** at the end of your term, we will pay you the difference into your account. We'll explain all of this in detail throughout this document.

When selecting either a 5 or 10-year term, take into consideration your investment time horizon – that is, how long do you think you'll need to invest before you need to withdraw funds for your retirement?

You have choices, and the flexibility to set the length of the Guarantee that is appropriate for your needs.

These MyNorth Guarantees may not be appropriate for you if your investment horizon is less than five years for example, so it's a good idea to discuss this with your financial adviser and get a clear picture of where you want to go, and how you can best get there.

Things you need to know

Under a capital guarantee, the full value of the guarantee is only available at the end of your nominated **term**. By terminating prior to the end of the term you will be entitled to:

- In the case of the 5-year guarantees and the 10-year guarantee without the **vesting** feature, your **investment value**. Your **investment value** is subject to ordinary market risk and does not include any **guarantee benefit**.
- In the case of a 10-year guarantee with **vesting**, your **available value**. Your **available value** is made up of your **investment value** and a portion of your **guarantee benefit** which varies depending on how far you are into your **term**.

→ See Terminating your guarantee before the end of the term section of this PDS for more information.

In addition to any investment held under the guarantee, you're expected to hold funds in your cash account to fund guarantee fees and any tax liabilities that may arise from the guarantee.

North Online

Your MyNorth account is operated through North Online an online platform which allows you and your financial adviser to enquire, transact and produce reports.

Transactions include:

- Completing a MyNorth application
- Maintaining your personal or account details.

All communications from us regarding your MyNorth Guarantee will be sent to you via North Online and stored in the Statements & Correspondence section, which you can access at any time.'

Communications you can expect include:

- Transaction confirmations
- Annual statements.

It is important you have internet access to see the services offered and any important information about your account. You can find important updates on the News & announcements page within North Online. Log onto North Online at northonline.com.au.

You require internet access and a mobile phone number to use and maintain this product.

If you do not have a mobile number, please contact the North Service Centre for assistance.

Who can invest?

The MyNorth Investment Guarantee is only available to individuals, joint tenants and trustees of self-managed superannuation funds investing through MyNorth IDPS.

The MyNorth Investment Guarantee is only available through a financial adviser.

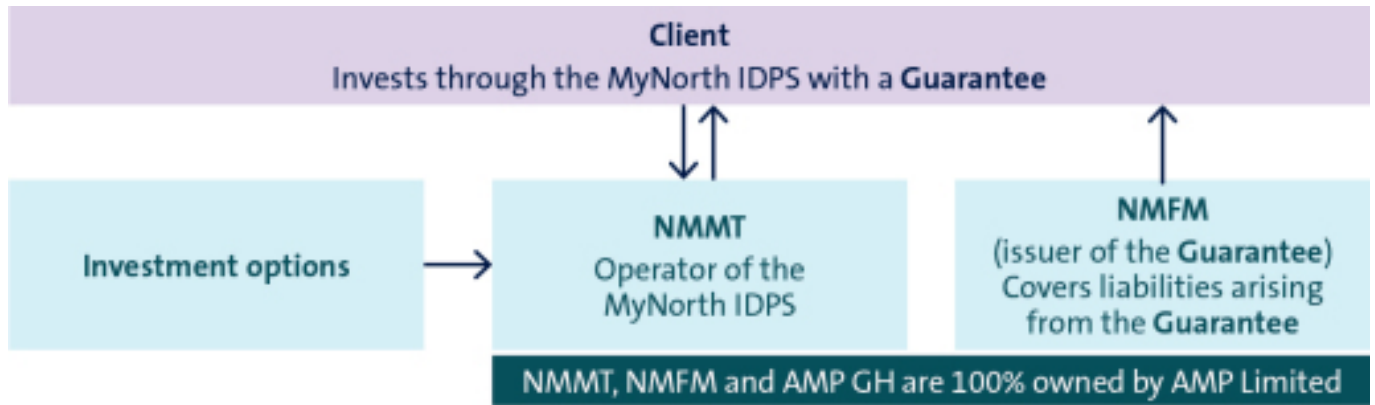
If you no longer have a financial adviser, you can continue to hold the Guarantee until maturity but you cannot renew expired or purchase any new Guarantees.

Who provides the Guarantees?

The MyNorth Guarantees are offered to you by NMFM.

Where NMFM is required to pay an amount to an investor under a guarantee in accordance with the terms of this PDS, AMP GH has provided an undertaking to NMFM that it will pay that amount to NMFM in circumstances where NMFM are unable to make that payment.

NMFM and AMP GH are part of the AMP Group.



MyNorth Guarantee features at a glance

		Features				
		Investment option	Protection	Early access	Growth lock-in	Vesting
Term	5 years	MyNorth Essentials Index Balanced Fund	√	√	Optional	X
	10 years	MyNorth Essentials Index Balanced Fund	√	√	√	Optional
		MyNorth Essentials Index Growth Fund	√	√	√	Optional

Minimum initial investment amount	\$20,000
Minimum protected balance	\$20,000
Maximum investment amount across all guarantees you hold	Investments over \$2 million need to be pre-approved.

Key features and terms used with guarantees

Key term	Definition
Available value	<p>If you make a full or partial withdrawal of your guaranteed investment, the amount you are entitled to receive will be based on your available value. This is equal to your investment value plus potentially a portion of the protected balance.</p> <p>→ See the Available value section of this PDS for more information.</p>
Early access	<p>You will always have access to your investment value and may request to sell out of the guaranteed investment before the end of the guarantee term. Unless you have a 10-year guarantee with the vesting feature, if you make a full or partial withdrawal of your guaranteed investment, the amount you are entitled to receive will be your investment value.</p> <p>If you request early access for only part of your guaranteed investment you can retain the guarantee over the continuing portion, provided the minimum protected balance is maintained.</p> <p>A proportional reduction in your protected balance applies to any early access of the guaranteed investment. That means that any money you access early will reduce your protected balance and the reduction is based on the percentage of the available value that is withdrawn.</p> <p>Any money you access early will not receive the full benefit of the guarantee.</p> <p>→ See the Early access section of this PDS for more information.</p>
Growth lock-in	<p>The growth lock-in feature allows you to increase your protected balance by annually locking in growth in your investment value as a result of positive investment performance if your investment value (on the guarantee anniversary date) is greater than your protected balance.</p> <p>The full value of your protected balance is only available at the end of the applicable term. Your growth lock-in is calculated on your guarantee anniversary date using the latest available unit price, which will be from a previous date. See definition of investment value below.</p> <p>This feature applies to your guarantee if you have a 10-year term, or if you have a 5-year term and elected to purchase the optional growth lock-in feature.</p>
Guarantee anniversary date	<p>The annual anniversary of your guarantee start date.</p> <p>For guarantees with growth lock-in, this will be the date used to review your protected balance and lock in any growth in your investment value as a result of positive investment performance in the preceding year.</p>
Guarantee benefit	<p>At the end of your term (known as the maturity of your term), if your protected balance is greater than your investment value (using the latest available unit price for the Guaranteed investment on the date of maturity), the difference between the two amounts is paid to your cash account. This payment is known as the guarantee benefit.</p> <p>If you hold a guarantee with vesting, you may receive a portion of your protected balance upon early access or early termination of the guarantee. This will be paid to you as a guarantee benefit payment to your cash account.</p>
Guaranteed investment	<p>The units you hold (often termed 'your holding') in the investment option covered by the guarantee.</p> <p>The investment options made available with a guarantee under this PDS are:</p> <ul style="list-style-type: none"> – MyNorth Essentials Index Balanced Fund with a 5-year term. – MyNorth Essentials Index Balanced Fund with a 10-year term. – MyNorth Essentials Index Growth Fund with a 10-year term. <p>The MyNorth Essentials Index Investment Options PDS is available free of charge by visiting northonline.com.au.</p>
Guarantee start date	The date of commencement of your guarantee.
Initial investment	The amount invested into the guaranteed investment at the start of the guarantee.
Investment value	<p>This is the market value of the guaranteed investment. Your investment value on any particular calendar date (such as the maturity date) is the most recent ascertainable value of the guaranteed investment on that actual calendar date.</p> <p>→ See the Investment value section of this PDS for more information.</p>
Protected balance	<p>The protected balance is your guaranteed amount and is calculated based on the terms set out in this PDS.</p> <p>You are guaranteed to receive your protected balance, subject to you remaining in the guarantee at the end of your term.</p>
Protection	This feature provides you with the ability to protect your initial investment from market falls. The amount protected is known as your protected balance .

Key term	Definition
Term	<p>The term is the length of time you must hold the guarantee to receive its full value. This is either 5 or 10 years, depending on your selected guarantee.</p> <p>→ See the Terms section of this PDS for more information.</p>
Vesting	<p>The vesting feature entitles you to receive a portion of your protected balance upon early access or early termination of the guarantee.</p> <p>If you hold a guarantee with vesting and the protected balance is higher than the investment value at the date of early access or termination, then a portion of the difference is payable. The amount payable is calculated based on the vesting schedule.</p> <p>Vesting is only available to purchase as an optional feature on the 10-year guarantee.</p>
Vesting schedule	<p>The vesting schedule only applies to guarantees with the vesting feature. It shows, in percentages, the difference between the protected balance and your investment value that you're entitled to receive upon early access or early termination of the Guarantee.</p> <p>The vested percentage increases with each whole year completed in the term, on each Guarantee anniversary date. The vesting schedule is set so that 100% of the protected balance is available at the end of the term.</p> <p>→ See the Vesting schedule section of this PDS for more information</p>

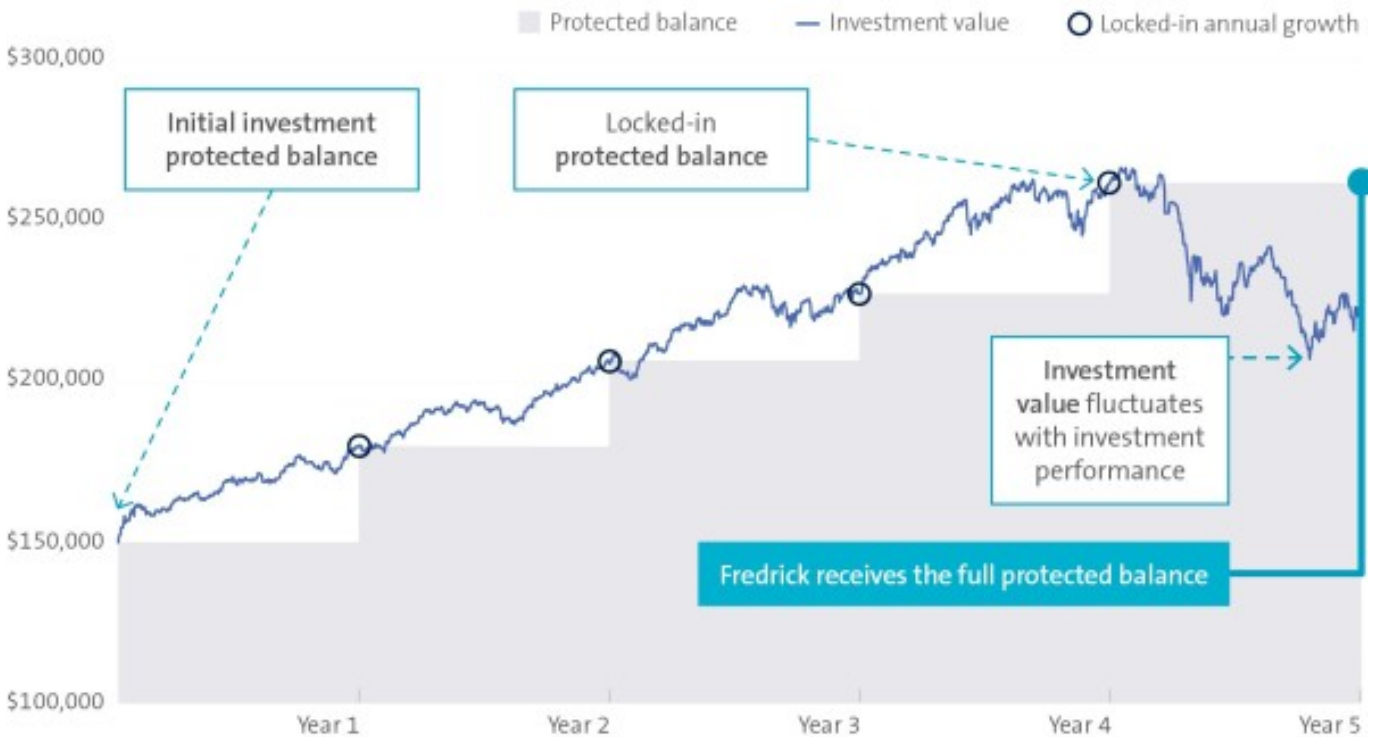
Examples of how the MyNorth Guarantee works

The following are hypothetical examples that illustrate the main features of the MyNorth Guarantee.

5-year Guarantee with optional growth lock-in feature

An example: Fredrick has invested \$150,000 in the 5-year guarantee with the optional **growth lock-in** feature. The following is a hypothetical example of how his fund might perform over the **term** of his guarantee.

Protected balance and investment value



Things you need to know

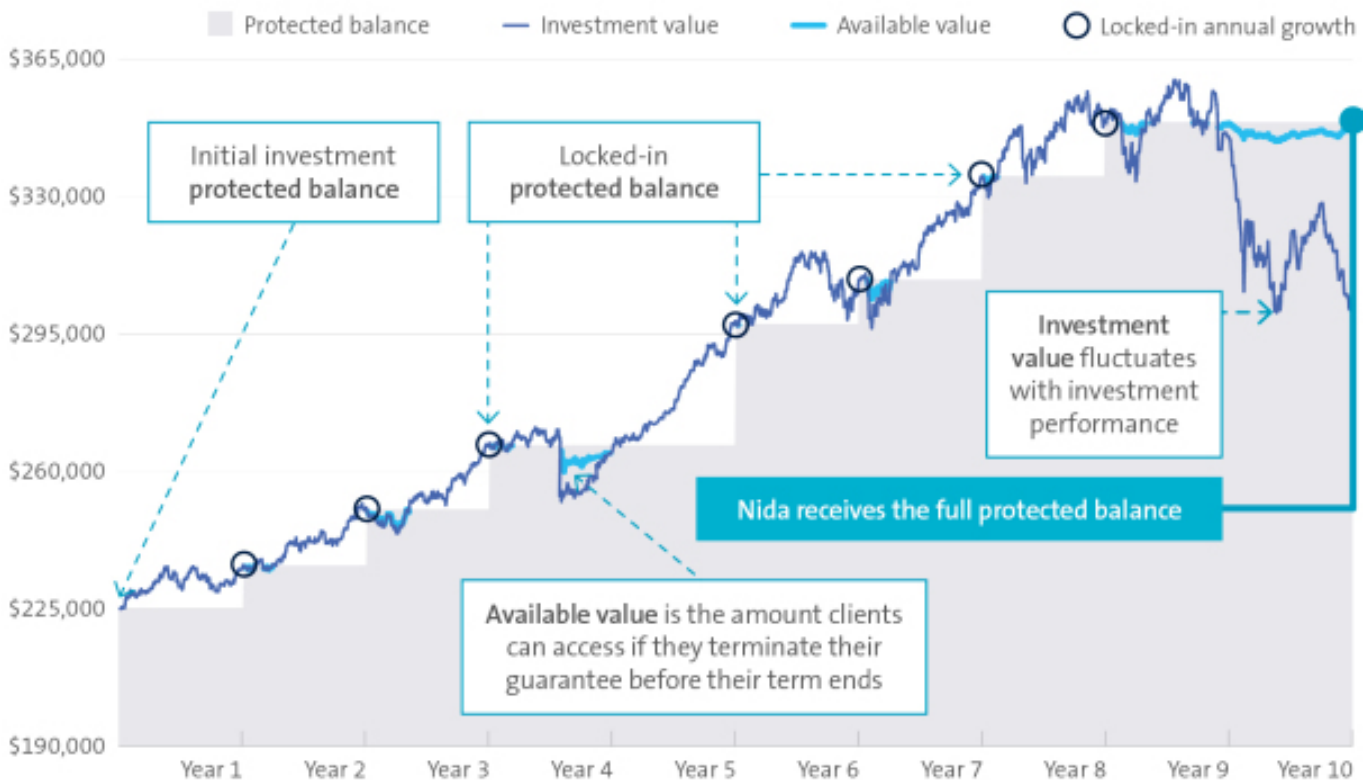
This illustration does not account for the guarantee fees or tax liabilities attributed from the **guaranteed investment** over the life of the guarantee. The guarantee fee for the 5-year MyNorth Essentials Index Balanced is 2.05% with the **growth lock in** feature, based on the **protected balance** and deducted from your cash account.

While this scenario illustrates a **guarantee benefit** payment at the end of the **term**, there are circumstances where the **investment value** will be greater than the **protected balance** at the end of the **term** and a **guarantee benefit** is not payable.

10-year Guarantee with vesting feature

For example: Nida has invested \$225,000 in the 10-year guarantee with the optional **vesting** feature. The following is a hypothetical example of how his fund might perform over the **term** of his guarantee.

Protected balance and investment value



Things you need to know

This illustration does not account for the guarantee fees or tax liabilities attributed from the **guaranteed investment** over the life of the guarantee. The guarantee fee for the 10-year MyNorth Essentials Index Growth is 2.00% with the **vesting** feature, based on the **protected balance** and deducted from your cash account.

While this scenario illustrates a **guarantee benefit** payment at the end of the **term**, there are circumstances where the investment value will be greater than the **protected balance** at the end of the **term** and a **guarantee benefit** is not payable.

The protected balance

The 5 year Guarantee without the **growth lock-in** feature guarantees to return, at the end of the **term**, your **initial investment**, less any sells out of the fund.

The 10 year Guarantee and 5 year Guarantee with the **growth lock-in** feature guarantees to:

- lock in any growth as a result of positive investment performance on your **investment value**, provided that your **investment value** at the **Guarantee anniversary date** is greater than your **protected balance**; and
- return, by the end of the **term**, your **initial investment**, less any sells out of the **guaranteed investment**.

The guaranteed amount is known as your **protected balance**. It is used to calculate the **guarantee benefit** that may be payable to you at the end of the **term**, in addition to you continuing to hold your investment (no longer guaranteed) in the investment option. Any sells out of the **guaranteed investment** you make during the **term** will reduce your **protected balance**.

Your **protected balance** is equal to your **initial investment** at the commencement of your guarantee.

Your **protected balance** will be recalculated each time a sell of the **guaranteed investment** occurs and, if you have a **growth lock-in**, at each **guarantee anniversary date**.



See **Early access – sells out of your guaranteed investment** section of this PDS for more information.

5 year Guarantee without growth lock-in feature



* Sells out of the guaranteed investment will reduce the protected balance on a proportionate basis at the time of the sale.

10 year Guarantee and 5 year Guarantee with optional growth lock-in feature



* Sells out of the guaranteed investment will reduce the protected balance on a proportionate basis at the time of the sale.

Will your protected balance decrease over time?

Will your protected balance decrease over time?



Your **protected balance** will not decrease as a result of:

- negative market performance on your investments
- investment management fees on the **guaranteed investment**.

Your **protected balance** will decrease as a result of any sells out of the **guaranteed investment** you make during the **term**. See the **Early access** section of this PDS for further information.

Your available value

The guarantee is intended to be held until the end of the **term** in order to obtain the full value from it.

If you request **early access** of your **guaranteed investment** or early termination of the guarantee before your **term** is complete, you'll have access to your **available value**. Your **available value** is always at least equal to your **investment value**, plus potentially a portion of your **protected balance**.

For Guarantees without vesting

Your **available value** will always equal your **investment value**.

For Guarantees with vesting

If your **investment value** is less than your **protected balance**, your **available value** will include a portion of your **protected balance**. At any other time, your **available value** will be equal to your **investment value**.

The **available value** is calculated using a **vesting schedule** (see the **Vesting schedule** section of this document for more on how that works) and is calculated in one of two ways:

1. If the protected balance is greater than the investment value:

Your **available value** is your **investment value** plus the difference between your **investment value** and **protected balance**, multiplied by the relevant vested percentage that is specified in the **vesting schedule**. The vested percentage increases with each year that has elapsed during your term (see **Vested schedule**, below).



2. If the protected balance is equal to or less than your investment value:

In this circumstance, your **available value** equals your **investment value**.

Case study 1

Calculating the available value

Michael commences a MyNorth Investment and invests \$200,000 in the MyNorth Essentials Index Growth fund with 10-year Guarantee with **vesting**. As it is a 10 year term, the guarantee has a **growth lock-in** feature. After seven years, Michael wants to withdraw his entire balance in the investment which terminates the Guarantee. Michael's investment has the following values:

Initial investment = \$200,000

Investment value = \$287,000

Protected balance = \$322,000

Available value = \$311,500¹

- 1 The **investment value** plus 70% of the difference between the **protected balance** and the **investment value**, in accordance with the **vesting schedule** (7 years of a 10-year term have elapsed) \$287,000 + [(\$322,000 - \$287,000) x 0.70] = \$311,500.

Your investment value

Your **investment value** is the current market value of your holdings in the **guaranteed investment**. Your **investment value** on any particular calendar date (such as the maturity date) is the most recent ascertainable value of the **guaranteed investment** taken on that actual calendar date. Your **investment value** is subject to market risk, meaning it may rise or fall depending on the performance of the investment market.

If you cease the Guarantee prior to the completion of your term, the **investment value** is the amount you will receive, unless you have a 10 year term and selected the vesting feature.

Your **investment value** will increase as a result of:

- positive market performance of the investment option
- income attributed to the fund

Your **investment value** will decrease as a result of:

- negative market performance of the fund; or
- underlying fees and costs of the fund, including:
 - management costs,
 - transactional and operational costs, and
 - buy/sell costs.

For further information on these fees and costs refer to the fees and other costs section of the MyNorth Index Essentials Investment Options PDS.

Whilst guarantee fees and any tax liabilities that may arise from the income attributed (and distributed for tax purposes even though retained in the fund) will not reduce the **investment value**, they are deducted from your cash account and will reduce your cash account balance.

The Vesting schedule

The **vesting schedule** sets what your vested percentage is. Your vested percentage increases with each whole year completed in your **term** on each **guarantee anniversary date** and is fixed for the following 12 months.

Your vested percentage begins to increase at the end of the first year of the **term**, then increases at the end of each following year.

The **vesting schedule** is set so that 100% of your **protected balance** is available at the end of your **term**.

The **available value** is calculated by applying the vested percentage associated with your **term**.

The following table illustrates the vesting schedule for the 10 year Guarantee with **vesting**:

Whole year completed	Vested percentage (%)
1	10
2	20
3	30
4	40
5	50
6	60
7	70
8	80
9	90
10	100

During the first year of your **term**, your **available value** will always equal your **investment value**.

→ You can view your **available value** at any time through **North Online**.

Investment options available with the MyNorth

Guarantee

The MyNorth Guarantees can be applied to select investment options available through MyNorth Investment. The investment options available are:

- MyNorth Essentials Index Balanced Fund with a 5-year term,
- MyNorth Essentials Index Balanced Fund with a 10-year term, and
- MyNorth Essentials Index Growth Fund with a 10-year term.

These investment options are issued by ipac Asset Management Limited (ABN 22 003 257 225, AFSL 234655). As at the date of this PDS, the following is an extract of the MyNorth Essentials Index Investment Options Product Disclosure Statement which details the investment objective, strategy and asset allocations of the investment options. It is important that you understand the investment objectives and strategy of the investment option you will be selecting if you purchase a guarantee.

	MyNorth Essentials Index Balanced Fund	MyNorth Essentials Index Growth Fund		
Investment objective⁽ⁱ⁾	To provide moderate growth in your investment over the medium to long term with moderate fluctuations in value likely in the short term.	To provide moderate to high growth in your investment over the long term with larger fluctuations in value likely in the short term.		
Investment strategy⁽ⁱⁱ⁾	To invest in a mix of traditional listed assets using a passive management approach. Growth assets such as shares will have an average allocation over time of around 70%, with the balance in defensive assets such as cash and fixed interest.	To invest in a mix of traditional listed assets using a passive management approach. Growth assets such as shares will have an average allocation over time of around 85%, with the balance in defensive assets such as cash and fixed interest.		
Asset allocation⁽ⁱⁱⁱ⁾	Asset class	Strategic range %	Asset class	Strategic range %
	Australian shares	18 - 48	Australian shares	25 - 55
	Global shares	22 - 52	Global shares	30 - 60
	Fixed income ⁽ⁱⁱⁱ⁾ and cash	3 - 65	Fixed income ⁽ⁱⁱⁱ⁾ and cash	0 - 50
	Growth	50 - 90	Growth	65 - 100
	Defensive	10 - 50	Defensive	0 - 35

- (i) ipac Asset Management may change the Investment Option's investment objective or investment strategy, from time to time, if they consider it to be in the best interests of investors. If they do so, they will advise investors.
- (ii) The Portfolio Manager aims to manage asset allocations within the asset allocation ranges. However, in certain circumstances, the Portfolio Manager may manage actual allocations outside of the asset allocation ranges. Such circumstances may include but are not limited to where one of the Investment Options or underlying funds is closed for new applications or withdrawals, during changes to the product structure, asset allocation or manager line-up, or in certain market conditions. The Portfolio Manager will not deviate outside the asset allocation ranges to pursue investment opportunities based on short-term expectations.
- (iii) May include an allocation to government bonds and credit (investment grade).

The MyNorth Essentials Index Funds will not pay cash distributions, any earnings from these funds will be attributed to unit holders and reflected in the unit price.

You should read the MyNorth Essentials Index Investment Options Product Disclosure Statement before deciding whether to invest in any of the MyNorth Essentials Index funds. You can obtain copies of the MyNorth Essentials Index Investment Options Product Disclosure Statement free of charge by:

- visiting northonline.com.au
- contacting the North Service Centre on 1800 667 841, or
- visiting the fund manager's website.

You cannot change your **term**, or the investment held within the guarantee, once you've commenced your guarantee. We may change the investment options available with the MyNorth Guarantees.



See **Closing an investment option with a guarantee** section of this PDS for more information.

Closing an investment option with a Guarantee

A fund manager may notify us that it is closing an investment option, or we may direct NMMT to remove an investment option over which we have provided the guarantees. Further, we may decide to cease to provide a guarantee over an investment option, including during the **term** of an existing guarantee.

Should an investment option which is subject to existing guarantees be hard closed (requiring existing units to be sold), we will normally select one or more alternate investment options which will be substituted for the original **guaranteed investment** fund. In such cases, your investment will be switched to the alternate investment option and the guarantee will continue. We will use the unit prices of the original and new fund to determine the number of units acquired and will continue to apply the **protected balance**.

We will strive to select one or more alternate investment options which have similar underlying investments, investment strategy and fees. Where we are making more than one alternate fund available, where possible, we will provide you with at least 30 days prior notice and give you the opportunity to select the alternate investment option to which the guarantee will apply.

Where we can't provide you with at least 30 days prior notice, we'll provide you with notice as soon as practicable.

Where we can't provide you with adequate notice or where we haven't received alternate investment instructions from you, we will transfer the investment in the **guaranteed investment** to an alternate investment option selected by us and continue to apply the original guarantee to that investment option.

→ For more information about investment option closures, please refer to the 'Removing or closing investment options' section of the MyNorth IDPS Guide.

Setting up and managing Guarantees

Your investment instructions and the Guarantee

The MyNorth Guarantee can be held alongside all other investments available with MyNorth Investment. Any investment options held outside of your guarantee will not be protected by the guarantee. As explained in the MyNorth IDPS Guide, you need to give us some investment instructions over your MyNorth Investment account. Your investment instructions allow us to manage your cash account by investing contributions into your selected investment options and selling units in selected investment options to increase the cash account to allow for payments that are made from the cash account, such as your guarantee fees and product fees.

Where you have a guarantee, in whole or part, over an investment option, you cannot include it in your automatic buy, sell or rebalance profiles. The investment option also cannot be included in one-off rebalance instructions. The investment option can only be sold via a switch transaction or full withdrawal request.

With your consent, your adviser can alter your investment instructions at any time via North Online.

→ For more information on investment instructions please refer to the MyNorth IDPS Guide.

Commencing a Guarantee on a new account

When selecting to guarantee an investment option as part of your new account application, you must specify the amount to be invested in a **guaranteed investment**, and the **term** of the guarantee as part of your application. You can also elect to take up the relevant optional guarantee features available for your chosen **term**.

Once all investments have been received into your new account and those amounts have satisfied the specified Guarantee amount, we'll purchase units in the relevant investment option for your chosen Guarantee.

The **protected balance** and the **guarantee start date** will be confirmed once we've received confirmation of the purchase of the units in the **guaranteed investment** option. The **guarantee start date** will be the date that the units in the investment option were purchased, as confirmed by the fund manager.

Commencing a Guarantee on an existing account

You can choose to guarantee an eligible investment option as part of an existing MyNorth Investment account at any time, if you meet all the terms and conditions outlined in this document.

If you don't currently hold units in the investment option available with your chosen guarantee **term**, you will need to specify the amount to be invested into the investment option as part of your request to add the guarantee. We'll then purchase units in the investment option and commence the guarantee.

The **protected balance** and the **guarantee start date** will be confirmed once we've received confirmation of the purchase of the units into the investment option. The **guarantee start date** will be the date that the units in the investment option were purchased, as confirmed by the fund manager.

Additional buys into the fund

Additional buys into the **guaranteed investment** are not able to be added to the guarantee once your guarantee has started. You may, however, commence another guarantee, subject to the terms and conditions of the new guarantee being met.

There's no limit to the number of guarantees you can hold in your account at one time.

Early access - sells out of your guaranteed investment

You'll always have access to your **investment value**, and you can request to sell part of your investment in the **guaranteed investment** whilst retaining the guarantee over the remaining holding, provided you maintain the minimum **protected balance**.

If your required sell amount would result in your **protected balance** falling below the minimum **protected balance**, you'll need to terminate your guarantee to proceed with your sell out of the **guaranteed investment**. To estimate whether the minimum **protected balance** will be maintained, we'll use the latest available unit price we have for the **guaranteed investment** at the time of your request.

Due to unit price fluctuations, your new **protected balance** may fall below the minimum **protected balance** once your sell request has been confirmed. Your guarantee will not be automatically terminated in this case.

You must switch out of your guarantee prior to sending in a **guarantee termination** request.

All **early access** of your **guaranteed investment** will result in a proportional reduction in your **protected balance**. The **protected balance** and the **available value** are reduced by the same proportion as the reduction in **investment value**.

Unless you have a 10 year guarantee with the **vesting** feature, you will not receive any benefit from the guarantee at the time of **early access** of the **guaranteed investment**. That is, you will receive only the value of the units sold into your cash account.

When accessing part of your guaranteed investment early, any **guarantee benefit** applicable will be paid to your cash account on top of the amount being sold out of the guaranteed

investment. You will therefore receive the proceeds from the sale as usual, with the **guarantee benefit** as an additional payment into your cash account once the sell out of the guaranteed investment has confirmed.

Example

Michelle invests \$110,000 into the MyNorth Essentials Index Balanced fund with a 5 year guarantee. After two years the guarantee has the following values:

Investment value = \$100,000

Protected balance = \$110,000

Available value = \$100,000

In the third year Michelle unexpectedly needs to withdraw \$20,000 for some unforeseen expenses. The calculations of the guarantee values are as follows:

\$20,000 is a 20% reduction of the **investment value** ($\$20,000 \div \$100,000 = 0.2000$).

The **investment value** is reduced dollar-for-dollar.

The **available value** and **protected balance** are reduced proportionately by 20%.

Investment value $(\$100,000 - \$20,000 = \$80,000$

Protected balance $(\$110,000 - [\$110,000 \times 0.2000]) = \$88,000$

Available value $\$100,000 - (\$100,000 \times 0.2000) = \$80,000$

Each value is affected differently as summarised below:

	Investment value (\$)	Protected Balance (\$)	Available Value (\$)
Starting value	100,000	110,000	100,000
End value	80,000	88,000	80,000
Reduction	20,000	22,000	20,000

The 90-day rule

If you sell out of a **guaranteed investment** prior to the end of the **term** (the maturity date), in whole or in part, you will not be able to apply for a guarantee over any investment option in any MyNorth Super, MyNorth Pension and MyNorth Investment account held by you for 90 days. We reserve the right to waive or extend this 90 day period at any time. We also reserve the right to terminate a guarantee where we believe a guarantee is applied to a MyNorth account funded in whole or in part with funds that have been protected by a guarantee in the previous 90 days.

Maturity of the Guarantee

At the end of your **term** (also known as the date of maturity), if your **protected balance** is greater than your **investment value**, the difference between these two amounts will be paid to your cash account as a **guarantee benefit** payment.

When you reach maturity, you'll generally have the option to:

- continue to hold in the investment and commence a new guarantee; or
- switch to another investment option within the MyNorth Investment Plan.

We will ask your adviser to instruct us 90 days prior to the maturity of your guarantee if you would like to purchase a new guarantee. If you don't complete either of the above options at the conclusion of your guarantee term, we'll aim to sell your unsecured holdings to cash within 30 days of the Maturity date of your Guarantee.

If you no longer have a financial adviser you will be unable to hold the MyNorth Essentials Index Funds after the maturity of your Guarantee and your holdings in these funds will be sold down in accordance with the above rules.

Terminating your Guarantee before the end of term

You can elect to terminate your guarantee at any time.

If you do, you cannot remain invested in MyNorth Essentials Index funds without the guarantee.

You are not permitted to terminate your guarantee prior to selling down your MyNorth Essentials Index funds to cash. Generally, when you make a full withdrawal from your guarantee, the amount you are entitled to is your available value.

If you have a 10-year guarantee with the **vesting** feature, you may receive a portion of your **protected balance** upon **early access** or early termination of the guarantee in accordance with the vesting schedule.

All guarantee fees will cease on the date we process your request to terminate your guarantee.

To calculate your final **investment value** and **available value** we will use the latest available sell price, as declared by the fund manager, for the **guaranteed investment** as at the date of termination.

In most scenarios, you can't apply for a guarantee if you have terminated a guarantee in the previous 90 days. This restriction doesn't apply if you have reached the end of your **term**.



See **The 90-day rule** section of this PDS for more information.

Terminating a Guarantee based on the MyNorth Guardian Funds

If you select to terminate a Guarantee based on the MyNorth Guardian Funds early, you cannot purchase a Guarantee based on the MyNorth Essentials Index Funds for 90 days. We reserve the right to waive the 90 day period at any time and you may seek an exemption from us.

Please note that this only applies if you currently hold a Guarantee based on the MyNorth Guardian Funds.

Transfer of ownership

You can transfer beneficial ownership of your interest in the MyNorth IDPS to any person, however, your guarantee will cease.

What happens to your Guarantee if you die?

The guarantee will continue as usual under the direction of the estate's executor. Beneficial ownership of the guarantee cannot be transferred. Proceeds from the portfolio will only be released to the estate.

Other instances where a Guarantee may be terminated

A MyNorth Guarantee will terminate immediately for any MyNorth Investment investor who takes up a guarantee if the investor:

- has insufficient assets to fund any fee for which they are liable to pay NMFm under the PDS, as and when they are due and payable for whatever reason;
- fails to meet any of their obligations or the terms and conditions under the PDS;
- ends their investment in the investment option which is subject to the guarantee, for example by switching out of the investment option or withdrawing the full account value;
- instructs us to cease a guarantee;
- is using the product in a manner deemed to be inappropriate as determined by us, taking into account the rules set out in the PDS.

The guarantee may be terminated if NMFm or NNMT otherwise decide to terminate it in the best interests of the investor.

Note the investment option subject to guarantee can change, but the guarantee otherwise continues to apply.

Guarantees and tax

You're expected to hold funds in your cash account to fund any tax liabilities that may arise from the income attributed from the guaranteed investment throughout the term of your guarantee.

The comments regarding tax that follow contemplate Australian tax resident individuals who hold their investment on capital account for income tax purposes and are for informational purposes only based on our interpretation of Australian taxation laws and administrative practices at the date of publication of this document.

You should seek professional taxation advice before making an investment decision.

The taxation information we've provided here in this PDS should be read in conjunction with the taxation information found in the **MyNorth IDPS Guide**.



We'll send you a copy of this information free of charge, on request. To request a copy, please contact North at north@amp.com.au or on 1800 667 841.

If you select a guarantee, the following tax rules should apply in relation to your account:

- A tax deduction cannot be claimed on the guarantee fee. Your MyNorth Guarantee is an asset for capital gains tax (CGT) purposes. Guarantee fees that have been paid are added to the cost base in this asset. A capital gain may arise if guarantee payments received exceed guarantee fees paid. Conversely, a capital loss may arise if guarantee fees paid exceed guarantee payments received.
- A CGT event may arise when any of the following occurs:
 - early termination of the guarantee;
 - the guarantee lapses;
 - you withdraw some or all of your fund value; or
 - you don't elect to re-invest in a new guarantee after the maturity of your guarantee and it is sold down to cash.
- Any payments that your account receives in relation to a guarantee are considered to be sales proceeds in relation to the asset.
- A capital gain realised in relation to the guarantee may be eligible for the CGT discount of 50%.

Fees and other costs

DID YOU KNOW?

Small differences in both investment performance and fees and costs can have a substantial impact on your long-term returns. For example, total annual fees and costs of 2% of your account balance rather than 1% could reduce your final return by up to 20% over a 30-year period (for example, reduce it from \$100,000 to \$80,000).

You should consider whether features such as superior investment performance or the provision of better member services justify higher fees and costs.

You may be able to negotiate to pay lower fees. Ask the fund or your financial adviser.

TO FIND OUT MORE

If you would like to find out more, or see the impact of the fees based on your own circumstances, the Australian Securities and Investments Commission (ASIC) Moneysmart website (www.moneysmart.gov.au) has a managed funds fee calculator to help you check out different fee options.

This section shows fees and other costs that you may be charged. These fees and costs may be deducted from your money, from the returns on your investment or from the assets of your MyNorth Investment account. Taxes are set out in another part of this document. You should read all the information about fees and costs because it is important to understand their impact on your investment.

The total fees and costs you pay will include the fees and costs of MyNorth Investment Guarantee (shown in the fees and costs summary below), MyNorth Investment, as well as the underlying fees and costs of the investment option(s) you choose. Fees and costs for the MyNorth Investment product are set out in the MyNorth IDPS Guide.

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

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

Fees and costs summary

MyNorth Investment Guarantee						
Type of fee or cost	Amount		How and when paid			
Ongoing annual fees and costs						
Management fees and costs The fees and costs for managing your investment. These costs only relate to MyNorth Guarantee. They do not include the fees and costs for the MyNorth Investment or the investment options you choose. ⁽ⁱ⁾	Guarantee fee					
	Type	5 year term (pa)	5 Year term with growth lock-in feature (pa)	10 year term with lock-in feature (pa)	10 Year term with vesting feature (pa)	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. The guarantee fee will not reduce your protected balance or investment value . This fee is deducted from your cash account, which is held outside of the guarantee. If you terminate the guarantee or sell all your holding in the guaranteed investment prior to completion of the term , a pro rata guarantee fee will be applied for the period between your last monthly guarantee fee payment and the date the guarantee ends.
	MyNorth Essentials Index Balanced	1.15%	2.05%	1.25%	1.65%	
MyNorth Essentials Index Growth	Not applicable	Not applicable	1.65%	2.00%		
Performance fee	Nil		Not applicable			
Amounts deducted from your investment in relation to the performance of the product						

MyNorth Investment Guarantee

Transaction costs⁽ⁱ⁾	Nil	Not applicable
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The costs incurred by the scheme when buying or selling assets	Plus, underlying buy-sell costs ⁽ⁱ⁾ ranging from 0% to 2.5% may apply.	
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Fees and costs summary

Member activity related fees and costs (fees for services or when your money moves in or out of the product)

Establishment fee The fee to open your investment	Nil	Not applicable
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Contribution fee The fee on each amount contributed to your investment	Nil	Not applicable
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Buy-sell spread An amount deducted from your investment representing costs incurred in transactions by the scheme	Nil	Not applicable
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Withdrawal fee The fee on each amount you take out of your investment	Nil	Not applicable
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Exit fee The fee to close your investment	Nil	Not applicable
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Switching fee The fee for changing investment options	Nil	Not applicable
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- (i) For further information on the fees and costs charged for MyNorth Investment, refer to the **MyNorth Investment IDPS Guide**. The fees and costs for the investment options you select are disclosed in the product disclosure statement for each investment option.
- (ii) If you access your guarantee early, you may not receive any benefit from the guarantee. Refer to **early access – sells out of your guaranteed investment** for further information.

Examples of the total annual fees and costs

The following examples illustrate how the cumulative effect of the fees and costs of the Guarantee, the MyNorth Investment product, as well as the fees and costs of the investment options that the Guarantee can apply to, can affect your investment over a one-year period. The actual fees and costs that you'll be charged will depend on your total **investment value, term**, the investment options you choose, additional features for your guarantee, and the transactions you carry out.

Example 1 – 5 year Guarantee without growth lock-in

Example — 5 year MyNorth Essentials Index Balanced on the Choice menu		Balance of \$50,000 with the total balance in the Guarantee
Management fees and costs ⁽ⁱ⁾	\$180 pa (Administration fee) +\$180 pa (Account fee) +1.15% pa (Guarantee fee) +0.25% pa (Investment option) ⁽ⁱⁱ⁾	And, for every \$50,000 you have in the 5 year guarantee on the Choice menu you will be charged or have deducted from your investment \$1,060.00 each year
Plus Performance fees	Nil	And , you will be charged or have deducted from your investment \$0.00 in investment fees and costs.
Plus Transaction costs	0.01% pa of the investment option's net assets	And , you will be charged or have deducted from your investment \$5.00 in transaction costs.
Equals Cost of 5 year guarantee on the Choice menu ⁽ⁱⁱⁱ⁾		If you had an investment of \$50,000 at the beginning of the year, then for that year you would be charged fees and costs of: \$1,065.00

- (i) This amount comprises the minimum administration fee of \$180 pa, the account fee of \$180 pa, the guarantee fee for a 5 year guarantee without growth lock-in of 1.15% pa and the management fees and costs of 0.25% pa for MyNorth Essentials Index Balanced. In this example, the minimum administration fee has been applied, however for larger account balances, the administration fee may depend on your account balance and may instead attract a tiered percentage-based fee. This example assumes that your cash account balance is nil. A cash account investment fee of 0.75% pa will apply to the balance of your cash account. For more information on administration fees and costs, see **MyNorth Investment IDPS Guide**.
- (ii) Fees and costs for the MyNorth Essentials Index Growth disclosed in the most recent MyNorth Essentials Index Investment Options PDS at the time of writing this PDS. Please refer to the underlying investment option's product disclosure statement for more details.
- (iii) An estimated buy cost of 0.06% applies whenever you invest in MyNorth Essentials Index Balanced (this will equal \$3 for every \$5,000 you invest). An estimated sell cost of 0.06% applies whenever you withdraw from MyNorth Essentials Index Balanced (this will equal \$3 for every \$5,000 you withdraw). Establishment fee is \$0.00. You will not be charged exit fees if you make a withdrawal. This example assumes the investment value and protected balance are the same. The guarantee fee will vary based on the protected balance, and all other fees are based on the investment value.
Additional fees and costs may apply, including client advice fees as agreed with your financial adviser. Refer to the MyNorth Investment IDPS Guide for more information.

Example 2 – 10 year Guarantee without vesting

Example — 10 year MyNorth Essentials Index Growth on the Choice menu		Balance of \$50,000 with the total balance in the Guarantee
Management fees and costs ⁽ⁱ⁾	\$180 pa (Administration fee) +\$180 pa (Account fee) +1.65% pa (Guarantee fee) +0.25% pa (Investment option) ⁽ⁱⁱ⁾	And, for every \$50,000 you have in the 5 year guarantee on the Choice menu you will be charged or have deducted from your investment \$1,310.00 each year
Plus Performance fees	Nil	And , you will be charged or have deducted from your investment \$0.00 in investment fees and costs.
Plus Transaction costs	0.01% pa of the investment option's net assets	And , you will be charged or have deducted from your investment \$5.00 in transaction costs.

Example — 10 year MyNorth Essentials Index Growth on the Choice menu**Balance of \$50,000
with the total balance in the Guarantee****Equals** Cost of 5 year guarantee on
the Choice menu⁽ⁱⁱⁱ⁾If you had an investment of \$50,000 at the beginning of the year,
then for that year you would be charged fees and costs of:
\$1,315.00

- (i) This amount comprises the minimum administration fee of \$180 pa, the account fee of \$180 pa, the guarantee fee for a 10 year MyNorth Essentials Index Growth without vesting of 1.65% pa and the management fees and costs of 0.25% pa for MyNorth Essentials Index Growth. In this example, the minimum administration fee has been applied, however for larger account balances, the administration fee may depend on your account balance and may instead attract a tiered percentage-based fee. This example assumes that your cash account balance is nil. A cash account investment fee of 0.75% pa will apply to the balance of your cash account. For more information on administration fees and costs, see **MyNorth Investment IDPS Guide**.
- (ii) Fees and costs for MyNorth Essentials Index Growth disclosed in the most recent MyNorth Essentials Index Investment Options PDS at the time of writing this PDS. Please refer to the underlying investment option's product disclosure statement for more details.
- (iii) An estimated buy cost of 0.06% applies whenever you invest in MyNorth Essentials Index Growth (this will equal \$3 for every \$5,000 you invest). An estimated sell cost of 0.06% applies whenever you withdraw from MyNorth Essentials Index Growth (this will equal \$3 for every \$5,000 you withdraw). Establishment fee is \$0.00. You will not be charged exit fees if you make a withdrawal.
- This example assumes the investment value and protected balance are the same. The guarantee fee will vary based on the protected balance, and all other fees are based on the investment value.

Additional fees and costs may apply, including client advice fees as agreed with your financial adviser. Refer to the MyNorth Investment IDPS Guide for more information.

Note: The fees and costs charged to access the Guarantee include the fees and costs for MyNorth Investment and the guarantee fee. Additional fees and costs will be charged for the investment options you choose to apply the Guarantee to. For illustrative purposes, the above examples include these fees, however you should refer to the product disclosure statement for those investment options for information about the fees and costs applicable to them.

Cost of product for one year

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

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

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

Guarantee term and features	Cost of product ⁽ⁱ⁾	
	MyNorth Essentials Index Balanced	MyNorth Essentials Index Growth
5 year term	\$1,065	-
5 year term with growth lock-in feature	\$1,515	-
10 year term with lock-in feature	\$1,115	\$1,315
10 year term with vesting feature	\$1,315	\$1,490

- (i) The cost of product comprises the minimum administration fee of \$180 pa, the account fee of \$180 pa, the relevant guarantee fee, the investment option fee of 0.25% pa and the transaction costs of 0.01% pa, multiplied by a \$50,000 account balance. In this example, the minimum administration fee has been applied, however for larger account balances, the administration fee may depend on your account balance and may instead attract a tiered percentage-based fee. The cost of product assumes that the cash account balance is zero. Therefore, the cost of product listed does not include the cash account investment fee.

The cost of product information shown in this section includes the administration fee, account fee, guarantee fee, and investment option fee. It does not include other fees and costs that may relate to MyNorth Investment and investing in the underlying investment options. For more information on the fees charged for MyNorth Investment, refer to the **MyNorth Investment IDPS Guide**. Additional fees and costs will be charged by the issuers of the underlying investment options that you decide to invest in. These costs are set out in the PDS or other disclosure document(s) for the relevant underlying investment options. The cost of product information shown for each guarantee type applies to all investment options that the Guarantee is applied to.

Risks associated with investing with a Guarantee

As with any investment, there are a number of risks to consider. We've outlined the significant risks associated with Guarantees below

→ We recommend that you read the following along with the other risks discussed in your MyNorth IDPS Guide.

Counterparty risks - variations

We may also at our discretion (subject to applicable law) amend the terms on which we provide the MyNorth Investment Guarantee. If we reasonably consider the amendment would have a material adverse effect on the interests of a Guarantee investor, we will give you reasonable prior notice of the change.

Inflation risk

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

There is a risk that your **investment value** may not keep pace with inflation, reducing the purchasing power of your **protected balance** at the conclusion of your **term**.

Counterparty risks

Counterparty risk is the likelihood or probability that both NM Super and AMP GH default on their contractual obligation to holders of the Guarantee.

We've broken this down here into the different risks that NMFM is exposed to with respect to managing the Guarantee, as well as the function that NMFM provides.

It should also be noted that, in the event that NMFM cannot fulfill its obligations to provide capital for Guarantee claim payments, AMP GH Limited has provided an undertaking to fulfill any such claim.

Liability management risk

NMFM is responsible for the liabilities arising from the Guarantees, meaning that investors are exposed to the financial strengths and solvency of NMFM. NMFM holds an Australian Financial Services Licence to issue the Guarantee, which requires NMFM to meet certain capital, operational and conduct requirements. A copy of NMFM's independently audited Financial Report is available on request by emailing us at north@amp.com.au. NMFM holds capital and employs a range of risk management techniques to manage the liabilities arising from the Guarantees, refer to **NMFM's risk management techniques** on this page for more information. There is a risk that the capital and risk management techniques employed by NMFM will not adequately cover the liabilities arising from the Guarantees. In the event this occurs, NMFM would be required to fund the Guarantee liabilities from other assets on its balance sheet. Further, AMP GH has provided an undertaking to NMFM that in circumstances where NMFM is unable to pay the Guarantee liabilities, AMP GH will pay that amount to NMFM. A copy of AMP GH's Annual Audited Accounts is available on request by emailing us at north@amp.com.au.

NMFM's risk management techniques

NMFM employs a range of risk management techniques to manage the liabilities arising from the Guarantees.

Dynamic hedging is the principal risk management technique currently used by NMFM. Dynamic hedging involves managing market risks through the regular (dynamic) rebalancing of a portfolio of derivative instruments such as futures and interest rate swaps. These derivatives are exchange traded and over-the-counter instruments and are managed by NMFM. It is important to note that this risk management technique may be supplemented, or replaced entirely, with other techniques such as (but not limited to) reinsurance, as required from time to time and depending on market conditions and portfolio volume.

These risk management techniques are not a feature of the product and any changes to these techniques do not impact on the Guarantee being offered to you by NMFM. You will not be notified if changes or alterations are made to the risk management techniques used by NMFM and NMMT.

Investment fund risk

NMFM does not guarantee the payment of income distributions nor the performance of the investment options selected by investors. The investment may not meet its investment objectives and may perform differently to the overall market it is invested in. The investment options are subject to investment risks, which could include delays in repayment and loss of income and capital invested.

→ For more information on other investment risks, please refer to the MyNorth Essentials Index Investment Options Product Disclosure Statement.

Operational risk

Investors are exposed to the risk that NMFM's compliance and management policies or information technology will not operate effectively, which may have an adverse impact on the value of the Guarantees, your investments or your experience with the product generally. NMFM has business continuity plans, operational risk management, compliance and audit procedures and policies in place to reduce the possibility of these risks occurring.

MyNorth IDPS, North Guarantee Deed Poll and NMFM Discretions

The MyNorth Guarantee is governed by the North Guarantee Deed Poll.

The Deed Poll contains certain rules and obligations for both NMFM and investors (see for example **Other instances where a guarantee may be terminated** at page 16).

Terms contained in the Deed Poll also include but are not limited to the following:

- NMFM is entitled to rely on information provided to it by NMMT in relation to a Guarantee investor without making further enquiry.
- NMFM may deduct any outstanding fees from any amount payable to a Guarantee investor under the Deed Poll.
- Any amount paid or payable or any consideration provided or to be provided under or in connection with the Deed Poll represents the value to the taxable supply and does not include GST. If NMFM makes a taxable supply to a guaranteed investor, NMFM shall be entitled to be paid or reimbursed from any amount payable to the investor, an amount equal to the amount of the GST payable on that taxable supply in addition to any other amount to which NMFM is entitled.
- NMFM's obligations under the Deed Poll in respect of each Guarantee investor will be discharged upon payment of the **guarantee benefit**.

NMFM discretion to offer the MyNorth Investment Guarantee

Under the Deed Poll, NMFM has the discretion to offer a Guarantee to all or a part of an investor's benefit (where the investor has applied for that Guarantee). NMFM may also in its discretion (subject to applicable law) amend the terms of the Deed Poll under which it provides the Investment Guarantee. If NMFM reasonably considers the amendment would have a material adverse effect on the interests of a Guarantee investor, it must give the Guarantee investor reasonable prior written notice of the amendment.

How to get a copy of the North Guarantee Deed Poll



We'll send you a copy of the North Guarantee Deed Poll (as updated) free of charge on request. To request a copy, email us at north@amp.com.au or call us on 1800 667 841.

Privacy collection statement

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

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

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

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

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

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

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

We will only share your personal information:

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

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

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

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

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

Complaints

If you have an enquiry or wish to make a complaint in relation to the the MyNorth Investment Guarantee, 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

Write to us at:
North Service Centre
GPO Box 2915
MELBOURNE VIC 3001

Website: northonline.com.au

Complaints are very important to us and we are committed to resolving them as quickly as possible. Our Complaints Policy is available on our website.

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

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

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

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

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

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

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

If an issue has not been resolved to your satisfaction, you can lodge a complaint with the Australian Financial Complaints Authority (AFCA). AFCA provides fair and independent financial services complaint resolution that is free to consumers. The contact details for AFCA are:

Australian Financial Complaints Authority

GPO Box 3

MELBOURNE VIC 3001, Australia

Phone: 1800 931 678

Email: info@afca.org.au

Website: afca.org.au

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

Specific investment complaints

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

Financial advice complaints

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

Getting help to make a complaint

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

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

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.

Other information you should be aware of

No cooling-off rights apply

You should note that there is no cooling-off period in respect of the guarantees. In most circumstances, this means you cannot withdraw your application once it has been accepted.

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

We are required to comply with the *Anti-Money Laundering and Counter-Terrorism Financing Act 2006* (AML/CTF Act). This means before we can accept your application for a guarantee you need to provide certain identification information and verification documentation. We may also need additional customer identification information and verification from you as you undertake further transactions in relation to your investment.

We will need to identify and verify:

- you as the applicant(s) before accepting your application. We cannot process requests on your behalf until all relevant information has been received and your identity(ies) has been satisfactorily verified
- your estate. In the event of your death while holding a guarantee, we will need to identify and verify your legal personal representative
- anyone acting on your behalf. If you nominate a representative to act on your behalf, we will need to identify and verify the nominated representative before authorising them as an added signatory to your account.

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

In some circumstances, in accordance with the AML/CTF Act, we may need to re-verify information or require additional information from you. This might include obtaining information about you or any beneficial owner of a security from third parties if we believe this is necessary to comply with the AML/CTF Act.

By applying for a guarantee, you acknowledge that we may decide to delay or refuse any request or transaction at our discretion. This could include delaying the issue of the guarantee or payments to you if we deem that the request or transaction may breach our obligations, or cause us to commit or participate in an offence, under the AML/CTF Act, and we will incur no liability to you if we do so. Further, in order to comply with the AML/CTF Act, we may be required to disclose information that we would hold about you to our related bodies or service providers or regulators of the AML/CTF Act.

Contact us

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