

13 September 2024

Private And Confidential

«Title» «GivenNames» «FamilyName»

«Mail1» «Mail2»

«MailCity» «MailState» «MailCode»

Member No: «MbrNo»

Significant Event Notice: Change of administration platform

Dear «GivenNames» «FamilyName»

This Significant Event Notice (Notice) is in relation to your Freedom of Choice superannuation account. This Notice has been prepared by the Promoter of Freedom of Choice, a division of AMG Super ABN 30 099 320 583 (Fund), Acclaim Management Group Limited ABN 52 091 082 058 (Acclaim, we, us, our), on behalf of the Trustee, Equity Trustees Superannuation Limited ABN 50 055 641 757, RSE Licence No. L0001458, AFSL 229757 (Trustee). Please read this Notice carefully to understand the effects of the changes outlined.

We are pleased to announce that effective 11 November 2024 members accounts that are currently administered via an online service known as MySuperSolution will migrate to Acclaim Online, our new online service. Acclaim Online provides members with increased functionality not currently available through the MySuperSolution service.

Why has the decision to migrate member accounts to Acclaim Online been made?

The decision to migrate existing account holders to Acclaim Online has been made to improve member's experience with their super account. Acclaim Online provides members and their advisers (if applicable) with improved reporting tools, online communication, and self-service functionality.

Aside from transferring my account to Acclaim Online, will there be any other changes?

At the time of migration, the Fund will also:

- Consolidate its product range. As a result of this consolidation, the Freedom of Choice Personal Superannuation Service & Personal Retirement Service and the Freedom of Choice Employer Service will be combined and renamed to Freedom of Choice Personal Super & Pension.
- Retire the Freedom of Choice brand and website. After migration you will be directed to Acclaim Wealth (www.acclaimwealth.com.au) where you can find product and Fund information.

The consolidation of the Freedom of Choice products, branding and website retirement aim to bring about positive changes such as decreased overall expenses for the Fund.

Additionally, there will be changes to Direct Choice share transactions. After the migration, when you buy or sell shares in your account, you won't have the option to set a maximum or minimum sell price. All share transactions will be carried out based on the current market price at the time of processing. The table below explains the current approach to Direct Choice share transactions and how they will change after the migration.

Current	After migration
<p>If you choose to make share purchases or sales for your account, you can choose the maximum buy or minimum sell price. The price(s) you choose will be valid for five working days only. Should your request not be satisfied within five days, your request will be treated as having expired.</p> <p>Share transactions will be placed into the market as soon as practicable, provided all relevant information required to process the transactions has been received. Depending upon the volume of transactions and the method of communication with Freedom of Choice the following service standards will apply:</p> <ul style="list-style-type: none"> » Trades received prior to 11am – will be requested by 12pm; » Trades received prior to 3pm – will be requested by 4pm; and » Trades received after 3pm – if it is not possible to request the trades by 4pm, they will be requested by 12pm the following business day. 	<p>Share transactions will be placed into the market as soon as practicable, provided all relevant information required to process the transactions has been received. Depending upon the volume of transactions and the method of communication with Freedom of Choice the following service standards will apply:</p> <ul style="list-style-type: none"> » Trade instructions received before 12pm on a business day – will be requested by 4pm that same day; and » Trade instructions received after 12pm – will be requested by 4pm the following business day. <p>All trade instructions received are processed as market orders. This means that your instructions will be executed using the current market price at the time of processing.</p>

Will I be issued with a new member number?

Your member number will remain the same, but in Acclaim Online it is referred to as your “Account Number” or “Account ID”. You will also be issued with a Client ID, which is used when you login to Acclaim Online. On 11 November 2024 we will send you an email (or letter if applicable) welcoming you to Acclaim Online which will contain your new Client ID.

Will there be a change to my fees?

Administration fees and costs

There will be no changes to the amount of administration fees and costs applicable to your account. There will, however, be changes to how and when certain administration fees are paid. Percentage-based administration fees will be calculated and deducted based on the average daily balance throughout the month, rather than the balance at the end of the month.

Investment fees and costs

After the migration a cash account fee will apply. This fee will be deducted from the interest earned on your cash account before it is credited to your cash account each month.

A table has been included below which summarises the changes to administration and investment fees.

Type of fee or cost	Current		After migration																	
	Amount	How and when paid	Amount	How and when paid																
Ongoing annual fees and costs¹																				
Administration fees and costs ²	<p>Dollar-based fee³ \$100 p.a. (approximately \$1.93 per week) account fee</p> <p>Plus</p> <p>Percentage-based fee³</p> <table border="1"> <thead> <tr> <th>Member Account Balance</th> <th>% of account balance p.a.</th> </tr> </thead> <tbody> <tr> <td>First \$250,000</td> <td>0.74%</td> </tr> <tr> <td>Next \$250,000</td> <td>0.71%</td> </tr> <tr> <td>Amounts over \$500,000</td> <td>0.10%</td> </tr> </tbody> </table>	Member Account Balance	% of account balance p.a.	First \$250,000	0.74%	Next \$250,000	0.71%	Amounts over \$500,000	0.10%	<p>Deducted from your account monthly in arrears (at the end of each month) and on a pro-rata basis upon exit from the Fund.</p> <p>Based on your account balance at the end of the month or date of exit and deducted on the last day of each month or on exit, in arrears, from your account balance.</p>	<p>Dollar-based fee³ \$100 p.a. (approximately \$1.93 per week) account fee</p> <p>Plus</p> <p>Percentage-based fee³</p> <table border="1"> <thead> <tr> <th>Member Account Balance</th> <th>% of account balance p.a.</th> </tr> </thead> <tbody> <tr> <td>First \$250,000</td> <td>0.74%</td> </tr> <tr> <td>Next \$250,000</td> <td>0.71%</td> </tr> <tr> <td>Amounts over \$500,000</td> <td>0.10%</td> </tr> </tbody> </table>	Member Account Balance	% of account balance p.a.	First \$250,000	0.74%	Next \$250,000	0.71%	Amounts over \$500,000	0.10%	<p>Deducted from your account on the last day of the month or on a pro-rata basis upon exit.</p> <p>Based on your daily average account balance over the month and deducted from your account on the last day of the month or on a pro-rata basis upon exit.</p>
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Investment fees and costs	<p>Managed funds Not applicable</p> <p>Direct choice & term deposits Not applicable</p>	<p>Not applicable, however managed funds have investment related fees and costs in their own unit prices. You should refer to the relevant managed fund product disclosure statement.</p> <p>Not applicable.</p>	<p>Cash account fee Up to 0.35% p.a. of the cash holdings in your cash account</p> <p><i>Plus (depending on the investment(s) you choose)</i></p> <p>Managed funds Not applicable</p> <p>Direct choice & term deposits Not applicable</p>	<p>Deducted from the interest earned on your cash account before it is credited to your cash account each month.</p> <p>Not applicable, however managed funds have investment related fees and costs in their own unit prices. You should refer to the relevant managed fund product disclosure statement.</p> <p>Not applicable.</p>																

¹ If your account balance for a product offered by the Fund is less than \$6,000 at the end of the financial year certain fees and costs charged to you in relation to administration and investment are capped at 3% of the account balance. Any amount charged in excess of that cap must be refunded.

² The administration fees and costs include an amount for expense recoveries. Expense recoveries or general reserves may be used to replenish the Operational Risk Reserve (ORR) and meet Fund expenses from time to time.

³ These fees and costs are negotiable.

After the migration, will I still be eligible for the dealer group discount on my account?

Yes, if applicable, you will continue to receive the dealer group discount on your account after the migration.

Will there be any changes to my insurance cover?

There will be no change to any death, TPD, or income protection cover you currently hold through the Fund. This includes the insurance fees applicable to that cover.

Will there be any changes to my existing investments?

There will be no changes to the investments that you currently hold through your superannuation account.

Will there be any changes how my cash account operates?

Minimum cash account balance

After the migration, your cash account balance will be checked daily to ensure it meets the minimum balance requirement. If your cash account balance falls short of this minimum, investments will be automatically sold to restore the minimum balance. In the event of investment sell downs, the minimum sell amount is \$200. The table below explains the current approach to investment sell downs and how they will change after the migration.

Current	After migration
It may be necessary on occasion to sell down investments or make further deposits into the cash account if its value falls below the minimum level. Should the cash account fall below the minimum level, any managed investments you are invested in will be sold down from the most liquid investment held at the time of sale, followed by any shares you are invested in from largest holding to smallest holding.	<p>It may be necessary on occasion to sell down investments or make further deposits into the cash account if its value falls below the minimum level. Should the cash account fall below the minimum level, investments you hold will be sold, starting with managed funds, followed by shares or term deposits. Your investment strategy will guide which managed funds are sold.</p> <p>A daily check will be performed to ensure that your cash account maintains the required minimum balance. If your cash account balance falls short of this minimum, investments will be automatically sold to restore the minimum balance. In the event of investment sell downs, the minimum sell amount is \$200.</p>

Cash Sweep facility

Currently the automatic cash sweep facility invests excess cash holdings biannually in accordance with your investment strategy. However, post-migration, this process will be carried out daily.

Will there be any changes to the investment menu at migration?

You will continue to have access to the same investment options after your account is migrated to Acclaim Online.

What transaction history will I be able to view after the migration?

Following the migration, your account's transaction history dating back to 1 July 2022 will be accessible. If you require access to transaction data before this date, contact us at 1800 806 013 to make a request. A paper or electronic copy of your transaction history can be sent to you free of charge.

What, if any, transaction freeze period will apply?

A freeze period will commence from 5:00pm, 18 October 2024 and end 5:00pm, 8 November 2024.

The following transactions cannot be processed during the freeze period.

- Contributions, rollovers in, rollovers out and withdrawals (including pension payments)
- Investment option changes.

Whilst we will continue to accept these transactions during the specified period, please be aware that these transactions will not be processed until the freeze period ends. Processing of all the above transactions is expected to resume on 11 November 2024. If you wish to request any of these transactions, it is recommended that you do so before 5:00pm on 18 October 2024. Otherwise, you will need to wait until after 11 November 2024 before these transactions will be processed.

During the freeze period, besides transactions, what other processes are affected?

Any account instructions we receive during the freeze period, including but not limited to altering member details, nominating a new financial adviser, and changing direct debit details will not be processed until the freeze period ends. If you wish to request any of these instructions, it is recommended that you do so before 5:00pm on 18 October 2024. Otherwise, you will need to wait until after 11 November 2024 before these instructions will be processed.

Why is there a transaction freeze period?

It is crucial to execute the migration of accounts to Acclaim Online in a deliberate and well-coordinated approach. The process involves a considerable amount of data that requires reconciliation and verification to ensure a seamless service to members and data integrity in the long run. To achieve an accurate and complete transfer of records, a transaction freeze period is necessary.

We appreciate that the inability to carry out specific transactions is an inconvenience, and we have tried to keep the freeze period as brief as possible.

How does the transaction freeze period impact my employer contributions?

We will continue to accept employer contributions during the freeze period. Please be aware that any contributions received during the freeze period will not be allocated to your account or invested until the freeze period ends.

How does the migration and transaction freeze period impact my pension payments?

During the freeze period, pension payments will not be processed. Payments are usually made on the 1st of the month to your nominated account. If the freeze is scheduled to occur over the 1st, we will make arrangements to facilitate an early payment prior to that date.

After your account is migrated to Acclaim Online, you will have the flexibility to nominate the specific day of the month on which you prefer to receive your payment. However, if you choose not to make any changes, your pension payment will continue to be made on the same schedule as before migration.

Will there be any changes to BPAY details for voluntary contributions?

New BPAY details will apply to contributions being made after the migration. When you receive your new login details, you will be able to view your unique BPAY details on your Acclaim Online account.

Will there be any changes to EFT details for voluntary contributions?

New EFT details will apply to contributions being made after the migration. You will be able to view these details including your unique payment reference by logging into Acclaim Online after the migration.

How does this migration impact my direct debit arrangement to make contributions?

During the freeze period, any existing direct debits for contributions will be temporarily paused but will resume on 11 November 2024. Contributions will continue to be made on the same schedule as before migration once the freeze period ends.

Do I need to inform my employer of anything specified in this Notice?

You do not need to notify your employer. Your employer can continue to make contributions up until and after the migration. As noted earlier, any contributions received during the freeze period will not be allocated to your account or invested as per your investment strategy until the freeze period ends.

Will there be any changes to my beneficiary nominations?

All binding and non-binding beneficiary nominations will continue to apply on the same basis as your original instructions. If you wish to amend your nominations, please phone 1800 806 013 or you can access the form relevant to your type of nomination at www.freedomofchoice.com.au.

Please note that whilst we will accept your request to amend your beneficiary nominations during the freeze period, your request will not be processed until the freeze period ends. We will send you confirmation after the migration once your request has been processed.

When will the migration take place?

It is expected that the transition to Acclaim Online will take place on 11 November 2024. A schedule of important events related to the migration is provided below:

Key event	Date
Notice issued to members	13 September 2024
Final day to transact on your account	18 October 2024
Transaction freeze period starts	5:00pm, 18 October 2024
Transaction freeze period ends	5:00pm, 8 November 2024
Migration date	11 November 2024
Welcome email	11 November 2024

These dates may be subject to change, in the event of any significant delays, you will be notified of any updated timings.

Do I need to take any action?

You should take the following action:

1. Read this Notice in its entirety to understand the impacts of the migration and transaction freeze period on your account.
2. To facilitate online access, we require your current email address and mobile number. Please ensure these details are up to date by logging in to your MySuperSolution account or contacting us on 1800 806 013 prior to migration.

What do I need to do if I intend to close my account before migration?

If you intend to close your account before migration occurs, you have two options available:

1. Transfer your entire account balance to a different superannuation fund.
2. Request a full withdrawal of your account balance, provided you meet a condition of release.

To proceed with either of these options, please complete a benefit payment request form and submit it to us by 18 October 2024. If we do not receive your request by this date, we will process your request after your account is migrated to Acclaim Online. You can find a copy of this form on our website (www.freedomofchoice.com.au).

Once we receive and process your withdrawal request, you will be issued an exit statement from the Fund, and any insurance coverage you have will be terminated along with the closure of your account.

How can I find out more information?

Further information can be obtained by contacting us on 1800 806 013 or by email at enquiries@freedomofchoice.com.au.

Additionally, please be advised that whilst members cannot opt out of the migration to Acclaim Online, they retain the option to exercise their choice of super fund. If you wish to explore this option, you can transfer your entire account balance to a super fund of your choice.

You should consider obtaining professional financial advice tailored to your personal circumstances before making decisions regarding your superannuation. If you have a financial adviser linked to your account, we have included their details below.

«Adviser Name»

«Adviser Dealership»

«Adviser Phone»

«Adviser Email»

This Notice has been prepared by the Promoter of Freedom of Choice, a division of AMG Super ABN 30 099 320 583 (Fund), Acclaim Management Group Limited (ABN 52 091 082 058), on behalf of the Trustee, Equity Trustees Superannuation Limited (ABN 50 055 641 757, RSE Licence No. L0001458, AFSL 229757). The information in this Notice is as of 13 September 2024. The Trustee is unable to provide you with financial advice and this Notice should not be construed as providing such advice. This communication has been prepared without taking into account your personal objectives, financial situation or needs. The Trustee recommends that you consider the relevant Product Disclosure Statement available via www.freedomofchoice.com.au and obtain financial advice from a suitably qualified and licensed financial adviser before you make any decision regarding your superannuation. Equity Trustees Superannuation Limited is unable to guarantee that there will be no further changes to your superannuation.