

Shadforth Portfolio Service Investment Guide

Dated: 30 September 2024

The information in this investment guide forms part of the disclosure documents for:

- **Shadforth Portfolio Service – Super and Pension (Super Service and Pension Service)**, including the Product Disclosure Statement (**PDS**) dated 30 September 2024, **Shadforth Portfolio Service Insurance Guide (Insurance Guide)** and **Shadforth Portfolio Service General Reference Guide (General Reference Guide)**.
- **Shadforth Portfolio Service – Term Allocated Pension (TAP Service)** including the PDS dated 2 April 2024, together with any Supplementary Product Disclosure Statements (**SPDSs**) and **Shadforth Portfolio Service General Reference Guide (General Reference Guide)**.
- **Shadforth Portfolio Service – Investment (Investment Service) IDPS Guide (Offer Document)** dated 30 September 2024 together with the **Shadforth Portfolio Service - Investment Reference Guide (Reference Guide)**.

These documents should be considered before making a decision to acquire the products. We recommend you read this entire guide and refer to the **Shadforth Portfolio Service Investment Menu (Investment Menu)** available at portfolio.sfg.com.au.

The information is divided into the following sections.

Contents

Important notice	2
What to consider when investing	4
Managing risk through diversification	9
Your investment options	11
Investing in managed investments	17
Investing in a maturing investment	19
Investing in listed investments	21
Investing in Separately Managed Account (SMA) Model Portfolios	25
Managed Discretionary Accounts	27
Differences between investing directly and investing through the Service	28

Important notice

This guide has been prepared and issued by IOOF Investment Management Limited (IIML) ABN 53 006 695 021, AFSL 230524 and Navigator Australia Limited (NAL) ABN 45 006 302 987, AFSL 236466. IIML is the Trustee of the IOOF Portfolio Service Superannuation Fund (Fund) ABN 70 815 369 818, and NAL is the Service Operator of the Shadforth Portfolio Service – Investment.

The Shadforth Portfolio Service (the Service) consists of the Shadforth Portfolio Service – Super (Super Service), Shadforth Portfolio Service – Pension (Pension Service), Shadforth Portfolio Service – Term Allocated Pension (TAP Service) and Shadforth Portfolio Service – Investment (Investment Service). The Super Service and Pension Service are superannuation and pension products forming part of the Fund.

The terms ‘our’, ‘we’ and ‘us’ in this guide refer to IIML and NAL collectively.

Investment options offered

The Trustee of the Super Service, Pension Service and TAP Service and Service Operator of the IDPS Service monitor the investment options available to investors and provides no assurance that any investment option currently available will continue to be available in the future.

The Trustee/Service Operator has the right to suspend or cease investments in a specific investment option and, if necessary, can redeem and transfer your investments to your Cash Account. For the Super Service and Pension Service only, the proceeds may be directed to a similar investment option or the default investment strategy in circumstances where the investment option is no longer available, and no alternative instructions are provided. The Trustee/Service Operator will notify you of any such change where possible before the change occurs. The fund managers have not authorised or caused the issue of this product disclosure statement (PDS) or Offer Document but have consented to the inclusion of statements which relate to their particular managed investment.

In order to choose an investment option for your investment strategy, you should review the information in this **Investment Guide** and the **Investment Menu**. Where you have invested within a Managed Discretionary Account, you may have exposure to assets which sit outside the **Investment Menu**. You may not be able to add any additional money into these assets if the assets are unlinked from the Managed Discretionary Account. Before selecting an investment option, your financial adviser should provide you with the PDS for the relevant managed investment or the PDS or product guide for the relevant term deposit. These documents provide you with important information to consider and evaluate prior to investing. PDSs and product guides are also available at portfolio.sfg.com.au. Please note, PDSs and product guides are not available for listed investment options.

In the Service, some managed investments are available only to wholesale clients. Accessing a managed investment as a wholesale client means that certain rights set out in the *Corporations Act 2001* for retail clients do not apply. This includes the right that retail clients have to be provided a PDS for the managed investment.

General advice warning

The information contained in this guide:

- does not and is not intended to contain any recommendations, statements of opinion or advice
- is of a general nature only and does not take into account your individual objectives, financial situation or needs.

You should consider the appropriateness of this information having regard to your objectives, financial situation and needs. You may want to seek advice before deciding whether to acquire this product.

What to consider when investing

Your investment strategy

This guide is designed to provide you with information about the range of investment strategies available for you to select.

Making the right investment choice is an important part of developing a plan to help you achieve your retirement and investment goals. This requires careful consideration of a number of factors including your retirement needs/financial goals, your investment risk and return profile, and your overall financial position.

We recommend you discuss your investment strategy with a financial adviser.

The investment options

The investment options available vary in risk, investment objectives (goals), strategies (ways of achieving those goals) and the types of assets in which investments are made. This allows you to invest in a range of investment options which may be diversified across different asset classes, fund managers and investment styles.

You can normally switch between different managed investments at any time, and you can also select diversified managed investments managed by a range of leading Australian and international fund managers.

For each investment option you select, you should read the relevant PDS or product guide, provided by your financial adviser or available from our website. These documents include information about the investment objective, investment strategy, asset allocation, costs and the risks associated with investing in a particular investment option.

The PDS for an investment option may be updated or replaced by the fund manager, responsible entity or issuer from time to time. This means that you may not always have the most recent copy of the applicable PDS for an investment option at the time of an investment instruction, such as for a regular savings plan, income distribution re-investment or switch request. We provide electronic versions of PDSs for the available investment options at portfolio.sfg.com.au. You can also obtain a copy, at no additional cost to you, by contacting your financial adviser or by contacting Shadforth ClientFirst on 1800 931 792.

Please note, PDSs are not available for all listed investment options.

Choose what is right for you

As your individual circumstances change over time, your investment options may also need to change to accommodate any new goals or objectives.

What investment options can you choose?

You may choose from the following investment options:

- A range of Strategic Funds and Specialist Funds
- A wide range of managed investments
- The majority of fully paid ordinary, preference and equity shares, stapled securities, Exchange Traded Products (ETPs), Hybrids, Listed Investment Trusts (LITs) and Listed Investment Companies (LICs) listed on the Australian Securities Exchange (ASX) for the Investment Service. The Super and Pension Service have

access to the majority of listed investments in the S&P All Ordinaries Index plus other listed investments approved by the Trustee from time to time.

- A Separately Managed Account (SMA) providing access to a range of SMA Model Portfolios
- A selection of term deposits and fixed-term annuities (maturing investments)

The list of all managed investment options is set out in the **Investment Menu**. The process undertaken by the Trustee /Service Operator in establishing the investment menu is explained below. This list may change from time to time. Details of listed investment options available can be found at portfolio.sfg.com.au. This list may change from time to time.

Managed Discretionary Account (MDA) services

Your MDA provider (whom you may engage to provide you with MDA services under a separate agreement to which we are not a party) may be able to provide you with MDA services in connection with your account. The MDA provider will be solely responsible for the MDA services they provide. We will generally act on the instructions given by you or on your behalf (including by an approved MDA provider whom you have appointed as your agent and authorised to give instructions on your behalf).

Subject to the terms of the separate agreement between your MDA provider and you, the MDA provider (as your appointed agent) may manage some or all of the investments in your account, which may involve establishing MDA models that are used to give instructions on your behalf. An MDA model is a model portfolio of assets (which may include cash, managed investments and listed investments) constructed and managed by your MDA provider, which can be used by the MDA provider to manage your investment options according to the investment strategy agreed between you and your MDA provider. Your MDA provider will only be able to include listed investments with minimum trading amount of \$500 in an MDA model.

MDA models are not accessible investment options on the **Investment Menu**, and we are not responsible for MDA models you and your MDA provider may have agreed to implement. Your MDA provider is solely responsible for the MDA services they provide to you, including any instructions they provide on your behalf using MDA models constructed and managed by your MDA provider.

Selection of investments

The Trustee and Service Operator are ultimately responsible for the selection, management and monitoring of investments in a prudent and independent manner, having regard to legal and regulatory requirements and corporate governance standards. A Superannuation Trustee Investment Committee and Combined IDPS Investment Committee have been established to assist the Trustee and Service Operator respectively in fulfilling their investment responsibilities, by approving the appointment, closure and termination of investment options. The construction of the **Investment Menu** of this guide takes into account factors that may include:

- recommendations made by the Insignia Financial Group Research and Investment Governance departments
- ratings from independent Research houses
- diversification by asset class, investment style and investment management groups
- constraints including capacity, liquidity, transparency, diversification and management accessibility
- cost-efficient fee alternatives
- demand.

This selection process employs both quantitative and qualitative assessments, which are used to identify investment options that the Research and Investment Governance departments considers are likely to achieve their investment objectives. Their due diligence process encompasses criteria including operational factors, financial viability of the manager, investment process, portfolio structure and performance.

Responsible investment

Responsible investment is the practice of considering labour standards and Environmental, Social and Governance (ESG) factors in the research, analysis, selection and management of investments and the implementation of good stewardship practices.

There are many ESG factors that may impact investments – we’ve listed some examples below. We may not consider all or any factors in the selection or retention of available investment options.

Environmental (E)	Social (S)	Governance (G)
<ul style="list-style-type: none"> • Climate change initiatives like reduction in greenhouse gas emissions • Waste management • Energy efficiency • Water supply • Pollution • Biodiversity 	<ul style="list-style-type: none"> • Human capital management • Labour standards • Modern slavery • Diversity, Equity and Inclusion (DE&I) • Workplace health and safety • Integration with local community and earning a social licence to operate • Indigenous rights • Employee engagement 	<ul style="list-style-type: none"> • Rights, responsibilities and expectations across all stakeholders • Board structure, diversity and independence • Executive remuneration (short- and long-term incentives) • Bribery and corruption • Anti-competitive behaviour • Political lobbying and donations • Shareholder rights • Tax strategy

Our approach to responsible investment

Each investment manager’s approach to responsible investment is one of many factors we consider when selecting assessing an investment option for inclusion on the investment menu.

Responsible investment considerations won’t necessarily preclude an investment option from being included on the investment menu, as we consider many other factors when making an investment option available – as outlined in this document on page 5.

The responsible investment considerations we take into account and the approach adopted is determined on a case-by-case basis depending on the investment option, how it’s managed and the relevant asset classes. The extent to which each investment manager considers ESG factors is outlined in their relevant PDS, available at portfolio.sfg.com.au

We don’t confirm or guarantee that the responsible investment approaches of each investment manager in their relevant PDS is accurate in all respects. We recommend you speak with your financial adviser before investing in these products.

You can read IIML’s ‘Responsible Investment’ policy at ioof.com.au/ARE-RI-Policy.

NAL, the service operator, doesn’t have a responsible investment policy.

Termination or change of status of an investment option

The Trustee and Service Operator and/or an external asset consultant, as appointed by the Superannuation Trustee and Combined IDPS Investment Committees from time to time, reviews the investment menu periodically to identify investment options that may no longer be suitable for continued investment menu inclusion. The considerations for removal include but are not limited to:

- a change in their research rating or view by the Insignia Financial Group Research and Investment Governance departments resulting in a lower probability that the investment option will meet its stated objectives (factors may include a material personnel change or a change in operational risk, structural risk, underperformance or governance)
- an elevated probability of the investment option closing/terminating (potentially due to declining profitability driven by low levels of funds under management)
- insufficient demand
- a Target Market Determination (TMD) is not made available where required or due to the TMD's distribution conditions
- termination by the manager or ETP provider or the listed investment is delisted from the ASX.

Managing conflicts of interest

As the Insignia Financial Group is a large financial institution both real and perceived conflicts of interest may arise when adding to or removing from the **Investment Menu**. For example, IOOF Investment Services Ltd (IISL) ABN 80 007 350 405, AFSL 230703 acts as the responsible entity for a number of investments on our menu. We have policies as to how conflicts are managed and these policies apply to the investment selection process.

About investing

Your investment risk and return profile

Generally, the higher the level of risk you are prepared to accept, the higher the potential return you can expect from the investment. For example, investing in listed investments may provide the highest potential return over the longer term, but may also have the highest risk of capital loss in the short term. Cash tends to have a small chance of capital loss, but its investment returns may be lower.

Diversification

Diversification is a common investment technique used to manage investment risk. You can diversify investments within an asset class, diversify investments across different asset classes or diversify investments across different fund managers.

A financial adviser can help you understand the relationship between the risk and return and the possible advantages of diversification.

Investment limits (Super and Pension Service only)

In order to maintain liquidity and diversification in your account, the Trustee has set limits on the amount of your account balance which can be allocated to particular investment options. The limits are set out in the table below and are only assessed at the time an investment is made.

The Trustee will not monitor these limits on an ongoing basis and will generally not sell down investment options if these limits are exceeded, other than where necessary to maintain liquidity in your account or, for any other reason where the Trustee determines the sale to be in your best interests or the best interests of the Fund as a whole.

Investment option	Investment limit
Restricted investments ¹	30% of your account balance in each investment option, with not more than 70% of your account balance invested in restricted investments.
Maturing Investments	95% of your account balance.
Listed investments	30% of your account balance in each listed investment with not more than 99% of your account balance invested in listed investments.

Important note: Minimum cash requirements still apply.

There are no investment limits on managed investments unless they are restricted/illiquid funds.

There are no investment limits for any of the investment options for the Investment Service.

Investment Options within SMA Model Portfolios are excluded from the above limits however investment options held within your SMA will count towards your limit when purchasing the above investment options in your account.

¹ Restricted investments include any investments which cannot be redeemed to cash within 30 days or that the Trustee deems appropriate.

Managing risk through diversification

Diversification

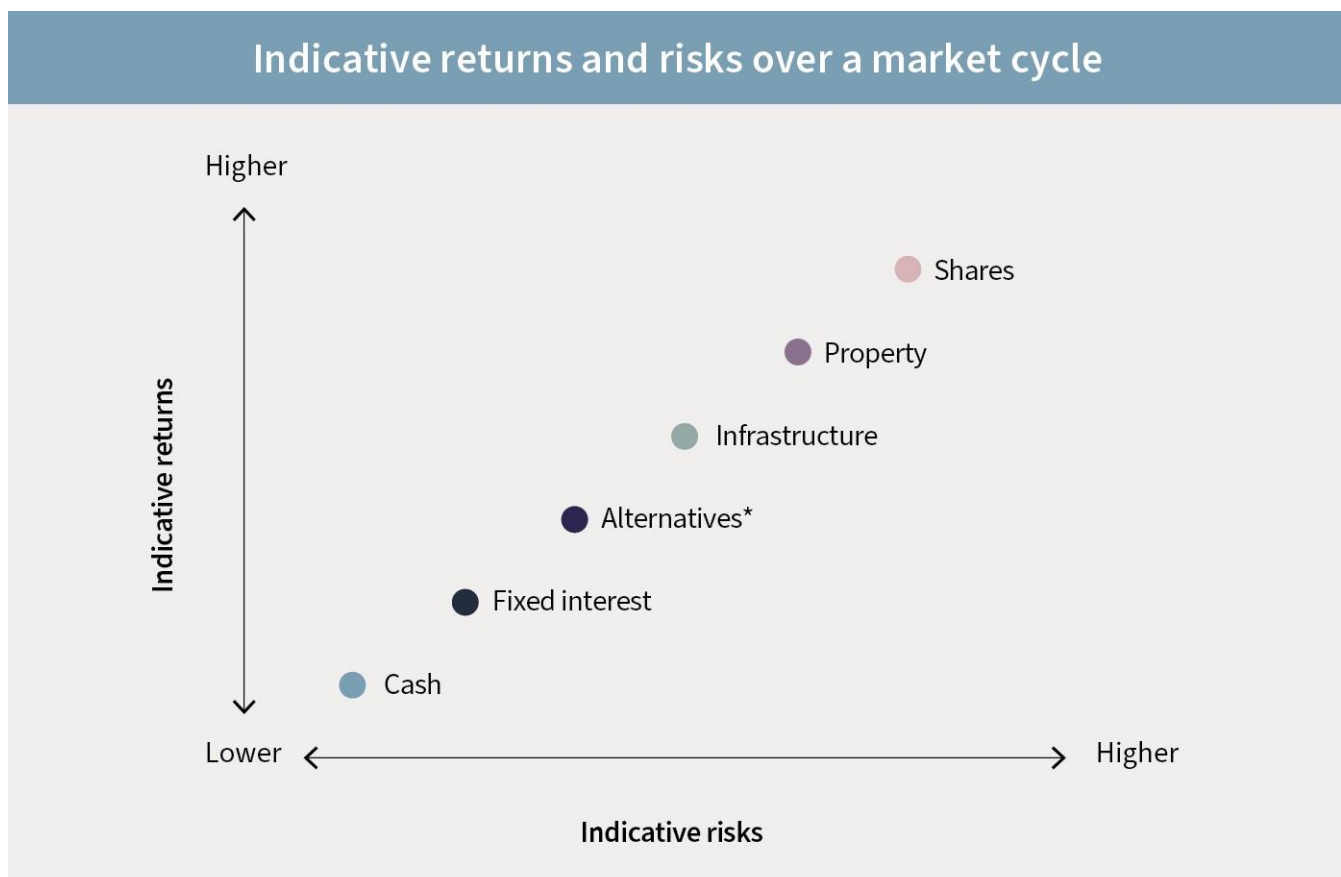
Diversification is a common investment technique used to manage investment risk. You can diversify investments within an asset class, across different asset classes or across different fund managers.

Asset Classes

Asset classes are groups of similar types of investments. Each class has its risks and benefits and goes through its own market cycle.

A market cycle can take a couple of years or many years as prices rise, peak, fall and stabilise. Through investing for the long term, at least through a whole market cycle, you can improve your chance of benefiting from a period of strong returns and growth to offset periods of weakness.

The following illustration shows indicative returns and volatility for certain asset classes over a whole market cycle. However, each market cycle is different, so unfortunately it isn't possible to accurately predict asset class returns or their risks. Depending on the conditions at the time, actual returns could be significantly different from those shown.



*Alternatives can move higher or lower on the risk/return spectrum than what is shown based on the types and combination of alternatives that are used.

The risk/return positions included in the above graphs are for illustrative purposes only. Source MLC Asset Management.

Risk bands

The Standard Risk Measure is based on industry guidance to allow you to compare investment options that are expected to deliver a similar number of negative annual returns over any 20 year period. The Standard Risk Measure is not a complete assessment of all forms of investment risk, for instance it does not detail what the size of a negative return could be or the potential for a positive return to be less than you may require to meet your objectives. Further, it does not take into account the impact of administration fees and costs and tax on the likelihood of a negative return. You should still ensure they are comfortable with the risks and potential losses associated with your chosen investment option(s).

Risk band	Risk label	Estimated number of negative annual returns over any 20 year period
1	Very low	Less than 0.5
2	Low	0.5 to less than 1
3	Low to medium	1 to less than 2
4	Medium	2 to less than 3
5	Medium to high	3 to less than 4
6	High	4 to less than 6
7	Very high	6 or greater

Your investment options

A full list of investment options can be obtained from the **Investment Menu**. Additional information, including a PDS or Product Guide for all available investment options is available at portfolio.sfg.com.au

Please ensure you read the relevant PDS and TMD before purchasing an investment option in Super Service, Pension Service, TAP Service or the Investment Service. If you have not read the relevant PDS or Offer Document, you may not have up-to-date information or may not have been notified of materially adverse changes or significant events affecting the investment option.

Investment strategies

The Fund offers a multitude of investment options categorised into Investment Strategies as set out in the table below. Each of the strategies are described in terms of their investment objective, investment strategy, level of risk and asset allocation.

The asset allocation for each of the 17 categories is as follows:

Investment Strategy	Asset Mix
Diversified Growth	70% to 100% growth assets and 0% to 30% defensive assets
Diversified Balanced	40% to 70% growth assets and 30% to 60% defensive assets
Diversified Conservative	0% to 40% growth assets and 60% to 100% defensive assets
Australian Share Funds ¹	90% to 100% Australian Shares and 0% to 10% cash
Global Share Funds ²	90% to 100% Global Shares and 0% to 10% cash
Property ³	90% to 100% Property and 0% to 10% cash
Global Infrastructure	90% to 100% Global Infrastructure and 0% to 10% cash
Alternatives ⁴	90% to 100% Alternative Investments and 0% to 10% cash
Commodities	90% to 100% Commodities and 0% to 10% cash
Australian Fixed Interest Funds ⁵	90% to 100% Australian Fixed Interest and 0% to 10% cash
International Fixed Interest Funds ⁶	90% to 100% International Fixed Interest and 0% to 10% cash
Cash Funds	100% Cash
Listed Investments – International Shares	90% to 100% International Shares and 0% to 10% cash
Listed Investments – Australian Shares	90% to 100% Australian Shares and 0% to 10% cash

Listed Investments – Australian Property Trusts	90% to 100% Australian Property and 0% to 10% cash
Listed Investments – High Yield Investments	25% to 75% Australian Fixed Interest and 25% to 75% International Fixed Interest
Exchange Traded Funds	Dependent on the underlying strategy or product

1. Includes large, mid and small caps
2. Includes large unhedged and large hedged global shares, small caps and regional shares
3. Includes both Australian and global property exposures
4. Includes hedge funds, private equity, managed futures, multi asset funds
5. Includes Australian Government, semi-Government, corporate, inflation-linked, mortgage securities and high yielding securities
6. Includes foreign Government, semi-Government, corporate, inflation-linked, mortgage securities and high-yielding securities

The available categories and the typical investors that they could suit are as follows:

	Investment Strategy	Investment Objective	Underlying Investments	Usually held for a minimum of:
1	Diversified Growth Funds	To provide a diverse range of multi asset growth orientated investment options that offer varied strategies aiming to achieve capital growth (in a risk adjusted manner) through the investment cycles. This can be delivered through a well-diversified portfolio of growth assets with higher expected volatility	A mixture of cash, fixed interest, shares and property. Shares and property securities will generally represent more than three quarters of the portfolio. Alternative strategies may also be used in the portfolio.	Long Term 7+ Years
2	Diversified Balanced Funds	To provide a diverse range of multi asset balanced orientated investment options that offer varied strategies aiming to achieve above inflation rate growth (in a risk adjusted manner) through the investment cycles. This can be delivered by investing in a balanced exposure across growth and defensive assets.	Broadly an equal spread between growth assets such as shares and property securities and defensive assets such as cash and bonds. Alternative strategies may also be used in the portfolio.	Medium Term 5+ Years
3	Diversified Conservative Funds	To provide a diverse range of multi-asset defensive orientated investment options that offer varied strategies aiming to achieve relatively stable returns (in a risk adjusted manner) through the investment cycles. This can be delivered by investing in a range of income and some growth assets, while providing lower volatility and capital protection through a high weighting to defensive assets.	A range of cash, fixed interest securities, shares and property securities. Fixed interest securities and cash will represent at least three quarters of the portfolio.	Short-Medium Term 2+ Years
4	Australian Share Funds	To provide a diverse range of Australian share investment options that offer varied investment styles aiming to achieve a higher return than fixed interest and property securities through the investment cycles by investing in a variety of Australian listed companies. The higher return potential comes with higher short-term volatility of returns.	A range of shares in listed Australian companies which operate in different industries.	Long Term 7+ Years

	Investment Strategy	Investment Objective	Underlying Investments	Usually held for a minimum of:
5	Global Share Funds	To provide a diverse range of international share investment options that offer varied investment styles aiming to achieve a higher return than fixed interest and property securities through the investment cycles by investing in a variety of international listed companies. The higher return potential comes with higher short-term volatility of returns.	A range of shares in companies listed on world stock markets.	Long Term 7+ Years
6	Property Funds	To provide a diverse range of Australian and international property investment options that offer varied investment styles aiming to achieve a higher return than cash and fixed interest securities through the investment cycles by investment in a variety of Australian and international property trusts. The higher return potential comes with higher short-term volatility of returns.	A range of property securities listed on the Australian and international stock exchanges.	Long Term 7+ Years
7	Global Infrastructure Funds	To provide a diverse range of global listed infrastructure investment options that offer varied investment strategies aiming to achieve a higher return than fixed interest and property securities through the investment cycles. This can be delivered by investing in a wide range of global listed infrastructure strategies. The higher return potential comes with higher short-term volatility of returns.	A range of infrastructure securities listed on Australian and international stock exchanges.	Long Term 7+ Years
8	Alternatives Funds	To provide a diverse range of alternative investment options that offer varied investment strategies aiming to achieve moderate absolute returns with lower correlation to traditional assets (in a risk adjusted manner) through the investment cycles. This can be delivered by investing in a wide range of alternative investment strategies.	All asset classes may be utilised, including derivatives. Internal leverage may also be incorporated in some funds.	Medium Term 5+ Years

	Investment Strategy	Investment Objective	Underlying Investments	Usually held for a minimum of:
9	Cash Funds	To provide a secure return that is consistent with the prevailing market cash rate over any time frame with minimal risk of capital loss through exposure to assets that are predominantly cash and cash equivalents.	Exposure to assets that are predominantly cash and cash equivalents that are highly liquid, have low duration, credit risk and volatility.	No Minimum
10	Commodities	To provide a diverse range of commodities investment options that offer varied investment strategies aiming to achieve absolute returns with lower correlation to traditional asset classes through the investment cycles.	A range of derivatives based on raw materials such as wheat, cattle, oil and natural gas, gold, silver, sugar, cotton, cocoa and coffee.	Long Term 7+ Years
11	Australian Fixed Interest Funds	To provide a diverse range of Australian fixed interest investment options that offer varied investment strategies aiming to achieve a return in excess of the cash rate through the investment cycles by investing in a variety of Australian fixed interest securities. The higher return potential comes with higher short-term volatility of returns.	A range of fixed interest securities issued by Australian governments, banks, other financial institutions and corporates	Medium Term 4+ Years
12	International Fixed Interest Funds	To provide a diverse range of international fixed interest investment options that offer varied investment strategies aiming to achieve a return in excess of the cash rate through the investment cycles by investing in a variety of international fixed interest securities. The higher return potential comes with higher short-term volatility of returns.	A range of international fixed interest securities issued by governments, banks, other financial institutions and corporates.	Medium Term 4+ Years
13	Listed Investments High Yield Investments	To provide a range of listed high yielding investment options aiming to achieve a higher return than investment grade securities issued by Australian governments and banks through the investment cycles.	A range of listed debt securities issued by corporates.	Long Term 6+ Years

	Investment Strategy	Investment Objective	Underlying Investments	Usually held for a minimum of:
14	Listed Investments International Shares	To provide a diverse range of Listed investment options that offer varied strategies aiming to achieve higher returns than fixed interest and property through the investment cycles from a variety of international listed companies. The higher return potential comes with higher short-term volatility of returns.	A range of shares in companies listed on international stock markets.	Long Term 6+ Years
15	Listed Investments Australian Shares	To provide a diverse range of Listed investment options that offer varied strategies aiming to achieve higher returns than fixed interest and property through the investment cycles from a variety of Australian listed companies. The higher return potential comes with higher short-term volatility of returns.	A range of shares in listed Australian companies which operate in different industries.	Long Term 6+ Years
16	Listed Investments Australian Property Trusts	To provide a higher return than cash and fixed interest securities over time through a variety of Australian listed property trusts. The higher return potential comes with higher short-term volatility of returns.	A range of property trusts and companies listed on Australian Securities Exchange with exposures in commercial, industrial, retail and leisure property sectors.	Long Term 6+ Years
17	Exchange-Traded Funds	To provide a range of exchange-traded funds aiming to achieve returns in line with market indices through the investment cycles.	A range of pooled funds listed on the Australian Securities Exchange with exposure to different markets and assets.	Medium to Long Term 3 - 6+ Years

Notes: Any reference to investment returns includes a reference to both income and capital returns. The indicative investment strategy, objectives and benchmarks may vary across the different managed investments from time to time. This includes variances in the actual asset allocation for each managed investment as compared to the target strategy benchmarks. To obtain more information on the investment strategy and benchmarks for each managed investment, please refer to the PDS for the particular managed investment.

Investing in managed investments

How to invest in and withdraw from managed investments

Managed investments can be purchased and sold via Shadforth Portfolio Online.

The unit price you will receive is determined by the investment fund manager when the trade occurs and will vary depending on:

- the time the request is sent to the investment fund manager
- the administration requirements of the investment fund manager
- the pricing frequency of the managed investment
- market liquidity and volatility of the underlying assets in the managed investment.

We normally lodge trades within 2 business days from the date the buy or sell transaction is loaded through Shadforth Portfolio Online or by ClientFirst and validated by us. This may differ for managed investments that cannot be traded on a daily basis.

Transaction processing delays

We are not responsible for any delays by the fund managers in processing investments, switches, redemptions or distributions. Your request to invest, switch or redeem from a managed investment may be delayed in the following circumstances.

Redemptions from multiple fund managers

Where your instructions require the redemption of units from a number of different fund managers, each fund manager may complete their part of the instruction at different times.

We will deposit the funds into your Cash Account as we receive them from each fund manager. Your request will be finalised when we have received the proceeds from all fund managers involved in your transaction.

Redemptions of managed investments that transact on a daily basis will generally occur within 30 days. This may vary depending on the fund manager and the time taken to redeem the underlying investments within the fund. For example, if a managed investment becomes illiquid or has withdrawal restrictions, the time taken to redeem your funds may take longer than 30 days.

Minimum restrictions by fund managers

Some fund managers may impose minimum investment or redemption limits on their managed investments. Where a managed investment has a minimum investment or redemption limit, we will only process the instruction when we have received sufficient requests (from you and other investors), which in aggregate, satisfy the relevant limit. Accordingly, a delay in your instruction being affected will occur in such circumstances.

Delays may also apply when investing in and redeeming from illiquid managed investments. Investments and redemptions will be based on the timing restrictions imposed by the fund managers of those investment options.

Pending transactions

The processing of transactions for issuing, switching or redeeming units may be delayed where an earlier transaction relating to your account is in progress (or pending). In some instances, you may be unable to purchase another investment option against a pending sell transaction including when an investment option cannot be redeemed on a daily basis.

Unforeseen circumstances

The processing of transactions for the issuing, switching and redeeming of units may be delayed by unusually high volumes of processing or other circumstances beyond our control.

How are unit prices determined?

To determine the value of a unit in a managed investment, we use the redemption/sell unit price provided by the fund manager for that particular managed investment. While unit prices are normally calculated daily and may change according to market movement, the actual method by which unit prices are calculated and the timing at which unit prices are provided may vary. This is dependent on the fund manager for that particular managed investment. Please refer to the product disclosure statement of the managed investment for more information on how individual unit prices are calculated.

Entitlement offers

Where an entitlement offer is made available by a fund manager in relation to a managed investment you may hold we will review the nature of the entitlement offer, and in certain cases we may allow you to participate.

Please note the Trustee/Service Operator does not guarantee to offer participation entitlement offers and retains absolute discretion over whether participation will be offered.

Where relevant, information relating to an entitlement offer will be made available to you or your financial adviser through Shadforth Portfolio Online.

In specie transfers to external providers

Generally, we do not allow in specie transfers to an external provider, however, in the circumstances whereby we do allow them we will continue to charge administration fees and costs and Advice Fees until the in-specie transfer request has been completed or the closure of the account.

Managed investments that are not able to be redeemed daily

Some managed investments cannot be redeemed on a daily basis. In most cases, this information will be displayed in their PDS. In some instances, a managed investment may become illiquid and impose a withdrawal restriction. In these instances, the time taken to redeem your funds may take longer than 30 days.

Investing in a maturing investment

Opening a maturing investment

Term deposit

Your adviser can purchase a term deposit any time through Shadforth Portfolio Online. Term deposit terms start every Friday or the next business day in the event of a national public holiday.

Fixed-term annuity

Fixed-term annuities will be made available for your adviser to purchase via Shadforth Portfolio Online approximately four to six weeks prior to the annuity's start date. Generally, purchasing will be closed two days prior to the annuity start date.

Investment limits

A minimum of \$5,000 per maturing investment applies. For Super, Pension and TAP Services, you may invest up to 95% of your account balance in one or more maturing investments.

Early redemption

We have the right on your behalf to redeem a maturing investment early where your account has insufficient funds to meet required payments from the Cash Account. Depending on the terms and conditions of the maturing investment, there may be a delay of up to 31 days in obtaining the funds when redeeming early from a maturing investment. This may also result in the maturing investment's interest rate being reduced. If you redeem a fixed-term annuity before the end of the fixed-term, a penalty may be applied.

Maturity

Term deposit

You can choose the maturity instruction for term deposits at the time of purchase and during the lifespan of the term deposit. There are four maturity instructions to choose from:

- **Mature to the Cash Account (default)**
We will pay your investment principal and interest into your Cash Account shortly after the maturity date.
- **Reinvest (principal only)**
We will reinvest your investment (principal only) into a new investment with the same provider and for the same term. The interest will be paid into your Cash Account shortly after the maturity date.
- **Reinvest (principal and interest)**
We will reinvest your investment (principal and final interest payment) into a new investment with the same provider and for the same term. Interest reinvested will not include any interim interest payments.
- **Reinvest (partial principal)**
We will reinvest a portion of your principal investment into a new investment with the same provider and for the same term. The remaining portion of the principal and the final interest payment will be paid into your Cash Account shortly after the maturity date.

You will need to ensure you have sufficient available cash in your Cash Account on the purchase date of the term deposit if you choose to reinvest. If you do not have sufficient available cash above the cash account minimum, your reinvestment instruction may not be honoured.

Fixed-term annuity

You can choose the maturity instruction for fixed-term annuities at the time of maturity. There are three maturity instructions to choose from:

- **Mature to the Cash Account (default)**
We will pay your investment principal and interest into your Cash Account on or around the maturity date.
- **Reinvest (principal only)**
We will reinvest your investment (principal only) into a new investment with the same provider and for the same term. The interest will be paid into your Cash Account on or around the maturity date.
- **Reinvest (partial principal)**
We will reinvest a portion of your principal investment into a new investment with the same provider and for the same term. The remaining portion of the principal and interest will be paid into your Cash Account shortly after the maturity date.

You will need to ensure you have sufficient available cash in your Cash Account on the commencement date of the annuity if you choose to reinvest. If you do not have sufficient available cash above the cash account minimum, your reinvestment instruction may not be honoured, and you may need to wait for the next annuity offer to place your instruction.

Where can you find more details regarding the operation of your maturing investments?

If you would like to find out further information not included in this section, you can access the term deposit provider's PDS or product guide at portfolio.sfg.com.au. Note that not all product offerings in the provider's PDS are available to members.

Investing in listed investments

You have the option to invest in various listed investments through your Super Service, Pension Service, TAP Service and Investment Service accounts.

What listed investments are available?

The majority of fully paid ordinary, preference and equity shares, stapled securities, ETPs, interest rate securities, Hybrids, LITs and LICs listed on the Australian Securities Exchange (ASX) for the Investment Service.

The Super, Pension and TAP Services have access to the majority of listed investments in the S&P All Ordinaries Index plus other listed investments approved by the Trustee from time to time.

How much of your account balance can you invest in listed investments?

For Super, Pension and TAP Services, up to 30% of your total account balance may be invested in each listed investment, provided the maximum overall combined investment weighting you hold in listed investments is below 99%. There are no such limits in the Investment Service.

What is the minimum order?

The minimum buy order is \$500 (excluding investing through a corporate action) per listed investment. The minimum sell order is \$500 unless this would result in you retaining less than \$500 in the listed investment, in which case we reserve the right to sell your holding in full.

How are orders placed?

Requests to buy and sell listed investments may be submitted online by your financial adviser.

Buy orders

Where a buy order is placed, we will validate that sufficient liquid funds are available to settle the trade (including payment of brokerage) and to ensure that should the trade be completed, the portion of your account balance held in listed investments would not exceed the maximum allowable holdings. Once this validation has been completed, we will submit the order to our broker to put to market.

Your financial adviser must instruct us to purchase either a dollar value or a specified number of listed investments. When transacting through Shadforth Portfolio Online the instructions can specify whether the trade is submitted as a specified price (known as 'at limit') or at the market price (known as 'at market').

Sell orders

Where a sell order is placed, we will check that sufficient listed investments are held on your behalf to settle the trade. Once this has been completed, we will put your order to market.

Similar to a buy order, your financial adviser must instruct us to sell either a dollar value or a specified number of listed investments. When transacting through Shadforth Portfolio Online, the instructions can specify whether the trade is submitted to market at a specified price (known as 'at limit') or at the market price (known as 'at market').

You will not be permitted to place a sell order for listed investments purchased until the day after settlement of the purchase order.

Our broker

Our current broker is Bridges Financial Services Pty Ltd ABN 60 003 474 977, a related entity of the Trustee/Service Operator.

Any brokerage charged is disclosed in the Fees and other costs section of the PDS or Offer Document.

Placement of orders to market

We generally lodge buy or sell trades with our broker within several minutes of being submitted through Shadforth Portfolio Online or being loaded by our ClientFirst Team.

While we and our broker will make all reasonable attempts to place your order to market as promptly as possible with due care and attention, we will not be liable for any loss to you resulting from a delay in the placement of an order to market (for any reason whatsoever) or any trade which is executed in a manner inconsistent with your instruction.

Orders will remain in the market for 20 trading days unless filled or cancelled at your instruction. In addition, an open order may be cancelled by the ASX where the market price moved too far away from the specified price of an 'at limit' order or where company specific events occur.

Order confirmation

When all or part of an order is filled details of the trade type, price and number of listed investments traded can be viewed by logging into your account through Shadforth Portfolio Online at portfolio.sfg.com.au.

We provide a detailed listing of trades and dividends in your annual statement and a history of your trades can also be viewed through Shadforth Portfolio Online.

Corporate actions

A corporate action is an event affecting an investor's holding in a listed investment. This could be a simple dividend payment or a complex capital reconstruction, or renounceable rights issue.

Where you hold a listed investment through your Shadforth Portfolio Service account which is affected by a corporate action we will review the nature of the corporate action, and in certain cases we may allow you to make an election. Please note the Trustee/Service Operator does not guarantee to offer participation in a corporate action and retains absolute discretion over whether participation will be offered. Please note that corporate actions for listed securities that form part of an MDA model are managed by the model provider on your behalf.

The Trustee/Service Operator may not offer participation in a corporate action under circumstances including, but not limited to, where:

- the share issuer's deadline does not allow adequate time for the Trustee/Service Operator to collate and lodge investors' responses with the issuers' share registry;
- the Trustee/Service Operator believes making the offer is not in members'/investors' best interests; or
- it cannot reasonably be administered by the Trustee/Service Operator; or
- it cannot reasonably be administered due to design and distribution obligations.

Except where you are permitted to provide directions for us for listed securities via Shadforth Portfolio Online, we are not required to give effect to any directions as to how the corporate actions are to be exercised in respect to investment options held for you.

How do you lodge your election for corporate actions?

When a corporate action occurs, and the Trustee/Service Operator determines to provide investors with the opportunity to make an election with regard to the action, as a default we will notify the person you have appointed as agent to receive information and provide instructions on your behalf (that is your financial adviser or MDA provider of the event). Your adviser will be required to submit your election to us prior to our specified cut-off date. This cut-off date will be earlier than the cut-off date set by the issuer for the corporate action itself to allow adequate time for us to collate members' responses and communicate them to the issuer's share registry. If an election is not made prior to our cut-off date, you will be taken to have made no election with regard to the corporate action, and the corporate action default as detailed in the relevant documentation relating to the corporate action, or an alternative default as determined by the Trustee/Service Operator, will apply.

Information relating to a corporate action available to your financial adviser in Shadforth Portfolio Online. The Trustee/Service Operator will not make a recommendation with regard to any corporate action. Once an election has been made, a pending transaction for the corporate action will be created on your account. If you have insufficient cash in your Cash Account to fund the corporate action by the cut-off date, your holdings will be redeemed as per your Standing Instructions. Corporate Actions may limit your ability to trade listed investments.

What happens when a corporate action is complete?

You will receive a notification from us when a corporate action is complete, and all necessary adjustments made to your Shadforth Portfolio Service account. This notification will identify the listed investment and corporate action type which has been completed. You will then be able to view the changes to your portfolio as a result of the corporate action in Shadforth Portfolio Online.

What corporate actions can I participate in?

The following corporate actions are currently available to be completed online.

- Share Purchase Plan
- Non-Renounceable Rights Issue
- Renounceable Rights Issue
- Priority Offer
- Off-Market Buy-Back
- Initial Public Offer

We will make all attempts to make available any corporate actions that you may be eligible to participate in however we may not be able to facilitate the above corporate action types under circumstances including, but not limited to timeframes and/or design and distribution obligations set by the issuer of the corporate action.

Where possible, we may offer other corporate action types by via other methods.

Transferring listed investments

Listed investments held within the Service

If you currently hold listed investments in multiple accounts in the Service, you can request a transfer between accounts in the Service. Please note, there may be Capital Gains Tax implications and transfers out of the Super Service, Pension Service or TAP Service into the Investment Service will require meeting a Condition of Release.

If you transfer a particular listed security between your accounts, you must transfer all of your holding in that particular listed investment.

Listed investments held outside the Service

Where you hold listed investments outside the Service, you may be able to transfer them into your account in the Service. We reserve the right to refuse any such request. If you are interested in transferring listed investments into your account in the Service, please contact Shadforth ClientFirst for further information.

We may redeem listed investments on your behalf

From time to time, we may dispose of listed investments on your behalf (at the prevailing market price) to pay for expenses as they fall due or to ensure adequate liquid funds are available in your account in the Service. We will dispose of the minimum amount required and this will usually only occur where other investment options such as managed investments have already been exhausted. Please see 'Cash Account preferences' in the **General Reference Guide** for more information.

Investing in listed investments should be for the long-term

Investing in listed investments through the Service is for longer term investment purposes consistent with your risk profile, investment objectives and financial needs. It is not intended to facilitate short-term trading activities.

In specie transfers to external providers

Generally, we do not allow in specie transfers to an external provider for listed investments, however, in the circumstances whereby we do allow them we will continue to charge administration fees and costs and Advice Fees until the in-specie transfer request has been completed or the closure of the account.

Investing in Separately Managed Account (SMA) Model Portfolios

SMA

Investments in SMA Model Portfolios can be made in the following ways:

- cash
- transfer of the majority of available listed investments
- transfer of managed investments available within the SMA Model Portfolio, or
- a combination of both.

Before investing in an SMA Model Portfolio we recommend you read the PDS which will be available on portfolio.sfg.com.au and speak with your financial adviser.

Where you are transferring an investment option into the SMA Model Portfolio you must transfer the holding in full.

Transacting and SMAs

Investing in the SMA

Requests to invest into an SMA Model Portfolio can be submitted online by your financial adviser.

Moving investments into an SMA Model Portfolio

You can move listed investments or units in managed investments held in your Shadforth Portfolio Service account into an SMA Model Portfolio without selling them. Where you are transferring an investment option into the SMA Model Portfolio you must transfer the holding in full.

Only managed investments currently available in the chosen SMA Model Portfolio can be transferred. Please note: The *Corporations Act 2001* prevents us from transferring Insignia Financial Ltd listed investments into an SMA. Please refer to your financial adviser for more information.

If the investments that you transfer have a greater weighting than required in the SMA Model Portfolio some, or all, of the investments will be sold to purchase other investments that form part of the SMA Model Portfolio.

Moving investment options when moving out of an SMA Model Portfolio

You can also move your investments out of an SMA Model Portfolio without selling them when you exit the SMA Model Portfolio. If the investment option is not available in Shadforth Portfolio Service you can retain these assets but may not be able to add any additional money to them.

If you are a super or pension member, you will need to check that any transfer out meets investment limits (see page 7 for more information).

Switching between model portfolios within the SMA

You can switch between SMA Model Portfolios. You can do this by selling one SMA Model Portfolio and using the proceeds to buy another SMA Model Portfolio.

Selling an SMA Model Portfolio

We'll generally initiate requests to sell down investment in your SMA Model Portfolio within five business days of receiving your instruction.

Partial withdrawals are allowed up to 85% of the SMA Model Portfolio. The requested amount will be transferred from the cash account within your SMA Model Portfolio to your Cash Account upon being submitted through Shadforth Portfolio Online and the SMA Model Portfolio will rebalance if required.

Please note there may be capital gains tax implications refer to the General Reference Guide for further information.

Investments within your SMA

An SMA Model Portfolio may have exposure to assets which are outside the Investment Menu. Please refer to the SMA PDS for further detail.

How the SMA is managed

For further information on how the SMA is managed, please refer to the SMA PDS which is available at portfolio.sfg.com.au.

Managed Discretionary Accounts

Managed Discretionary Account (MDA) Services

If you have entered into a separate agreement with an MDA provider, that MDA provider may be able to provide MDA services to you in using your account. Your MDA provider provides the MDA service directly to you and is solely responsible for the MDA service. The Trustee or Service Operator is not party to your agreement with an MDA provider but will act on instructions provided by your authorised agent, who may include the MDA provider whom you appoint as your agent to make investment decisions and provide us with instructions on your behalf.

An MDA model is a model portfolio of assets constructed by the MDA provider in accordance with an investment strategy agreed between you and your MDA provider, which may be used by the MDA provider (as your appointed agent) to determine how to manage your assets and what instructions to provide us in relation to your account. MDA models are not investment options accessible from the **Investment Menu**.

In order for your MDA provider to be authorised to provide instructions to us on your behalf, you must remain an advised client at all times. If you cease to be an advised client or transfer to a financial adviser that is not authorised by the MDA provider to provide you with advice in connection with the MDA service you have agreed to receive, the assets in your account will cease to be managed on the basis of instructions given to your MDA provider. An MDA model may have exposure to assets which are outside the **Investment Menu**. If the MDA model is unlinked, you can retain these assets, but may not be able to add any additional money to them.

The Automatic Re-weight facility is not available for your account if your MDA provider is using an MDA model to manage your account.

If you have authorised us to give your MDA provider access to your account, we will provide your MDA provider with access to certain information about your account which they may use in connection with the MDA services they provide to you, such as statements, investment holdings, transactions and account balance. Generally, this is the same information about your account that we provide to you.

You should refer to your agreement with your MDA provider for details of the MDA services they provide to you. The Trustee or Service Operator is not responsible for any services provided to you by an MDA provider that has been appointed by you.

Investment options not available in your MDA models

Maturing investments are not able to be included in your MDA model.

Differences between investing directly and investing through the Service

If you are investing through the Service, there are a number of differences in the rights you might have if you had invested directly and held the managed investment in your own name. The following table illustrates some key differences.

Category	Investing in your own name	Investing in the Investment Service	Investing in the Super Service, Pension Service and TAP Service
Access to retail versus wholesale investments	Generally, you only have access to retail managed investments, unless you have a large sum of money to invest, or if you are a professional investor and can invest directly in wholesale funds.	You have access to a range of wholesale managed investments that generally charge lower fees than equivalent retail funds.	You have access to a range of wholesale managed investments that generally charge lower fees than equivalent retail funds.
Ownership	You are the legal and beneficial owner of the investments and hold the investments directly in your name.	The Custodian has custody of your investments, but you are the beneficial owner. All investments are legally held by the Custodian in the name of the Service on trust for you and not in your name.	The Custodian is the legal owner of the investments you have directed us to purchase and the investments are held in the name of the Custodian on behalf of the Trustee. The investment forms part of your interest in the Fund.
Multiple versus single points of customer service contact details	You need to contact each fund manager separately for all investment administration issues. You will receive numerous communications such as reports, valuations and accounts from each fund manager for each investment.	You have one point of contact for all investment administration issues and receive a consolidated reporting on your account.	You have one point of contact for all investment administration issues and receive a consolidated reporting on your account.
Responsibility for acting on communications	You receive and are responsible for responding to various communications from the listed entity in relation to your listed investment holding, including corporate action notices.	We will receive, review, respond to all communications received in relation to the listed investment holding and provide you with consolidated reporting. Responses to these communications (including corporate action notices) will be completed by us, in accordance with the terms outlined in the General Reference Guide .	We will receive, review, respond to all communications received in relation to the listed investment holding and provide you with consolidated reporting. Responses to these communications (including corporate action notices) will be completed by us, in accordance with the terms outlined in General Reference Guide .

Category	Investing in your own name	Investing in the Investment Service	Investing in the Super Service, Pension Service and TAP Service
Investment fees and costs	<p>You will pay the fees and costs as described in the fees and costs summary of the relevant Product Disclosure Statement for the investment you choose invest in.</p>	<p>You will pay the fees and costs in the fees and costs summary for Shadforth Portfolio Service Investment including any fees and costs from any investment option you choose to invest in.</p> <p>You are entitled to any wholesale discounts or rebates we can negotiate with a fund manager.</p>	<p>You will pay the fees and costs in the fees and costs summary for Shadforth Portfolio Service Super and Shadforth Portfolio Service Pension including any fees and costs from any investment option you choose to invest in.</p> <p>You are entitled to any wholesale discounts or rebates we can negotiate with a fund manager.</p>
Withdrawal rights	<p>You will have any relevant withdrawal rights. Where a PDS or disclosure document becomes defective before the issue of the investment, the issuer must offer you the ability to have your investment returned to you or offer you an option to withdraw your investment.</p>	<p>As the Custodian is the registered holder of accessible investments, it is the direct investor and holds all relevant withdrawal rights. These rights may differ due to the Custodian's wholesale client status and depending on whether the Custodian was provided with a PDS or other disclosure document for the purposes of investing on your behalf.</p> <p>Withdrawal rights for an accessible investment may not be available if the relevant PDS or disclosure document becomes defective before issue of the investment. Because the Custodian will be the registered owner, the product issuer would not be required to return the investment to you or provide you with other options such as notification of an option to withdraw under s724 (for disclosure documents) or s1016E (for PDSs) of the <i>Corporations Act 2001</i>.</p>	<p>As the Custodian is the registered holder of accessible investments, it is the direct investor and holds all relevant withdrawal rights. These rights may differ due to the Custodian's wholesale client status and depending on whether the Custodian was provided with a PDS or other disclosure document for the purposes of investing on your behalf.</p> <p>Withdrawal rights for an accessible investment may not be available if the relevant PDS or disclosure document becomes defective before issue of the investment. Because the Custodian will be the registered owner, the product issuer would not be required to return the investment to you or provide you with other options such as notification of an option to withdraw under s724 (for disclosure documents) or s1016E (for PDSs) of the <i>Corporations Act 2001</i>.</p>

Category	Investing in your own name	Investing in the Investment Service	Investing in the Super Service and Pension Service
Withdrawal rights (continued)			Accessing monies held in the Super Service, Pension Service and TAP Service are subject to meeting a condition of release. However, you are also eligible for concessional tax treatment that is available in respect of super withdrawals.
Income distribution	Income received from any managed investments will be re-invested or paid directly to you by each fund manager. You need to deal with each one separately.	Income received from any managed investments is collected first by us and deposited into your Cash Account or your model's cash account if applicable.. It is then reinvested in accordance with your income preferences. Alternatively, it can remain in your cash account. We then provide consolidated tax reporting.	Income received from any managed investments is collected first by us and deposited into your Cash Account or your model's cash account if applicable. It is then reinvested in accordance with your income preferences. Alternatively, it can remain in your Cash Account. Tax on earnings is paid within the super fund and deducted from your Cash Account. You receive an annual statement from the Trustee.
Term deposit maturity	At maturity, you can elect that the proceeds from a term deposit (principal and interest) be rolled into another term deposit.	There are four maturity instructions to choose from: <ul style="list-style-type: none"> • Mature to the Cash Account (default) • Reinvest (principal only) • Reinvest (principal and interest). • Reinvest (partial principal) Please refer to the 'Investing in a maturing investment' section earlier in this Investment Guide for further details on each option.	There are four maturity instructions to choose from: <ul style="list-style-type: none"> • Mature to the Cash Account (default) • Reinvest (principal only) • Reinvest (principal and interest). Reinvest (partial principal) Please refer to the 'Investing in a maturing investment' section earlier in this Investment Guide for further details on each option.
Contract notes	You receive a contract note for each order executed by your broker.	You do not receive a contract note for each order you place with The Service Operator. The broker sends the contract note to The Service Operator who is the broker's client. You can view completed trades on Shadforth Portfolio Online when an order has been executed.	You do not receive a contract note for each order you place with us. The broker sends the contract note to the Trustee who is the broker's client. You can view completed trades on Shadforth Portfolio Online when an order has been executed.

Category	Investing in your own name	Investing in the Investment Service	Investing in the Super Service and Pension Service
Voting rights	You are entitled to vote and to any additional benefits associated with your holding of the listed investment (such as, shareholder discount cards or special offers) or managed investment.	You have no entitlement to vote or to any additional benefits associated with the listed investment holding or interest in a managed investment option. We may attend a meeting and vote on your behalf if it's in the investors' best interests.	You have no entitlement to vote or to any additional benefits associated with the listed investment holding or interest in a managed investment option. We may attend a meeting and vote on your behalf if it's in the members' best interests.
Cooling-off period	You are generally entitled to a 14-day cooling-off period to change your mind and cancel your investment. Term deposits can generally be redeemed early subject to an interest rate penalty and/or a processing fee.	You do not have any specific cooling-off rights with respect to the underlying investments that we purchase on your behalf. We provide a 14-day cooling-off period in respect of your initial investment through the Investment Service.	You do not have any specific cooling-off rights with respect to the underlying investments that we purchase on your behalf. We provide a 14-day cooling-off period in respect of your initial investment through the Super Service and Pension Service.
Complaints	If you invested directly in a managed investment, any queries or complaints would be handled by the inquiry and dispute resolution mechanisms of the managed investment	As an investor in the Investment Service, any queries or complaints must be handled by the Service Operator's inquiry and dispute resolution mechanisms, even if they relate to a managed investment.	As a super or pension investor, any queries or complaints must be handled by the Trustee's inquiry and dispute resolution mechanisms, even if they relate to a managed investment.

Contact us

If you have any questions about Shadforth Portfolio Service, please contact us:

Phone: 1800 931 792

Email: portfolioservice@sfg.com.au

Website: portfolio.sfg.com.au