

Frozen and illiquid investment options

As at 30 September 2024

This document is accurate as at date of publication. As new information becomes available we will continue to update this guide to keep you fully informed of the latest developments.

This quick reference guide will keep you updated on the status of any frozen and illiquid investment options on our investment menus together with information about withdrawal windows and any action we have taken.

Investment options that allow partial redemptions on the grounds of financial hardship or death claims will be considered on an individual basis. If you think you may qualify for financial hardship please call Shadforth ClientFirst on **1800 931 792** for details of the application procedure.

Investment option name	APIR code	Information	Withdrawal offers
Charter Hall Direct Office Fund – Wholesale	MAQ0448AU	<ul style="list-style-type: none"> Distributions continue to be made quarterly. More information can be found in the investment option's product disclosure statement (PDS) and on Charter Hall's website (www.charterhall.com.au). 	<p>Regular Withdrawal Offers – Withdrawal Offers are intended to be made every six months, subject to the investment option having available liquid assets.</p> <p>The amount under each withdrawal Offer will be notified to the Trustee and Service Operator at the time an offer is made. A full withdrawal offer was made in December 2019, and will be made again every five years from then.</p> <p>The Responsible Entity reserves the right to change or suspend these withdrawal offers.</p>
Charter Hall Direct Office Fund – Retail	MAQ0433AU	<ul style="list-style-type: none"> Distributions continue to be made quarterly. More information can be found in the investment option's PDS and on Charter Hall's website (www.charterhall.com.au). 	
Charter Hall Direct Office Fund – Wholesale A	MAQ0842AU	<ul style="list-style-type: none"> Distributions continue to be made quarterly. More information can be found in the investment option's PDS and on Charter Hall's website (www.charterhall.com.au). 	
LM Wholesale First Mortgage Income – Flexi Account	LMI0007AU	<ul style="list-style-type: none"> Funds are in the process of being wound up. Financial hardship redemptions are not available. BDO, the court appointed liquidator of the underlying investment option, is in the process of finalising the sale of the remaining assets of the investment option. For more information, please refer to www.lmfimf.com. Cash at bank as at 31 December 2023 was \$58.98 million. The estimated return to investors is currently 10.1 cents a unit as at 31 December 2023. Note there are potential claims to be made against the investment option. On or around 31 July 2024, a final distribution will be paid to unitholders. More information can be found on Trilogy's website www.trilogyfunds.com.au and www.lmfimf.com. 	N/A

Investment option name	APIR code	Information	Withdrawal offers
Dexus Core Property Fund – Class A	AMP1015AU	<ul style="list-style-type: none"> Distributions are paid quarterly. Withdrawals can be submitted daily, however the fund manager processes withdrawals on a monthly basis. More information can be found in the investment option's PDS and on Dexus' website (www.dexus.com). 	<p>Monthly withdrawal requests cut-off is 1pm Sydney time on the 15th calendar day of each month or the next business day if this day is a non-business day. The amount available under each Withdrawal Offer is limited to 2.0% of the Underlying Fund NAV per month.</p> <p>Payment of withdrawals is generally made within 10 business days of the specified withdrawal date. However, the investment option's constitution allows withdrawal requests to be paid 12 months after the specified withdrawal date or even longer in certain circumstances, or where the fund is considered to be illiquid under the Corporations Act.</p> <p>The Responsible Entity reserves the right to change these withdrawal timeframes and amounts for the fund.</p>
Dexus Core Infrastructure Fund	AMP1179AU	<ul style="list-style-type: none"> The investment option aims to pay Distributions quarterly. Financial hardship redemptions are not available. Withdrawals can be submitted daily, however the Fund Manager processes withdrawals on a monthly basis. More information can be found in the investment option's PDS and on Dexus' website (www.dexus.com). 	<p>Monthly withdrawal requests cut-off is 1pm Sydney time on the 11th calendar day of each month or the next business day if this day is a non-business day.</p> <p>Payment of withdrawals is generally made within twelve months of the specified withdrawal date. However, the investment option's constitution allows withdrawal requests to be paid 12 months after the specified withdrawal date or even longer in certain circumstances.</p> <p>The Responsible Entity reserves the right to change these withdrawal timeframes for the investment option.</p>
Redcape Hotel Group	MAA8238AU	<ul style="list-style-type: none"> The Responsible Entity expects to pay distributions on a quarterly basis. The closing date for withdrawal requests is 2pm Sydney time 45 days prior to the last day of the relevant quarter. Payment of withdrawals are generally made within 10 business days of the last business day of the relevant quarter. However, under the fund's Constitution, the Responsible Entity is allowed up to 365 days in which to accept any withdrawal requests. More information can be found in the investment option's PDS and on Redcape's website (www.redcape.com.au). 	<p>Regular Withdrawal Offers – Withdrawal offers are intended to be made every quarter.</p> <p>The amount available under each Withdrawal Offer is limited to 2.5% of the Fund's Directors' NAV as at each relevant quarter end.</p> <p>A full withdrawal offer will be made in November 2026, and will be made again every five years from then.</p> <p>The Responsible Entity reserves the right to change or suspend these withdrawal offers.</p>
Schroder Specialist Private Equity Fund – Professional Class	SCH0038AU	<ul style="list-style-type: none"> No cash distributions are paid, however taxable income (if any) will be attributed to unitholders each year in accordance with the applicable tax laws. The closing date for withdrawal requests is 3pm Sydney time on the last business day of each quarter. The Pricing Date is the last business day of the following quarter. Payment of withdrawals are generally made within 23 business days after the Pricing Date. However, under the investment option's Constitution, the Responsible Entity is allowed up to 36 months to satisfy a withdrawal request in certain circumstances. More information can be found in the investment option's PDS and on Schrodgers' website (www.schroders.com). 	<p>Regular Withdrawal Period – The withdrawal window for the investment option is every calendar quarter.</p> <p>The amount available each Withdrawal Period is limited to 5% of the Underlying Fund NAV per calendar quarter.</p> <p>The Responsible Entity reserves the right to change or suspend the withdrawal periods.</p>

Investment option name	APIR code	Information	Withdrawal offers
Partners Group Global Value Fund	ETL0276AU	<ul style="list-style-type: none"> Distributions are paid annually if applicable. The valuation of the withdrawal is as at 60 days from the withdrawal cut-off. Payment of withdrawals are generally made 30 days from valuation date. More information can be found in the investment option's PDS and on Partners Group's website (www.partnersgroupaustralia.com.au). 	<p>Monthly withdrawal requests cut-off is the second last business day of each month.</p> <p>The Responsible Entity reserves the right to change or suspend withdrawals.</p>
MLC Global Private Equity Fund	MLC5609AU	<ul style="list-style-type: none"> No cash distributions are expected to be paid, however taxable income (if any) will be attributed to unitholders each year in accordance with the applicable tax laws. Withdrawals are subject to a regulated withdrawal offer made by MLC as the investment option is deemed non-liquid. Payments are generally made within 21 days of the closing of the withdrawal offer. More information can be found in the investment option's PDS and on MLC Asset Management's website (www.mlcam.com.au). 	<p>Regular Withdrawal Offers – Withdrawal offers are intended to be made monthly.</p> <p>The cut-off for the withdrawal offers is usually the last day of the month.</p> <p>MLC will seek to offer an amount to satisfy withdrawal offers equal to a total of 5% of the investment option's NAV each quarter, using the latest investment option's NAV calculation available at the start of each quarter.</p>
Ophir Global High Conviction Fund	PIM4401AU	<ul style="list-style-type: none"> Distributions are generally paid annually (as at 30 June each year). If an application request is received at least 3 business days prior to the end of the month, units will be issued on the second business day (NSW business days) of the following month. If a withdrawal request is received at least 3 business days prior to the end of the month, proceeds are generally paid around business day 10 (NSW business days) of the following month. The constitution for the investment option allows up to 180 days to complete payment. More information can be found in the investment option's PDS and on Ophir's website (www.ophiram.com.au). 	<p>In certain circumstances such as a freeze on withdrawals or where the investment option is illiquid, there may be a longer wait for withdrawals.</p> <p>If the investment option is not sufficiently liquid then investors will only be permitted to withdraw under a withdrawal offer in accordance with the Fund constitution.</p>
Hamilton Lane Global Private Assets Fund (AUD)	PIM1015AU	<ul style="list-style-type: none"> Distributions are paid annually. The nature of the investment option's investments means that distributions are not anticipated to be otherwise regularly made and that any distributions will generally not be significant in value. Applications for units in the investment option can be submitted daily, however the fund manager processes applications on a monthly basis. Application requests must be received by the 18th calendar day of the month. Where the 18th calendar day of the month is a Saturday, Sunday or a New South Wales public holiday applications must be submitted by the last Business Day prior to that day. Units will be issued on the first business day of the following month (Dealing Date). Confirmations will typically be provided by the 18th Business Day following the Dealing Date. Withdrawal requests are generally confirmed and paid by the 20th Business Day in the following month. The Responsible Entity reserves the right to change these withdrawal timeframes for the investment option, subject to law. More information can be found in the investment option's PDS and on Hamilton Lane's website (www.hamiltonlane.com.au). 	<p>Monthly withdrawal requests cut-off is on the 18th calendar day of each month. Where the 18th calendar day of the month is a Saturday, Sunday or a New South Wales public holiday withdrawal requests must be submitted the Business Day prior to that day.</p> <p>The Trust Company (RE Services) Limited, the Responsible Entity, reserves the right to change these withdrawal timeframes for the investment option subject to law.</p>

For more information, please visit our website, portfolio.sfg.com.au or call our Shadforth ClientFirst on 1800 931 792.

Issued by IOOF Investment Management Limited ABN 53 006 695 021, AFSL 230524, as Trustee of the IOOF Portfolio Service Superannuation Fund ABN 70 815 369 818 and Navigator Australia Limited ABN 45 006 302 987, AFSL 236466, as Service Operator of Shadforth Portfolio Service – Investment.

This is general advice only and has been prepared without taking into account your particular objectives, needs, and financial circumstances. Before making any decision based on this document you should assess your own circumstances or consult a licensed financial adviser. You should obtain and consider a copy of the product disclosure statement relating to each financial product, before you acquire the financial product.

Frozen and illiquid investment options request to redeem units

Use this form if you would like to redeem part or all of your investment from a frozen or illiquid investment option. Please complete all sections in BLACK INK using CAPITAL LETTERS and ✓ boxes where provided.

Step 1: Investment option details

APIR code (if applicable)

Investment option name

Step 2: Complete your details

Account number

Account Name

Date of birth(if applicable) / /

Step 3: Select your redemption amount and read the declaration, then sign

You can request to redeem any percentage of your investment. In accordance with the Corporations Act, you may receive less than you request (a pro-rated amount). This can occur if the total amount requested by investors exceeds the amount available in that window.

I wish to redeem ALL (100%) of my investment.

OR

I wish to redeem % of my investment.

Declaration and signature(s)

I declare, acknowledge and understand that:

- Upon redemption from the investment option, all monies received will be placed in my cash account.
- I may not receive the full amount requested as my redemption request may be pro-rated by the Trustee.
- If this form is not fully completed and received at the address stated below by 5:00pm EST, three business days prior to the date of the investment option's current withdrawal window, that I will participate in the next withdrawal window.

Signature

Signatory 1 Date / /

Full name

Title (such as Investor/Director/Trustee as applicable)

Additional signatures (if required)

Signatory 2 Date / /

Full name

Title (such as Investor/Director/Trustee as applicable)

Signatory 3	<input type="text"/>	Date	<input type="text"/>	/	<input type="text"/>	/	<input type="text"/>
Full name	<input type="text"/>						
Title (such as Investor/Director/Trustee as applicable)	<input type="text"/>						
Signatory 4	<input type="text"/>	Date	<input type="text"/>	/	<input type="text"/>	/	<input type="text"/>
Full name	<input type="text"/>						
Title (such as Investor/Director/Trustee as applicable)	<input type="text"/>						
Signatory 5	<input type="text"/>	Date	<input type="text"/>	/	<input type="text"/>	/	<input type="text"/>
Full name	<input type="text"/>						
Title (such as Investor/Director/Trustee as applicable)	<input type="text"/>						
Signatory 6	<input type="text"/>	Date	<input type="text"/>	/	<input type="text"/>	/	<input type="text"/>
Full name	<input type="text"/>						
Title (such as Investor/Director/Trustee as applicable)	<input type="text"/>						
Common seal (of company) if required	<input type="text"/>						

Please forward all correspondence and enquiries to

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