

# Planned system outage period

## INFORMATION TO HELP YOU PLAN AHEAD

To help you plan ahead if you need to, here are some frequently asked questions and answers about this planned system outage.

### Why have I received this notice?

As this planned system outage impacts access to your account, payments to and from it and your ability to transact for the short period of the outage, we've provided this notice to help you plan ahead if you need to.

Bear in mind that there's no impact if you don't need to access or transact on your account during this short outage period.

### When will the system outage occur?

The system outage will occur from 1–4 October 2022. We've planned it at this time to coincide with the long weekend for NSW, ACT, Qld and SA, and the following Tuesday, to reduce the impact as much as possible.

### Do I need to do anything?

This is mostly for your information only so that you are aware of this system outage, why it is needed and any impacts it may have for you.

We don't require you to take any action, and generally, you won't need to. However, if you expect to have an urgent transaction request, we encourage you to submit it as early as possible, by or before 27 September 2022. Note, some transactions processed before the outage may not be finalised until after the outage period ends.

### Why is this planned outage period needed?

Insignia Financial Ltd (formerly IOOF Holdings Ltd) purchased ANZ's Pensions and Investments business in January 2020. As part of the separation of the business from ANZ, the outage period will enable the technology that supports your account to move from ANZ's to Insignia Financial's technology platform.

### What won't I be able to do during the outage period?

You won't be able to access online services for your account.

You won't be able to access information about your account or transact via Customer Services, as Customer Services also won't have system access.

Payments to or from your account, including investments/contributions, investment switches, withdrawals, rollovers and super to pension transfers will be held and processed from Wednesday 5 October 2022, once the outage period ends.

Any updates to your account (such as an address change) will similarly be held and processed once the outage period ends.

### Can I access information about my account online during the outage period?

You won't have online access to your account during the outage period. Our Customer Services team also won't have access to your accounts.

### Are there any impacts before the outage period?

Normal processing of contributions and transaction requests applies before the outage period begins.



Transaction requests received before the outage period will generally be processed before the outage begins. If a request is urgent, we encourage you to submit it as early as possible, by or before Tuesday 27 September 2022.

Some transactions processed before the outage may not be finalised until after the outage period ends. However, if we receive your contribution or transaction request before the outage period begins, the normal effective date and unit price will apply as per normal processing and standard service levels.

### **Will my investment, my product or my account be impacted?**

Your funds continue to be invested over the outage period and there's no change to your product or your accounts.

Funds received during the outage will be invested on the first business day after the outage – Wednesday 5 October 2022. Unit prices reflecting market values effective for Wednesday 5 October 2022 will apply to contributions and transactions received during the outage period.

The only investment impact of the outage is on contributions and transaction requests received over the outage period that would otherwise have received unit prices reflecting market values for Tuesday 4 October 2022.

### **How will unit prices be calculated during the outage period?**

No unit prices will be calculated for Tuesday 4 October 2022, and as Monday 3 October 2022 is a NSW public holiday, no unit prices are normally calculated on this day.

We'll apply unit prices reflecting market values for Wednesday 5 October 2022 to investments/contributions and transactions received during the outage period.

This means that the only impact of the outage is on investments/contributions and transaction requests received over the outage period that would otherwise have received unit prices reflecting market values on the one business day of the outage period, Tuesday 4 October 2022.

There's no impact on funds that remain invested over the period.

### **Will there be any change to my product?**

No, there is no change to your product as a result of the outage period.

### **What happens once the outage period ends?**

We'll be back to business as usual.

Contributions and transaction requests received during the outage period will be processed after the period ends, from Wednesday 5 October 2022.

Unit prices effective for Wednesday 5 October 2022 will apply to contributions and transactions received during this period.

### **What are you doing to minimise the impact of the outage period?**

We understand that this outage period has potential to cause inconvenience. So, to reduce the impact as much as possible we've planned it to occur from 1–4 October 2022 to coincide with the long weekend for NSW, ACT, Qld and SA, and the following Tuesday, so that it impacts only one working day in these states.

Also, as Monday 3 October 2022 is a public holiday in NSW, no unit prices are normally calculated on this day. This means that there is only one day, Tuesday 4 October 2022, when unit prices reflecting market values won't be calculated when they normally would.

### **I noticed a new email address on my letter: [smartchoice@insigniafinancial.com.au](mailto:smartchoice@insigniafinancial.com.au)**

#### **Will you still receive emails to the previous email address?**

IIOF, who purchased ANZ's Pensions and Investments business in January 2020, which includes ANZ branded products, has recently had a name change to Insignia Financial Ltd (Insignia Financial). The new email address reflects that name change.

If you've emailed our previous ANZ email address, we'll still be able to receive it until Friday 30 September 2022. However, please take note of our new email address to contact us after this date.

## **What happens to my pension payment due during the outage period?**

If you have a regular pension payment due during the outage period, we'll bring forward your regular payment to 28 September 2022, before the outage period begins.

## **What happens to my regular investment draw-down?**

If you have a regular investment draw-down payment, there's no impact on your payment or payment date.

## **What happens to the Direct Debit payments from my account due during the outage period?**

These will be debited on Wednesday 5 October 2022 when the outage ends.

## **What happens to my Income Protection/Group Salary Continuance benefit payment due during the outage period?**

If you have an Income Protection/Group Salary Continuance benefit payment due during the outage period, in most cases there will be no impact on your payment or payment date. However, in some cases where necessary, we may bring your payment forward to 27 September 2022.

## **What happens to deductions from my account due during the outage period?**

If a deduction from your account is due within the outage period, such as Administration fees, Adviser Service fees or an insurance fee/premium deduction, we'll delay this until after the outage period ends. This won't impact any insurance cover you have.

## **Which products are affected by the planned system outage period?**

ANZ Smart Choice Super and Pension

ANZ Smart Choice – Defined Benefit

ANZ Smart Choice Super for employers and their employees

ANZ Smart Choice Super for QBE Management Services Pty Ltd and their Employees

ANZ OneAnswer Allocated Pension

ANZ OneAnswer Allocated Pension TTR

ANZ OneAnswer Personal Super

ANZ OneAnswer Term Allocated Pension

ANZ OneAnswer Investment Portfolio

ANZ Super Advantage

ANZ Personal Superannuation Bond

ANZ Allocated Pension Plan

ANZ Direct Managed Investments

ANZ Master Trusts

ANZ Mortgage Fund

ANZ Cash Rollover Fund

ANZ Deferred Annuity Series 1

ANZ Flexible Income Plan Series 1

ANZ Deferred Annuity Series 3

ANZ Flexible Income Plan Series 3

ANZ Maxisafe Deferred Annuity

ANZ Investment Bond



ANZ Deferred Annuity Series 2

ANZ Flexible Income Plan Series 2