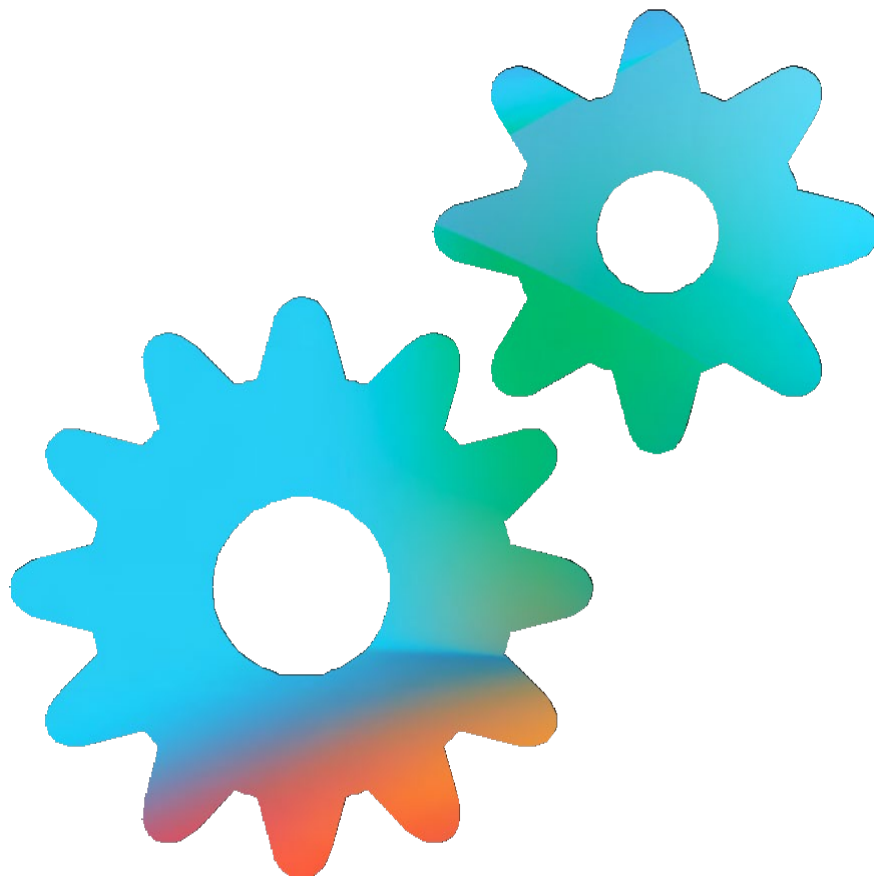


# Managed Account

Product  
Disclosure Statement

30 September 2022

Part 1 – General Information



This Product Disclosure Statement ('PDS') has been prepared and issued by Netwealth Investments Limited (ABN 85 090 569 109, AFS Licence No. 230975) ('Netwealth', 'we', 'us' or 'our') in its capacity as the Responsible Entity of the Netwealth Managed Account Service ('Managed Account') which is a registered managed investment scheme (ARSN 633 923 887). This PDS is made up of two parts (this Part 1 – General Information and Part 2 – Managed Models Menu including fees and costs information) together with a number of other documents taken to be included in this PDS (together, the 'Managed Account disclosure documents'). You need to make sure you read all of the Managed Account disclosure documents that are relevant to you – see the 'About the Managed Account disclosure documents' section on page 6.

The Managed Account is currently only available to you if you are using the Netwealth Wrap Service or the Netwealth Superannuation Master Fund ('platform services').

This offer is only available to persons receiving this PDS within Australia.

If you received this PDS electronically, we will provide a paper copy free upon request. If obtaining an electronic copy, please ensure you have a complete copy of each of the documents that make up this PDS together with the other disclosure documents that are relevant to you.

It is important you understand that the values of most investments fluctuate. In other words, most investments go up and down in value as investment specific or general market conditions change. Your investment does not represent deposits with, or other liabilities of, Netwealth. Your investment is subject to investment risk, including possible delays in repayment and loss of income and principal invested, and neither we nor any associated company guarantees the performance of your investment, that you will earn any return on your investment or that your investment will gain or retain its value.

For help with investing generally, you should consider speaking to a registered financial adviser. The Australian Securities and Investments Commission ('ASIC') can help you check if a financial adviser is registered by calling them on 1300 300 630 or by checking on their website [www.moneySMART.gov.au](http://www.moneySMART.gov.au). If you don't have an adviser, contact us and we can put you in touch with someone who can help.

## General information only

The information provided in the Managed Account disclosure documents is general information only and is not intended to imply any recommendation or opinion about a financial product. This information does not take into account your personal objectives, financial situation or needs. You should consider whether the information is appropriate for you in light of your personal objectives, financial situation and needs, and you should consider consulting a financial adviser before making a decision about whether to invest in the Managed Account or any of the Managed Models.

Information in the Managed Account disclosure documents is based on taxation and other relevant laws and their current interpretation at the date of issue.

## Contact details

### Netwealth

#### Postal address

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### Updating the Managed Account disclosure documents

Information in the Managed Account disclosure documents may change from time to time in the future. Where the changes are not materially adverse, the updated information will be made available to you in the 'Forms and documents' section of our website at [netwealth.com.au](https://netwealth.com.au) or by contacting us on Freecall 1800 888 223. A paper or electronic copy of any updated information is available from us free of charge upon request.

## About the Managed Account

The Managed Account provides you with access to a range of professionally managed investment portfolios in the form of Managed Models ('models'). Each model is a set of underlying investments that is managed based on the investment philosophy and investment decisions of a professional investment manager ('Model Manager'). The Managed Account can be invested in using one or more of the following platform services:

### Netwealth Wrap Service

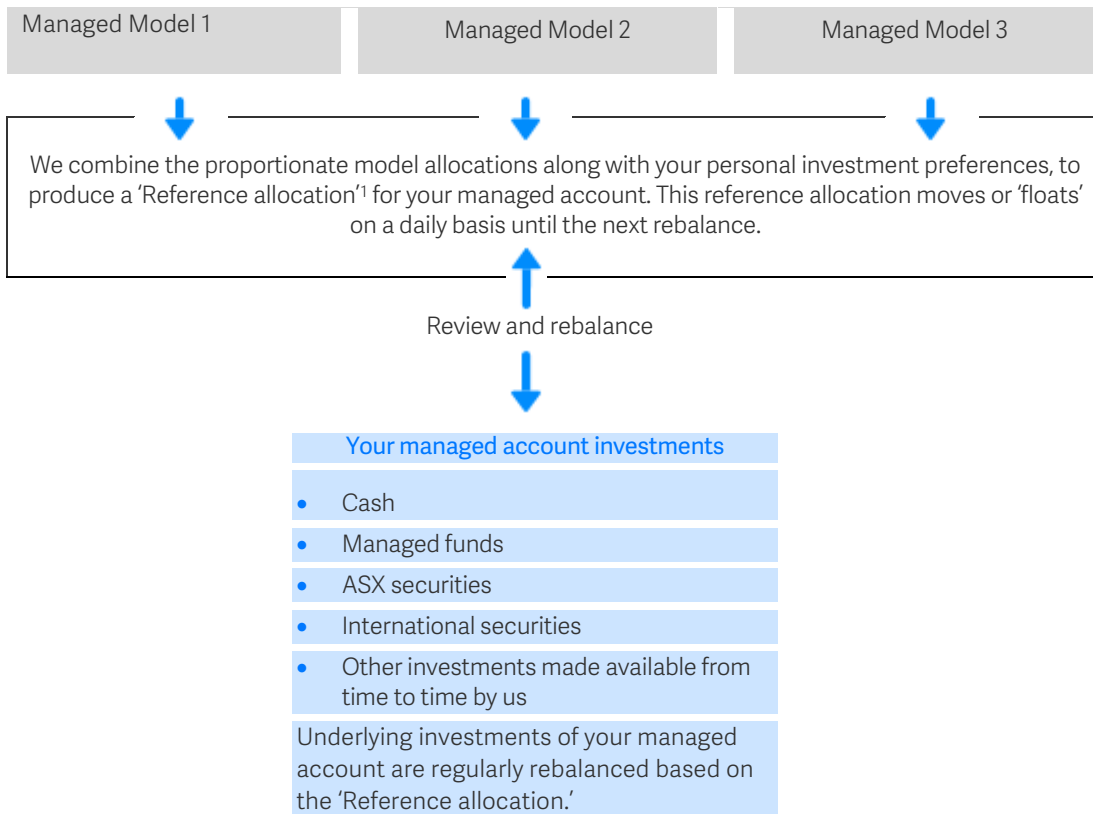
- Wealth Accelerator

### Netwealth Superannuation Master Fund

- Super Accelerator

You can choose from a range of models. The models available are listed in the Managed Models Menu which is within Part 2 of this PDS. Your interest in the Managed Account is referred to as **'your managed account'** in this PDS.

The following diagram shows how your managed account works. It assumes you have chosen three different models for the purpose of managing your managed account.



### How the Managed Account works:

This is a brief summary of the Managed Account. Refer to the Managed Account Guide for further details about how the Managed Account works.

Note that the allocation of investments held in your managed account does not always exactly match those of your chosen model(s). This may be due to the application of minimum holdings and trade sizes, your personal investment preferences and timing differences. The Managed Account Guide has further details about how these variables affect the allocation of investments in your managed account.

You can only invest in the Managed Account through an account you hold in one of the platform services. You can instruct Netwealth as operator or administrator of the relevant platform service to invest in your chosen managed models using the Managed Account. You can also instruct Netwealth

<sup>1</sup> The 'reference allocation' is a theoretical allocation as the actual investments in your managed account will never exactly match this allocation due to a range of factors such as minimum trading sizes.

## About the Managed Account

as operator or administrator of the platform service to apply your chosen personal investment preferences in relation to your managed account, to make additions to the Managed Account, to make withdrawals from the Managed Account and to change or switch between the models held in your managed account.

In this PDS any reference to an instruction provided by you to us in relation to your managed account means an instruction you provide to Netwealth as operator or administrator of the platform service to implement in relation to your managed account.

When you direct Netwealth as platform operator or administrator to invest in the Managed Account on your behalf through your platform account, the terms and conditions of the Managed Account apply. The terms and conditions of the Managed Account are as set out in this PDS and in the constitution of the Managed Account as amended from time to time.

## About the Managed Account disclosure documents

This PDS comprises a number of documents to help you understand the Managed Account and how it works. These documents are:

- this PDS which includes:
  - this document, which is also known as Part 1 of this PDS; and
  - Part 2 of this PDS which is the Managed Models Menu including fees and costs information;
- the Managed Account Guide; and
- the Managed Model Profiles for the models listed in the Managed Models Menu in Part 2 of this PDS.

You should ensure that you read all of the documents that are relevant to you before selecting any models.

We have also published a target market determination ('TMD') which provides information about the type of person that the Managed Account is designed for.

### Part 1 and Part 2 of the PDS

Part 1 of this PDS contains information about the key benefits, significant risks and features of the Managed Account.

Part 2 of this PDS is referred to as the Managed Models Menu and sets out the fees and other costs of the Managed Account, along with a list of the models that are available to you through the Managed Account. The Managed Models Menu is updated regularly, and you should ensure you have the current version of the document.

### Managed Account Guide

The Managed Account Guide provides more detailed information about how your managed account works and some of the procedures we follow when you operate your managed account. It also includes information about our role as responsible entity, the role of the Model Managers and risks associated with using the Managed Account. The information in the Managed Account Guide is taken to be included in this PDS.

### Managed Model Profiles

Important information about each model, including information about its Model Manager, investment objective and timeframe, its investment strategy, income setting, asset allocation ranges and investment universe, minimum investment amount and if the model holds illiquid assets, is set out in a group of documents called the 'Managed Model Profiles'. This group of documents includes a profile for the models managed by each Model Manager ('the relevant Managed Model Profiles document'). The information in the Managed Model Profiles is taken to be included in this PDS. The group of Managed Model Profiles that describe the models available to you is available by logging into your Netwealth platform account, selecting 'Compare Funds and Models' and choosing 'Managed Models' under the 'Investment Type'. A profile for each model can be downloaded from the group of Managed Model Profiles by selecting '...' under the heading 'INFO'.

### Disclosure documents for your platform account

The Managed Account is only available through a platform account that you hold through one of the platform services, in which Netwealth (acting in a separate capacity to that as responsible entity of the Managed Account) is the operator of the Netwealth Wrap Service, and Netwealth Superannuation Services Pty Ltd (ABN 80 636 951 310, AFS Licence No. 528032) is the trustee of the Netwealth Superannuation Master Fund. Details of each of these platform services are included in the relevant platform disclosure document. These disclosure documents are the Product Disclosure Statements for Super Accelerator and the IDPS Guide for Wealth Accelerator and include any supplementary disclosure documents and any documents incorporated by reference or referred to in the platform disclosure documents. The platform disclosure documents include important information about the operation of your platform account, the fees charged in relation to your platform account and the risks

Please ensure you have a complete copy of the Managed Account disclosure documents that form part of the PDS and are relevant to you.

If you received this PDS Part 1 or any document referred to in this PDS Part 1 electronically, we will provide a paper copy free upon request.

If you obtain an electronic copy of this PDS Part 1, please ensure you also have a complete copy of each of the documents that form part of the PDS and are relevant to you.

If in the future you invest further amounts, choose to use additional features or select different models, you should review the most recent Managed Account disclosure documents before doing so as conditions and features may have changed since you previously read them.

## About the Managed Account disclosure documents

of investments held in your platform account, and you should read these disclosure documents in deciding whether to acquire or continue to hold a platform account.

## Accessing these documents

All of the documents described above are available free of charge:

- on [netwealth.com.au](https://netwealth.com.au) (**our website**);
- in printed form by calling Freecall 1800 888 223; or
- from your financial adviser.

You may obtain a copy of the constitution for the Managed Account free of charge from our website at [netwealth.com.au](https://netwealth.com.au), by calling Freecall 1800 888 223 or contacting us at the address on page 2.

## Some important terminology

In the Managed Account disclosure documents we use the following terms to help explain how the Managed Account works:

Term	Meaning
Managed Model (or model)	A notional investment portfolio available in the Managed Account. The models you choose are the basis for the investments that will be held in your managed account.
Managed account cash account	The part of your managed account holding cash. Your managed account includes an allocation to cash to provide short term liquidity, to assist in the effective rebalancing of your managed account and to provide a buffer for the efficient settlement of trades. The allocation to cash differs between Managed Models.
Model Manager	An investment manager (which may be us or an agent we appoint) who determines the ongoing investment holdings for a particular model in the Managed Account.
Model allocation	The model allocation is the proportion of your managed account to be invested in accordance with each of your chosen models. You can choose one or more models.
Model Performance	The notional return of a model for a period made up of changes in the value of the investments in the model, income accrued and paid on those investments and the deduction of fees and other costs (as described in the Managed Models Menu) for that period. The Model Performance is unlikely to exactly match your actual investment returns. This is because the investments you hold in your managed account do not always exactly match those of your chosen models (for example, due to your personal investment preferences).
Reference allocation	A theoretical allocation of investments in your managed account which is used by us to rebalance your managed account. We blend your chosen models based on your model allocation and your personal investment preferences to arrive at the reference allocation. This allocation then moves or 'floats' on a daily basis until the next rebalancing. <sup>2</sup>
Float	The allocations to investments and to models in your managed account do not remain fixed. They move or 'float' in line with movements in the market value of the investments and with cash flows associated with the investments or models.
Rebalance	We review the investments in your managed account against your reference allocation and, if necessary, we buy or sell investments to keep them in line (as closely as practicable) with your selected models and your personal investment preferences. These trades constitute a 'rebalance'. <sup>3</sup>
Investment preferences	Certain instructions that you can provide to us regarding investments in your managed account (for example, to exclude a particular investment).
Trade	A transaction conducted by us involving investments in your managed account including buying and selling listed securities and acquiring or redeeming units in managed funds.

<sup>2</sup> Refer to the Managed Account Guide for more information about the reference allocation.

<sup>3</sup> Refer to the Managed Account Guide for more information about the rebalancing process.



## Benefits of the Managed Account

<p><b>Access</b> to professionally managed investment portfolios</p>	<p>By investing in the Managed Account through your platform account, investments in your managed account are reviewed and rebalanced by reference to the models set by your chosen Model Managers. This can contribute to investment performance as your investments are reviewed and management decisions utilise the skills of the relevant Model Manager.</p>
<p><b>Control</b> of your investment strategy and outcomes</p>	<p>We offer a choice of Model Managers and models, covering a spread of investment strategies and asset types, that gives you the opportunity to select a particular investment strategy that you decide is appropriate for you. By nominating investment preferences, you can also customise your managed account by placing certain restrictions on certain investments to be held in your managed account. You may also be able to change models or withdraw from the Managed Account without having to sell all the underlying investments.</p>
<p><b>Confidence</b> in how your money is invested</p>	<p>You can see exactly where your money is invested, how each investment contributes to your investment performance and what investment decisions have been implemented on your behalf.</p>
<p><b>Convenience</b></p>	<p>You can manage your managed account and choice of models through the one platform account which is accessible online. This provides you or your adviser with information about all your investments in one place and saves you time when managing your investments.</p>
<p><b>Cost efficiency</b> (which contributes to investment performance)</p>	<p>You can transfer compatible investments in your platform account into your managed account, which may reduce the need to trade investments, and you may be able to transfer investments out of your managed account into your platform account without having to sell them. This can help reduce trading costs, stamp duty and tax.<sup>4</sup></p> <p>If you decide to change models, only those investments that are different or have different weightings need to be traded. This has the potential to reduce trading costs and tax when you switch between models.</p> <p>Your investments are only traded in your managed account when necessary. If one of your Model Managers is buying a particular investment and another is selling the same investment at the same time, then these trades are netted off, saving you unnecessary transactions and expenses.</p>
<p><b>Tax efficiency</b> (which contributes to investment performance) compared with managed funds</p>	<p>In addition to the potential tax efficiencies when you change investment strategies, as described above, there are potential benefits because the tax you pay is directly related to the income and realised capital gains from your investments. Unlike managed funds, your tax position is not affected by previous transactions made by the fund manager, which can lead to accumulated tax liabilities in the managed fund, or the need for the managed fund to sell investments and realise gains due to other investors leaving the managed fund.</p>

<sup>4</sup> Refer to the Managed Account Guide for information about transferring investments into or out of your managed account.

## Key features

The following tables provide a summary of the key features of the Managed Account. You should read the Managed Account disclosure documents relevant to you before using the Managed Account.

How your money is invested	More details	
Investment management	We acquire, hold and rebalance the investments in your managed account in accordance with the advice provided to us by the Model Manager of your chosen model(s) and your personal investment preferences.	Managed Account Guide
Choice of models	You can choose from a broad range of models to suit your personal needs, objectives and circumstances. There are over 80 different models available to you. Additional models may be available to clients of certain financial advisers.	Managed Models Menu The relevant Managed Model Profiles document
Choice of Model Managers	Each model has a Model Manager who is appointed by us. The Model Manager determines the investments to be held in the model based on their investment strategy and process. There are over 20 different Model Managers available to you. Additional Model Managers may be available to clients of certain financial advisers. Model Managers include some well-known domestic and global financial institutions, boutique fund managers, specialist model managers, research consultants and financial advice groups. In some cases we act as the Model Manager. The Model Manager for each model is identified in the relevant Managed Model Profiles document. We monitor and supervise the performance of the Model Managers.	Managed Models Menu The relevant Managed Model Profiles document
Choice of investment types	The models may include a range of investments. Each model has a specified asset allocation range and an allowable investment universe. Investments may include growth assets including Australian and international equities, property, infrastructure and alternatives, and/or defensive assets, including fixed interest investments and cash. The investment universe for a model may include listed securities (including ETFs and LICs) and/or managed funds.	The relevant Managed Model Profiles document
Investment strategies	Each model has an investment strategy implemented by the Model Manager. Some models invest in a single asset class such as Australian or international equities. Other models are diversified, investing across a broad range of asset classes. Strategies include index based investment strategies and active investment strategies and various approaches to investment selection.	The relevant Managed Model Profiles document

## Key features

Investment objectives	Each model has an investment objective. Generally the objectives will be to achieve capital growth over the medium to long term. Some models may also consider the generation of income. The objectives may include outperformance of certain market indices or other benchmarks such as the RBA's Official Cash Rate or CPI.	The relevant Managed Model Profiles document
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Transacting		More details
Minimum investment amount	Each model has a minimum investment amount. The minimum is different for different models.	The relevant Managed Model Profiles document
Minimum additional investment amount	You may add amounts to the investments in your managed account. The minimum addition to any model is \$1,000. <sup>5</sup>	Managed Account Guide
Transferring investments into your managed account	You can transfer investments into your managed account via your platform account.	Managed Account Guide
Withdrawing cash from your managed account	You can instruct us to withdraw from your managed account at any time. Once the requested cash is available, it is paid to your platform account cash account and your managed account is rebalanced. In some instances, the withdrawal amount will be made available progressively as the underlying investments are redeemed. The minimum withdrawal amount per model is \$1,000. <sup>6</sup>	Managed Account Guide
Transferring investments out of your managed account	You may transfer investments out of your managed account without selling the investments. <sup>7</sup> The investments are transferred to your platform account and your managed account is rebalanced. The minimum value of a transfer out of your managed account is \$1,000.	Managed Account Guide
Changing your Managed Models	You can change your chosen models or model allocation at any time. This causes your managed account to be rebalanced.	Managed Account Guide
Rebalancing		More details
Rebalancing your managed account	When there are changes to your managed account or the models that you hold, we review the investments held in your managed account and, where required, your managed account is rebalanced.	Managed Account Guide

<sup>5</sup> The minimum additional investment amount does not apply to automated reinvestment of income or excess cash from your platform account.

<sup>6</sup> The minimum withdrawal amount does not apply to withdrawals made as a result of an auto sell down to your platform account.

<sup>7</sup> Certain assets held within a model may not be able to be transferred to your platform account. Refer to the Managed Account Guide for information about transferring investments into or out of your managed account.

## Key features

Rebalancing (continued)		More details
Minimum holding size	There is a minimum holding of \$100 in any single investment bought for your managed account. You can choose to set a higher minimum holding size which then applies to all investments in your managed account.	Managed Account Guide
Minimum trade size	There is a default minimum trade size of \$100 or 0.05% of your total managed account balance, whichever is higher, for any purchase or sale of an investment in your managed account which applies when investments are rebalanced. <sup>8</sup> You may choose to set a different minimum trade size which then applies to any future trade in your managed account. The minimum trade size cannot be lower than \$100.	Managed Account Guide
Floating allocation	The allocation to investments in your managed account is allowed to float with movements in the value of the investments. This means that your managed account is not rebalanced simply because investment values have changed.	Managed Account Guide
Investment preferences you can nominate		More details
Substitute	Where you do not wish to have a particular investment in your managed account, you may instruct us not to buy that investment and to substitute a different investment (that we agree to hold) instead.	Managed Account Guide
Don't hold	Where you do not wish to have a particular investment in your managed account, you may instruct us not to buy that investment and to spread the amount that would otherwise be allocated to the investment across the other investments included in each model which has an allocation to the don't hold investment.	Managed Account Guide
Lock	You may instruct us to retain a holding in a particular investment in your managed account and to not trade (buy or sell) any of that investment during a rebalance.	Managed Account Guide

<sup>8</sup> Where you have certain models in your managed account, we set the default minimum trade size at a different level. The minimum trade size is shown in your managed accounts profile available through your online account.

Investment preferences you can nominate (continued)	More details	
Distribution of income (Income instruction)	<p>You may set an income instruction for your managed account. You can choose between the following options:</p> <ul style="list-style-type: none"> <li>• Reinvest in your managed account; or</li> <li>• Pay to your platform account cash account (by partly redeeming your interest in the Managed Account).</li> </ul> <p>If you do not select an income instruction, the default option is to reinvest income in your managed account<sup>9</sup>. You should consider whether your chosen models are managed to accumulate income or if income is unallocated.</p>	<p>Managed Account Guide</p> <p>The relevant Managed Model Profiles document</p>
Minimum holding and trade sizes	<p>You may choose to set a higher minimum holding and/or trade size.</p>	<p>Managed Account Guide</p>
Other features	More details	
Taxation	<p>The tax treatment of managed account investments depends on whether your managed account is held using the Netwealth Superannuation Master Fund or the Netwealth Wrap Service.</p> <p>The tax will be calculated by reference to the income you receive from the investments held in your managed account whilst also taking into account gains and/or losses realised when the investments are sold.</p>	<p>Page 16</p> <p>The relevant disclosure document for your platform account</p>
Reporting	<p>We include the investments held in your managed account in your platform account reports. We do not provide separate reporting for your managed account investments or for your investment in the Managed Account.</p> <p>We provide information about the Model Performance of each model as described on page 8.</p>	<p>Managed Account Guide</p> <p>The relevant disclosure document for your platform account.</p>
Website	<p>By logging into your platform account, you can view your current investments, your allocation to models and the investment transactions in your managed account. You can also place instructions in relation to your managed account online, including adding to, withdrawing from or switching between models, updating your investment preferences or suspending rebalances.</p>	<p>Page 7</p> <p>The relevant disclosure document for your platform account.</p>

<sup>9</sup> For certain models, the default income instruction option may be different.



## Key risks

It is important that you understand the applicable risks before you make investments in the Managed Account. All investing involves some degree of risk. The values and returns of most investments fluctuate. Generally, the higher the potential return from an investment, the greater the associated risk. You should consider getting professional investment advice that is tailored to your investment objectives, financial situation and particular needs as this will assist you in deciding whether you are comfortable with the risks involved.

The key risks of investing in the Managed Account are the risks associated with the Managed Account itself (i.e. the risks associated with model selection and Model Managers and the risks associated with the operation of your managed account) and the investment risks associated with the models and underlying investments. Following is a summary of the key risks of investing in the Managed Account. More information about these risks is available in the Managed Account Guide. If you do not understand all of the risks associated with the Managed Account as described in this PDS Part 1 and the Managed Account Guide, you should ask your financial adviser, or an investment professional, to explain them to you.

### Risks associated with the Managed Account

There are risks associated with the operation of your managed account. While we take reasonable steps to minimise or control risks where we can, these risks cannot be eliminated and may affect the performance of your managed account. Risks associated with the operation of your managed account include the following:

- **Risks associated with model selection and Model Managers:** these include risks associated with the level of diversification in particular models, the subjective nature of investment decisions made by the Model Manager, potential changes affecting the Model Manager, such as the loss of key staff, and the Model Manager failing to effectively implement their stated investment strategy and process.
- **Risks associated with the operation of your managed account:** these include that the actual investment holdings in your managed account are unlikely to exactly match the holdings of your chosen models, the amount of trading associated with rebalances has an impact on transaction costs and investment performance, if rebalances are suspended your managed account may not reflect the most recent investment decisions made by your chosen Model Managers and, during the rebalance process it is possible that the completion of a trade may be delayed. Also, there are systems risks. The operation of your managed account relies on our systems and processes operating effectively and efficiently to establish and rebalance models and on the relevant Model Manager providing us with updated information regarding the investments of the models on a regular basis. There is a risk that these systems and processes may fail or may not operate as intended.

### Investment risk

Investments made through the Managed Account carry investment risk. Investment risk may impact on the value of the investments and/or limit your ability to have the investments sold or redeemed. There is a risk that investments in your managed account may experience negative investment returns and you should understand that the higher the expected return, the more likely that negative returns may be experienced in the short term.

Investment markets are affected by numerous factors. Significant types of investment risk include market risk, currency risk and interest rate risk. In addition, there are other types of investment risk that may impact on your investments in your managed account which are described in the Managed Account Guide. The type and extent of investment risk depends on which models you choose.

Liquidity risk is also a significant investment risk. Certain models available in the Managed Account may include investments that are illiquid. An investment is treated as being illiquid if it cannot be converted to cash within 30 days. If a model contains an investment that is illiquid, this may limit your ability to withdraw or transfer funds from your platform account.

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#### Understanding risks:

You should read the Managed Account Guide before you invest. The Managed Account Guide contains more information to help you understand the risks of investing using the Managed Account.

## Key risks

Models which may contain illiquid investments are flagged in the online 'Investment Menu' for your platform account.

Where a model is designated as illiquid, at any point in time it may be that none, some or all of the underlying investments of the model are illiquid. The level of illiquid investments in the model will depend on the decisions of the Model Manager in relation to the holdings of the model and this changes from time to time. An investment held in the model may be illiquid for a number of reasons, which include but are not limited to:

- the investment has either a fixed term of longer than 30 days or can only be redeemed when underlying assets are realised - for example, this may apply to investments that hold direct property or infrastructure assets; or
- the investment has limited withdrawal timeframes (e.g. monthly, quarterly or annually) - for example, this may apply to investments in products that invest in a portfolio of less tradable assets such as alternative investments, private equity or credit strategies.

Please refer to the disclosure document for your platform account for more information about illiquid investments.

## Standard Risk Measure

The Standard Risk Measure ('SRM') risk band for each model is set out in the Managed Models Menu. The SRM is based on industry guidance to allow investors to compare investments that are expected to deliver a similar number of negative annual returns over any 20-year period. The SRM 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. Furthermore, it does not take into account the impact of management fees and costs and tax on the likelihood of a negative return. You should always ensure you are comfortable with the risks and potential losses associated with your chosen investments. The table below sets out the meanings of the 7 risk bands of the SRM.

### Standard Risk Measure:

The Standard Risk Measure 'risk band' for each model is available in the Managed Models Menu within Part 2 of this PDS.

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

## Further information

### Tax information

There are tax implications associated with investments held in your managed account. You should obtain up-to-date professional advice about how tax applies to your circumstances before making an investment. Tax outcomes will vary depending on whether your managed account is held in the Netwealth Superannuation Master Fund or the Netwealth Wrap Service. Information about how tax applies to your platform account and to the investments held in those accounts is included in the disclosure document for your platform account.

You do not receive a separate tax statement for the Managed Account. If you hold your managed account through the Netwealth Wrap Service, the Annual Tax Statement for your platform account includes the relevant taxation information about investments held in your managed account.

The tax position of individual investors is not considered by the Model Manager when making investment decisions.

### Labour standards and environmental, social and ethical considerations

We do not take into account labour standards or environmental, social or ethical considerations for the purpose of appointing any Model Manager. Investment decisions made by the Model Managers do not take into account labour standards or environmental, social or ethical considerations unless otherwise stated in the relevant Managed Model Profiles document. Where Model Managers do take such matters into account this is stated in the relevant Managed Model Profiles document. We do not independently verify information provided by Model Managers in relation to labour standards or environmental, social or ethical considerations and, to the extent permitted by law, do not take any responsibility for it.

### What if you change your mind?

No cooling off period applies to the Managed Account or the selection of models. If you choose a model that uses investments that are designated as illiquid and you change your mind about the investment, you may not be able to have it redeemed immediately. You should therefore consider the liquidity of the type of investments held in a model before instructing us to invest your funds in it.

### What if you have a complaint?

We have arrangements in place to consider and seek to resolve any complaints about the services we provide to you. If you have a complaint about us, the Managed Account, or our other services, you may contact us by email or telephone as shown on page 2 or by writing to:

The Complaints Manager – Investor Services  
Netwealth Investments Limited  
PO Box 336  
South Melbourne VIC 3205

Freecall: 1800 888 223 (within Australia)  
Phone: 03 9655 1300  
Email: [complaints@netwealth.com.au](mailto:complaints@netwealth.com.au)

We will seek to resolve your complaint within 30 days of receiving it. During this time we will update you on the progress of your complaint.

We are a member of the Australian Financial Complaints Authority ('AFCA'). AFCA is an independent external dispute resolution service established by the Federal Government, which deals with complaints from customers involving financial services and products. If you are not satisfied with the result of our internal complaints procedure, or it has taken longer than 30 days to receive a response, you may be able to refer your complaint to AFCA. AFCA will review your complaint without charge. AFCA may be contacted by email, telephone or in writing to:



## Further information

Australian Financial Complaints Authority  
GPO Box 3  
Melbourne VIC 3001

Phone 1800 931 678 (free call)  
Email [info@afca.org.au](mailto:info@afca.org.au)  
Website [www.afca.org.au](http://www.afca.org.au)

To allow AFCA to easily identify us, please quote our code number 10709. If you have a complaint about advice that you have received from a financial adviser, you need to contact the adviser or their AFS Licensee. The Financial Services Guide provided by the adviser should outline their dispute resolution procedure. We are not responsible for your Nominated Financial Adviser or any other financial adviser, the advice that they provide or the actions that they may take.

## Compensation arrangements

We hold a professional indemnity insurance policy suitable for our business. This seeks to ensure that we are able to compensate you if you suffer any loss as a result of us (or any of our representatives), breaching certain legal obligations to you. These arrangements satisfy the requirements set out under section 912B of the *Corporations Act 2001* (Cth).