



Changes to the Macquarie Investment IDPS Guide

Key changes – effective 1 July 2019

Consolidation of IDPS Guide and FIG

We have consolidated the information in the IDPS Guide and the Further Information Guide (FIG) so that all of this information is now in the IDPS Guide. From **1 July 2019**, you can access the new IDPS Guide at macquarie.com/vision

Please note that the Investment Menu is still a separate document.

Investment costs

Investment costs are estimates of the costs payable to the product issuers of the managed investments available and are generally reflected in the price of each managed investment.

The lower and upper ranges of the investment costs are disclosed in the IDPS Guide and the upper range has increased from 6.78% to 6.82% since the date the IDPS Guide was last updated in September 2017.

Please note that the estimate of the investment costs may change over time and changes are reflected in the monthly updates of the Investment Menu. The current Investment Menu is available from your adviser or at

macquarie.com.au/investmenu

In-specie transfer out fee

We've reduced the in-specie transfer out fee from \$65 to \$20 per asset transferred-out of Macquarie Investment.

Adviser service fee arrangements

Your adviser service fee arrangements may change or cease where, for example:

- you change to another Macquarie adviser
- you change your adviser to a new adviser who is licensed to/under a different dealer group external to Macquarie
- you cease to have an adviser, or
- you do not renew an ongoing fee arrangement with your adviser.

Where such an event occurs, it is important that you inform us of the event and any changes to the fee arrangement with your adviser. Otherwise, we may stop paying the service fees under the existing fee arrangement.

Any fees accrued for a month will be paid to the adviser who is linked to the account at the end of the month.


Additionally, adviser service fees will cease from the date we're notified of an account holder's death. This excludes accounts that are held in joint names. Fees will continue to apply to joint accounts until we receive a new fee instruction from the surviving party.

Dispute resolution services

In addition to our existing complaints process, Macquarie has established a Customer Advocate's office. The Customer Advocate's role is to review the reasonableness and fairness of the outcome of your complaint. You may contact our Customer Advocate at

The Customer Advocate

Macquarie Bank Limited GPO Box 4294 Sydney NSW 1164

 1800 898 307


 customeradvocate@macquarie.com

We are a member of the Australian Financial Complaints Authority (AFCA). AFCA provides independent financial services complaint resolution that is free to consumers.

You can contact AFCA as follows, quoting our membership number, 10635.

Australian Financial Complaints Authority

GPO Box 3 Melbourne VIC 3001

 1800 931 678 (free call)

 info@afca.org.au

 www.afca.org.au

Information provided to other parties

We may send information about your account to third parties who require it to provide services in relation to your account, in accordance with our Privacy Policy which is available online at macquarie.com/au/about/disclosures/privacy-and-cookies

Subject to law, we do not accept liability for any loss incurred by you as a result of the use of information about your account by third service providers, unless such losses are due to our negligence or fraud.

Macquarie Group

The Macquarie Group is a global provider of banking, financial, advisory, investment and funds management services. Macquarie Investment Management Limited (MIML), Bond Street Custodians Limited and Macquarie Bank Limited are each part of the Macquarie Group. The arrangements between us are on arm's length terms. We will monitor and review counterparty arrangements with related parties to ensure they are carried out efficiently and properly.

The Macquarie Group acts on behalf of institutional, corporate and retail clients and counterparties around the world. MIML, as the operator of the IDPS, generally has no control over these activities. As a result, from time to time underlying investments offered through the IDPS may be restricted, for example due to regulatory constraints applicable to the Macquarie Group, and/or its internal policies designed to comply with such constraints.

In certain circumstances, statutory or internal Macquarie Group imposed restrictions may preclude the acquisition or disposal of securities through the IDPS.

When we act on your investment instructions, we may deal with other Macquarie Group companies. These companies may receive commission and may also be dealing as principal or dealing on behalf of other accounts which are under the group management of the Macquarie Group. Where we invest in accordance with your instructions, we must deal with the other party to the investment transaction at arm's length terms.

Other updates

A number of other changes have been made throughout the IDPS Guide. We encourage you to read the new IDPS Guide, which will be available from **1 July 2019**.

The updated IDPS Guides will be available at macquarie.com/vision from **1 July 2019**.

If you have any questions regarding your account, please speak to your adviser. To contact Macquarie, call **1800 501 562**, visit macquarie.com.au, email vision@macquarie.com or send mail to Macquarie Vision GPO Box 4045 Sydney NSW 2001.

Important information:

Macquarie Investment Management Limited ABN 66 002 867 003 AFSL 237 492 RSEL L0001281 (MIML) is the operator of Macquarie Investment. In deciding whether to acquire or continue to hold an investment you should consider the current IDPS Guide which is available from us free of charge. MIML is not an authorised deposit-taking institution for the purposes of the Banking Act (Cth) 1959, and unless otherwise specified in the applicable offer document neither your interest in the product nor MIML's obligations represent deposits or other liabilities of Macquarie Bank Limited ABN 46 008 583 542 or of any Macquarie Group entity. Neither Macquarie Bank Limited nor any member of the Macquarie Group guarantees or otherwise provides assurance in respect of the obligations of MIML.