

Closure of NGS Self-Managed Direct Investment Option (DIO)

Update to members

The NGS Self-Managed Direct Investment Option will close on 30 May 2025.

The information in this document provides further information on how your DIO investment will be impacted, and the steps you may need to take as part of the closure. You should read this document in conjunction with the Frequently Asked Questions dated 9 April 2025 published on our website at ngssuper.info/direct-investments

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Key dates to know

With the closure date of 30 May 2025 now confirmed, we're working with our administration partner and the DIO portal provider to ensure a smooth transition of your DIO investment.

A limited service period will be in effect from 5 pm on Friday 9 May 2025. Members will be unable to access or transact within the DIO portal from that time.

The table below summarises key closure dates and actions you may wish to take prior to the closure date. These are explained in further detail on the following pages.

DIO closure – important dates	
What's happening	When
Last day to sell your DIO investments or transfer an amount from the DIO Cash Hub to your other NGS investment option(s)	By 5pm 9 May 2025
Download any reports or transaction history from DIO portal	By 5pm 9 May 2025
Change your NGS Accumulation account future contribution strategy (if applicable) – allow 3 business days from receiving your request	By 5 pm 9 May 2025
Limited service period begins (no access to DIO portal)	5pm 9 May 2025
Any unexecuted trades for DIO accounts will be cancelled	After 4 pm 9 May 2025
DIO provider will commence selling your investments remaining in the DIO	12 May 2025
Term deposits held that are yet to mature will be broken	12 May 2025
Deduction of capital gains tax (CGT) from DIO Cash Hub upon settlement when listed securities are sold	From 12 May 2025
Any dividends received prior to 23 May 25 will be credited to the DIO Cash Hub	Prior to 23 May 2025
Annual tax adjustment (true up) credit/debit amount processed to the DIO Cash Hub	22 May 2025
Final DIO balance transferred from DIO Cash Hub to your other NGS investment option(s)	23 May 2025
Official closure date of DIO	30 May 2025
Post closure communication advice	July 2025

Limited service period

As part of the transition to closure a limited service period will be in effect from 5 pm on Friday 9 May.

During this limited service period:

- you won't be able to access or transact on your DIO account – this includes transferring money in or out of your DIO account, transacting in the DIO or closing your DIO account by transferring the balance from the DIO Cash Hub
- you won't be able to access or download your transaction history or any research reports from the DIO portal
- restrictions may apply to switching between your other NGS investment options and updating your future contributions strategy
- the DIO administration fee will continue to be deducted from your investment options in your NGS Super account until your DIO Cash Hub balance is transferred to your NGS Super account
- you'll still be able to access your NGS Super account via **Member Online**

You may also notice some changes to the way your investment page looks on **Member Online** during the limited service period. As the DIO is removed from the investments page, the way the total value of your investment is calculated will appear incorrect and will exclude any investment in DIO. You'll still be able to view the correct totals by viewing the dashboard page.

Limited service period summary – what can I do?

Access the DIO portal	No
Access your DIO account	No
Transact within your DIO account	No
Transfer money in or out of the DIO Cash Hub	No
Download DIO transaction history	No
Access or download research or reports in the DIO portal	No
Close my DIO account	No
Access my NGS Super account	Yes

Options for your DIO investment

Members currently invested in the DIO have two options:

- take no action and remain invested in the DIO until the limited service period starts – the DIO provider will commence selling your DIO investments on 12 May 2025
- sell your DIO investments prior to the limited service period – you'll need to do this prior to 5pm on 9 May 2025.

Where you transfer an amount from the DIO Cash Hub to your other NGS investment options, it can take up to 5 business days for the amount to be included in your account balance on Member Online. You can find a step-by-step guide to selling your DIO investments in our Frequently Asked Questions document dated 9 April 2025 available at ngssuper.info/direct-investments

If you have not taken action to sell your investments, any investments remaining in the DIO will automatically be sold on 12 May 2025. The proceeds of the sales will be transferred to your DIO Cash Hub. Funds in the DIO Cash Hub will continue to earn interest until transferred to your other NGS investment option(s) on 23 May 2025.

You'll receive an automatically generated switch letter confirming that your DIO investments have been sold and transferred to your NGS account. As this letter is automatically generated, it will refer to "your recent request to alter your investment strategy". However the details in the letter will relate to the instructions from the DIO provider to sell your investments remaining in the DIO on 12 May 2025, after the commencement of the limited service period.

If you have an NGS Accumulation account, the balance of your DIO Cash Hub will be invested according to your future contribution strategy.

If you wish to change your future contribution strategy prior to the transfer of funds from your DIO account, you will need to allow time for these instructions to be updated on your account. Requests to update your future contribution strategy will generally be reflected in your account 3 business days following your request. You can make this change in the Investments screen in Member Online.

If you have an NGS Income account, the balance of your Cash Hub will be invested proportionately across your other NGS investment options at this time.

Changes to fees and costs

The DIO administration fee of \$247 per year (\$4.75 per week) and the asset based fee of 0.10% p.a. applicable to your DIO balance will no longer apply from 23 May 2025, when your DIO Cash Hub balance is transferred to your NGS Super account and distributed across your other NGS investment option(s).

If you choose to close your DIO account prior to the start of the limited service period, the fees applicable to the DIO described above will no longer apply from the date your DIO account is closed.

Investment fees and costs apply to other NGS investment options. You can find more information in the **Fees, costs and tax guide** (Accumulation members) and **Retirement PDS** (Income account members) available at ngssuper.com.au/pds

Transferring between the DIO and NGS investment options

You are unable to transfer an amount to or from the DIO Cash Hub after 5pm on 9 May 2025 or transact in the DIO portal. Any amounts remaining in the DIO Cash Hub as at 5pm on 9 May 2025 will remain in the Cash Hub until the closure date.

Prior to 5pm on 9 May 2025 you are able to transfer the:

- available balance from the DIO Cash Hub, where you hold shares or term deposits in the DIO (including any accrued income to be credited), subject to maintaining the minimum balance of \$500 in the DIO Cash Hub
- total DIO Cash Hub balance to your other NGS investment option(s), where the total DIO balance is held in the DIO Cash Hub.

Requests for a full withdrawal from the DIO Cash Hub may be prevented where you have accrued income from your term deposits or ASX listed securities that is yet to be credited to the DIO Cash Hub.

It can take up to 5 business days for dollar amounts transferred from the DIO Cash Hub to be included in your account balance in Member Online, due to the transfer process between the DIO portal provider and your NGS investment option(s).

Suspended or delisted securities and options

A small number of members currently hold listed securities that have been delisted from the ASX or suspended from trading. These members will be informed of the likely outcome for these securities as this process is finalised.

Where you hold a listed security that has been delisted from the ASX, suspended from trading and cannot be redeemed on the ASX (including where securities may have insufficient liquidity for sales), these may be assigned a nil value.

Where you hold a listed security that has been suspended from trading or delisted from the ASX, for example, for an off market takeover, where a value or cash consideration is expected to be provided for the securities within the DIO closure period, these securities may not be sold as part of the DIO closure. Instead, an amount for the value of these securities (as advised in ASX company announcements) will be credited to your NGS account. Payment of this amount may occur as a separate transaction into your NGS account after the DIO closure date, depending on when a value is assigned or cash proceeds are received and processed for these securities.

A small number of members currently hold securities with options which may not have a current value or sufficient liquidity in the market for these to be sold. Where options are held by members that have a current value they will be sold where there is sufficient liquidity in the market, otherwise they will be assigned a nil value.

Access to historical information and reports

You won't be able to access any historical transaction information or reports during the limited service period and after the closure date. You may wish to consider downloading any historical information that you'd like to retain from the DIO portal before the limited service period starts at 5pm on 9 May 2025.

You can download any reports you may wish to retain by following the steps below.

Log in to [Member Online](#) and go to the [Investments](#) screen. Then, select the 'Go' button next to NGS Self-Managed (Direct Investments) to access the DIO portal.



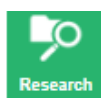
The portal defaults to the **Tracker** tab, from there access the **Reports** tab to run a range of reports for your account including Cash Hub Statement and realised and unrealised gains reports. You can select the dates the reports will be run for.

Portfolio Reports

From 01/07/24

To 27/03/25

- | | |
|--------------------------------|---|
| > Portfolio Summary | > Portfolio Valuation |
| > Portfolio Transaction | > Portfolio Details |
| > Income by Month (cash basis) | > Income Breakdown by Investment |
| > Income By Investment | > Cash Hub |
| > Portfolio Performance | > Capital Gain Realised |
| > Capital Gain Unrealised | > Income Breakdown by Investment (cash basis) |



In the **Research** tab, access specific information for ASX listed securities. Search for the ASX Code in the research tab to access company specific information, including company announcements and research reports.

The material is intended as general information only and should not be considered as investment or taxation advice or projections of performance.

Impact on term deposits

Term deposits are no longer available for purchase through the DIO.

If your term deposit matures prior to 9 May 2025, you will not be able to roll your term deposit upon maturity. The proceeds of your term deposit and interest will be held in the Cash Hub upon maturity and will not be reinvested for a new term.

A small number of members hold term deposits that will mature after the start of the limited service period, these term deposits will be broken on 12 May 2025. A reduced amount of interest will be paid for these term deposits, as an amount of penalty interest will be retained from the interest earned until 12 May 2025.

The amount of penalty interest is determined by the term deposit provider based on the days remaining until the maturity date. The principal amount and the interest payable will be processed to your Cash Hub. Manual transaction fees will not apply to term deposits that are broken on 12 May 2025. We will contact members impacted by this issue separately.

If you request to break your term deposit early (that is, prior to commencement of the limited service period on 9 May 2025), these requests are subject to approval from the term deposit issuer and their Terms and Conditions. A notice period and interest penalty may apply, break fees can be significant and are generally higher where the time to maturity is longer. A minimum

break fee may apply with the amount typically deducted from the interest paid to your cash hub when you break a term deposit.

Capital gains tax

Capital gains tax (CGT) will be deducted from capital gains realised when listed securities (shares and ETFs) held in the DIO by NGS Accumulation members are sold as part of the closure process.

CGT will be applied and deducted from your DIO Cash Hub when your DIO investments are sold and trades are settled. CGT of up to 15% on the amount of realised capital gains will apply to NGS Accumulation members, however CGT does not apply to NGS Income account members. Further information in relation to the deduction of CGT from your investments in the DIO is provided in the Frequently Asked Questions document dated 9 April 2025 available at ngssuper.info/direct-investments

Any capital losses from the disposal of your investments held in the DIO are not immediately used to offset capital gains and reduce any CGT deducted during the financial year when shares and ETFs are sold. As part of calculating your annual tax position, any capital losses on the disposal of your assets are applied against capital gains you may have accrued.

An additional tax credit or debit amount may be applied to your NGS account, when your net CGT position is calculated as part of the annual tax adjustment process, to be completed on 22 May 2025. This process applies any required tax adjustments and tax credits (including franking credits) to member accounts and may include a benefit for capital losses where your account is in a net capital loss position and this credit is approved by the Fund. The Frequently Asked Questions dated 9 April 2025 available at ngssuper.info/direct-investments has further information regarding this process.

The final balance of your DIO Cash Hub will then be transferred to your NGS Super account.

If you have transferred your investments, including those held in the DIO, to an NGS Income account before the DIO closure date, any tax credits including franking credits will be allocated into your Income account.

Brokerage fees

Normal brokerage fees will apply to any listed shares or exchange traded funds sold as part of the DIO closure process. Brokerage fees will be deducted from the proceeds of each listed security when they are sold. The proceeds of each listed security sold will be credited to the DIO Cash Hub net of brokerage fees.

Dividends and distributions

Dividends and distributions received for your listed securities prior to 23 May 2025 will be paid into your DIO Cash Hub. Payment of outstanding dividends that are yet to be distributed will be monitored after the closure date. Where you have purchased securities before the ex-dividend date and are entitled to receive dividends and distributions, these amounts will be credited to your other NGS investment options after they are received.

After the closure

We'll send you a final communication detailing the closure of your DIO investment in July 2025. Once provided, you should keep this final communication for your records, as DIO transactions for the 2024-25 financial year will not be shown in your 2024-25 Annual Statement.

Compensation for DIO members

The Trustee has been working through a process to determine the circumstances where providing compensation to affected members would be appropriate. The NGS Trustee Board has provided in-principle approval for the provision of compensation in circumstances where at the closure date a member:

- incurs break costs for the early redemption of term deposits
- incurs brokerage for selling securities
- realises an overall capital gains tax liability.

You don't need to take any action to be eligible for this compensation. The Trustee will work through the details of applying the compensation principles to each member's personal circumstances and will inform individuals of the compensation to be paid into their NGS Super accounts. Due to the nature of these calculations, they will be made after all closure transactions occur.

Where at the closure date a member realises an overall capital gains tax credit, this credit will be automatically paid into the member's NGS Super account as part of the closure process.

Advice when you need it

We know the value of getting the right advice at the right time and we're committed to ensuring that NGS members have access to quality financial advice no matter what stage of life you're at.

Single-issue advice limited to your NGS Super account is available at no cost over the phone through our Financial Advice helpline. If you need a little more information but don't need an entire financial plan, a chat with a Super Specialist might help. We also offer paid tailored advice through NGS Financial Planning.

To learn more about our Advice services, visit ngssuper.com.au/financial-planning

Feedback and complaints

We value your feedback and are committed to resolving any issues that arise. If you're dissatisfied with us, please contact as soon as possible so that we can work to resolve your enquiry or complaint quickly.

You can also request a copy of our complaint and dispute resolution procedure available at ngssuper.com.au/complaints

Contact us

You can contact us on 1300 133 177, Monday to Friday 8am – 8pm (AEST/AEDT) or at ngssuper.com.au/contactus

Past performance is not a reliable indicator of future performance. This is general information only and does not take into account your objectives, financial situation or needs. Before acting on this information, or making an investment decision, consider whether it is appropriate to you and read our Product Disclosure Statements and Target Market Determinations. You should also consider obtaining financial, taxation and/or legal advice tailored to your personal circumstances before making a decision. This information has been issued by NGS Super Pty Ltd ABN 46 003 491 487 as trustee of NGS Super ABN 73 549 180 515, RSE Licence L0000567 and AFSL 233 154.



Talk to us – we're here to help

You can contact us at ngssuper.com.au/contactus

Call us on **1300 133 177**, Monday to Friday, 8am–8pm (AEST/AEDT)

Postal address: **GPO Box 4303 Melbourne VIC 3001**

ngssuper.com.au

The information in this statement is general information only and does not take into account your objectives, financial situation or needs. Before making a financial decision, please assess the appropriateness of the information to your individual circumstances and consider seeking professional advice.

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