

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

Update to members

The NGS Self-Managed Direct Investment Option closed on 30 May 2025. This update to members provides further information on the closure.

What's happened so far

Following the commencement of the limited service period on 9 May 2025:

- any investments remaining in the DIO were sold on 12 May 2025 and the proceeds were credited to your DIO Cash Hub
- funds in the DIO Cash Hub were transferred to your other NGS investment options on 23 May 2025 at the unit prices of that day
- funds in the DIO Cash Hub continued to earn interest until they were transferred, with Cash Hub interest for the month of May (net of applicable withholding tax) to be applied to your NGS account in early June
- the final amount transferred included any dividends received prior to 23 May 2025, deduction of capital gains tax upon settlement on the sale of listed securities, and the annual tax adjustment credit/debit amount
- the amount transferred after the sale of your DIO investments is now included in the balance of your other NGS investment options in Member Online
- any income received for your DIO investments after 23 May 2025 will be credited to your other investment options following receipt where you remain a member of the Fund.

You'll receive a system generated Investment Alteration letter confirming your DIO investments have been sold and the amount transferred to your other NGS investment options.

Next steps

As we advised in our 2 May 2025 update to members available at ngssuper.info/direct-investments, the Trustee has been working through a process to determine appropriate compensation to members impacted by the closure of the DIO.

A compensation amount will be payable to members who were invested in the DIO at 24 February 2025, the date of our first communication to members advising of the DIO closure.

Compensation will be payable where a member has incurred/realised the following costs over the period from this first communication until the closure date:

- break costs for the early redemption of term deposits
- brokerage for selling listed securities, and/or
- an overall capital gains tax (CGT) liability.

We anticipate the compensation amount to be paid into your NGS account by the end of June 2025. Compensation for term deposits will be paid to eligible members in early to mid-June. Compensation for brokerage and capital gains tax will be applied to eligible members' accounts in mid to late June. The two amounts will be displayed as separate transactions in your NGS account.

We'll send you written confirmation of the compensation amount payable, and a breakdown of the total amount, in mid to late June.

Members who were invested in the DIO at the commencement of the limited service period on 9 May 2025 will also receive a final communication in late July detailing the closure of your DIO

investment. This communication will include a Cash Hub statement, portfolio valuation and transaction reports, and capital gains tax reports (realised and unrealised).

Need more information?

Please call us on [1300 133 177](tel:1300133177), Monday to Friday, 8am-8pm (AEST/AEDT), and we'll connect you with one of our Super Specialists who can assist you.

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

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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