

<PFX> <FIRST_NAME> <LAST_NAME>
<ACCOUNT_NAME (where not individual)>
<ADDRESS_LINE_1>
<ADDRESS_LINE_2>
<ADDRESS_LINE_3>
<SUBURB> <STATE> <POSTCODE>
<COUNTRY>

DD Month YYYY

Dear <SALUTATION>

Account number <ACCOUNT_NUMBER>

Product Voyage Investment Service

Your account is moving to Expand Extra on 4 September 2026

Your Voyage Investment Service account is moving to a different technology platform and will be integrated with Expand Extra Investment.

Why is this happening?

We're continually assessing how to best provide you with the most contemporary products, services and experiences. Following a recent review, we will be moving all current Voyage Investment Service clients into Expand Extra which we believe will enhance your overall experience.

Expand Extra has had significant enhancements in recent years. You'll gain access to a wider range of investment options, a significantly improved online experience, and support from our Australian-based client services team, focused on resolving enquiries at the first point of contact.

What you need to know

The transfer of your Investor Directed Portfolio Service (IDPS) account will take place automatically unless you inform us that you don't want it to be transferred by closing your account before 14 August 2026.

Your Voyage Investment Service account is currently managed by IISL¹ under the rules outlined in the Oasis Portfolio Service Contract dated 11 October 2004 (**Oasis Contract**) and Voyage Investment Service IDPS Guide. From 4 September 2026, IISL will retire as the Service Operator and NAL² will be

¹ IOOF Investment Services Ltd (ABN 80 007 350 405, AFSL 230703)

² Navigator Australia Limited (ABN 45 006 302 987, AFSL 236466)

appointed, and your account will be transferred. Once transferred, the Voyage Investment Service IDPS Guide will be replaced by the Expand Extra Investment IDPS Guide, which together with the Oasis Contract will contain the contractual terms that apply to your Expand Extra Investment account.

IISL and NAL are related parties within the Insignia Financial Group, and for simplicity in this letter, “we” refers to both IISL and NAL as Service Operator unless otherwise advised.

The other important things you should know about the transfer, which we’ve outlined in this letter and the enclosed flyer, include:

- Your account number will change
- You will receive information in your Expand Extra welcome pack after the transfer on how to access your new account
- Your administration fees will change, and the amount you will pay will be similar or lower;
- Any advice fees will continue for the period of your existing consent, unless you wish to cease those early
- You will no longer hold or have access to a Wrap Cash Account provided by Macquarie Bank Limited for Voyage Investment Service, and will instead be required to maintain an Expand Extra Cash Account;
- Transactions will be limited or temporarily suspended prior to the transfer, refer to the ‘Temporary transaction suspension’ section below; and
- No capital gains or losses will be realised and no transaction costs will be charged when investments are transferred to Expand Extra.

You can speak with your financial adviser about the transfer or find more information at myexpand.com.au/faq. To assist you or your adviser answer questions relating to the transfer, we have also established a temporary Transition Service Centre that will operate until 4 September 2026. You can contact the Transition Service Centre on 1800 645 303 between 8am and 6pm (AEST), Monday to Friday.

We also recommend that after the transfer you review your account with a financial adviser to discuss any new features of Expand Extra that may be relevant to your individual objectives. This may include the range of available investment options, family fee aggregation, and the Expand Essential product that has a reduced investment menu at a lower administration fee.

Your account details will change

The details of your current and new accounts are as follows:

	Your current account	Your new account
Account number	<ACCOUNT_NUMBER>	Your new account number will be provided in your welcome pack issued to you after the transfer to Expand Extra Investment.
Service name	Voyage Investment Service	Expand Extra Investment

IDPS Guide available online

We recommend reading the Expand Extra Investment IDPS Guide (**Offer Document**) and related documents (including General reference guide) available at myexpand.com.au/investment. Alternatively, you can receive a hard copy of the documents by contacting the Transition Service Centre on 1800 645 303 between 8am and 6pm (AEST), Monday to Friday.

Your fees from 5 September 2026

Here is a comparison of your estimated annual administration fees:

**Your account balance
as at 30 April 2026**

<ACCOUNT_BALANCE>

**Your current estimated
annual fees**

<CURRENT_FEE>

**Your estimated annual
fees with Expand**

<EXPAND_FEE>

This estimate is based on your account balance as at 30 April 2026 and the investments you held at that time. As administration fees are calculated daily, changes to your account balance or investments may change the actual fees charged. The above estimate excludes investment or advice fees (if applicable).

The administration fees applicable to your account after the transfer will be:

Administration fee

Your account balance	Administration fee (pa)
\$0 - \$100,000	0.45%
\$100,000.01 - \$400,000	\$450 plus 0.25% of balance above \$100,000
\$400,000.01 - \$700,000	\$1,200 plus 0.12% of balance above \$400,000
\$700,000.01 - \$1,000,000	\$1,560 plus 0.10% of balance above \$700,000
Above \$1 million	\$1,860 (flat)

Plus your account keeping fee which is a fixed flat fee of \$150 pa.

In Expand Extra, any percentage-based administration fee will be calculated daily on your account balance. Administration fees are charged monthly in arrears and are deducted from your Cash Account at the end of each month.

If you have an existing family discount with other accounts in your family group and related entities, your account will remain linked upon transfer to Expand Extra and this will be confirmed in your welcome pack. Family fee aggregation will be applied, which works a little differently to the family fee discount in Voyage Investment Service, and you should refer to the Offer Document for more information. We recommend you review your welcome pack carefully and contact us if any of your account details, including family group accounts, need updating.

Any new accounts you open will not automatically be included in a family fee aggregation group. You or your adviser can request us to add or remove accounts at any time. You can have a maximum of eight accounts in a family fee aggregation group in Expand Extra.

If you initiate a withdrawal or deposit prior to the transfer to Expand Extra that changes your account balance, the fees outlined in the table above will continue to apply. As administration fees for Voyage Investment Service and Expand

Extra are based on your account balance, this may result in your future administration fees being higher than those you currently pay.

In certain circumstances, where it is reasonable for us to do so, the fees and costs applied to your new account may be altered (subject to law) without your consent. However, before doing so, we will provide you with at least 30 days' notice of any increase or material change. We may also have the right to introduce new fees. The fees quoted are inclusive of GST and any applicable reduced input tax credits, unless otherwise stated.

Cash Account interest

You currently hold an individual Wrap Cash Account provided by Macquarie Bank Limited (MBL)³ as part of your Voyage Investment Service account. The net rate you currently receive (at the date of this letter) is 2.75% per annum. Any benefit resulting from setting the interest rate below the earning rate is not retained by us and is not disclosed as a fee.

The comparable net interest rate for the Expand Extra Cash Account is currently 3.44% per annum. Unlike the Wrap Cash Account, we earn a gross rate of interest on the deposits held for the Cash Account (currently with the Commonwealth Bank of Australia (CBA)⁴) and retain an amount, estimated between 0.50% and 1.40% pa of the balance of the Cash Account. This interest amount retained by NAL is disclosed as a cost for Expand Extra. As a result, your total annual fees outlined in your future annual statement may appear higher than those for Voyage Investment Service, while the amount of net interest you earn is likely to be higher (as shown above).

Please refer to the 'Your Cash Account' section below for more information about ceasing your Wrap Cash Account and establishing your Expand Extra Cash Account.

Your investment fees

The transfer won't affect the investment fees and costs you pay for the investment options you hold **<START IF HOLDING SMA PORTFOLIO>** (except for some SMA portfolios as outlined in the table below) **<END IF HOLDING SMA PORTFOLIO>**. You should also note that the responsible entity or fund manager of the investment option may change investment fees at any time.

It is also important to note that for some investment options, Expand Extra receives investment fee rebates that are not currently available for Voyage Investment Service. If you invest in an investment option that provides a rebate, you will also receive that rebate (which is generally received quarterly as cash) following the transfer. You can refer to the *Investment Menu* for Expand Extra Investment for the most up-to-date information on rebates.

<START IF HOLDING SMA PORTFOLIO>

The investments in the separately managed account (SMA) portfolio you hold in your Voyage Investment Service account will be transferred to the equivalent SMA portfolio on Expand Extra and your Macquarie SMA account will be closed (see the 'How your investments will be moved' section of this letter for more information). As the SMA portfolios for Voyage Investment Service and Expand

³ Macquarie Bank Limited (ABN 46 008 583 542, AFSL 237502)

⁴ Commonwealth Bank of Australia (ABN 48 123 123 124)

Extra are held in different SMA investment schemes, there may be differences in the actual or disclosed investment fees and costs and the operation and implementation of the schemes despite the portfolios being otherwise equivalent. The differences are shown below:

SMA name	Total management fees and costs per annum – current product⁵	Total management fees and costs per annum – Expand Extra⁶
Antares Dividend Builder	0.4610%	0.4600%
Antares Elite Opportunities	0.6200%	0.6200%
DNR Capital Australian Equities Income	0.7450%	0.8000%
DNR Capital Australian Equities High Conviction	0.7450%	0.8000%
iShares Enhanced Strategic Conservative	0.3070%	0.3371%
iShares Enhanced Strategic Moderate	0.3190%	0.3452%
iShares Enhanced Strategic Balanced	0.3250%	0.3456%
iShares Enhanced Strategic Growth	0.3290%	0.3461%
iShares Enhanced Strategic Aggressive	0.3310%	0.3430%
MLC Premium Moderate 50	0.9180%	0.9204%
MLC Premium Balanced 70	1.0450%	1.0611%
MLC Premium Growth 85	1.1500%	1.1519%
MLC Value Moderate 50	0.6810%	0.6821%
MLC Value Balanced 70	0.6730%	0.6727%
MLC Value Growth 85	0.7030%	0.7019%

You should also refer to the 'Brokerage for listed investments' in the attached flyer to understand the differences in brokerage for SMA portfolios for Voyage Investment Service and Expand Extra.

<END IF HOLDING SMA PORTFOLIO>

<START IF ONGOING OR FIXED TERM ASF>

Your advice fees

As your IDPS contract will continue on transfer to Expand Extra, any percentage based and/or fixed dollar ongoing or fixed term advice fees negotiated between you and your financial adviser will also continue, except where you have agreed for advice fees to be charged on specific asset classes. Where advice fees continue, your consent to deduct them from your Voyage Investment Service account will carry over for the period for which that consent currently applies or until such time that you and your adviser amend the consent.

Any ongoing and/or fixed term advice fees will be confirmed in your welcome pack. You can request us to stop deducting advice fees at any time, although

⁵ The total management fees and costs were sourced from the Macquarie Separately Managed Account Product Disclosure Statement (MSMA PDS) dated 1 April 2026. Fees include the net effect of GST. The fees comprise the management fee, indirect costs and any applicable performance fee a portion of which are estimates. Refer to the MSMA PDS for the most up to date fees and costs information.

⁶ The total management fees and costs were sourced from the Expand Integrated Separately Managed Account Product Disclosure Statement dated 12 January 2026. Fees include the net effect of GST. The fees comprise the management fee, indirect costs and any applicable performance fee a portion of which are estimates. Refer to the Expand Integrated Separately Managed Account Product Disclosure Statement for the most up to date fees and costs information.

we recommend that you consider the impact on any ongoing advice you are receiving before making such a request.

Expand Extra does not provide for advice fees to be charged on specific asset classes, therefore, any such arrangement you currently have in place will cease on transfer. We'll inform your financial adviser of this change (where applicable), and your financial adviser may contact you to discuss a new advice fee arrangement.

<END IF ONGOING OR FIXED TERM ASF>

Temporary transaction suspension

To enable a smooth transition, we'll need to place a temporary halt on some transactions as we safely transfer your account. You should note that transactions will be limited or suspended during the period from 14 August 2026 until 7 September 2026, and we recommend you plan ahead where possible.

Any regular withdrawal payments due to be paid between 14 August 2026 and 6 September 2026 will be brought forward and made by us on or around 14 August 2026. If you have a regular direct debit that would ordinarily be transacted between 2 September 2026 and 4 September 2026, it will be postponed and made by us on or around 7 September 2026. For more information, please refer to the attached flyer.

How your investments will be moved

Expand Extra is a continuation of your Voyage Investment Service account, therefore you will generally retain your current investments. Consequently, there will be no gap in investment returns, you will maintain all existing entitlements to income such as dividends and distributions, and there will be no transaction costs. You may however notice that some investment options will not be made available for additional investment.

On transfer to Expand Extra, you will have extensive investment choice, with access to a large range investment options, including over 600 managed funds, separately managed account portfolios, majority of fully paid ordinary, preference and equity shares, stapled securities, Exchange Traded Products (ETPs), Hybrids, Listed Investment Trusts (LITs) and Listed Investment Companies (LICs) listed on the Australian Securities Exchange (ASX), term deposits and annuities. If you don't have a financial adviser listed on your account, or you cease your financial adviser relationship in the future, the range of investment options available to you will be reduced.

<START IF HOLDING SMA PORTOLIO>

Separately managed account (SMA) portfolios

Expand Extra offers equivalent SMA portfolios to those in Voyage Investment Service. The transfer of your SMA portfolio to Expand Extra will require us to withdraw your holding in the Macquarie Separately Managed Account (**MSMA**) for which Macquarie Investment Services Limited is the Responsible Entity, and to allocate those investments to the equivalent portfolio within the Integrated Separately Managed Account (**ISMA**) for Expand Extra, for which NAL is the Responsible Entity.

This process will result in your MSMA account being closed, and the underlying investments moving from the MSMA to be held directly in your Voyage Investment Service account on or around 14 August 2026. Once your Expand Extra account has been established, the underlying investments will move into the equivalent SMA portfolio in the ISMA and the SMA manager will be actively overseeing the portfolio. You will not incur transaction costs for this transfer, capital gains / losses will not be realised and the cost base of the underlying investments will be maintained, including on transfer to your Expand Extra SMA portfolio.

You should refer to the PDS for the ISMA, available at myexpand.com.au/separately_managed_account for details about how the Expand Extra SMA portfolios operate.

By not closing your Voyage Investment Service account before 14 August 2026, you are directing us to carry out this process on your behalf. If you do not wish for your SMA portfolio to be transferred in this manner, you should contact us or your financial adviser before 14 August 2026 to discuss your options.

<END IF HOLDING SMA PORTOLIO>

Your Cash Account

You currently hold an individual Wrap Cash Account provided by MBL as the designated Cash Account for Voyage Investment Service. The Wrap Cash Account is a retail deposit account with MBL for Voyage Investment Service investors that has its own account number (including BSB) to receive direct applications, deposit requests and withdrawal requests.

Your Wrap Cash Account will automatically be closed by MBL when we transfer your Voyage Investment Service account to Expand Extra. The remaining balance of your Wrap Cash Account, along with any accrued interest payable after all transactions and fees and charges have been debited, will be transferred to your new Expand Extra Investment Cash Account which is held by us in a pooled deposit account for all Expand Extra investors with CBA.

By not closing your account before 14 August 2026, you are directing MBL to close your Wrap Cash Account and transfer the balance (including any accrued interest) to your new Expand Extra Cash Account held with CBA, rather than paying those funds to you. If you wish to continue to bank with MBL, you will be required to open a new standalone Macquarie Cash Management Account. You are unable to maintain your Wrap Cash Account when your Voyage Investment Service is closed.

Please make sure you notify anyone who either directly debits or credits your current Cash Account prior to the transaction suspension date as this account will close after 4 September 2026.

If you currently use the Wrap Cash Account as your Self-Managed Super Fund (SMSF) bank account and/or have given third party access to accountants, auditors or SMSF administration providers, you will need to make alternate arrangements after the transfer to Expand Extra.

For information about the Expand Extra Cash Account, refer to page 4 of the enclosed flyer.

Deposit details will change

While your Expand Extra account is a continuation of your Voyage Investment Service account, you will be issued a new account number. You will therefore need to take action to ensure that any deposit arrangements you have in place will continue. For example, if you have payment details saved in your online banking, these payments will need to be directed to your new Expand Extra account after the transfer. New BPAY®⁷ details will be provided in your welcome pack.

If you currently use Electronic Funds Transfer (EFT), we will provide you with updated details after the transfer.

<START IF WEEKLY DIRECT DEBIT FACILITY>

Direct debit facility

Expand Extra offers regular savings plan frequencies of monthly, quarterly, half-yearly and yearly. As your current direct debit facility is set to weekly, it **will not** carry over when your account is transferred to Expand Extra.

If you would like to ensure your direct debit facility transfers, please update the frequency prior to the move by completing the Voyage direct debit request form. Alternatively, you or your financial adviser can set up a new regular savings plan in line with the available frequencies, once your account has transferred.

<END IF WEEKLY DIRECT DEBIT FACILITY>

<START IF REGULAR WITHDRAWAL IS MONTHLY, QUARTERLY, HALF-YEARLY, YEARLY>

Continuing regular withdrawals

If you have any scheduled monthly, quarterly, half-yearly or yearly regular withdrawals, these will continue in Expand Extra.

There will be no change to your ongoing regular withdrawal payment dates. If your regular withdrawal is due to be paid between 14 August 2026 and 6 September 2026, your payment will be made by us on or around 14 August 2026, otherwise there will be no interruption to any scheduled regular withdrawals as a result of the transfer.

<END IF REGULAR WITHDRAWAL IS MONTHLY, QUARTERLY, HALF-YEARLY, YEARLY>

<START IF REGULAR WITHDRAWAL IS WEEKLY OR FORTNIGHTLY>

Regular withdrawals that will not carry over

Expand Extra offers regular withdrawal plan frequencies of monthly, quarterly, half yearly and yearly. As your current regular withdrawal facility is set to weekly or fortnightly, it **will not** carry over when your account is transferred to Expand Extra.

If your regular withdrawal is due to be paid between 14 August 2026 and 6 September 2026, your final payment(s) will be made by us on or around 14 August 2026.

If you would like to ensure your regular withdrawal facility transfers to Expand Extra, please update your frequency prior to the move by contacting your

⁷ ® Registered to BPAY Pty Ltd ABN 69 079 137 518

financial adviser. If you don't have a financial adviser, please call us on 1800 892 353 to obtain the relevant form. Alternatively, you or your financial adviser can set up a new regular withdrawal plan in line with the available frequencies, once your account has transferred.

END IF REGULAR WITHDRAWAL IS WEEKLY OR FORTNIGHTLY>

What communications will you receive?

For your Voyage Investment Service account

- You will receive a 2025-26 **annual statement** for the period 1 July 2025 to 30 June 2026 for your Voyage Investment Service account, by 31 July 2026. Your statement will be made available in Expand Online, which is Expand Extra's online portal, from 7 September 2026.
- You will also receive a 2026-27 **annual statement** for the period 1 July 2026 to 4 September 2026 for your Voyage Investment Service account, expected to be sent to you in the mail by 30 September 2027. Your statement will be made available in Expand Online.
- If you have elected to receive a quarterly statement, a **final statement** will be sent by mail by the end of October 2026. Your statement will be made available in Expand Online.
- You will receive a 2025-26 financial year **tax statement** for the period 1 July 2025 to 30 June 2026 for your Voyage Investment Service account, expected to be made available to you between the end of July and November 2026. This statement will be made available in Expand Online.
- You will also receive a 2026-27 financial year **tax statement** for the period 1 July 2026 to 4 September 2026 for your Voyage Investment Service account, expected to be sent to you in the mail between the end of July and November 2027. This statement will also be made available in Expand Online.

For your Expand Extra account

- A **welcome pack** will be sent to you by mail shortly after your new account is established.
- You will receive an annual statement for the financial year ending 30 June each year, issued in September. Your first Expand Extra statement will cover the period from 5 September 2026 to 30 June 2027. If you've previously opted into receiving paper quarterly statements, you'll no longer receive these; however, you will be sent an annual statement after the end of each financial year and have continuous access to up-to-date transaction information via Expand Online or the Expand mobile app.
- You will also receive a 2026-27 financial **tax statement** for the period 5 September 2026 to 30 June 2027 for your Expand Extra account, expected to be sent in September/October 2027.

You may receive more than one communication about this transfer as you will be sent a separate communication for each account you hold that is impacted. This includes where you have additional Voyage Investment Service accounts or an associated super / pension account.

Online access

Once you receive your new account details, you'll be able to register for the Expand Extra online portal and mobile app. Registration details will be included in your welcome pack. Online access starts from **7 September 2026**. Any existing online access won't transfer, so you'll need to re-register using your new Expand Extra account number.

Closing your account prior to the transfer

Now might be a good time to review if this product is right for you.

If you prefer not to have your account transferred, you may request to close your Voyage Investment Service account, please let us know before **14 August 2026**.

If you do not request to close your account, you will be bound by the terms and conditions in this Investor Notice, the Expand Extra IDPS Guide and IDPS Contract.

For more information about closing your account, speak to your financial adviser or contact us as outlined below. There are no penalty fees for withdrawing your investments, but there may be tax or other consequences, and we suggest discussing this with your financial adviser.

If a request to withdraw is not received by 14 August 2026, your account will automatically be transferred, and your account will continue in Expand Extra.

More information

If you have any questions about these changes, please speak to your financial adviser **<ADVISER_NAME>** on **<ADVISER_PHONE>**.

For questions related to the transfer of your account to Expand Extra or the information contained in this letter, please call our Transition Service Centre on 1800 645 303 between 8am and 6pm (AEST), Monday to Friday.

If you wish to transact on or make a change to your Voyage Investment Service account prior to the transfer, including making a withdrawal, you should contact your financial adviser.

Yours sincerely



Nicole Mahan
General Manager Operations, Adviser and Client Services

Important information

This information is provided on behalf of IOOF Investment Services Ltd, ABN 80 007 350 405 AFSL 230703 (IISL) as the retiring Operator of Voyage Investment Service, and Navigator Australia Limited, ABN 45 006 302 987 AFSL 236466 (NAL) as the future Operator. References to 'we', 'us', or 'our' are references to IISL and NAL unless otherwise noted. IISL and NAL are companies within the Insignia Financial group which consists of Insignia Financial Ltd (ABN 49 100 103 722) and its related bodies corporate (Insignia Financial Group). The information in this communication is general in nature and provided for information purposes only. It is not intended to provide you with any financial advice or influence your investment decisions. It does not take into account your objectives, financial situation or needs. Because of that, before acting on this information, you should consider its appropriateness, having regard to your objectives, financial situation and needs, plus consider the relevant Financial Services Guide (FSG) or Offer Document in deciding whether to acquire or continue to hold an interest in the service. The relevant FSG or Offer Document, together with the Target Market Determination for each service is available at myexpand.com.au/investment

This information has been prepared based on information believed to be accurate as at 24 June 2026; however, no guarantee of accuracy or reliability is given and to the extent permitted by law, no liability is accepted by IISL, NAL or any other company within the Insignia Financial Group for any loss or damage incurred as a result of reliance on the information.