Voyage, Grow Wrap and PortfolioOne are transferring to Expand Extra

Adviser FAQs

These FAQs are provided to help you and your clients prepare for the changes and transfer to Expand Extra, which is scheduled for 4 September 2026. They are based on information current at 22 June 2026, but updates may be made before the transfer. When discussing any changes with your clients, you should make sure you have the most up-to-date information.

What is changing?

Transfer to MLC Expand Extra

As part of our commitment to delivering a consistent and improved experience for you and your clients, the products listed below will be transferred to MLC Expand Extra in September 2026.

- Voyage Superannuation Master Trust
- Voyage Investment Service
- Grow Wrap Super and Pension Service
- Grow Wrap Investment Service
- PortfolioOne Term Allocated Pension

Closure of the Voyage and Grow Wrap products

Voyage and Grow Wrap products closed to new business on 1 June 2026. New accounts cannot be opened. Other transactions, including contributions, additions, investment switches, withdrawals, super to pension transfers and recontributions can continue for existing accounts until the transaction suspension period.

PortfolioOne has been closed to new business since 1 October 2016.

Why are we making these changes?

We're focused on ensuring that clients have access to a platform that supports sustainable efficiencies and continuous innovation - built in collaboration with financial advisers. By consolidating onto MLC Expand, you and your clients will receive a more streamlined experience and enhanced capabilities, with continual upgrades to the products and platform technology.

These transfers will further simplify our wrap platform offers for superannuation members and Investor Directed Portfolio Service (**IDPS**) investors, and advisers, and builds on the successful transfers of MLC Wrap / Navigator and the MLC MasterKey Investment Services in recent years.

MLC Expand is a highly rated platform, and we believe that you and your clients will benefit from an enhanced experience.

Grow Wrap PortfolioOne Voyage

How does Voyage compare to Expand Extra?

Click the links below to the Transfer Guides which include a detailed product comparison.

- **Product Transfer Guide – IDPS**
- **Product Transfer Guide – Super/Pension**

How will the transfer occur?

For Voyage Superannuation Master Trust, Grow Wrap Super and Pension Service, and PortfolioOne Term Allocated Pension, the process is known as a successor fund transfer. This enables transfer without consent, provided that members will have equivalent rights to benefits and the trustees of the superannuation funds agree that the transfer is in members' best financial interests. Oasis Fund Management Limited (OFM), OnePath Custodians Pty Limited (OPC) and I.O.O.F. Investment Management Limited (IIML) are the relevant trustees and have approved the transfer to Expand Extra on that basis.

For Voyage Investment Service and Grow Wrap Investment Service, the Service Operator (SO), IOOF Investment Services Ltd (IISL) will retire and Navigator Australia Limited (NAL), the SO of Expand Extra Investment, will be appointed in its place and the account will be transferred. Once transferred, the Voyage Investment Service and Grow Wrap Investor Service Investor IDPS Guides will be replaced by the Expand Extra Investment IDPS Guide, which together with the relevant IDPS contract will contain the contractual terms that apply to your client's Expand Extra Investment account.

Preparing your business for the transfer

What do I need to do before the transfer?

You don't need to provide advice or take action to initiate the transfer - all open client accounts will be automatically transitioned to Expand Extra and we'll apply the closest settings for their account if there is not a direct match. However, as with any new platform, there will be changes to features and functionality.

We encourage you to check your clients' contact details are up to date to ensure they receive our communications about the transfer. Please note, your clients will receive a separate communication for each account they hold, including where they have separate super and pension accounts.

If you prefer that a client's account is not transferred, you may request to close it before the start of the transaction suspension period on 14 August 2026.

How will you be communicating these changes with my clients?

Clients will receive a SEN or Investor Notice in the post at least 45 days prior to transfer, outlining how the changes affect their account. Your client may receive more than one communication about this transfer as they will be sent a separate communication for each account they hold that is impacted. This includes where they have separate super and pension accounts.

You can find copies of the letters being sent to your clients here:

- Voyage Master Trust Super – **SEN** and **flyer**
- Voyage Master Trust Pension – **SEN** and **flyer**
- Voyage Investment Service – **Investor Notice** and **flyer**
- Grow Wrap Super – **SEN** and **flyer**
- Grow Wrap Pension – **SEN** and **flyer**
- Grow Wrap Investment Service – **Investor Notice** and **flyer**
- PortfolioOne Term Allocated Pension – **SEN** and **flyer**
- Voyage Superannuation – **Group Insurance flyer**

After transfer, your clients will receive an MLC Expand welcome pack with details including:

- Their new account number
- Instructions for registering for online access (optional)
- Their fees and costs (including if their account is linked for family fee aggregation)
- Any ongoing and/or fixed term advice fees
- A Choice of Fund form containing their new account details (super only)
- New BPAY details (super and IDPS only)
- Expand Centrelink schedule (pension only)
- Group and retail insurance details (super only)
- Standing instructions
- Beneficiary details (super and pension only)

What communications can my clients expect to receive during the 2026/27 and 2027/28 financial years?

For super and pension clients:

From Voyage, Grow Wrap, PortfolioOne:

- A SEN will be sent in July 2026 informing them of the transfer.
- An **exit statement** will be sent to clients by mail shortly after accounts are closed. For pension clients, **PAYG payment summary** (if applicable) will be sent with their exit statement for pension payments made from their current account during the 2026/27 financial year.
- A **2025/26 annual statement** will be sent by mail by 31 December 2026.

From Expand Extra:

- A **welcome pack** for Expand Extra (as described above) will be sent shortly after the transfer.
- Your clients will receive an **annual statement** for the financial year ending 30 June each year, issued in September/October. Your client's first Expand Extra statement will cover the period from 5 September 2026 to 30 June 2027.
- For pension clients, a **pension pack** will be sent by 14 July 2027 outlining their pension details for the 2027/28 financial year. If applicable, this will include a PAYG payment summary for the 2026/27 financial year for pension payments made from their Expand Extra account.

For IDPS clients:

From Voyage and Grow Wrap:

- **2025/26 annual statement** for the period 1 July 2025 to 30 June 2026, by 31 July 2026.
- **2026/27 annual statement** for the period 1 July 2026 to 5 September 2026, expected to be sent in the mail by 31 July 2027.
- If your client has elected to receive a **quarterly statement**, a final statement will be sent by mail by the end of October 2026.
- **2025/26 financial year tax statement** for the period 1 July 2025 to 30 June 2026, expected to sent in the mail by the end of November 2026.
- **2026/27 financial year tax statement** for the period 1 July 2026 to 4 September, expected to be sent in the mail by the end of November 2027.

From Expand Extra:

- A **welcome pack** for Expand Extra (as described above).
- **Annual statements** for each financial year ending 30 June, issued in September/October. Their first Expand Extra annual statement will cover the period from 5 September 2026 to 30 June 2027.
- **2026/27 financial year tax statement** for the period 5 September 2026 to 30 June 2027 for their Expand Extra account, expected to be sent in September/October 2027.
- If your client has previously opted into receiving paper quarterly statements, they'll no longer receive these; however, they 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.

Copies of the above communications will be made available on Expand Online and the Expand adviser portal.

How can clients make enquiries about the transfer?

Prior to the transfer, clients can contact us on a dedicated Transition Service Centre on 1800 645 303 between 8am and 6pm (AEST), Monday to Friday. This client support service will commence in mid-July and the number will be communicated to clients in their SEN/Investor Notice.

Will there be a temporary transaction suspension before the transfer?

Yes, just prior to the transfer, a temporary transaction suspension will be implemented to help ensure a smooth transition. This means you will be unable to transact on clients' accounts until the transaction suspension is lifted.

Pension payments and regular withdrawals – any pension payments and regular withdrawals that are due to be paid during the temporary transaction suspension will be brought forward and paid on or around 14 August 2026.

Direct debit facility – any regular direct debits will be deferred during the temporary transaction suspension until soon after the transfer.

Contributions and other deposits – any contributions (super only) and other deposits received during the transaction suspension will be allocated to your client's Cash Account and transferred to their new Expand Extra account. Interest will be calculated from the date the contribution or deposit is received.

For more information, please refer to the **Temporary transaction suspension flyer.**

How do I access MLC Expand?

If you're new to MLC Expand, help is available to get you set up:

- You'll receive login details before the transfer
- You can request early access by contacting your **Business Development Manager or Relationship Training Manager.**

- We encourage you to set up support staff with access ahead of time. To help manage your clients, you can create and grant access to as many support users as you like. Each user must have their own unique login details. For more information read the MLC Expand **Create and manage your support users online access guide**.

If you already use MLC Expand your Voyage clients will be added to your existing MLC Expand login

Tip: If you don't yet have online authority to transact on behalf of your clients, we recommend obtaining it before the transfer to fully leverage the new platform.

When will I be able to see my clients' new MLC Expand accounts online?

We expect that the new MLC Expand accounts will be set up and available for transactions immediately after the transfer has completed.

Will I lose my Voyage Adviser Online access following the transfer?

You'll retain access to Adviser Online for a period after the transfer. We will confirm the date proposed for closure of Adviser Online in due course. It is important to note that your clients will lose access to their online account when their account is closed and will need to register for Expand Online access with their new account details.

Historical periodic statements will be available on the Expand adviser portal and Expand Online for clients after the transfer.

Will advice fee arrangements be transferred?

Yes, any ongoing and fixed term advice fee arrangements will transfer to Expand Extra and continue for the period of the current client consent, except where advice fees are being charged only for specific asset classes. Expand Extra doesn't provide for advice fees to be charged on specific asset classes, so any existing arrangements you currently have in place will end on transfer. We will be in contact if you have any clients with these arrangements.

Preparing your clients for the transfer

What do clients need to know?

The transfer of your clients' accounts to Expand Extra will take place automatically.

Before the transaction suspension period, you should review if Expand Extra is right for your clients, so you can request the closure of their account if you don't want it to be transferred.

You can access a **pre-transfer checklist** here to ensure you and your clients are prepared for this transfer.

How will this impact the administration fees that clients will pay?

On transfer to Expand Extra, all Voyage, Grow Wrap and PortfolioOne clients will pay the same or lower administration fees. A fee comparison (based on 30 April 2026 account balances) will be included in the client's SEN or Investor Notice.

The fees outlined in the SEN or Investor Notice will apply in Expand Extra even if there are changes to the client's balance after 30 April 2026. Recalculation of fees won't happen at or before the transfer to Expand Extra, therefore any significant change (e.g. withdrawal) may result in a client paying higher fees in Expand Extra.

Does Expand Extra offer a Family Discount, and will existing arrangements be transferred?

Expand Extra provides Family Fee Aggregation which will replace the Family Discount. This feature in Expand Extra allows clients to link the accounts of family groups for the purpose of calculating the administration fee. The combined balance of the family group is then used to determine the tiered administration fee percentage, potentially reducing the overall fee. Any savings achieved through aggregation are proportionally allocated across the linked accounts based on each account's balance. Other fees continue to apply on a per-account basis.

If your clients currently have a Family Discount arrangement with linked family or related entity accounts, these links will be retained when transferring to Expand Extra. Family Fee Aggregation will automatically apply, and this will be confirmed in your clients' welcome pack. We recommend reviewing existing family group arrangements to ensure they remain appropriate.

Please note that any new accounts opened after the transfer will not automatically be included in a Family Fee Aggregation group. To include new accounts, a Family Fee Aggregation request must either be signed by all linked members/investors or submitted by you as the financial adviser. It is important to review the Family Fee Aggregation terms and conditions outlined in the relevant Expand Extra disclosure document.

Will all clients' investments be transferred or will some be sold down?

All investments held by Voyage clients immediately prior to the transfer will move to their new Expand Extra account.

Before the transfer, some term deposits will need to be broken, and some SMA investment options will be unbundled. We will be in contact if you have any impacted clients.

What are the tax implications for the transfer?

For IDPS:
There are no tax implications for the IDPS transfer to Expand Extra, all investments will be transferred in specie.

For Voyage Super and Pension:
The transfer of Voyage Superannuation Master Trust is considered a full SFT, meaning the entire fund is transferred. This allows it to qualify for rollover relief, and therefore no tax implications arise.

For Grow Wrap Super and Pension and PortfolioOne Pension:

Unfortunately, due to current tax legislation, the transfer of investments from Grow Wrap to Expand Extra will trigger capital gains and losses. This is due to Grow Wrap Super and Pension Service being part of a larger superannuation fund that includes the OneAnswer and SmartChoice products, where a part transfer does not qualify for rollover relief.

This transfer will result in a net capital gain or net capital loss being realised for each client at the transfer date, and a Capital Gains Tax (CGT) liability for realised gains for super and transition to retirement (TTR) accounts.

OPC will cover the cost of the CGT liability through a non-concessional contribution and/or non-taxable distribution payment (refer below). The realised gain and non-concessional contribution may have other impacts on clients, such as their non-concessional contribution cap or earnings for the new Division 296 tax for FY27.

While pension accounts are not affected by CGT, where a net capital gain is realised, it will be included as earnings for the new Division 296 tax for FY27.

How will you be reimbursing CGT costs for impacted Grow Wrap clients?

The CGT liability will be incurred by the superannuation fund and recovered from member accounts to pay the CGT costs to the ATO. To ensure members are not financially disadvantaged, we will provide a reimbursement for the amount, which can only be provided through a non-concessional contribution and/or non-taxable distribution payment, as set out below, allocated to their Grow Wrap account at the time of transfer.

- **Distribution payment:** the superannuation fund has a small reserve which will be used to cover some of the CGT cost. This amount will generally be allocated proportionally across all members. We currently estimate that this distribution will cover around 30% of the CGT cost, noting this is subject to change and will be confirmed when the fund's CGT liability is determined at transfer.
- **Non-concessional contribution:** the balance of the CGT reimbursement will be covered by a contribution to the superannuation fund made by the trustee. The nature of this payment (i.e. non-concessional contribution) is a requirement of current tax law. We are unable to reimburse the balance of the CGT cost in any other manner, therefore it is important to understand the consequences for members.

Additional information about the CGT reimbursement

1. **How will you determine the amount and method of reimbursement?**
   The amount will be equal to the amount of CGT deducted at the date of transfer. We will not be able to advise you or your clients the amount of the reimbursement or its proportions ahead of the transfer.
2. **When will you reimburse the CGT cost on my client's accounts?**
   We will reimburse the CGT cost your client incurs, in full, on the same day as it is deducted so as not to reduce their account balance or require the redemption of any investments. These transactions will be applied on the day the accounts are closed, in early September 2026. The relevant transactions will be shown in your client's exit statement, which will be issued shortly after their account is closed.
3. **How will the reimbursement be applied for superannuation clients aged over 75 and TTR pension clients, whose accounts are unable to receive non-concessional contributions?**
   The reimbursement will be made as a non-taxable distribution payment for these two scenarios.
4. **What happens if this reimbursement causes my client to exceed their non-concessional contributions cap?**

It is important to note that any non-concessional contribution we make as part of the reimbursement is required by current tax legislation to be included in your client's non-concessional contribution cap for the 2026/27 financial year. The amount will be shown in their exit statement, and you should consider your client's contribution strategy for the 2026/27 financial year to ensure that you do not exceed the non-concessional contribution cap or manage the financial consequences of doing so. We are unable to cover any additional tax that may be incurred by clients exceeding their non-concessional cap, as the additional tax can be avoided by reducing other non-concessional contributions made during the 2026/27 financial year.

Where can I find out more information about the new Division 296 and how it may impact my Grow Wrap and PortfolioOne clients?

From 1 July 2026, Division 296 tax applies to superannuation earnings received by members whose total superannuation balance exceeds $3 million. Any realised capital gains tax arising from the transfer to Expand Extra will be included as earnings by the ATO when determining any Division 296 tax payable for the 2026/27 financial year. More information about Division 296 tax is available from the ATO at ato.gov.au.

If your client is assessed for Division 296 tax by the ATO, we will consider reimbursing your client for the amount attributed to the capital gains arising from the transfer, and you should contact your MLC Expand Business Development Manager after your client receives their assessment to confirm our requirements to access the reimbursement.

We understand that Division 296 determinations will be made by the ATO for the 2026/27 financial year in early 2028.

How will the transfer impact insurance premiums to external providers?

If your client holds insurance with an external super fund and funds premiums through rollovers from their existing account, these arrangements will not automatically continue following the establishment of their Expand Extra account. Once the new account is opened, you and your clients will need to re-establish their premium payment arrangements to ensure cover remains in place.

Are there any impacts to retail insurance?

There is no change to retail insurance. The premium deduction date will remain the 20th of the month.

Group insurance (Voyage only)

Group insurance cover for Voyage members will change from Zurich Australia Limited (Zurich) to TAL Life Limited (TAL). TAL will maintain the amount and type of cover for affected Voyage members held at the time of transfer, and grandfather the terms and premium rates.

What happens if my client has an event on claim with Zurich prior to the transfer?
Any claims for events occurring on or before the transfer date will be assessed by Zurich, while events after the transfer date will be assessed by TAL. If your client wishes to lodge a claim after the transfer date, your client should contact our claims team on 1800 517 124, who will assist them and determine the appropriate insurer to assess their claim.

We will manage the process of determining which rules apply to the claim and which insurer will be responsible for assessing the claim. As with any claim, you should contact us as soon as you become aware so that we can assist you and your client.

Why will some clients be impacted by an increase in premium on transfer if TAL has agreed to grandfather premium rates?
TAL have agreed to maintain the premium rate per age the same as Zurich, however will assess each client's age at 1 July rather than 1 March.

This means that Zurich last updated each client's age at 1 March 2026 and would have charged premiums on that basis until 1 March 2027, however TAL will update each member's age at 1 July 2026 and charge premiums on that basis until 1 July 2027.

For those members with a birthday between 1 March 2026 and 1 July 2026 they will consequently see their premium change on transfer. For all other members, the next age-based review will be 1 July 2027 instead of 1 March 2027.

Will there be a change of timing for when the group insurance premiums are deducted after the transfer?
The timing of your client's group insurance premium deduction will change to the last day of the month (in arrears) for Expand Extra, instead of the first of the month (in advance) as it currently is on Voyage Superannuation Master Trust.

Will the insurance administration fee of $2.05 per month continue to apply on Expand Extra?
The insurance administration fee, which is currently $2.05 per month (for each policy administered through your account), will cease as a similar charge is not applied for Expand Extra.

Does Expand Extra offer CPI indexation on the sum insured amount?
Expand Extra does not provide CPI indexation of the sum insured. As a result, automatic annual CPI increases will no longer be applied following the transfer.

Please note that where applicable your client's sum insured for Death and/or Death and Total & Permanent Disability was last indexed on 1 March 2026 as part of the annual review process.

Clients who are impacted may wish to apply for an increase to their sum insured in the future. For further details, please refer to the Expand Extra Insurance Guide.

Will investment performance history continue for my clients?

No, performance history before the transfer will not be reported in Expand Extra. Clients will have access to their previous annual statements but should download any relevant information / produce any applicable report before the transfer.

Will I continue to have access to Model Portfolios after the transfer?

No, model portfolios are not available in Expand. Where an ACM has used a model portfolio, this will be mapped to the client's Standing Instructions – including Deposit Instruction (Super and IDPS only) and Cash Account Top Up Instruction.

Will clients have access to Expand Online and Expand app?

Yes, after the transfer clients will enjoy a significantly improved digital experience via:

- The **Expand Online portal**

- The **Expand mobile app**

They'll be able to view all their Expand accounts with a single login.

To register, clients will need a **valid mobile number and email address**. Multi-factor authentication ensures secure access. For more information view the **Keep on top of your account on the go flyer**, which will be included in your client's Expand welcome pack.

Where can I get more information and support in relation to the transfer?

- Call your **MLC Business Development Manager or Relationship Training Manager**
- Email us **advisoryrelationships@insigniafinancial.com.au**

Who should I contact about Voyage, Grow Wrap and PortfolioOne account requests?

For queries and requests about existing accounts up until the date of the transfer, advisers should continue to contact the service team via live chat. Clients should continue to call 1800 892 353 (Voyage), 1800 095 825 (Grow Wrap and PortfolioOne) or email **service@wrapinvest.com.au**.