

Media Release – 14 November 2022

Insignia Financial launches refreshed wrap platform offer – Expand

New mobile app, lower pricing, a refreshed brand and more choice and flexibility to meet evolving adviser and client needs

Insignia Financial Ltd (“Insignia Financial”) announced extensive enhancements to its advised superannuation, pension and investment Expand wrap products including a new mobile app, lower pricing, a refreshed brand, more investment and insurance choice and greater flexibility for advisers and their clients to manage their accounts.

As part of its simplification and transformation program, Insignia Financial has introduced a new look and new product names aligned to Expand. The two products now sit under this single identity – the full and sophisticated wrap product offering has been renamed *Expand Extra*, and IOOF Essential, a simplified wrap product for clients with less complex investment needs, has become *Expand Essential*. Expand is underpinned by Insignia Financial’s proprietary contemporary platform technology, Evolve.

Cameron Spittle, General Manager Advisory Solutions, Insignia Financial, said the enhancements have been developed in consultation with advisers with an aim to directly meet their evolving needs:

“We are delighted to announce these exciting enhancements to continue to support advisers through the advice implementation process, manage their business, and improve their clients’ investment outcomes and financial wellbeing.

“We have strong momentum in our transformation journey and will continue to invest in, build, and deliver contemporary product solutions and tools.”

Clients can access accounts anywhere, anytime with mobile app

The enhanced client experience includes a mobile app which enables clients to securely view their accounts anywhere, anytime. The Expand app gives clients access to all the features of Expand Online from their smartphone or tablet and utilises two-factor authentication with access via a 4-digit PIN, passcode, touch ID or face ID (available on compatible devices).

The Expand app allows clients to:

- Check transactions, performance, and current investment options.
- Visualise their balance over time with an interactive graph or access reports for individual investments.
- Review and make changes to their beneficiaries, personal details, communications preferences and more.
- Download statements and generate a wide range of account reports.

Pricing changes to Expand

New pricing has been introduced on the Expand products. The new simple and transparent pricing structure will apply to all new accounts. The updated pricing will also be automatically applied to existing clients which will result in reduced pricing for some clients.

Expand Essential has a low 0.10% administration fee with a cap of \$1,000 and a flat account keeping fee of \$90 per annum. Expand Extra offers a competitive fee cap of \$1,925, an account keeping fee of \$180 per annum and the ability to link up to six family-accounts to take advantage of the fee cap.

Broader choice for advisers and clients

Expand Extra clients will now have access to more managed investments; most of the listed investments in the S&P All Ordinaries Index; and one-, two- and 24-month terms for NAB term deposits.

MLC Life Insurance has been added to the retail insurance offer for superannuation clients, to complement the existing panel of AIA, TAL and Zurich.

Among the other changes developed in partnership with advisers, clients now have the option of choosing their preferred dates for pension payments and direct debits. More transactions will be available digitally reducing the need for paper-based forms.

New name and fresh look provide contemporary experience

Expand will have a new look for its online and mobile experience, reporting, communications, statements, and documents.

Mr Spittle added: “As we consolidate our brands, we’ve taken the opportunity to create a more contemporary look and feel to match the enhanced offer.

“We are providing a simpler, more modern brand experience for advisers and their clients, built on our market-leading platform.”

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Notes to editors:

Expand products are accessible via Insignia Financial’s proprietary Evolve platform. Please visit myexpand.com.au for more information.

About Insignia Financial Ltd

Insignia Financial has been helping Australians secure their financial future since 1846. During that time, we have grown substantially to become one of the largest groups in the Australian financial services industry.

Insignia Financial provides advisers and their clients with the following services:

- **Platforms** for advisers, their clients and hundreds of employers in Australia;
- **Advice** services via our extensive network of financial advisers; and
- **Asset Management** products that are designed to suit any investor’s needs.

Further information about Insignia Financial can be found at www.insigniafinancial.com.au.