

15 April 2024



## Product Update Notice

### Important changes

As an investor of WealthPortal Investor Service (the Investor Service), we would like to advise you about important changes to the Investor Service which include the following:

- Change to the ownership of OneVue Wealth Services
- Change to the Complaints Officer

Further details about these changes can be found below. **Please note that there is no action required on your part.**

### Change of ownership

Effective 15 April 2024, OneVue Wealth is a wholly owned subsidiary of Praemium Limited (Praemium) ABN 67 129 756 850 Australian Financial Services Licence No 329829. Employees and directors are remunerated for their services by an operating company that is a related body corporate of Praemium and may also hold shares in Praemium.

### Guide to making a complaint

You have the right to enquire into or complain about the way we administer the products and services we provide to you. This includes the Investor Service, your Investor Service Account, the IDPS and the Managed Account.

We have established procedures to ensure all enquiries and complaints are properly considered and dealt with. Your complaint will be acknowledged within 24 hours. Should you wish to make a complaint please contact us at:

#### **Praemium Complaints Handling Officer**

Email: [au.complaints@praemium.com](mailto:au.complaints@praemium.com)

Address: PO Box 322 Collins Street West, Melbourne, 8007

### Further information

All relevant documents pertaining to the Investor Service, including our Privacy Policy, are available on the Secure Online Portal.

Should you wish to contact us you can do so using the following information.

**T: 1300 379 762**  
**E: [wealthportal@onevue.com.au](mailto:wealthportal@onevue.com.au)**  
**W: [wealthportal.com.au](http://wealthportal.com.au)**  
**P: PO Box R1926, Royal Exchange NSW 1225**

WealthPortal Investor Service is promoted by WealthPortal Pty Ltd ABN 61 131 002 036, corporate authorised representative of AdviceNet Pty Ltd AFSL 308200 Representative No. 334027. OneVue Wealth Services Ltd ABN 70 120 380 627 AFSL 308868 is the operator of the IDPS and the Responsible Entity of the OneVue Managed Account offered by the WealthPortal Investor Service. The information in this document has been prepared by OneVue Wealth Services Ltd. It is intended to provide you with general information only, and does not take into account your personal objectives, financial situation or needs. Before making any financial decisions about WealthPortal Investor Service, it is important that you read the Investor Service Guide and Target Market Determination (TMD), consider your particular circumstances, and whether the particular financial product is right for you. The current Investor Service Guide and TMD for the product are available on the Secure Online Portal. The TMD sets out who an investment in the product might be appropriate for and the circumstances that trigger a review of the TMD. You should consult a financial adviser if you require personal advice.