

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

Frequently asked questions

The NGS Self-Managed Direct Investment Option (DIO) is closing. We'll update this page regularly with further information and frequently asked questions as we work towards a smooth closure of this option.

Why is the DIO closing?

Our current provider for the Self-Managed DIO, OneVue Wealth Services Limited (OneVue), has advised that they'll be discontinuing this service for all their clients, including NGS Super. With the small number of providers offering this service, together with the relatively small number of NGS members using the DIO, our view was that continuing to provide a direct investment option was no longer viable for members of the Fund.

When will it close?

We anticipate the DIO will close by 30 June 2025 however, we'll provide further information when the closure date is confirmed. We're working with OneVue on a timetable for closure that provides our members with sufficient time to make important decisions about their investment. We'll advise members invested in the DIO of the exact date of closure as soon as possible.

What do I need to do?

If you are not utilising the DIO service, there is nothing you need to do.

We'll be contacting all members invested in the DIO shortly to provide more information about the date of closure, next steps and any actions members need to take or may wish to consider taking as part of the closure.

Members invested in the DIO can continue to hold their investments until the closure date. However, you may prefer to commence selling listed securities you hold through the DIO now before the closure date, at which time all assets in the DIO, including listed securities, will be sold.

Can I take action now?

You may wish to consider whether to continue to hold the investments you have in the DIO until the closure date, or whether you'd prefer to sell some or all of your assets prior to closure. If you sell any securities held through the DIO, the proceeds of the sale will be credited to your DIO Cash Hub. You'll then be able to transfer funds from your Cash Hub to your other NGS investment options using Member Online.

As part of the closure, there will be a blackout period during which members will be unable to transact in the DIO portal. We're currently working with our providers to determine when the blackout period will occur and we'll advise members of these dates as soon as possible.

You may also wish to seek professional financial advice about your investment strategy and the investment options that are right for you.

What will happen to my term deposits?

Existing term deposits will be held until the closure unless they mature prior to this date. There will be a limited range of terms available for new term deposits and members may be unable to transact in term deposits prior to the closure date. The current maximum term deposit available is 3 months. The terms of available term deposits will reduce as the closure date of the DIO approaches. This will ensure members can only access term deposits that will reach maturity prior to the DIO closure date.

A small number of members hold term deposits that will mature after the anticipated closing date. We're working with OneVue to determine when these term deposits will be sold and the impact on the interest payable on these accounts.

Where can I get more information?

We'll be contacting all members currently invested in the DIO to advise the date of closure. In the meantime, you may wish to seek professional financial advice about your investment options.

We'll provide further information to you as we approach the closure date for the DIO and will update our online FAQ with additional information.

Our commitment to you

We understand that for some NGS members, direct investing is an important part of their investment strategy. We'll continue to work with our service providers to help ensure we are best supporting you during this period.

Advice when you need it

We know the value of getting the right advice at the right time. We're committed to ensuring that NGS members have access to quality financial advice no matter what stage of life you're at.

We offer a range of Advice services to suit you. In the first instance a chat with a [Super Specialist](#) may help. This is a service at no cost where you just need a little more information but don't need an entire personalised financial plan. You can book in a meeting [here](#)

Where you do need some personalised advice limited to a single issue in relation to your NGS Super account, we also offer this service at no cost via our Financial Advice helpline – just call 1300 133 177.

In circumstances where you need more comprehensive and complex advice, you can meet with an NGS Financial Planner where a fee would be payable for tailored personal advice. Initial appointments are complimentary for members.

To learn more about our Advice services and how to make an appointment, visit ngssuper.com.au/financial-planning

Investment returns are not guaranteed, and past performance is not always a guide to future performance. The information provided is general information only and does not take into account your personal objectives, financial situation or needs. Before acting on this information or making an investment decision, you should consider your personal circumstances and read our [Product Disclosure Statement](#), [Target Market Determinations](#) and [Financial Services Guide](#) for more information. You should also consider obtaining financial, taxation and/or legal advice which is tailored to your personal circumstances before making a decision.



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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