

# CRESCENT WEALTH SUPERANNUATION FUND

## MEMBER OUTCOMES ASSESSMENT

### INTRODUCTION

In this report, Equity Trustees Superannuation Limited publishes the results of our annual assessment of how well the Crescent Wealth Superannuation product (the **product**) issued from Crescent Wealth Superannuation Fund (the **fund**) provides member outcomes and promotes members' financial interests. The assessment is based on information as at 30 June 2023.

### METHODOLOGY AND STRUCTURE

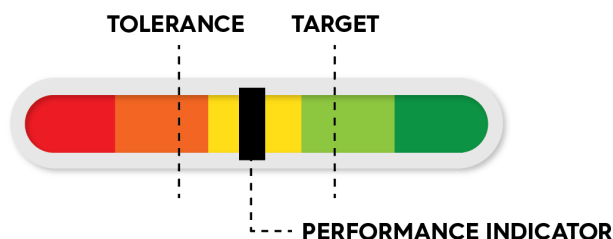
In conducting this assessment, we compared the product to other choice superannuation products included in statistical data published by the Australian Prudential Regulation Authority (**comparable products**) using the criteria in Part 6 of the *Superannuation Industry (Supervision) Act 1993* and Prudential Standard SPS 515 *Strategic Planning and Member Outcomes*.

This report includes:

- our overall assessment of whether the product provides optimal member outcomes and promotes their financial interests;
- a dashboard that depicts our assessment of the product's market-relative performance for each outcome we aim to provide members;
- a table summarising the key metrics that we relied on when making this assessment; and
- our commentary on this performance that includes action items to improve suboptimal performance.

For each member outcome, the dashboard presents the relevant segment of market performance. The width of each segment is based on the range of market performance for each outcome and is specific to each outcome. The positioning of the black performance indicator bar against the colour coding is our assessment of how well the outcome has been delivered. The colour coding gives a visual representation of performance that moves from neutral (yellow) through orange to least tolerance (red), and in the opposite direction from yellow to the target (or green) area of the dashboard. The assessment of each member outcome is based on several equally-weighted metrics. Accordingly, if one metric is outside our tolerance level it doesn't automatically mean the entire member outcome is outside our tolerance level.

*Example dashboard for illustrative purposes only*



The target is generally the average position of the comparable products while the tolerance level is the trigger for us to consider any necessary actions to improve member outcomes.

Please visit our [website](#) to view a short video that provides more information about the operation of the dashboard.



## OVERALL ASSESSMENT

Having carefully considered the comparisons of the product with comparable products set out in this report, including the dashboards, metrics, commentary, and other relevant information available to us at the time of writing, we have concluded that as a result of the following factors the product is promoting members' financial interests.

1. the fees and costs that affect the return to members are not appropriate having regard to their financial interests;
2. the net returns for the product (i.e. returns after deducting all fees, costs and taxes) are not consistent with market rates;
3. the level of investment risk for the product is acceptable in relation to the net returns generated;
4. the investment strategy for the product is appropriate;
5. the options, benefits and facilities offered in the product are appropriate for members;
6. the insurance premium charged for the product does not inappropriately erode members' account balances;
7. the insurance strategy for the product is appropriate; and
8. the scale of the product and the fund does not disadvantage members.

### ACTION ITEMS

As part of the ongoing strategic review of the fund, actions are being taken to reduce fees and improve investment returns. We will be updating members regarding the future plans for the fund.

We will continue to work with Crescent Wealth on reducing the number of complaints to an acceptable level and address any areas of weakness.

## DASHBOARD

### STRATEGIC CONTEXT

Working together with the fund's promoter, Crescent Wealth, our purpose is for the fund to be the superannuation fund of choice for all Muslim Australians and the mission is to provide a superannuation vehicle to collectivise and improve members' wealth via access to Islamic compliant investments and to be a trusted and credible source of superannuation investment returns for generations to come.

To support this purpose, our goals for the fund are to increase the proportion of superannuation that is invested compliantly, responsibly and in accordance with Islamic principles and beliefs, organic growth of the fund to deliver scale benefits to members over time, meet the fund's stated investment objectives over the minimum investment timeframe through strong and consistent investment performance, efficiently manage operating costs, provide a high level of client service and strong engagement with members to improve member retention and educate members in superannuation and determine a transition strategy for the fund.

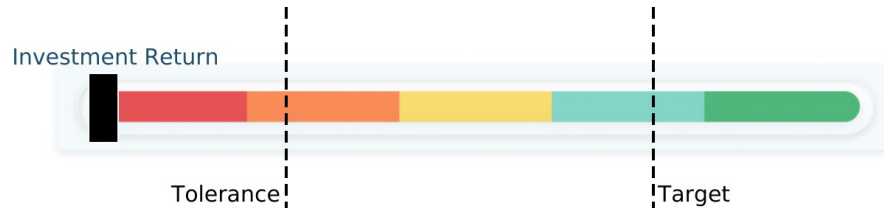
The product is a choice accumulation product.



## INVESTMENT RETURN

**Outcomes** Investment return for a \$50,000 account balance in the product<sup>1.0</sup> is consistent with market indexes.

Our product's performance relative to comparable products



| Metrics | Ref | Metric Label              | Value | Tolerance | Target |
|---------|-----|---------------------------|-------|-----------|--------|
|         | 1.1 | 1-year actual net return  | 7.96% | 10.38%    | 10.83% |
|         | 1.2 | 3-year actual net return  | 6.31% | 7.56%     | 8.30%  |
|         | 1.3 | 5-year actual net return  | 3.48% | 5.79%     | 6.19%  |
|         | 1.4 | 10-year actual net return | 3.98% | 7.29%     | 8.06%  |

1.0 Investment returns and associated targets and tolerance levels are weighted averages for the product. The weighted averages are based on the performance, asset allocation and funds under management of the investment options available in the product. The table in Appendix 1 provides more information.  
1.1 – 1.4 The product's fee structure leads to different net returns for different account balances. The table in Appendix 2 provides more information.  
1.2 – 1.4 Net returns are based on historic returns and the current fee structure.

### Commentary

The Member Outcomes Assessment considers key metrics across the fund's four investment options. In August 2023, the following investment options in the product failed the [Annual superannuation performance test](#):

- Balanced;
- Conservative; and
- Growth.

This is a legislated performance test that is undertaken by the regulator, APRA, that assesses the performance of investment options against tailored benchmarks over a ten year time horizon.

The performance indicator measures the average investment return of all investment options in the product over one, three, five and ten year periods and is based on an equal weighting of all the metrics in the above table.

Appendix 1 displays the returns for each investment option available in the product and its weighted average returns over these periods.

This commentary focuses on the five-year weighted average return to 30 June 2023. The 5 year term is a balance between capturing any shorter term developments with the longer term trend of return performance.

When reading this commentary, it's important to bear in mind that past performance is not a reliable indicator of future performance.

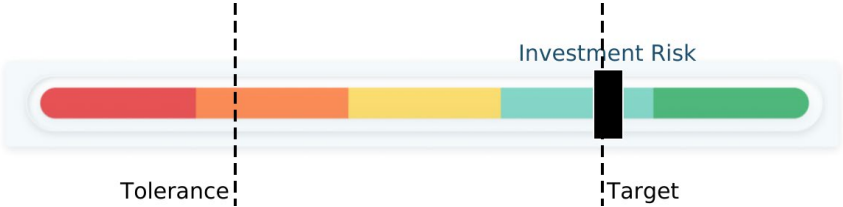
Over the five years to 30 June 2023 the fund's weighted average investment return is outside our tolerance level. The major detractors from investment performance over the five-year period were fees and the limited investment universe available that complies with Sharia investment principles required by the fund. In this regard, many sectors that contribute to the performance of traditional superannuation benchmarks are not available to Sharia-complaint funds (i.e. the Banking, Finance and Insurance, Gambling, Alcohol and Media sectors, among others). The restriction of investing in these sectors contributes to divergent investment outcomes compared to the traditional superannuation benchmarks, especially in periods when these sectors outperform.

As a result, we are not comfortable that the product's weighted net returns are consistent with market rates and therefore do not advance members' financial interests.



As part of the ongoing strategic review of the fund, actions are being taken to reduce fees and improve investment returns. We will be updating members regarding the future plans for the fund.

## INVESTMENT RISK

|   |   |  |       |           |        |
|---|---|--|-------|-----------|--------|
| Outcomes  | Investment risk for a \$50,000 account balance in the product is consistent with the Standard Risk Measure (SRM) <sup>2.0</sup> .   |  |       |           |        |
| Our product's performance relative to comparable products   |  <p>The gauge shows a performance level of 1.99, which is within the tolerance level of 3.00 and below the target of 2.00. The gauge is divided into five colored segments: red (0-1), orange (1-2), yellow (2-3), teal (3-4), and green (4-5).</p> |  |       |           |        |
| Metrics   | Ref   | Metric Label                                   | Value | Tolerance | Target |
|   | 2.1   | Negative annual net returns over last 10 years | 1.99  | 3.00      | 2.00   |
| 2.0 Negative annual returns and associated targets and tolerance levels are weighted averages for the product. The weighted averages are based on the performance, SRM and funds under management of the investment options available in the product. Portions of years have been rounded up or down to a whole year. |   |  |       |           |        |

### Commentary


The performance indicator measures the weighted average number of negative annual returns for the 10 years to this date.

When reading this commentary, it's important to bear in mind that past performance is not a reliable indicator of future performance.

Over the 10 years to 30 June 2023 the weighted average number of negative returns for the product was within our tolerance level.

Therefore, we consider the investment risk is acceptable because the weighted average number of negative returns is within our tolerance level.

## FEES AND COSTS

|  |   |                          |       |           |        |
|--|---|--------------------------|-------|-----------|--------|
| Outcomes   | Fees (gross of tax) for a \$50,000 account balance are consistent with market rates. <sup>4.0</sup>   |                          |       |           |        |
| Our product's performance relative to comparable products  |  <p>The gauge shows a performance level of 2.02%, which is above the tolerance level of 1.80% and above the target of 1.30%. The gauge is divided into five colored segments: red (0-1), orange (1-2), yellow (2-3), teal (3-4), and green (4-5).</p> |                          |       |           |        |
| Metrics  | Ref   | Metric Label             | Value | Tolerance | Target |
|  | 4.1   | Total fees (Faith-based) | 2.02% | 1.80%     | 1.30%  |
| 4.0 The product's fee structure leads to different net returns for different account balances. The table in the Appendix 2 provides more information.                        |   |                          |       |           |        |
| 4.2 These fees include a weighted average investment fee that is based on the investment fees and funds under management of the investment options available in the product. |   |                          |       |           |        |

### Commentary

This table lists the product's total fees and costs (administration and investment fees and costs). Other fees may be payable which are set out in the product's disclosure documents.




The performance indicator measures total fees and costs together against comparable products.

Total fees were outside our tolerance level.

As a result, we are not comfortable that the current fees and costs are consistent with market rates and therefore, do not advance members financial interests.

As part of the ongoing strategic review of the fund, actions are being taken to reduce fees. We will be updating members regarding the future plans for the fund.

## INSURANCE CLAIM MANAGEMENT

| Outcomes  | Valid claims are accepted and paid in a timely manner.                             |   |       |           |        |
|---|--|---|-------|-----------|--------|
| Our product's performance relative to comparable products   |  |   |       |           |        |
| Metrics   | Ref  | Metric Label                                  | Value | Tolerance | Target |
|   | 6.5  | Insurer's declined claims ratio - IP cover    | 0.00% | 6.75%     | 5.25%  |
|   | 6.6  | Insurer's average time to decision - IP cover | 0.80  | 2.00      | 1.50   |
|   | 6.7  | Insurance-related EDR complaints              | 0.00  | 2.25      | 0.75   |
| 6.5 – 6.6 IP means "Income Protection".<br>6.7 EDR means "External Dispute Resolution".<br>6.7 This is the annual number of insurance-related complaints to the Australian Financial Complaints Authority per 10,000 member accounts. |  |   |       |           |        |

### Commentary

The performance indicator measures the acceptance of insurance claims, the timeliness of claim decision-making and the quality of the claims process against comparable products.

The performance indicator, which is within our tolerance level is based on equal weighting of all the metrics in the above table.

The insured benefits in this product are supported by retail life insurance policies. For this suite of policies, in the year ended 30 June 2023 the fund's insurer:

- paid 1 IP claim and declined 0 IP claims.

The average time to decision and the number of insurance-related complaints that have been made to the Australian Financial Complaints Authority is within our tolerance level.

As a result, we are comfortable that valid claims are accepted and paid in a timely manner.

All insurance cover is voluntary. We believe that the appropriate level of insurance cover is a balance between the amount of cover required (based on the maintenance of the member's, and their dependants', standard of living in the event of an accident or illness) and the affordability of that cover for the member.

Members have the opportunity to seek personal financial advice if required, select their own level of insurance cover and cancel their cover if no longer required. Therefore:

- the insurance premiums charged for the product do not inappropriately erode members' account balances; and
- the insurance strategy for the product is appropriate.



## MEMBER SERVICES

**Outcomes** Administration services satisfy member expectations.

Our product's  
performance relative to  
comparable products



| Metrics | Ref | Metric Label                          | Value     | Tolerance    | Target    |
|---------|-----|---------------------------------------|-----------|--------------|-----------|
|         | 8.1 | Administration-related EDR complaints | 10.12     | 3.50         | 1.50      |
|         | 8.2 | Service Level Achievement             | 100.00%   | 80.00%       | 90.00%    |
|         | 8.3 | Administration fees                   | 0.83%     | 0.62%        | 0.38%     |
|         | 8.4 | Information security controls         | Effective | Partially .. | Effective |

8.1 EDR means "External Dispute Resolution".

8.1 This is the annual number of administration-related complaints to the Australian Financial Complaints Authority per 10,000 member accounts.

8.2 Service level achievement measures the portion of new member, contribution and benefit payment transactions that were processed within our service level.

8.3 This is our view of the effectiveness of the Administrator's information and cyber security controls based on an independent review completed during the year.

### Commentary

The performance indicator measures the delivery of administration services against our service levels, and against the cost of similar services for comparable products.

The performance indicator, which is within our tolerance level, is based on equal weighting of the above metrics.

The number of complaints about administration services that have been made to the Australian Financial Complaints Authority is outside our tolerance level. We will continue to work with Crescent Wealth on reducing the number of complaints to an acceptable level and address any areas of weakness.

Administration fees and costs were outside our tolerance level. As part of the ongoing strategic review of the fund, actions are being taken to reduce fees. We will be updating members regarding the future plans for the fund.

With this in mind, we are comfortable that administration services satisfy member expectations because of the high rate of service level achievement and the administrator's information and cyber security controls are effective.

Therefore, we consider the options, benefits and facilities offered in the product are appropriate for members.



## SCALE

### Outcomes

The fund is sustainable and likely to deliver optimal outcomes in the future.

The scale of the fund relative to comparable products



### Metrics

| Ref | Metric Label                            | Value  | Tolerance | Target |
|-----|---|--------|-----------|--------|
| 9.1 | RSE adjusted total accounts growth rate | 11.80% | -6.25%    | -2.50% |
| 9.2 | RSE Net Cash Flow Ratio                 | 9.15%  | -2.75%    | -0.50% |
| 9.3 | RSE Net Rollover Ratio                  | 0.23%  | -3.00%    | -1.75% |

9.1 The RSE adjusted total accounts growth rate is the average annual percentage change in member accounts averaged over the three year period, excluding Successor fund Transfers (SFTs) and account consolidations.

9.2 The RSE Net Cash Flow Ratio is members' benefits flows in less members' benefits flows out as a percentage of cash flow adjusted net assets averaged over the three year period, excluding SFTs.

9.3 The RSE Net Rollover Ratio is rollovers in less rollovers out as a percentage of cash flow adjusted net assets averaged over the three year period, excluding SFTs.

### Commentary

The performance indicator measures the fund's sustainability and likelihood of delivering optimal outcomes in the foreseeable future against other funds.

The performance indicator, which is above our target, is based on an equal weighting of the above metrics.

With total member benefits of \$419m and 11,850 members, the fund is growing from a comparably small base but is below our desired scale.

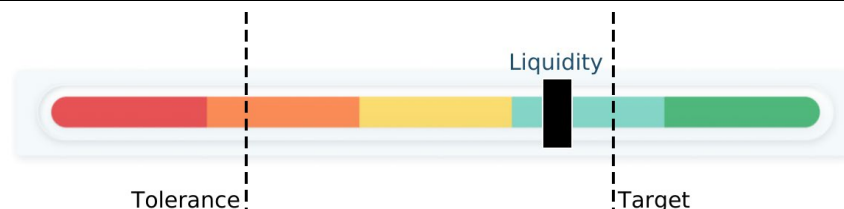
With this in mind, we believe that the fund is sub-scale and we will be updating members regarding the future plans for the fund.

## LIQUIDITY

### Outcomes

Benefit and rollover requests can be met in a timely manner from investments and insurance policies

Our product's performance relative to comparable products



### Metrics

| Ref  | Metric Label                           | Value  | Tolerance | Target |
|------|--|--------|-----------|--------|
| 10.1 | Investment liquidity in a GFC scenario | 81.08% | 40.00%    | 80.00% |
| 10.2 | Insurer financial strength rating      | A+     | BBB       | AA     |

10.1 Liquidity is a weighted average that is based on the liquidity in a Global Financial Crisis scenario and funds under management of the investment options available in the product. The table in Appendix 1 provides more information.



## Commentary

The performance indicator measures the fund's ability to meet benefit and rollover requests in a timely manner.

We regularly monitor whether the investments and insurance policies would be able to meet cash requirements in extreme situations. Based on our analysis, we consider that benefits are supported by liquid investments and an insurer with a strong capacity to meet its financial commitments.

As a result, we are comfortable that the level of liquidity risk for the product is acceptable.

# APPENDIX 1

## INVESTMENT OPTION INFORMATION

| Investment Option                  | Inception Date | Growth Ratio | Member Assets | Investment Period |         |         |          |
|------------------------------------|----------------|--------------|---------------|-------------------|---------|---------|----------|
|                                    |                |              |               | 1 Year            | 3 Years | 5 Years | 10 Years |
| Crescent Wealth Balanced Global    | 2020-09-30     | 70%          | \$6.1M        | 9.52%             |         |         |          |
| Crescent Wealth Super Balanced     | 2013-05-12     | 77%          | \$190.5M      | 7.91%             | 6.12%   | 3.30%   | 3.79%    |
| Crescent Wealth Super Conservative | 2013-05-12     | 58%          | \$64.0M       | 6.08%             | 4.48%   | 2.63%   | 2.72%    |
| Crescent Wealth Super Growth       | 2013-05-12     | 92%          | \$158.4M      | 8.73%             | 7.29%   | 4.05%   | 4.73%    |
| Weighted Average                   |                | 80%          | \$419.0M      | 7.96%             | 6.31%   | 3.48%   | 3.98%    |

This table provides information about the asset allocation, size and performance of the investment options available in the product.

# APPENDIX 2

## ACCOUNT BALANCE-BASED INVESTMENT METRICS

| Time Frame | Account Balance Value |          |          |           |           |           |
|------------|-----------------------|----------|----------|-----------|-----------|-----------|
|            | \$10,000              | \$25,000 | \$50,000 | \$100,000 | \$250,000 | \$500,000 |
| 1          | 7.3%                  | 7.8%     | 8.0%     | 8.1%      | 8.1%      | 8.1%      |
| 3          | 5.6%                  | 6.1%     | 6.3%     | 6.4%      | 6.5%      | 6.5%      |
| 5          | 2.8%                  | 3.3%     | 3.5%     | 3.6%      | 3.6%      | 3.6%      |
| 10         | 3.3%                  | 3.8%     | 4.0%     | 4.1%      | 4.1%      | 4.1%      |

This table illustrates how the product's fee structure affects net returns for different account balances. The illustration is based on historic returns and the current fee structure.