



CLEARVIEW LIFESOLUTIONS SUPER ROLLOVER MEMBER OUTCOMES ASSESSMENT

INTRODUCTION

In this report, Equity Trustees Superannuation Limited publishes the results of our annual assessment of how well the ClearView LifeSolutions Super Rollover product (the **product**) issued from HUB24 Super Fund (the **fund**) provides member outcomes and promotes members' financial interests. The assessment is based on information as at 30 June 2023.

COVERAGE

There are four versions of this product that offer similar benefits. These products are summarised in the following table.

In this report we have assessed the first and second versions of the product (collectively **LifeSolutions**). Members holding the ClearChoice products can obtain further information by visiting:

- [ClearChoice PDS](#)
- [ClearChoice Super Rollover PDS](#)

Version	product	Total Fees	Investment options	Weighted average 5-year net return	Insurance cover
1	LifeSolutions	NA	NA	NA	Yes
2	LifeSolutions Super Rollover	0.50% p.a.	1	0.31%	No
3	ClearChoice Super	NA	NA	NA	Yes
4	ClearChoice Super Rollover	0.50% p.a.	1	NA	No

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:

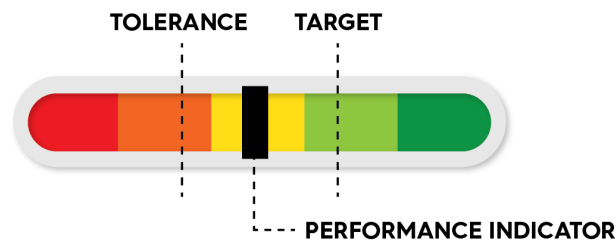
- our overall assessment of whether the product provides optimal member outcomes and promotes their financial interests;
- a dashboard that depicts our assessment of the product's market-relative performance for each outcome we aim to provide members;
- a table summarising the key metrics that we relied 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 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 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 is 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.

DASHBOARD

STRATEGIC CONTEXT

Together with the Plan's promoter, ClearView Life Assurance Limited, the purpose of these products is to provide members with access to insurance cover through superannuation to be held within the HUB24 Super fund.

The products that offer insurance cover (**insurance products**) are insurance-only superannuation products that allows members, with the benefit of financial advice, to hold life, total and permanent disablement and income protection insurance cover inside the fund.

Money invested in the rollover products (**rollover products**) can be used to pay for the cover held in the insurance products. These products provide only one investment option being a cash and short-term securities investment option.

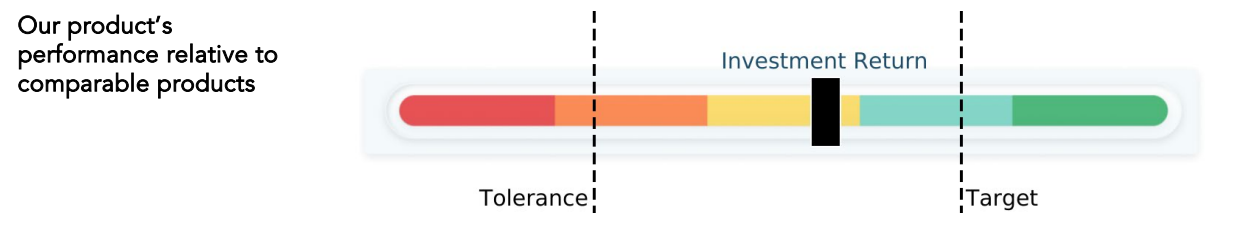
The insurance cover you select under the plan are provided under an insurance policy issued to us as the policy owner. The insurance policy provides the insurance benefits for you as a fund member and the life insured.

The product is a choice insurance-only product.



INVESTMENT RETURN

Outcomes Investment return for a \$50,000 account balance in the product^{1.0} is consistent with market indexes.



Metrics	Ref	Metric Label	Value	Tolerance	Target
	1.1	1-year actual net return	1.41%	0.83%	1.28%
	1.2	3-year actual net return	1.07%	0.00%	0.00%
	1.3	5-year actual net return	0.31%	0.22%	0.62%
	1.4	10-year actual net return	0.43%	0.92%	1.69%

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.

1.2 – 1.4 Net returns are based on historic returns and the current fee structure.

Commentary

This commentary focuses on the five-year weighted average return to 30 June 2023.

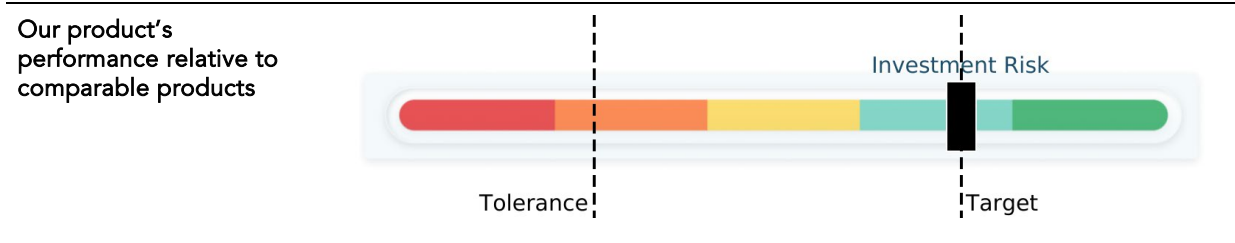
The 5 year term is a balance between capturing any shorter term developments with the longer term trend of return performance.

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 product's weighted average investment return was within our tolerance level. No action is required as a result of this assessment. Therefore, we consider the investment strategy for the product is appropriate because the weighted average returns are within our tolerance level.

INVESTMENT RISK

Outcomes Investment risk for a \$50,000 account balance in the product is consistent with the Standard Risk Measure (SRM)^{2.0}.



Metrics	Ref	Metric Label	Value	Tolerance	Target
	2.1	Negative annual net returns over last 10 years	0.00	1.00	0.00

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.

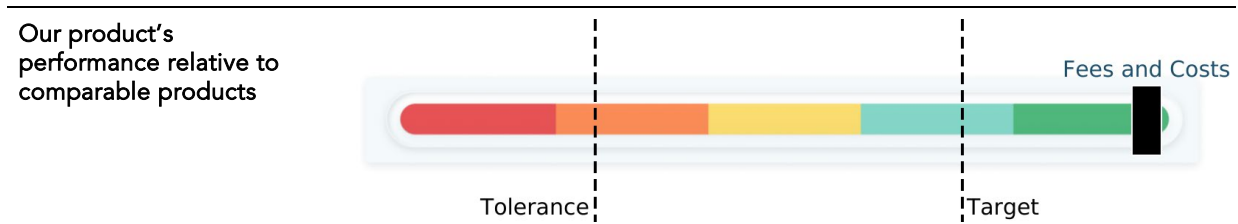


When reading this commentary, it’s important to bear in mind that past performance is not a reliable indicator of future performance.

Over the 10 years to 30 June 2023 the weighted average number of negative returns for the product was within our tolerance level. No action is required as a result of this assessment.

FEES AND COSTS

Outcomes Fees (gross of tax) for a \$50,000 account balance are consistent with market rates.^{4.0}



Metrics	Ref	Metric Label	Value	Tolerance	Target
	4.1	Total fees	0.50%	1.47%	0.98%

4.1 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 within our tolerance level. No action is required as a result of this assessment.

As a result, we are comfortable that fees and costs are consistent with market rates and therefore are appropriate having regard to members financial interests.

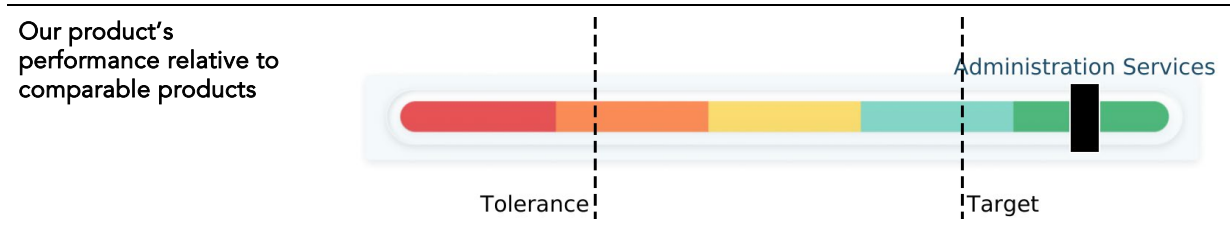


Members have the opportunity to seek personal financial advice if required, select their own level of insurance cover and cancel their cover if no longer required. Therefore:

- 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.



Metrics	Ref	Metric Label	Value	Tolerance	Target
	8.1	Administration-related EDR complaints	0.50	3.50	1.50
	8.2	Service Level Achievement	99.00%	80.00%	90.00%
	8.3	Administration fees	0.30%	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.

8.4 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.

As a result, we are comfortable that administration services satisfy member expectations because of the number of administration related complaints, the high rate of service level achievement, the administration fees are within our tolerance level 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 likely to deliver optimal outcomes in the future.

The scale of the fund relative to comparable products

The chart shows a horizontal bar with a color gradient from red to green. A black marker is positioned at the far right end of the bar, labeled 'Sustainability'. Two vertical dashed lines are present: one on the left labeled 'Tolerance' and one on the right labeled 'Target'. The bar extends past the 'Target' line.

Metrics	Ref	Metric Label	Value	Tolerance	Target
	9.1	RSE adjusted total accounts growth rate	32.05%	-6.25%	-2.50%
	9.2	RSE Net Cash Flow Ratio	33.14%	-2.75%	-0.50%
	9.3	RSE Net Rollover Ratio	30.50%	-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.

Therefore, we are comfortable that the scale of the fund does not disadvantage members.

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

The chart shows a horizontal bar with a color gradient from red to green. A black marker is positioned in the middle of the bar, labeled 'Liquidity'. Two vertical dashed lines are present: one on the left labeled 'Tolerance' and one on the right labeled 'Target'. The bar extends past the 'Target' line.

Metrics	Ref	Metric Label	Value	Tolerance	Target
	10.1	Investment liquidity in a GFC scenario	100.00%	40.00%	80.00%
	10.2	Insurer financial strength rating	BBB+	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 insurance policies would be able to meet cash requirements in extreme situations.



Based on our analysis, we consider that benefits are supported by an insurer with a good 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
ClearView Life Super Cash Fund	2011-11-30	0%	\$1.0M	1.41%	1.07%	0.31%	0.43%
Weighted Average		0%	\$1.0M	1.41%	1.07%	0.31%	0.43%

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

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