



PERSONAL SUPERCARE

MEMBER OUTCOMES ASSESSMENT

INTRODUCTION

In this report, Equity Trustees Superannuation Limited (**we, our, us**) publishes the results of our annual assessment of how well the Personal SuperCARE product (the **Product**) issued from Super Retirement Fund (the **Fund**) provides member outcomes and promotes members' financial interests. The assessment is based on information as at 30 June 2022.

COVERAGE

There are two versions of this Product which are summarised in the following table. In this report we have assessed the second version of the Product (SRFPSC002). Members holding the first version of the Product can obtain further information by visiting:

- <https://www.aia.com.au/content/dam/au/en/super-pensions/product-and-reg/srf-investment-options.pdf>; and
- <https://www.aia.com.au/content/dam/au/en/super-pensions/performance-reports/annual-performance-report-srf.pdf>.

| Version | Product Code | Size | Total Fees | Investment options | Weighted average 5-year net return | Insurance cover |
|---------|-------------------|--------|------------|--------------------|------------------------------------|-----------------|
| 1 | SPSB SRFPSC001 | \$0.1M | 1.68% p.a. | 1 | 0.86% | No |
| 2 | SPSC SRFPSC002 | \$4.4M | 2.10% p.a. | 1 | 0.86% | 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*.

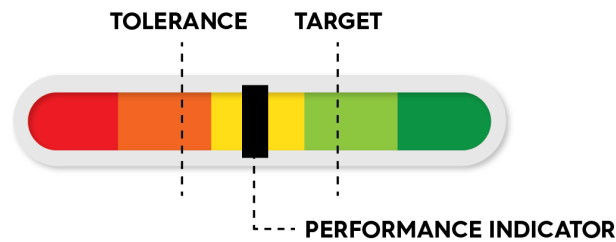
This report includes:

- 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 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 scale of the Fund does not disadvantage members.

ACTION ITEMS

To reduce fees and improve net returns, we:

- will continue discussions with AIA to further reduce costs and bring the fees within our tolerance level; and
- will address fee reductions in the Fund's Strategic Business Plan for the financial years 2024-26.

DASHBOARD

STRATEGIC CONTEXT

Working together with the Fund's Promoter, AIA Australia (AIA), our purpose is to enhance retirement outcomes by providing products that allow members to accumulate retirement savings, receive retirement income and protect their assets.

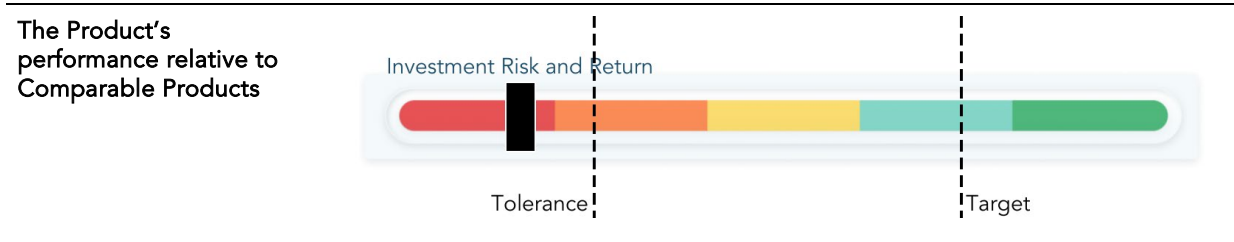
To support this purpose, our goals for the Fund are to enhance members' retirement balances, provide members with confidence through reliable and clear delivery of regulatory compliance, satisfy members through engaging member service that assists them grow their account balances and grow member balances through competitive investment returns in line with stated objectives and targets

The Product is a choice accumulation product.



INVESTMENT RISK AND RETURN

Outcomes Investment risk and 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 | -1.15% | 0.00% | 0.00% |
| | 1.2 | 3-year actual net return | -0.80% | 0.00% | 0.00% |
| | 1.3 | 5-year actual net return | -0.35% | 0.38% | 0.67% |
| | 1.4 | 10-year actual net return | 0.35% | 1.05% | 1.45% |
| | 1.5 | Negative annual net returns over last 10 years | 0.00 | 1.00 | 0.00 |

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.
 1.1 – 1.4 Net returns are based on historic returns and the current fee structure.
 1.5 Negative annual returns and associated targets and tolerance levels are weighted averages for the Product. The weighted averages are based on the performance, Standard Risk Measure 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 average investment risk and return of all investment options in the Product over one, three, five and 10-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 2022, and 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 five years to 30 June 2022 the Product's weighted average investment return was below our target and outside of our tolerance level.

The performance indicator reflects the fact that the Capital Guaranteed investment option is a lower-risk / lower-return product. Members may therefore wish to consider:

- other superannuation arrangements that may provide a greater return over the long term; and
- seeking advice on alternative investment arrangements that may be more suitable.

Investment risk, as measured by the weighted average number of negative annual returns for the Product over the 10 years to 30 June 2022 was above our target and within 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.^{3.0}



| Metrics | Ref | Metric Label | Value | Tolerance | Target |
|---------|-----|--------------|-------|-----------|--------|
| | 3.1 | Total fees | 2.01% | 1.50% | 1.00% |

3.0 The Product's fee structure leads to different net returns for different account balances. The table in the Appendix 2 provides more information.

3.1 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 and costs are below and target and outside our tolerance level.

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

To reduce fees and improve net returns, we:

- will continue discussions with AIA to further reduce costs and bring the fees within our tolerance level; and
- will address fee reductions in the Fund's Strategic Business Plan for the financial years 2024-26.

MEMBER SERVICES

Outcomes Administration services satisfy member expectations.



| Metrics | Ref | Metric Label | Value | Tolerance | Target |
|---------|-----|---------------------------------------|--------|-----------|--------|
| | 7.1 | Administration-related EDR complaints | 1.69 | 3.50 | 1.50 |
| | 7.2 | Service Level Achievement | 98.29% | 80.00% | 90.00% |
| | 7.3 | Administration fees | 1.21% | 0.65% | 0.40% |

7.1 EDR means "External Dispute Resolution".

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

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

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 above our target is based on equal weighting of the above metrics.

Service level achievement (98.29%) exceeds our target. No action is required as a result of this assessment.

The number of complaints about administration services that have been made to the Australian Financial Complaints Authority is above our target and within tolerance level. No action is required as a result of this assessment.

Administration fees are above our target and outside tolerance level.

To reduce administration fees and improve net returns, we:

- will continue discussions with AIA to further reduce costs and bring the fees within our tolerance level; and
- will address fee reductions in the Fund's Strategic Business Plan for the financial years 2024-26.

We are comfortable that administration services satisfy member expectations because the high rate of service level achievement and the number of administration related complaints is within tolerance level. 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 | | | | | |
| Metrics | Ref | Metric Label | Value | Tolerance | Target |
| | 8.1 | RSE adjusted total accounts growth rate | -21.64% | -6.25% | -2.50% |
| | 8.2 | RSE Net Cash Flow Ratio | -10.76% | -2.75% | -0.50% |
| | 8.3 | RSE Net Rollover Ratio | -7.02% | -3.00% | -1.75% |
| | <p>8.1 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.</p> <p>8.2 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.</p> <p>8.3 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.</p> | | | | |

Commentary

The performance indicator measures the Fund's growth and ability to deliver scale benefits to members against other funds.

The performance indicator, which is below our target and outside tolerance level is based on equal weighting of the above metrics.

The Fund is closed to new members and continues to be in run off with membership decreasing by 11% in FY22. It is expected to decrease at a similar rate over the next 3 years.

With total member benefits of \$2.6b and approximately 41,000 members, we believe that the Fund has reasonable scale. We will continue to monitor the impact that the expected reduction in Fund size may have on member outcomes and take appropriate action if required.



LIQUIDITY

| | | | | | |
|---|--|--|--------|-----------|--------|
| Outcomes | Benefit and rollover requests can be met in a timely manner from investments | | | | |
| The Product's performance relative to Comparable Products | | | | | |
| Metrics | Ref | Metric Label | Value | Tolerance | Target |
| | 9.1 | Investment liquidity in a GFC scenario | 89.52% | 40.00% | 80.00% |
| <p>9.1 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.</p> | | | | | |

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 would be able to meet cash requirements in extreme situations. Based on our analysis, we consider that benefits are supported by liquid investments.

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



APPENDIX 1

INVESTMENT OPTION INFORMATION

| Investment Option | Growth Ratio | Member Assets | Investment Period | | | |
|------------------------------|--------------|---------------|-------------------|---------|---------|----------|
| | | | 1 Year | 3 Years | 5 Years | 10 Years |
| Capital Guaranteed (Non Par) | 0% | \$4.4M | -1.15% | -0.80% | -0.35% | 0.35% |
| Weighted Average | 0% | \$4.4M | -1.15% | -0.80% | -0.35% | 0.35% |

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 | -2.5% | -1.5% | -1.2% | -1.0% | -0.9% | -0.9% |
| 3 | -2.1% | -1.1% | -0.8% | -0.6% | -0.5% | -0.5% |
| 5 | -1.7% | -0.7% | -0.3% | -0.2% | -0.1% | 0.0% |
| 10 | -1.0% | 0.0% | 0.4% | 0.5% | 0.6% | 0.7% |

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.

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