

NATIONAL MUTUAL RETIREMENT FUND: ANNUAL MEMBER MEETING

Date & Time	Monday, 13 December 2021	2.30pm – 3pm
Virtual venue	https://kapara.rdbk.com.au/landers/90cfe9.html	
Attendees	Equity Trustees Superannuation Limited (ETSL) Board: Ellis Varejes, Mark Blair, Michael O'Brien, Sue Everingham, George Zielinski Megan Beer, Chief Executive Offer, Resolution Life Australasia and AMP Life Adam Kuziow (Deloitte, Fund Auditor) Attendees: 23 members	
Apologies	Tony Lally, Paul Rogan, Michael O'Brien	
1. Commencement	At 2.30pm, Mark Blair welcomed all attendees, provided an overview of the Agenda for the meeting and noted details of how to lodge questions and who to call to address any technical difficulties	
2. Introduction	Ellis Varejes (meeting Chair) noted that a quorum of ETSL directors, Megan Beer, AMP Life and the Fund Auditor, Adam Kuziow, were present at the meeting. Ellis Varejes welcomed all members and attendees to the Annual Member Meeting of the National Mutual Retirement Fund (Fund).	
3. Meeting Chair's message	Ellis Varejes spoke about the role of an independent trustee within the operation of a superannuation fund. This discussion included: <ul style="list-style-type: none">• An overview of ETSL as trustee of the Fund;• The responsibilities of the Trustee;• That ETSL's key role is to act in the best interests of members.	
4. Fund update	Mark Blair provided an overview of the Fund including: <ul style="list-style-type: none">• The size of the Fund and the types of offers provided to members;• The service providers of the Fund and their roles; and• Key Trustee activity undertaken in FY 2021 including:<ul style="list-style-type: none">- Transfer of trusteeship to ETSL from 1 July 2020;- Product changes resulting from the removal of conflicted remuneration;- Operational changes resulting from the separation of AMP Life from the AMP Group; and- Implementation of regulatory changes.	
5. Key Themes	Mark Blair addressed the following key themes: <ul style="list-style-type: none">• Member Outcomes Assessments;• Investment market and Fund performance along with the investment outlook; and	



- Key insurance issues impacting the Fund, in particular cost, availability, terms and sustainability.

6. Looking Forward

Megan Beer provided an update on the management of the Fund looking forward including:

- Detailing that AMP Life is now owned by Resolution Life and is in the process of rebranding to Resolution Life; and
- Initiatives to enhance member outcomes including
 - Simplification;
 - Improvements to the service offering; and
 - Fee reductions.

7. Questions

Mark Blair and Megan Beer responded to 3 questions asked by members details of which are included in the attached Questions and Answers.

Written responses to these and other questions posed by members are attached to these Minutes.

It was noted that it was not possible to respond to questions about a member's personal account or circumstances. The Fund administrator would seek to contact these members directly to address their questions.

8. Closing remarks

Ellis Varejes thanked all those in attendance and noted that a video of the meeting, the Meeting Minutes and written responses to all the questions submitted by members would be available online within 4 weeks of the meeting.

The meeting was closed at 3pm



QUESTIONS AND ANSWERS

1. What's the plan for reducing fees and offering better returns?

As a priority, we are reviewing our product offerings and investment option menus with a view to developing more focussed offerings for members. Our objective with simplified, more focussed offerings is to lower costs and increase efficiencies that will ultimately support lower fees and enhanced outcomes for members.

Any changes to offerings and fees will be communicated to members as soon as possible.

We have recently re-opened the capital guaranteed AMP Retirement Savings Account product to existing NMRF members, providing an open offering that may be suitable for members seeking capital security for some or all of their super.

In addition, we are working to expand our investment management capabilities and partnerships to enhance our go-forward offerings. Resolution Life brings access to additional and global pools of quality asset managers and direct assets that ultimately supports the delivery of well diversified returns for members.

2. How are we dealing with climate change risks and what will the impact be on renewables to future growth in super funds as we shift away from traditional energy sources?

The Fund invests in portfolios that allocate to managers who are required to evaluate a range of risks, including their assessment of the implications of climate change, before any investment is made.

All risks, including climate change, are managed in accordance with the Trustees Risk Management Strategy which underpins all investment and risk decisions made.

While we are unable to say clearly what the impact on renewables will be with regard to future growth, superannuation funds have a long history of investing in infrastructure and as the renewable energy sector grows there are likely to be greater opportunities for the Fund to invest in the sector.

3. Is crypto currency currently any part of the fund's investment strategy or is it to be in the future?

The Fund does not currently invest directly in Crypto Currency.

The Trustee continues to evaluate the suitability of crypto currency as an asset for members. Recent volatility within crypto-currency values has reflected the need to understand this asset further.

4. How could the Trustee allow the AMP Life web portal to go live with no superannuation balances and incorrect data?

The Trustee is aware that there were some issues with the transition of reporting of fund balances for the AMP Retirement Savings Account product at launch. We apologise for any inconvenience this has caused.

The Trustee is working with AMP Life to address project quality control issues.



5. Why AMP Life flagged as under performer recently by the government?

The Trustee is not aware of any under-performance issues recently flagged by the Government or Industry Regulators for AMP Life portfolios.

Recent performance assessments released by the Australian Prudential Regulation Authority (APRA) for MySuper and Choice heatmaps did not include any AMP Life portfolios.

If you have specific questions or concerns we would encourage members to contact Customer Service on 133 731

6. Why has the insurance premium jumped so much that it has made it unaffordable?

The Australian life insurance industry has been experiencing significant change in recent years as insurers contend with the increasing claims losses in disability insurance portfolios and reductions in the number of insured members resulting from regulatory changes.

For income protection insurance (which supplements lost income when a member is temporarily disabled) we have seen increases of up to 50% in premiums as the result of changes in the industry and as APRA mandates sustainability measures for life insurers.

The Trustee's position is that your insurance must be sustainable. Any increase in premium must be fair to both members and insurers in order that they remain sustainable. We review insurer pricing, benchmark it against other insurers and consider policy provisions ahead of accepting a rate increase.

7. I have not received my 2020 -2021 member statement? Why

The annual statements for most products have been issued on time.

We can confirm due to a technical issue the AMP Retirement Savings Account annual statements have been delayed and were issued in mid-December 2021. We apologise for this delay.

Disclaimer:

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