



Member outcomes assessment

On 21 February 2022, the trustee of Commonwealth Bank Group Super (Group Super) determined that it was promoting the financial interests of members and other beneficiaries of Group Super who hold our MySuper and Choice products.

Our assessment was based on the criteria prescribed in the *Superannuation Industry Supervision (SIS) Act*. It was conducted in respect of the following products that we offer to members:

- our **default MySuper product**, which incorporates our Accumulate Plus Balanced (MySuper) investment option
- our **Choice products**, which incorporate the remaining Accumulate Plus investment options (Conservative, Moderate, Growth, Cash, Fixed Interest, Australian Shares and International Shares) and our Retirement Access investment options.¹

Our assessment considered the level of investment performance and investment risk, the results of the FY21 Your Future, Your Super (YFYS) annual performance assessment (APA) conducted by the Australian Prudential Regulation Authority (APRA) in relation to MySuper products, fees, insurance offering, operating costs and scale, and overall services offered to members. A summary is provided in the table on pages 2 and 3, with additional detail in the following sections.

Our assessment of investment performance covers various timeframes, some of which are prescribed by the SIS Act, some based on availability of data and others that the trustee has determined to be suitable for measuring our options against their stated objectives.

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¹ While the figures and commentary included in this summary are specific to the 'standard' version of Retirement Access, the trustee's determination extended also to the 'transition to retirement income stream' (TRIS) version of Retirement Access. Given the insignificance of the differences between the two versions of Retirement Access, this summary does not include any specific details about the TRIS version. Please visit our website or read the product disclosure statement or Target Market Determination for Retirement Access for more information if required.



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Area	Summary of assessments and comparisons
<p>Investments <i>See page 4 for more detail.</i></p>	<p>MySuper product</p> <ul style="list-style-type: none"> Exceeded its investment objective by 3.0% per annum over 10 years² to 30 June 2021³. Lagged APRA-published MySuper median returns over 1, 3 and 5⁴ year periods to 30 June 2021. Underperformed APRA's MySuper Heatmap⁵ and YFYS APA⁶ as at 30 June 2021. Continued to be one of the least volatile MySuper options in the industry over 1, 3, 5 and 7 year periods to 30 June 2021.⁷ <p>Choice options</p> <ul style="list-style-type: none"> All Choice options exceeded their investment objectives over the 10 year⁸ period to 30 June 2021. Growth and Moderate options underperformed a number of investment performance metrics in APRA's choice Heatmap assessment as at 30 June 2021⁹. When compared to industry peers with similar growth asset allocations, most choice options outperformed SuperRatings' (SR) peer group medians over the 10 year¹⁰ period to 30 June 2021. Cash, Fixed Interest and Conservative options lagged SR peer medians over the 10 year period to 30 June 2021.
<p>Fees and costs <i>See page 7 for more detail.</i></p>	<p>MySuper product</p> <ul style="list-style-type: none"> Total annual fees for our MySuper product, calculated based on \$5,000, \$50,000 and \$100,000 balances, remained lower than the SR industry median fees, and were within the top quartile (i.e. lowest fees) of the superannuation industry for \$50,000 and \$100,000 balances. <p>Choice options</p> <ul style="list-style-type: none"> Total annual fees for all choice investment options within our Accumulate Plus product, calculated based on \$5,000, \$50,000 and \$100,000 balances, remained lower than the SR industry median fees, with the exception of our Cash option, where total fees for a \$5,000 balance were in line with the SR industry median. Total annual fees for all investment options within our Retirement Access product, calculated based on \$50,000, \$250,000 and \$500,000 balances, remained lower than the SR industry median fees.
<p>Insurance <i>See page 9 for more detail.</i></p>	<ul style="list-style-type: none"> Our members receive higher levels of cover for each dollar they pay in premiums for death cover, for total and permanent disablement cover and for 11 of the 12 categories of salary continuance cover (also known as income protection cover) when compared to the SR industry median.¹¹ With levels of default cover that are reasonable (in the context of the fund being rated a white collar fund), our default insurance cover is affordable for our members. Approximately 80% of our employer-sponsored members were paying premiums equating to less than 1% of estimated salary.

2 The trustee approaches investments with a focus on long-term returns that meet the investment objective set for each investment option. The trustee's investment objectives are set over a 10 year period for each investment option.

3 Based on the 10 year net return history of the Accumulate Plus Balanced (MySuper) option to 30 June 2021.

4 Timeframes referenced are based on availability of data. Data sourced from Australian Prudential Regulation Authority (APRA) Quarterly MySuper Statistics, June 2021

5 APRA MySuper Heatmap Results, December 2021

6 APRA Your Future Your Super Annual Performance Assessment, August 2021

7 Timeframes referenced are based on availability of data. Data sourced from SuperRatings Pty Ltd (ABN 95 100 192 283, AFSL 311880).

8 The trustee approaches investments with a focus on long-term returns that meet the investment objective set for each investment option. The trustee's investment objectives are set over a 10 year period for each investment option.

9 APRA Choice Heatmap Results, December 2021

10 Timeframes referenced are based on availability of data. Data sourced from SuperRatings Pty Ltd (ABN 95 100 192 283, AFSL 311880). Peer groups used for Choice and Pension options were those determined by SuperRatings in July 2021 as being most appropriate for the purposes of FCRS investment performance comparison, and based on comparable asset allocations.

11 The exception is the long term salary continuance (also known as income protection) premium rates for white collar females with a 90-day waiting period and a benefit payment period to age 65 are below the SR industry median.

Area	Summary of assessments and comparisons (continued)
Operating costs and scale <i>See page 10 for more detail.</i>	<ul style="list-style-type: none">• The fund's expense ratio (expenses relative to assets) and cost per member were below the SR industry median (i.e. lower expenses).• Funds under management have grown from \$6 billion to \$13 billion over the past 10 years, which means we are large enough to enjoy the benefits associated with our scale, and but still manageable enough to deliver bespoke services that meet the needs of our members.• After our MySuper product failed the YFYS APA last year, we saw an increase in members withdrawing their money. However, at the time of the trustee's member outcomes assessment, the rate of withdrawal had stabilised. Importantly, the increase in withdrawals has not placed undue pressure on fees, with the fund continuing to have sufficient scale.• Also following the YFYS APA outcome for our MySuper product, the Commonwealth Bank of Australia (CBA), the fund's employer sponsor, is reviewing our result and monitoring our response. It is also conducting one of its periodic reviews of our superannuation offering, and continually engaging with the trustee.
Member services <i>See page 11 for more detail.</i>	<ul style="list-style-type: none">• Our membership satisfaction scores have remained steady over the last two financial years. However, while our members remained satisfied, members of other funds have become increasingly more satisfied, with the all fund medians increasing substantially¹². More recently the fund has seen an increase in the number of member complaints following our MySuper product's failed YFYS APA.• Following a detailed tender process, we transferred Group Super's member administration for Accumulate Plus and Retirement Access to Mercer Outsourcing (Australia) Pty Ltd on 1 March 2022. Our master custodian is now State Street Australia Limited and our financial advice provider for Accumulate Plus and Retirement Access is now Mercer Financial Advice (Australia) Pty Ltd. Members can expect enhanced online services, a reshape of our financial advice services and a revamped investment choice menu.

¹² Results from Customer Service Benchmarking Australia's Superannuation Customer Experience Surveys, February 2021 and July 2021.

Investments

In line with the rapid resurgence of global economies following COVID related disruptions, the financial year ending 30 June 2021 witnessed very strong returns from sharemarkets with the domestic sharemarket returning 28.5%¹³ and international sharemarkets returning 29.7%¹⁴ over the 12 months to 30 June 2021. Within the superannuation industry, this drove very strong performance in single sector share options and more growth-oriented diversified investment options.

Our investment philosophy is built on the core principle of investing with a long term focus that meets the investment objectives set for each investment option. A key principle of this long-term focus is ensuring that we minimise volatility in our performance outcomes so as to limit the impact of market downturns on our members' retirement savings.

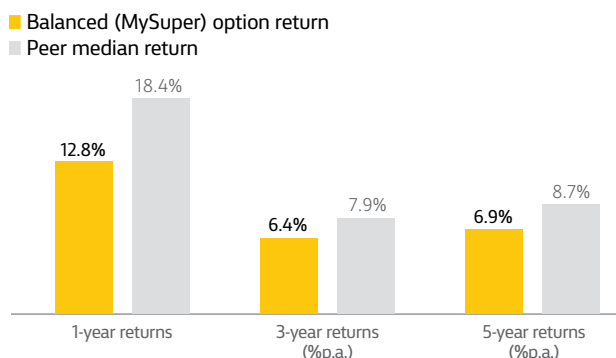
All of our MySuper and Choice investment options exceeded their 10-year investment return objectives as at 30 June 2021, with our MySuper product achieving 3.0% outperformance of its objective.

Performance of our MySuper product

While our MySuper product outperformed its objective and has been one of the least volatile MySuper products in the market over 1, 3, 5 and 7 year periods, it has underperformed in the YFYS APA, in the APRA Heatmap and against APRA-published MySuper medians¹⁵ over the 1, 3 and 5 year performance periods in terms of absolute returns.

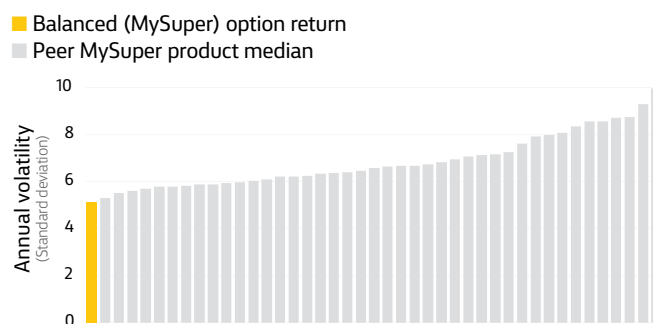
Our smoother investment philosophy has meant we've had less sharemarket exposure than peers during a period of very strong equity performance and high levels of diversification aimed to soften a fall in value when investment markets fall. The value of this approach was evident in March 2020 when, following a significant fall in sharemarkets in Australia and overseas, the Balanced (MySuper) option was amongst the best performers in that month and performed above the industry median for that financial year to 30 June 2020. Since that time, the peer relative returns have been generally negatively impacted by the longer term strong sharemarket returns.

Chart 1: Absolute returns[#] Balanced (MySuper) product Vs other MySuper products to 30 June 2021



[#] Absolute returns are based on returns calculated after the deduction of fees and tax. Data sourced from APRA Quarterly MySuper Statistics, June 2021.

Chart 2: Return volatility* Balanced (MySuper) product Vs other MySuper products measured over 5 years to 30 June 2021



* Risk-adjusted returns measure an investment's return after taking into account the degree of risk that was taken to achieve the return. Data sourced from SuperRatings Pty Ltd, based on comparable MySuper products where standard deviation and risk adjusted returns data was available (approx 40 MySuper products)

Two key drivers of our MySuper product underperforming the YFYS APA were:

- historic underperformance of some investments when compared to the benchmark; and
- some of our asset classes being historically invested differently to the benchmarks.

The YFYS APA established retrospectively a benchmark which is different to what we had set out to achieve and consistently disclosed to members. That being said, the YFYS APA is an important measure of performance and we have responded appropriately to institute change.

¹³ 12 month return on the S&P / ASX 300 Accumulation Index, as provided by the Fund's Investment Administrator, Colonial First State.

¹⁴ 12 month return on the MSCI AC World ex-Aut TR Net Index 25% Hedged to AUD, as provided by the fund's investment administrator, Colonial First State
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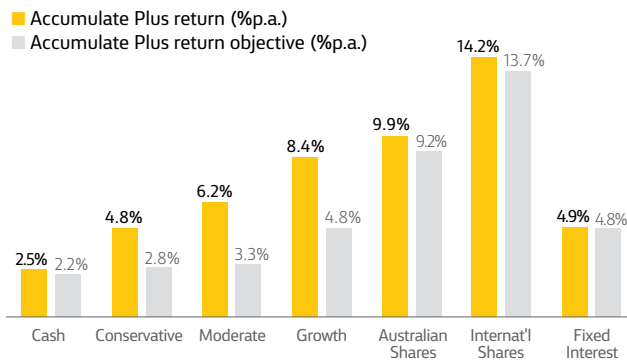
¹⁵ Timeframes referenced are based on availability of data. Australian Prudential Regulation Authority (APRA) Quarterly MySuper Statistics June 2021

Performance of our Choice options – Accumulate Plus

All of our Choice options within Accumulate Plus exceeded their 10-year return objectives as at 30 June 2021.

The chart below demonstrates the 10-year returns for our Choice options within Accumulate Plus versus their return objectives.

Chart 3A: 10-year returns for Choice options versus return objectives.

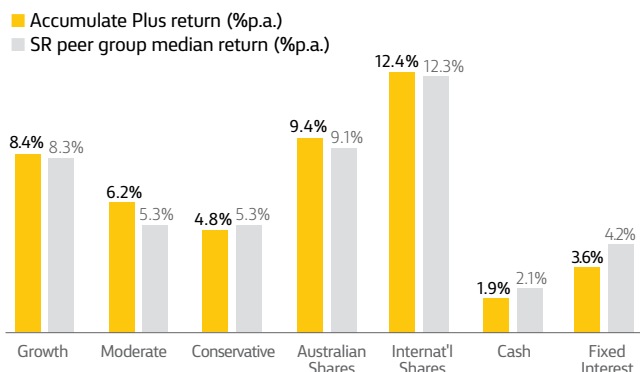


All returns for our diversified options (Conservative, Moderate and Growth) were calculated after the deduction of fees and tax. All returns for our single asset class options (Cash, Fixed Interest, Australian Shares and International Shares) were calculated after the deduction of tax but before the deduction of fees, consistent with the stated return objective.

In further assessing the performance of our Choice options, we compared each option to a range of similar options offered by other super funds. For our diversified options, we selected peer options that had similar allocations to growth assets, based on data provided by SuperRatings¹⁶.

The majority of our Choice options performed at or above the SR peer group median based on 10-year average annual returns, with the exception of our Conservative, Fixed Income and Cash options.

Chart 3B: 10-year returns for options Vs peer group medians.



All returns are calculated after the deduction of fees and tax, therefore our returns for the single asset class options are different to those in the chart above.

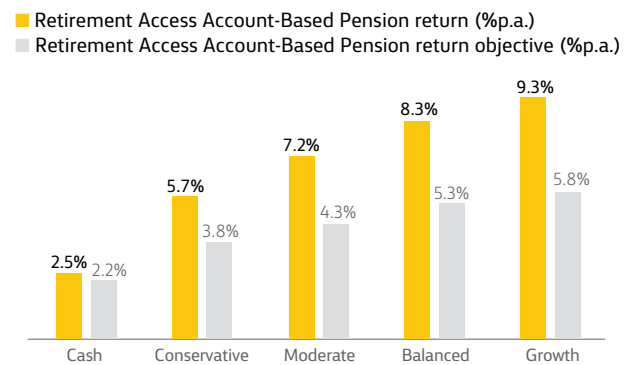
Following a recent review of our choice option menu, we are planning to make material changes to the options and their underlying strategies in the coming months (further details below).

Performance of our Choice options – Retirement Access

All of our Retirement Access options exceeded their 10-year return objectives as at 30 June 2021, and with returns either at or above the SR peer group median based on 10-year average annual returns, with the exception of our Conservative and Cash options.

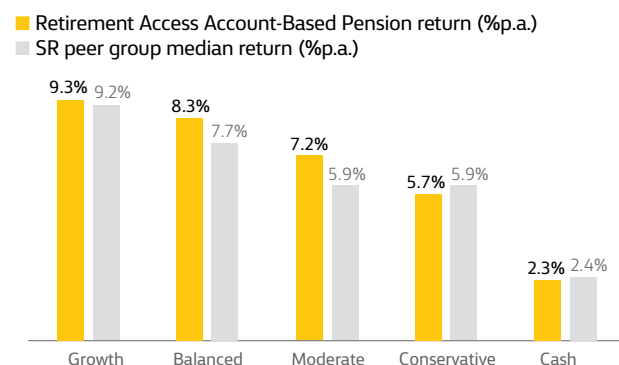
The chart below demonstrates the 10-year returns for our Retirement Access Account-Based Pension options versus their return objectives.

Chart 4A: 10-year returns for options Vs return objectives.



All returns for our diversified options (Conservative, Moderate, Balanced and Growth) were calculated after the deduction of fees. The return for our single asset class option (Cash) was calculated before the deduction of fees, consistent with the stated return objective.

Chart 4B: 10-year returns for options Vs peer group medians.



All returns are calculated after the deduction of fees and tax, therefore our return for the single asset class option is different to that in the chart above.

¹⁶ Source: Data supplied by SuperRatings Pty Ltd (ABN 95 100 192 283, AFSL 311880)

Reflecting on our overall investment performance

While we continue to look for ways to improve member outcomes, we have determined that our MySuper product and Choice options have been true to label and have delivered to our stated investment objectives disclosed to members by exceeding those investment objectives.

We appreciate the increasing expectations from our members and APRA to meet YFYS APA and Heatmap performance benchmarks above and beyond our CPI+ return objectives – some of which benchmarks we have underperformed.

We understand the areas in which we have underperformed and have either implemented or are implementing a range of strategies expected to help address these areas. In addition, we are working closely with the regulator and key stakeholders to ensure the fund's future strategies are well understood and continue to be in members' best interests.

A significant change which has been in development since prior to the introduction of the annual performance test last year is a change to our default MySuper investment option.

We plan to introduce what is called a lifecycle investment approach. Given the longer investment horizon of younger members, they may take on greater long-term growth exposure and higher return objectives during the early part of their super journey. In the next few months we plan to launch a MySuper lifecycle product which increases younger members' allocations to growth assets, whilst gradually increasing diversification and defensive exposure as they approach retirement. Our modelling suggests this is likely to result in enhanced retirement outcomes over the long-term and would also be more in line with peer MySuper strategies.

In addition to the planned changes to the MySuper product we plan to make changes to our Choice and Pension option menu to provide a more growth

oriented range of investment options. The options have industry competitive fee levels and offer a risk / return spectrum that caters to the varying needs of our diverse membership.

Lastly, we plan to implement a range of enhancements to our asset class portfolios, which support all of our diversified Choice options, including reconstruction of and / or revisions to our Alternative, Multi-Asset, Real Asset and Cash portfolios.

Further details on the planned changes can be found in our recent newsletter available on our website¹⁷.

Our expectation is that these changes, in combination, will enhance our future long term investment performance as well as the retirement outcomes for our members and long term investment performance that will be more aligned with peers and APRA benchmarks. We have determined that our strategy, incorporating our planned changes, continues to promote the financial interests of our beneficiaries.

Comparing this assessment with the YFYS APA

The assessment and determination that the trustee was required to make, as summarised in this document, and the assessment that APRA was required to make last year in relation to our MySuper product under the YFYS APA, were different. For example, the factors and benchmarks for the member outcomes assessment were different from, and considerably broader than, the inputs and criteria for the APA. Further, the member outcomes assessment had to be performed on the basis of the current position at the time it was conducted, taking into account the past but also taking into account changes being made, and changes to be made in the short to medium term, while the assessment under the YFYS APA was entirely historical.

Warning: Past performance is not a reliable indicator of future performance.

¹⁷ <https://www.oursuperfund.com.au/about-us/news/2021-12-17-Investment-portfolio-update.html>.

Fees and costs

Our aim is to provide products and services that enhance our members’ financial wellbeing for the future, while keeping fees as competitive as possible to enable our members to save more for their retirement.

The fees we charge members vary between products and investment options. Importantly, these fees do not vary across our membership, we charge the same fees for all members regardless of whether they remain employed with the CBA Group, are spouse members or are former employees who choose to stay with the fund. As such, we assessed the competitiveness of the fees of our MySuper product, Accumulate Plus choice options and Retirement Access options against the fees of comparable products and investment options in the industry.

We assessed that our total fees remain competitive for our MySuper product, Accumulate Plus choice options and Retirement Access options.

Total annual fees for our MySuper product, calculated based on \$5,000, \$50,000 and \$100,000 balances remained lower than the superannuation industry¹⁸ median fees and were within the top quartile (i.e. lowest fees) of the superannuation industry¹⁸ for \$50,000 and \$100,000 balances.

Chart 5A: Annual fees and costs, as a dollar amount, for our MySuper Product¹⁹ compared to other MySuper products in the industry.

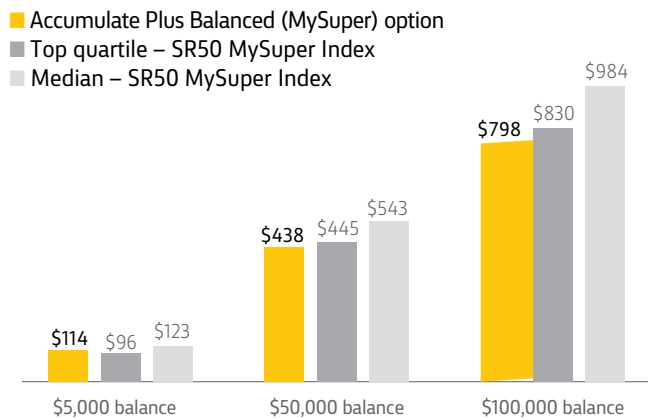
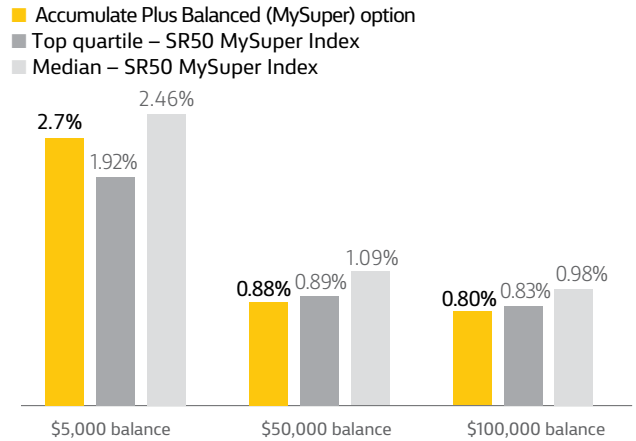
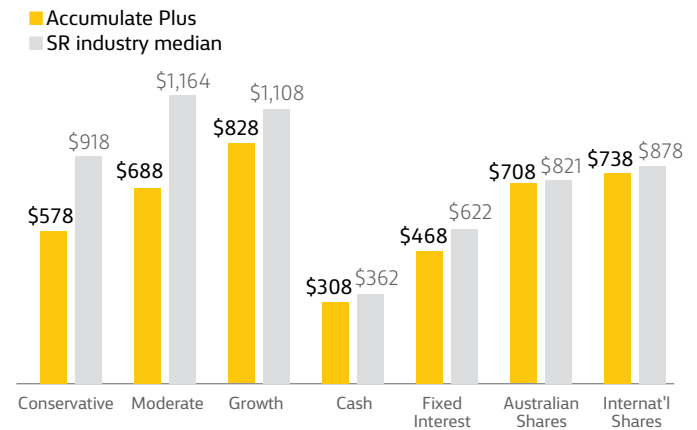


Chart 5B: Annual fees and costs, as a percentage of account balance, for our MySuper product¹⁸ compared to other MySuper products in the industry.



Total annual fees for all choice investment options within our Accumulate Plus Choice product, calculated based on \$5,000, \$50,000 and \$100,000 balances, remained lower than the SR industry median fees, with the exception of our Cash option, where total fees for a \$5,000 balance were in line with the SR industry median.

Chart 6: Annual fees and costs, calculated as a dollar amount based on a \$100,000 account balance, for our Accumulate Plus Choice options¹⁸ compared to other Choice products in the industry.



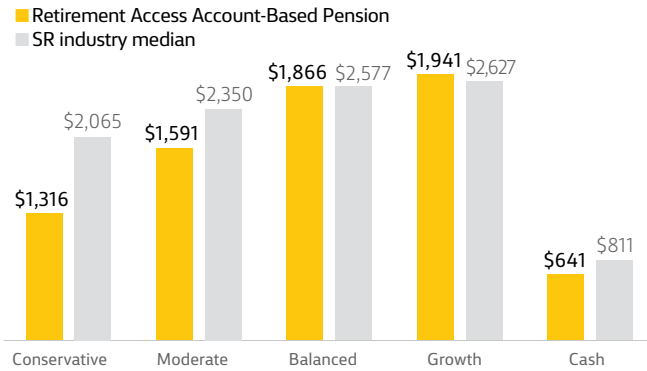
¹⁸ Data sourced from SuperRatings Pty Ltd. Total annual fees take into account investment fees, administration fees and indirect costs for the product or option as disclosed in fund product disclosure statements (PDSs).

¹⁹ Our fees used in this graph are based on the investment fees and administration fees disclosed in our PDSs as at 30 June 2021. The amount does not include insurance premiums, if applicable. Figures are for illustrative purposes only. Your actual account balance varies each day based on contributions and deductions, and investment returns applied through daily unit pricing. This affects the actual amount of fees and costs charged to you. In addition, for Accumulate Plus members, the actual amount you pay may be less than the gross amounts shown, as we may pass on any tax benefit to which the fund is entitled.

Member outcomes assessment

The total annual fees charged for all investment options within our Retirement Access product, calculated based on \$50,000, \$250,000 and \$500,000 balances, remained lower than the SR industry median fees.

Chart 7: Annual fees and costs, calculated as a dollar amount based on a \$250,000 account balance, for our Retirement Access options¹⁸ compared to other Pension products in the industry.



Our fees are set at an appropriate level to meet the costs associated with running the fund and reflect the services and flexible options enjoyed by members.

While our fees are competitive, we remain committed to exploring efficient ways of providing services to maintain our lower cost structures for our members.

¹⁸ Data sourced from SuperRatings Pty Ltd. Total annual fees take into account investment fees, administration fees and indirect costs for the product or option as disclosed in fund product disclosure statements (PDSs).

Insurance

Insurance in super continues to be an efficient and cost-effective way of providing death and disability coverage to our members. Default Death and Total and Permanent Disablement (TPD) cover is provided to the majority of members once they become eligible, with members able to apply for a change in cover to suit individual needs. Members are also able to maintain their insurance cover after their employment with the CBA Group ceases.

In assessing our default insurance offering, we considered whether our insurance offering was affordable for our members. We assessed:

- if the cost of insurance premiums that members pay may inappropriately erode their retirement savings
- the quality of our offer
- the competitiveness of our premiums compared to other funds in the industry.

Our assessment highlighted that our premiums are competitive across all age groups and types of cover. Our members receive higher levels of cover for each dollar they pay in premiums for death cover, for TPD cover and for 11 of the 12 categories²⁰ of salary continuance cover (also known as income protection cover) when compared to the SR industry median.²¹

We determined that our default insurance cover levels are reasonable and affordable for the majority of our members. Approximately 80% of our employer-sponsored members were paying premiums equating to less than 1% of estimated salary. Members in age groups over age 50 are more likely to pay more than 1%.²²

To assist all members, including those paying more than 1%, we provide flexibility of cover and engage with our members regularly, particularly those aged 50 and over, to encourage active consideration and review of their insurance cover.

During 2021 we engaged an independent consulting firm to complete a review of our insurance arrangements. We are implementing a number of recommendations from the review including changes to the Total and Permanent Disablement (TPD) definition from 1 March 2022, removing the more restrictive components of the definition and improving access to insured benefits for members.

We are also pleased to share that we are considering changes to the design of our default insurance cover²³ to provide eligible members with an annual 5% tapering of group life cover values from age 50. Tapering would aim to improve the alignment of levels of cover and average age-based financial needs; reducing premium costs at ages where cover is most expensive. Under any tapering, premium costs would track more closely to a 1% of salary benchmark per age group over 50, and over an average lifetime, for in-service members with default insurance cover.

Earlier this year we wrote to our insured members to let them know we had to increase insurance premiums for Death Only and Death and TPD cover for the first time in 10 years. This was due to historical claims experience and the unavoidable consequences of higher insurance costs across the market. It's worth noting that, on average, Death and TPD premiums decreased in 2014 and again in 2017.

Next financial year we plan to conduct a tender for the insurance cover provided to our members. The purpose of the tender is to ensure that the quality of cover and insurance premiums being charged remains competitive.

While premium rates changed in March 2022, we believe that our default insurance offering remains competitive and promotes the financial interests of our members.²⁴

20 The exception is the long term salary continuance (also known as income protection) rates for white collar females with a 90-day waiting period and a benefit payment period to age 65 are below the SR industry median.

21 Data sourced from SuperRatings Benchmark Report 2021, prepared by SuperRatings Pty Ltd.

22 Based on the median salary by age group and gender for our employer-sponsored members.

23 Eligible members at the time of the change will be given a one off opportunity to opt-out of the design change and retain current arrangements.

24 Independent actuarial assessment completed by Mercer Consulting (Australia) Pty Ltd ABN 55 153 168 140 AFS Licence #411770

Operating costs and scale

Expenditure is managed effectively, with the results of our assessment indicating that the fund's expense ratio (expenses relative to assets) and cost per member were below the SR industry median.

This enables us to deliver value-for-money, cost-effective and efficient services to members. Additionally, it enables us to invest in our products and services to meet the growing needs of our members.

Our funds under management have grown from \$6 billion to \$13 billion over the past 10 years, which means we are large enough to enjoy the benefits associated with our scale, but still manageable enough to deliver bespoke services that meet the needs of our members.

While we saw an increase in daily member withdrawals after our MySuper product failed the YFYS APA last year, at the time of the trustee's member outcomes assessment the rate of withdrawal had stabilised. Importantly, this has not placed undue pressure on fees, with the fund continuing to have sufficient scale.

We are able to use our scale to form strong and beneficial relationships with our key service providers. As a result, we have been successful in negotiating competitive fees and access to quality services for our members.

Being part of the Commonwealth Bank Group means that, where appropriate to do so, we leverage services and access a large pool of expertise and capability within the Group to deliver positive outcomes for our members.

Approximately 76% of eligible Group employees are members of our fund. Importantly, of those who move on to other employers outside the Group, around 80% choose to keep their membership with our fund. This helps us maintain and grow the scale of our fund in order to deliver a range of products and services in a competitive and cost-efficient way.

Following the YFYS APA outcome for our MySuper product, the Commonwealth Bank of Australia (CBA), the fund's employer sponsor, is reviewing our result and monitoring our response. It is also conducting one of its periodic reviews of our superannuation offering, and continually engaging with the trustee.

Member services

Our products and services are designed to meet the specific needs of Commonwealth Bank Group employees, and to be flexible enough to cater for the needs of spouse members and former employees who continue to stay with the fund.

Our aim for the products and services we offer is to ensure that they provide our members with the knowledge and tools to make the right decisions for their financial future.

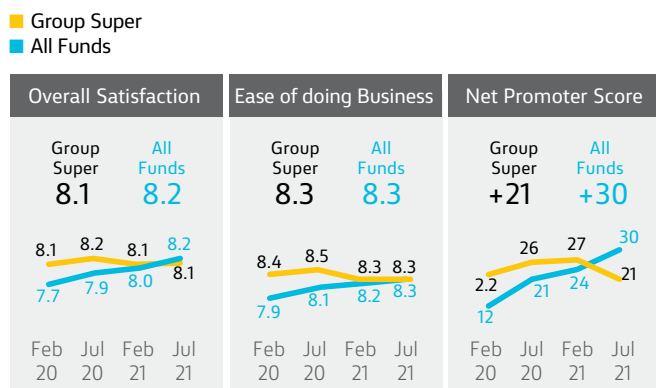
We also recognise that the needs of individual members can differ. As we continue to explore smarter ways to leverage technology, we do so without losing sight of the need for members to interact with highly-trained and qualified people.

To assess if we have been successful in delivering products and services to members, we regularly survey members. Results show that our members value our products and services, as measured through a Net Promoter Score.

Overall satisfaction and Ease of doing business scores have remained steady over the last two financial years. However, while our members remained satisfied, members of other funds have become increasingly more satisfied, with the all fund medians increasing substantially. Similarly, our Net Promoter Score has moved in a similar range of results, however the all funds median has moved significantly.

At year end FY2021, the fund was below the all fund median for its Overall satisfaction and Net Promoter Score and slightly above median for Ease of doing business.²⁵ More recently the fund has seen an increase in complaints following the MySuper product’s failed YFYS APA.

Chart 8: Membership satisfaction level Vs All Funds average



The benchmarking report used is the CSBA FEAL Superannuation Customer Experience Benchmarking Report measuring overall satisfaction, ease of doing business and Net Promoter Score February 2020 to July 2021. Accumulate Plus (including MySuper) and Retirement Access compared to the All Funds Average.

We are listening to the feedback provided by our members. The trustee is planning to implement a range of strategic changes, covered in the Investment and Insurance sections and below, that are expected to enhance future performance. The trustee continues to collaborate with the industry’s regulators and key stakeholders to ensure the fund’s future strategies are well understood and continue to be in members’ best financial interests.

Services we offered members during the assessment period include:

- workplace seminars and online webinars
- a range of communications and educational materials
- access to financial advice²⁶
- retirement calculators
- access to an online member portal
- account balance integration with the Commonwealth Bank’s NetBank platform and CommBank App²⁷.

To ensure our product and servicing capabilities provide value to members, we undertook a review of our member administration, investment administration and custodial service providers. Following a detailed tender process, we have transferred Group Super’s member administration for Accumulate Plus and Retirement Access to Mercer Outsourcing (Australia) Pty Ltd on 1 March 2022. We have also transitioned to State Street Australia Limited as our new master custodian and our financial advice provider for Accumulate Plus and Retirement Access is now Mercer Financial Advice (Australia) Pty Ltd. From April 2022 members can expect:

- enhanced online services such as an improved member portal and Group Super App and access to tools to help members forecast future super balance and retirement income needs
- tailored communications including personalised insights and clear actions to take to assist members with their retirement outcomes
- a reshape of our financial advice services to help members access greater advice support over the phone and online.

²⁵ Results from Customer Service Benchmarking Australia’s Superannuation Customer Experience Surveys, February 2021 and July 2021.

²⁶ This service has been placed on hold from September 2021 and will resume in April 2022.

²⁷ This service was decommissioned on 28 February 2022 and is no longer available.



Find out more or log in at oursuperfund.com.au



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Post to **GPO Box 4303, Melbourne VIC 3001**