

**MERCER SUPERANNUATION (AUSTRALIA) LIMITED**

ABN 79 004 717 533, AFS LICENCE 235906

**AS TRUSTEE FOR****MERCER SUPER TRUST**

ABN 19 905 422 981

**MINUTES OF THE 1<sup>st</sup> ANNUAL MEMBER MEETING****HELD VIA WEBINAR****ON THURSDAY 25 FEBRUARY 2021 AT 5:00 PM AEDT****ATTENDANCE AND APOLOGIES****PRESENT**

Ms Jan Swinhoe – Director/Chair  
Mr Brian Bengert – Director  
Ms Sue O'Connor – Director  
Ms Pauline Vamos – Director  
Mr Darren Wickham – Director

**IN ATTENDANCE**

Mr David Bryant – Mercer, CEO Australia/Pacific  
Mr Mark Thompson – Mercer, Acting Head of Mercer Super  
Ms Kylie Willment – Mercer, Chief Investment Officer  
Mr David Coogan – PwC, Auditor  
Ms Ellen Liondis – Mercer, Company Secretary  
Mr Ashnil Singh – Mercer, Company Secretary  
Mr Nick Callil – Willis Towers Watson, Actuary  
Mr Philip Collins – Willis Towers Watson, Actuary  
Mr Guy Holley – Mercer, Actuary  
Mr Julian Hotz – Mercer, Actuary  
Ms Hye-Rin Lee – ALEA, Actuary  
Mr Mark Nelson – Mercer, Actuary  
Mr John Newman – PFS, Actuary  
Mr Mark Samuels – Mercer, Actuary  
Ms Nerida Seccombe – Heron, Actuary  
Ms Jennifer Shaw – Rice Warner, Actuary  
Ms Su Li Sin – Aon/Hewitt, Actuary  
Mr Phil Patterson – Willis Towers Watson, Actuary

## **APOLOGIES<sup>1</sup>**

Mr Michael Berg – Rice Warner  
Mr Bradford Jeffrey – Willis Towers Watson  
Mr Tim Jenkins – Mercer  
Mr David O’Keefe – ALEA  
Ms Saffron Sweeney – Aon/Hewitt

<sup>1</sup> Several RSE actuaries who provide advice to a MST plan were unavailable to attend due to prior commitments to Annual Member Meetings for other funds. Delegates were in attendance at the meeting.

## **1. WELCOME TO MEMBERS**

Mark Thompson, as acting Head of Mercer Super, welcomed members to the first Annual Member Meeting (AMM) held for the Mercer Super Trust (MST) and invited Tennille Parkes from Mercer to deliver the Acknowledgement of Country.

### **Acknowledgement of Country**

Tennille Parkes provided the Acknowledgment of Country.

### **Meeting Format and Agenda**

Mark Thompson provided an overview of the meeting format, highlighting in particular:

- The meeting was broadcast via livestream as well as WebEx;
- Members were invited to submit questions prior to the meeting, which would be answered later in the session;
- Members attending via WebEx were able to submit questions through the live poll function during the meeting and members attending via livestream were able to submit questions through an email link;
- To answer as many questions as possible, similar questions were grouped together to be answered simultaneously;
- All questions would be answered (even if they were not answered during the meeting) and answers would be posted on the Fund’s website within 28 days;
- The Trustee would arrange for members who raised questions related to personal circumstances to be contacted directly;
- The AMM would be recorded and available on the website within 28 days.

Mark Thompson advised that the agenda for the meeting was:

- The Chair Address from Jan Swinhoe, Chair of the Trustee Board;
- An investment update from Chief Investment Officer, Kylie Willment;
- A “look ahead at 2021” presentation by CEO of Mercer Australia, David Bryant; and
- A Question and Answer session.

## 2. CHAIR ADDRESS

### Welcome and Chair Address

Jan Swinhoe, Chair of the Trustee Board, welcomed members to the meeting and thanked them for attending the MST's first ever AMM.

The Chair outlined that a key focus of the meeting was to allow members to better understand their fund and how to engage with their super. Mercer Superannuation (Australia) Limited (MSAL), the trustee of the MST, is responsible for the overall governance and strategic direction of the MST. The directors ensure obligations to our members, our employers, the regulators and our shareholders are met.

The Chair acknowledged the other Trustee Board directors present at the meeting: Brian Benger, Sue O'Connor, Pauline Vamos and Darren Wickham; along with David Coogan from PwC, the auditor of the MST; and the actuaries of MST's various plans and other executive officers who were also in attendance.

The Chair advised that the information presented to members during the meeting would remain at a high level and that more information is available to members on the MST website or via the Helpline.

The Chair encouraged MST members to activate their online account if they had not already done so.

The Chair recommended members take two valuable and very simple steps:

- To check how much money they have in super now and in the future, and in particular to:
  - Use the retirement income simulator tool;
  - Consider different ways to add to their super;
  - Understand what may look like a large sum of money in their account today will mean as a retirement income;
- To review their current insurance arrangements to ensure it's right for their circumstances. The Chair reinforced the importance of members checking what insurance they have in the fund, including what they are covered for and how much it costs.

The Chair highlighted that in relation to member issues, the Mercer team regularly communicates with the Government and industry bodies as part of advocating for members, to ensure member outcomes are front of mind, particularly with government policy. The trustee believes in providing members with industry leading sustainable investment options. The trustee is challenging the assumption that sustainable products mean lower returns, noting that the Socially Responsible Growth option returned 7.4% over 2020.

The Chair then answered two member questions, outlined below.

### ***When can I withdraw my super?***

Generally, members have to wait until they retire to withdraw their super.

Super is money put aside to help people after they have finished working. The only exceptions are financial hardship, disability, terminal illness or death. Apart from death, some limited criteria apply to qualify for those exceptions.

The date at which members can start accessing their super is called the 'preservation age'. The preservation age varies, depending on how old someone is, but it currently ranges from late-50s through to 60 years old.

When a member reaches their preservation age and retires, they are able to withdraw their money as a lump sum or convert it into an income stream. A member could set up a mix of the two options. If a member is over age 60, withdrawing their super money is usually tax-free.

***Can I take my money out at age 60 and keep working? What is the tax if I withdraw my super?***

Once a member reaches 60 years old, they can access their super in a couple of different ways and generally, they won't need to pay tax on the withdrawal.

At 60, a member may be able to move some or all of their super into an income stream and keep working. If this solution is right for the member, they may be able to use the income stream to supplement their work-related income. This gives flexibility to reduce working hours, use super to top up income and reduce income tax.

To find out more about when you can access your super and what options you may have, you should you contact the Helpline team who will be able to arrange a discussion on which options are best for you.

### **3. INVESTMENT UPDATE**

Kylie Willment, Chief Investment Officer at Mercer, provided members with an investment update for the year 2020, highlighting in particular:

- 2020 was a tumultuous year for investment markets with a major market crisis occurring at the beginning of the year;
- The crisis period was relatively short lived and was followed by a strong recovery;
- The vast majority of investment options in the MST performed well and delivered positive returns, despite the market crisis;
- All SmartPath members within the MST generated a positive return for the year and returns over the 5-year period remained strong, ranging from 5.7% to 8%;
- 85% of SmartPath members outperformed the median performance level of all other default superannuation options over 1 and 5 years;
- Members in SmartPath nearing or in retirement experienced significantly less fluctuations in their balance over the year;
- In a historical context, market crises do occur occasionally, however markets generally recover over the long term;
- Superannuation investors have long-term investment horizons and benefit from long-term growth.

Kylie Willment presented in relation to the potential market outlook for 2021 and beyond, highlighting in particular:

- A global economic and market recovery is expected heading into 2021 and 2022 – fuelled by the vaccines rollout, continued low interest rates, and the gradual opening of economies;
- Uncertainty remains in global markets, however this is taken into account when designing investment strategies for members.

Kylie Willment provided some thoughts on what a successful investment strategy looks like in the post COVID-19 world:

- Members must take the time to ensure that they understand their current investment strategy and whether it is right for them;
- When times are uncertain, diversification is your friend. By having exposure to different asset classes, countries, industries and companies, growth in retirement savings is not linked to one particular set of circumstances;
- Active portfolio management will continue to play a vital role in the growth of member retirement savings and to mitigate market risk. Skilled investment managers such as those within the MST options are able to manage the portfolio in a way that looks to benefit from the winners and avoid the losers, to provide a better overall return;
- A key thematic to watch in the next few years is the movement to a more sustainable world – the transition to a lower carbon economy will bring investment risks and opportunities for portfolio positioning.

Kylie Willment then answered two member questions, outlined below.

***Will Mercer invest in Bitcoin/crypto currency or will you offer crypto currency as an investment option?***

Mercer does not invest in crypto currency.

Crypto currency is not yet a mainstream investment vehicle. The trustee needs to consider a range of risks associated with crypto currency, including cyber security, reputation and regulatory risk. Investing in crypto currency is currently a speculative investment, which we do not think is right for members of the Mercer Super Trust. Crypto currency doesn't generate a structural return which we look for. As technology evolves, crypto currency investments might be considered in the future, but not in the near term.

***How do you incorporate climate risk in constructing portfolios? Do you lose opportunities if you take this into account?***

We consider climate change quite significantly within all investment options in the MST. We do this because we view climate change as both a systemic risk and a change that provides investment opportunities as we move to a lower carbon future.

There are a number of ways we look at climate risk for investments:

- Applying ESG considerations into selection of investment managers, including their approach to considering climate risk;
- Applying a range of climate change scenarios to the portfolio to understand the long-term implications under different warming scenarios. This allows us to understand where we are exposed within the portfolio and might need to take action;
- Development of analytical tools – such as providing a “transition spectrum” from what we call the greys, through to the greens and the in between, so it identifies where we've got heavier weighting to grey companies within the portfolios. Equally as important, we look at the capacity of a grey company to undergo a transition to a low carbon economy. This is information that gives us a sense of where to focus, in terms of where we need to move the portfolio from where it is today to where we want it to be in the future.

To the question about do we miss out on opportunities, I would say a very definite no. If anything, we see opportunities that come out of climate change. If we look for example within our unlisted infrastructure investments (which underpins some of the investment options in the MST), approximately 17% of those assets sit in renewable energy because we believe they are good investments for their part in the future technology of energy and we like them from return generating perspective.

We do not currently exclude any higher carbon emitting sectors except for our dedicated sustainable investment options, where there are some exclusions around coal and tar sands.

More broadly, we don't take an exclusions based approach because what we really want to do is focus on the transition. But would we see companies that are heavily emitting today and have very little ability to undertake a low carbon transition as being material part of our portfolios if we fast forward 5-10 years from now? Probably not.

We take climate change into account very seriously and thoughtfully when we construct our portfolios.

#### **4. LOOKING AHEAD**

David Bryant, CEO of Mercer Australia, presented an update on what Mercer is doing in response to member feedback and what subsequent changes lie ahead for the MST. David Bryant summarised the three key areas of member feedback from 2020, highlighting:

Investment Performance:

- Mercer's teams of professional investment experts work continuously behind the scenes to look after members' money.
- Because of the volatility of the markets in 2020, members were provided with more frequent communication regarding investment performance. Members told us this was hugely valuable and this will continue in 2021, with quarterly investment updates to be extended and seminars posted on the website.



#### Fees:

- Members are encouraged to do their own research on fees, but fees shouldn't necessarily be compared by themselves – fees can cover a wide range of services and vary for different strategies;
- The most important factor impacting members' super money in retirement is net returns – returns received after all fees are taken into account. For the MST, net returns for members compare well with funds with similar investment strategies;
- Most published fees do not take account of insurance cost, and we believe that the MST insurance offering is highly competitive, given the terms, conditions and benefits provided;
- That said, member feedback around fees has been heard, and headline administration fees will be reduced for many members as of 1 April 2021. Many members will also receive an investment fee reduction;
- A combination of reduced operating costs, efficiency and scalability have facilitated the fee reduction;
- Information on the changes taking effect from 1 April 2021 were being sent to members the week of the AMM, and members were encouraged to read the information sent. The changes includes updates to some investment options.

#### Accessing Super Online:

- A simplified login process for the member website was launched in late 2020;
- The website and mobile app have been improved to enhance usability and access to information;
- 2021 will see a new public-facing website for the MST, designed to enhance a member's experience when interacting with us online.

David Bryant outlined why members should continue to choose Mercer as their superannuation provider, noting that Mercer in Australia has a 45-year history of local superannuation expertise with the backing of a global firm. This means that Mercer is the world's largest outsourced investment manager, managing over \$400 billion – equal to the largest four superannuation funds in Australia combined. Mercer continues to bring the best of global scale and deep expertise to deliver for the benefit of members.

#### David Bryant concluded by:

- Recognising that 2020 was a tough year for many, however the way in which the MST has managed members' money has helped lessen the impact of COVID-19.
- Thanking Mercer colleagues and key service providers for their efforts throughout 2020.

David Bryant answered two member questions, outlined below.

#### ***How do you justify Mercer's position in APRA heatmaps on fees?***

Firstly, on APRA heatmaps, we believe it's a great initiative and absolutely support it - they are good for members as consumers are able to compare funds more readily.

The devil is always in the detail and one of the challenges is how do we actually make the heatmap more valuable. For example, we have a life stages investment profile with SmartPath as that's a great way to look after the interests of our members. The challenge with the APRA heatmap is that in trying to simplify things, it doesn't really cater for those circumstances.

So we see the APRA heatmaps as a great start to a very important initiative for members. But it's an area that needs more discussion and debate.

As noted earlier, we are implementing some very material fee reductions from 1 April this year.

We are conscious about what competitors are doing. We make sure that we drive to the best value proposition that we can deliver. We seek to deliver ongoing fee improvements for our members, but also balance the value in quality we want to deliver.

We have great pride in the investment outcomes that we deliver for our members and we want to make sure we don't end up pursuing lower costs, if we can't continue to deliver the best outcomes for members.

It is important to be mindful of fees but it's the net return that is really the most important consideration in building your superannuation savings, coupled with the important insurance offering.

***Do have you have a view on Superannuation Guarantee (SG) increases?***

The question of SG increases is an area of significant political and community debate.

We are in a challenging economic phase, so this debate is around increasing superannuation contributions at the time when jobs are less secure, because of the COVID-19 pandemic.

I am a strong believer that helping Australians save for their future is a critical element for not just our economy, but our society. Mercer is supportive of increasing the SG.

But we recognise that it may make sense given the current circumstances to pause the SG increase. If that does happen, then we should be looking to catch up the rate of SG increases later. Included in that catch up should be consideration of members that have needed to access their superannuation because of their particular circumstances during COVID-19 – we need to look at what can be done to help those members replenish their superannuation.

Lastly, this doesn't have to be a debate between “can I have superannuation or can I buy a house”. The challenge is how do we help Australians actually achieve both, because both are important and we should help them do both, not one to the exclusion of the other.



## 5. QUESTION & ANSWER SESSION

Mark Thompson concluded the formal part of the meeting and invited members to engage in the question and answer session, noting that similar questions received during the registration process would be grouped together to be able to cover more questions.

Mark Thompson advised that Mercer colleagues will contact members directly regarding any questions that relate to personal circumstances. Answers to all general questions will be available on the website within 28 days of the meeting.

The summary of member questions answered during the AMM is below:

### ***What do you want the future of the fund to look like?***

Jan Swinhoe provided the following answer:

- For the MST, our focus is to continue to offer you quality products and quality investment returns;
- We are in the top 20 super funds by size in Australia and there are over 150 superannuation funds. Our aspiration is to remain within that top 20;
- As David has outlined we have in excess of \$25 billion in assets in the MST, and have the backing of a large global firm;
- Our aspiration to remain in the top 20 super funds is because being larger enables us to have greater scale. It enables us to keep looking at our fees and the services we offer, which we know are very important to you;
- Having said that we are not going to pursue any rapid expansion for its own sake. We want to make sure that we are doing the right thing by our members and we are able to continue to offer you quality products, quality investment returns and member services;
- That means we may look at mergers, but only on a selective basis, and only where it adds demonstrable value to our current membership.

### ***Do you see a role for aged care within superannuation?***

Jan Swinhoe provided the following answer:

- I see that in the future there is such a role. I see the progress made with aged care and believe there is a degree of harmony with superannuation;
- Mercer is looking at how we can provide a broader range of services to our members going forward and I look forward to updating you on those in due course.

### ***Several members asked about the performance of the fund compared to other funds. Kylie Willment covered the strong investment returns achieved for SmartPath in 2020. Are there any other comments to make about how the Mercer Super Trust compares to other funds?***

David Bryant provided the following answer:

- We are mindful that this is a competitive market;

- Kylie Willment has done a great job explaining the returns for SmartPath for members of various ages, and the average return of comparable funds. You do have to take care that you are comparing like with like investment returns;
- We caution that if looking at comparator websites, to be aware of the many factors to consider. For example:
  - With fees – are total fees being compared
  - What services are offered
  - What are the investment options available
  - Are the returns quoted based on similar investment options?

***Some members ask about improvements to the website, and some have made suggestions on enhancements. Can you please outline what is planned?***

David Bryant provided the following answer:

- The public and secure website enhancement project is currently underway and is scheduled for delivery in 2021;
- The purpose of the website enhancement is to deliver a better experience for members who choose to interact with Mercer Super online;
- We are currently exploring enhancements such as:
  - Better investment return information and capabilities associated with members managing their investments
  - Improvements to account summary information
  - Improved educational content
  - Improved site functionality and navigation to help members find the information they're looking for.

***In relation to COVID-19 – as it emerged, what did you do with the investments through that period? Looking forward, given there are vaccines being rolled out, what do you think the implications are for the markets in the shorter term?***

Kylie Willment provided the following answer:

- Part of the successful management during the crisis was due to the portfolio stress testing and scenario testing that is done by the Mercer team to prepare for market downturns;
- Looking back to the crisis - it was quite intense, the markets experienced one of their sharpest and steepest falls in history and so there were a number of things going on at that time;
- Key activities that Mercer undertook during the crisis included:
  - Ensuring the MST always maintained sufficient liquidity to meet member payments and early release scheme payments
  - Handling valuations that were changing significantly at the same time as liquidity in the markets dried up. We had to bring quite a significant focus to make sure that we were well placed to meet payments to our members at all times, including the payment of the early release scheme payments. I am happy to note that we were able to do that, but we had to keep a pretty close eye on it.
  - Needing to be mindful of the transaction costs around that time because when market liquidity gets very tight, the cost of transacting can rise quite significantly

- One of the other things is that often significant changes to markets, which can occur very quickly, can provide opportunity. We were quite opportunistic with what we call our dynamic asset allocation processes through that time. In particular, we took the opportunity to take what we call some risk out of the markets as we started to get into the pandemic period, so we were able to provide some protection for our members through that period.
- We were able to buy back into the markets at cheaper prices later, so through that period we added value and provided some protection for our members through that particularly volatile period.
- We have a favourable outlook for investment markets. However, we are mindful of different scenarios that could play out and have strategies in place to continue to deliver strong investment returns over the long-term.

***Regarding dynamic asset allocation, when you move away from the benchmark asset allocations, how do members know?***

Kylie Willment provided the following answer:

- Strategic and actual asset allocation information is provided to members;
- Actual asset allocation is managed around the long-term strategic asset allocation through the use of allocation ranges – these are set by the Trustee Board and provide the parameters in which the investment team operates;
- The investment team operates only within those parameters when making investment decisions informed by market condition analysis.

***How does Virgin Money Super's performance compare to top industry funds?***

Kylie Willment provided the following answer:

- For background, the MST has been providing superannuation services to Virgin Money, a valued partner, since 2016. The investments of Virgin Money Super are different to most others in MST in that they are passively invested;
- Virgin Money Super is one of the best performing funds in the market – as measured by the SuperRatings Default Options Survey;
- For the 2020 calendar year, Virgin Money Super customers invested in LifeStage Tracker have fully recovered their balances from the low points to be ahead for the year, which is a great outcome, considering the extraordinary events of 2020;
- Performance characteristics for LifeStage Tracker are in line with SmartPath which weathered well over 2020;
- One highlight – for all LifeStage Tracker members under 56 (approximately 90% of customers) the returns are in the top quartile (decile in fact) over 3 years.

***How can you help members work out what the best investment option is for them?***

Kylie Willment provided the following answer:

- It is great that members are thinking about what is best for them, as everyone's circumstances are different. This includes the time until they are planning to retire (if they

haven't already retired) and their attitude towards investment risk – for example, how comfortable are they with their account possibly going down from time to time if share markets fall?

- Our Risk Attitude Quiz helps a member assess their risk tolerance and highlights which investment option might be best for them. The quiz can be accessed via the Mercer Super app or via your online login;
- For members who are invested in SmartPath, we do that guesswork for them and invest appropriately based on their age and adjust this throughout their pre-retirement life;
- A Helpline Consultant will be able to assist members with information on investment options or direct them to a financial adviser if their needs are more complex.

***Several members have made suggestions on how services could be improved, for example – making it easier to make investment switches, improving annual statements, and the annual pension declaration process. What action will be taken on these suggestions?***

David Bryant provided the following answer:

- We're always looking for ways to improve our service and encourage your feedback. Feedback helps us to understand where to prioritise efforts and highlights areas of focus;
- We have a project underway to improve our member statements to make it easier for you to see the key information and view your progress to support your retirement planning;
- In 2020, we increased the amount of information that we are sending to you in relation to Mercer Super performance. Many members receive our quarterly performance summary with personalised information about their super. This year, we plan to extend the initiative to all MST members who have email as their communications preference.

***Can you provide some insights around what is the level of customer satisfaction for MST?***

David Bryant provided the following answer:

- We are very interested in member satisfaction. It gives us a great insight into how we are performing from your perspective;
- We measure member satisfaction via a Net Promoter Score (NPS). If you are not familiar with Net Promoter Score, you will likely be familiar with the question "on a scale of 1 to 10, how likely are you to recommend our company/product/service to a friend or family?" – it's a question asked by companies in many different industries. As NPS is widely used, it helps us compare to other companies;
- Some of the insights from 2020 were that:
  - Our overall NPS was well above industry benchmarks. The overall NPS has been consistently above the industry benchmark (NPS of -10) in 2020 and our December 2020 result for overall NPS, was +14.
  - For Helpline, even though call centre wait times were extended at times during 2020, the Helpline NPS overall stayed strong with an NPS of +48 (significantly above 0) which is telling us that you were pleased with how our Helpline consultants were able to assist with your questions.
  - When we introduced a new way of logging into online accounts to make it easier, we saw the NPS results for the website drop slightly, but then improved as you became more familiar with the changes.

- We were particularly pleased to see that webinars we provided last year were very well received, and we will be looking at how we continue to provide timely and informative webinars for more members. Future webinar topics of greatest interest include: Understanding your super, Retirement planning, and Investment fundamentals.

***In relation to the Significant Event Notices/ information being sent to members about the changes being implemented from 1 April 2021 – why is Mercer Super implementing so many changes at once?***

David Bryant provided the following answer:

- We review our products every year and this year's review identified the opportunity to pass on multiple benefits to members. We wanted to pass these on as soon as possible, so members can benefit from the changes and receive one communication covering all changes;
- We understand there is a lot of information for members to consume at once, however, we did not want to hesitate passing on the benefits of implementing changes as soon as possible.

***Why are you closing Mercer Growth and moving members to Mercer Select Growth?***

Kylie Willment provided the following answer:

- On 1 April 2021, any choice members who are still invested in the Mercer Growth option will be moved to the Mercer Select Growth assuming they have not made an election before this (there are a range of alternative options available);
- We are ensuring our investment products remain competitive and continue to deliver strong results. The Mercer Select Growth option is designed to deliver higher returns than Mercer Growth, but reduce exposure to risk. Mercer Select Growth includes a higher allocation to alternative investments like hedge funds, real assets and private equity;
- The changes will be automatically applied on 1 April 2021. However, if Mercer Growth members would like to change to an option other than Mercer Select Growth, there is information about all the investment options available, and how to make a switch, on the website or through the Helpline.

***A question for the Chair – what are the learnings from COVID-19 that really resonated with you and the Board?***

Jan Swinhoe provided the following answer:

- My main lesson is about the benefits of being agile;
- All of the Board have learned this through previous cycles and the Board was very quick to assemble and quick to make decisions on what we needed to do;
- Kylie's outlined some of those quick actions on the investment side and I'm delighted with those responses, but that's only one example;
- We were also able to support our members in need to have access to their superannuation, which was pleasing;

- One lesson we can take forward is that we needed to be a little quicker around the call centre and reduce those waiting times, but there are a number of other things that we have reflected on that we will implement going forward.

***Why should I choose to stay with Mercer?***

Jan Swinhoe provided the following answer:

- What distinguishes Mercer from other superannuation funds is the combination of the deep local superannuation expertise and its global scale;
- I think of Mercer Super as being part of a company that manages over \$400 billion in assets;
- What that means for you as a member is being able to offer you outcomes that benefit from that expertise;
- Kylie's review of the approach to Mercer investment over the last 12 months is a great example of this benefit.

**6. CLOSING REMARKS**

Mark Thompson thanked MST members for joining the meeting and reminded members that the information provided during the meeting is not tailored to individual circumstances and further information is available via the Helpline or the Fund website.

Mark Thompson advised that a recording of the meeting will be loaded onto the Fund website within 28 days, along with minutes, and answers to all questions about the MST, including those that were not answered live during the AMM.

**7. NEXT ANNUAL MEMBER MEETING**

The next Annual Member Meeting will be held in respect of the 2020/21 financial year and members will be advised of the details of the Meeting by the end of 2021.

**Meeting Closed**

The meeting closed at 6:10pm.

The minutes have been reviewed by Mercer Superannuation (Australia) Limited, the trustee of the Mercer Super Trust.



## **ANNUAL MEMBER MEETING**

### **Questions from Members**

Members of the MST provided questions upon registration and submitted questions during the meeting. Many of the questions were answered live during the meeting, noting that in some cases, questions on a similar topic were grouped together. Responses provided during the meeting are set out in the minutes.

The following sets out written responses to questions that were not addressed above as part of the Annual Member Meeting, and do not relate to a member's particular individual circumstances. Members who raised questions relating to their individual circumstances are being contacted directly.

If members have any additional questions, please contact the Fund by:

- Phone:
  - Mercer Super Trust: 1800 682 525 (or if calling from outside Australia, +61 3 8306 0900)
  - Pension members: 1800 671 369
  - Virgin Money Super: 1300 652 770
  - TAL Super: 1300 209 088
- Logging onto your super account and submitting a query.

### **Important Note:**

This information provided is general information and does not take into account your individual objectives, financial situation or needs. Before you act on this information you should consider whether it is appropriate to your objectives, financial situation or needs. If you are not sure, you should seek financial advice.

## **Investments**

### ***Is Mercer predicting high inflation? If yes, how big and when?***

We expect greater inflation risks to emerge as economic growth improves and fiscal spending, especially in the US remains accommodative. The pickup in inflation is likely to be most pronounced over Q2 2021 as this will coincide with a large base effect. Headline CPI based on current monthly growth could reach around 3.0-3.5%, but it is important to note that core CPI so far in the recovery has remained surprisingly soft. For inflation to be sustained we need to see wage growth pick up which is still under pressure due to excess capacity in the labour market.

### ***Why did the Moderate Growth fund lose money whereas the Conservative and Growth funds both made money last year?***

To clarify, the Moderate Growth option generated a positive return over 2020. For the year to 31 December 2020, the Mercer Moderate Growth option in the MST generated a net investment return of 2.53%.

The Mercer Conservative Growth option in MST generated a net investment return of 2.95%, and the Mercer Growth option a net investment return of 2.84%.

***How has Mercer Growth fund performed against the highest performing competitor funds over the past 5, 10 and 15 years?***

For the period ending 31 December 2020, Mercer Growth has been slightly behind the median return of the SuperRatings Fund Crediting Rate Survey - Balanced (60-76) over five, 10 and 15 years.

The Mercer Growth investment option will be removed from the MST investment menu for choice members from 1 April 2021. An existing member's holdings in Mercer Growth will be transferred to Mercer Select Growth, if the member does not let Mercer know of alternative instructions.

***How are the various funds performing against their associated benchmarks?***

All members who have their super in SmartPath or other Ready-Made options have had net investment returns exceed the options' stated return objectives (being an additional target return per annum above the Consumer Price Index) over the appropriate time horizon, if it has reached that period since the option began.

***I bought property [fund] in my [Virgin] super account, but I cannot find any chart to track the performance, except looking that the daily value provided by the Virgin Money website. Does this product follow any index?***

The Indexed Australian Listed Property option in Virgin Money Super tracks the S&P/ASX 200 Listed Property Trusts Accumulation Index.

***How is the Reddit led pumping of certain stocks likely to affect super returns in the short and long-term?***

The impact of the Reddit style pumping of certain stocks is unlikely to impact super returns over the long-term as superannuation portfolios are well diversified investment vehicles. The impacts on individual stocks will therefore be diluted because of the other investments held. In the short term, it can be seen that aggressive momentum can cause dislocations in the market, which ultimately contributes to higher near term market volatility, but in the longer term these effects will be averaged out.

***What is the financial forecast for 2021?***

***What is the outlook for rest of this year and into 2022, and expected returns?***

***What is the outlook for 2020/21?***

***What is your outlook on the global super performance in the next 5 to 10 years? What strategies do Mercer have in place to ensure their super will outperform?***

***Should we be more aggressive in investing in 2021, or are the markets already overvalued and about to see a correction?***

***What should we expect this year?***

As outlined in Kylie Willment's presentation at the Annual Member Meeting, we have a favourable view of investment markets for 2021 and beyond. Uncertainty does however remain in investment markets and this is taken into account when designing investment strategies.

***What was the return on investment in 2019/20?***

***What is the average growth rate per annum historically for Mercer Super (performance)?***

The MST has a range of investment options, and the returns achieved for 2019/20 varies for each investment option. Information on investment returns for each investment option for the 12 months to 30 June 2020 is set out in the 2020 Annual Report (Part 2), which is available under 'Documents' section on the website [mercersuper.com](https://www.mercersuper.com).

***Is there a policy for regular review of super portfolios?***

A formal comprehensive review of each investment option – known as a 'health check' – is prepared annually by the investments team and presented to the MSAL Board for their consideration, and for their approval for any changes that flow from the review. The health check includes reviewing and setting the parameters for the investment team to operate within, such as asset allocation ranges, for that investment option.

***What are Mercer's strategy/plans in the area of improving returns on members going forward vs its peer group/competition given the business and overall environment?***

***Please advise how the fund plans to be agile in this ever increasing fast paced and unpredictable world?***

***What is Mercer management doing to safeguard the financial interests of members in current time?***

At Mercer, we continually strive to evolve and improve our offering, to deliver better investment and retirement outcomes for members. We are proud that our default investment option SmartPath is delivering strong investment returns to help our members grow their super.

Some of the recent changes we have made or will be making this year include:

- Restructuring of the lifecycle investment product SmartPath by adding more growth asset exposure for older members, changes to improve retirement outcomes for members of all ages, and a simplification of the fee structure that applies across cohorts
- Reduction in investment fees for many members
- A suite of 'Sustainable Plus' investment options being subject to an even wider and more stringent set of ethical and sustainable criteria.

***Will you be looking to expand your investment fund options to give members additional choice?***

Our investment menu provides a broad choice of investment options that covers key asset classes through diversified and single sector options and glidepath options. Members can select any of these options individually or in any combination. In addition, most members can invest directly in ASX 300 shares, ETFs and Term Deposits through the Direct Investment Option.

We continually review the investment options that are provided to members. There are no current plans to expand the investment choice menu.

***Will there be options to invest in strongly increasing segments, ie. up and coming electric revolution, technology, medical, minerals, manufacturing etc.? With the investments in these segments remaining dynamic, will it mean underperforming companies within the segment be culled to ensure strong growth?***

***How can we invest in Precious Metals Sector or Rare Earth Minerals Sector or Technology Sector through Mercer?***

We engage specialist fund managers who review these types of investment opportunities to assess if they are suitable for investing our members' money, taking into account the risk return profile of the investment. Exposure to these opportunities is available in our existing diversified options.

Members wishing to directly invest in companies in a particular sector, such as Precious Metals or Rare Earth Minerals, can do so through the Direct Investment Option, provided those companies meet the criteria for Direct Investments (ie. they are in the ASX 300 list of companies).

***Why are emerging markets and other international equity themes no longer options?***

We review the investment options offered to members regularly and as a consequence include and remove investment options from the menu. In 2019, a review was undertaken and it was determined that it was appropriate to remove a number of investment options, including emerging market and international equity investment options.

***Would a REIT be something you would consider as a suitable investment?***

There are options available on the MST investment menu that provide access to listed property eg. Mercer Passive Australian Listed Property and Mercer Property.

***Are you planning any higher risk investment options for members?***

For members who want to take greater control of their investments, we have a range of investment options available on the choice menu. This includes options such as Enhanced Indexed Growth and an all share option of Indexed Diversified Shares.

***Does Mercer practice short selling? If so, who wears the burden of this if it goes wrong?***

Mercer does not directly participate in short selling however some of our underlying fund managers have the ability to short sell. There is a risk that short selling activity may impact the value of our investment with that fund manager however we have strong processes in place to manage this risk such as diversification, manager research and due diligence. Our investment team regularly review the performance of all underlying managers and deterioration in performance and quality of service by any of our managers may lead to re-visiting that fund manager's role in our portfolios with the potential of a fund manager termination.

Mercer does lend securities from time to time and this process is governed by our "Securities Lending Policy".

***Why isn't it possible to have your cash just deposited into a bank account rather than having a unit price structure, which can drop in value?***

The Cash Option is designed to deliver better returns than a deposit account by investing in a range of underlying assets including bank deposits.

The unit price system is a mechanism for providing a valuation for this asset and does not in and of itself reduce the value of your investment.

***How does Mercer propose to give greater transparency to members regarding the specific stocks within a members chosen portfolio?***

Portfolio Holdings Disclosure requirements will come into effect in 2022, which will provide a full view of holdings under each investment option. You can also refer to the Annual Report for a listing of the largest share holdings held in aggregate within the MST.

***Based on my knowledge, I am only able to trade in pre-defined ASX portfolio built by Mercer. Is there any plan to give me freedom of trading in my shares of choice?***

For most members, the Direct Investment Option is available and provides access to ASX 300 shares and a select list of Exchange Traded Funds (ETFs). The trustee restricts the choice to top 300 shares only to ensure there is sufficient liquidity in the shares that members may choose.

To find out if the Direct Investment Option is available to you, please contact the Helpline.

***What is the procedure in the event a particular investment path is withdrawn by fund manager/trustee and considered to be reinvested in another path? If there are already differences in operating margins between the two paths, how the earlier gains/profits to the member is accounted for?***

Each path in SmartPath is managed separately. Members generally join their SmartPath path based on their year of birth.

Over time, members do not transfer between different paths:

- the investments within each path are slowly adjusted over time, in line with the risk profile of the members (as they age);
- as a result, there is generally no need for assets to be transferred between paths (or for underlying investments to be traded to achieve this).

All gains and losses for the path are managed within that specific path in the Fund. The operating costs for each path is dependent on the underlying investment structure of that path and we continually look for ways to further improve member outcomes.

***I put all of my super fund in cash in early 2020, how did that go?***

The Mercer Cash option provided a net return of 0.4% over 2020.

As a MST member, you have control over the way your super is invested. Cash is one of the options available to you. It is designed to provide stable returns over the short-term, but given the current low interest rate environment, the Cash option may produce negative returns (net of all fees).

**Fees**

***What are you doing to keep your fees charged to members low?***

***The annual fees are double many super funds for the same returns ... I would really like to know what changes if any will there be re fees?***

***What is Mercer doing to remain competitive in relation to costs and fees being charged?***

***What is the fund doing to be more competitive in the market when it comes to fees applied to member's super account?***

***Can we expect any reduction in fees?***

***Do you see fees maintaining or growing?***

As outlined in David Bryant's presentation at the Annual Member Meeting, member feedback around fees has been actioned. Headline administration fees for many members will be reduced from 1 April 2021. Many members will also receive an investment fee reduction.

Members have been sent information on the 1 April 2021 changes if it impacts them, and we encourage members to read this information.

***How can I minimise management costs/fees of investment products?***

While fees are extremely important in considering your investment options, we believe that the most important factor is net returns – that is the returns received after all fees are taken into account.

If members are seeking lower cost investment options, the MST does offer a number of "passive" and "enhanced passive" options. Information on the range of investment options is available on the fund's website.

***Why do I have to pay two lots of fees when going into a transition to retirement?***

Members that have a transition to retirement pension account are most likely to still be working and therefore are required to have a superannuation account, which will receive employer contributions and provide insurance cover (if applicable). Transition to retirement pension accounts cannot receive contributions. As two accounts are required to be maintained, each account will have its own set of fees.



***I find it difficult to find clear information on fees charged. Would you please provide a guidance on the range of fees charged by Mercer?***

***What is the annual fee?***

From 1 April 2021, our headline fees for a member invested in the default investment option (Mercer SmartPath) in the Individual Section of the Mercer SmartSuper Plan will be:

1. A dollar based administration fee of \$91.68,
2. An asset based administration fee of 0.34%pa,
3. An expense allowance of up to 0.058%pa,
4. An investment fee of 0.38%pa or 0.44%pa (this depends on your date of birth) and
5. Indirect cost ratio of between 0.30%pa and 0.39%pa (this varies each year depending on the underlying costs incurred).

If you are in certain employer plans and/or if you have different investment option(s) to SmartPath, the fees will vary from what has been described above.

***You advise that the fees have dropped. I have just received a notice from Mercer that I will be switched to a different Mercer Growth fund. The switch to this fund sees the management fees nearly double from 0.4% to 0.7%. Why is this?***

Mercer Select Growth is designed to deliver higher net returns than Mercer Growth for a similar level of risk after the respective investment fees and taxes are deducted, and has done so consistently over the last five years.

The higher cost of Mercer Select Growth arises from a higher allocation to direct assets, such as property and infrastructure, and alternative investments.

***Where on my member statement or online portal, can I find a complete breakdown on the fees I have paid and the taxes if any I have paid?***

If you are in the corporate section of the MST, in your benefit statement, there is a section called 'Your Account Transactions'. This section shows details of each fee, premium and tax that has been deducted directly from your account balance. There is also a section called 'Fees and Costs Summary' which describes the fees you are charged (this includes fees and premiums that are deducted directly from your account) as well as other fees net of any rebates that may apply for you (these fees are generally charged by adjusting the unit price and/or the declared earning rate).

***I amended my super to cash only, why am I still being charged fees that are very high?***

The main fees charged are investment fees and administration fees. The administration fees charged are generally the same no matter what your choice of investment option, because the cost to administer your account is the same no matter what investment option you are invested in. However, the investment fees and indirect cost ratio are much lower for the cash investment option than most other choice investment options.

## **Advice fees**

***The Australian Financial Review of 19 November 2020 had an article headed "Mercer faces fees-for-no-service action". Please provide an update of the issue, and what Mercer is doing to give members confidence about their fees.***

***In November 2019 many members received a Mercer letter: Mercer will conduct a review over the next 12 months to see if you got the full services entitled from Mercer advisers. A response is now way overdue. When will members hear about their reviews?***

An internal review conducted by Mercer Financial Advice found instances where some clients may have been charged advice fees where all aspects of the services may not have been provided. Some of these clients were members of the MST.

As the trustee of MST, we are committed to ensuring that any current or former member of the MST that was wrongly charged advice fees is compensated. We have been overseeing how Mercer Financial Advice has been conducting this review for our members.

If you are a Mercer Financial Advice customer potentially impacted by the review, you will have received a letter from Mercer Financial Advice in November 2019 advising you of this. If you have received a letter from Mercer Financial Advice and have not yet heard the outcome of the review, you can expect to hear from Mercer Financial Advice by the end of March 2021.

## **Lifetime pensioners**

***I came to Mercer Super Trust from the [...] Fund having retired in 1998. I have received a regular monthly pension payment since that time ... My interest in the performance of MST is in its ability to continue to pay that monthly pension during my lifetime. How does MST manage the pension of members like myself on an ongoing basis?***

Your pension is a part of an arrangement known as a "defined benefit" plan. An actuary is appointed to each defined benefit plan in the MST to provide advice to the trustee on the funding arrangements, including the ability of the fund to pay benefits, including pensions, as they are due.

Further information on the funding of your defined benefit plan is set out in the Annual Report supplement provided to you towards the end of each calendar year.

***My [lifetime pension] LTP is under the management of Mercer Super Trust Lifetime Pension Division. Are any of the future changes going to affect Lifetime Pension in any way? Are we, LTP recipients, still in safe hands?***

The trustee is not currently contemplating making any changes that would impact lifetime pensioners in the MST.

Further information on the funding of your defined benefit plan is set out in the Annual Report supplement provided to you towards the end of each calendar year.

***When is it likely that you will (and [employer]) review the rules regarding indexation of my superannuation pension which has been frozen since 2004?***

The trustee is required to administer benefits, including pension payments, in line with the relevant governing rules. The rules for your plan are determined by your (former) employer, which currently provide that the lifetime pension are not automatically indexed. We will pass on your feedback to the employer for their consideration.

**Information and support available for members**

***Is there support for those that are coming into retirement, especially with funds that were previously identified as defined benefit, but have since changed to accumulation fund?***

***What facilities does Mercer have for contributing super members who want to invest further?***

***Like to know more about investment opportunities.***

***What considerations or action should I take if I suspect my annual contributions will go over the threshold?***

***Will Mercer provide proactive support to members in relation to recommendations (not advice)?***

There is support available for all members of the MST in all of these areas. Please contact the Helpline and our consultants will be able to provide you with information or assist you with seeking financial advice.

Information is also available on the Mercer website, including fees, investment options and investment returns.

If you log into your super account, you will find information that is relevant to your super with the MST. You will also find information on topical superannuation matters, webinars and tools, which may be of assistance in managing your super.

***Is there to be a managed/proposed regular fixed review sessions between financial adviser and customer?***

If you have an ongoing relationship with a financial adviser, we encourage you to first contact them to discuss organising regular review sessions. If you have arranged for the cost of the advice to be paid from your MST account and are still unable to resolve the issue with your adviser please let us know.

***How do you switch to a high growth option?***

***How flexible is the Mercer super fund to invest super into a growth fund or retrieve back to a conservative fund? How easily can it be done, can it be done from the app?***

Members can generally change their investment options at any time.

A change to your investment options can be made by logging onto your online account (including through the mobile app) or by contacting the Helpline for assistance.

It normally takes up to two business days for investment switches to be processed. The value of your investment may change between the time you request a switch and when it is made.

We encourage you to seek financial advice if you are considering making a change to your investment options.

***What do you see as the biggest challenge facing retirees in the next five years, ie. returns on investments, will it make retiring early harder?***

We agree that investment returns on super accounts is one of the key consideration for retirees or members approaching retirement in the next five years. Mercer has a favourable view of investment markets for 2021 and beyond but uncertainty in investment markets does remain.

There are a number of important decisions for retirees or members nearing retirement. We encourage members to seek financial advice to consider how they can be best placed to achieve their goals for retirement. In addition to the ongoing suitability of their investment strategy, this might include when they are looking to retire, whether a transition to retirement pension would be appropriate, what their retirement income needs are likely to be, and how fast to draw down their allocated pension to name a few.

***If I currently live in another country, what status do I need to possess to withdraw my superannuation?***

If you have worked and earned super while visiting Australia on a temporary visa, you can apply to have your super paid to you as a departing Australia superannuation payment (DASP) after you leave. More information on applying for a DASP is available on the ATO website.

***When will my June 2020 statement be available?***

Your June 2020 statement would have been available by the end of 2020.

We encourage members to provide us with their email address so we can correspond via email, including providing access to annual statements when they are available. Your annual statement is available if you log onto your Mercer super account.

***How can we see the loss/gain of investment switch prior to making the switch so we can make the switch with knowledge of loss/gain and not after?***

It takes up to two business days to calculate the unit price we apply to an investment switch. The two day period is needed to calculate the value of all assets we invest in and the number of units on issue, which is affected by contributions and withdrawals. We need these valuations before we can accurately calculate the unit price for any of our investment options.

Each unit has a regularly changing price allocated to it, which is generally calculated daily (except on weekends and public holidays). Unit prices may rise or fall depending on fluctuations in the underlying value of investments in each investment option.

The unit price for a switch will generally be calculated after the switch request is received and validated, which may be different to the last available unit price at the time the switch is requested.

We encourage members to take a long-term view to investing their super account, and to seek financial advice when considering their investment options to make sure their investment strategy suits their individual circumstance.

***Does your superannuation calculator tool factor in the fact that my super has a defined benefit?***

The tool does not take into account a defined benefit plan as the rules for such arrangements are quite complex and generally specific to a particular plan. Please contact the Helpline and our consultants will be able to provide you with information or assist you with seeking advice.

**General**

***What are Mercer's plans for board level diversity that is not just "White Anglo Saxons"?***

At Mercer we embrace inclusion and actively promote opportunities for diversity through how we deliver on our purpose to "Make a Difference in People's Lives".

We have made significant inroads on diversity on our Boards, including gender, professional experience and technical skills. We value experience diversity which sees Board members proud of their first and second generational ethnic heritages. Our commitment to inclusion will see greater focus in building all forms of diversity at all levels within Mercer, including Board appointments in future years.

***What advice do you give to a divorced or separated woman regarding her super .... How do we address this imbalance between genders and what advice do you have for women looking at their super with serious concern?***

We recognise that addressing the significant difference between super for men and that for women is a major challenge for the superannuation industry, and the Australian community. There are many causes of this difference including different employment experience, design features within the superannuation system as well as some broader societal factors.

Mercer has advocated for many years that the \$450 minimum monthly earnings threshold which applies to the Superannuation Guarantee should be removed. This would help many women in part-time or casual employment. In addition, Mercer supports the payment of superannuation contributions as part of paid parental leave.

For women wanting to review their super arrangements, we encourage you to seek financial advice as that will consider your particular individual circumstances. You can also use the tools available when you log onto your Mercer super account.

***Why are you exactly how The Project portrayed companies who deal with workers compensation claims and complaints resulting from a claim. ... How is this OK to treat your members like this? It was all great when I never ever made a claim.***

We understand the importance of insurance to assist members and their family in times of need.

All claims for insurance are assessed by the insurer to check the conditions for payment have been met, and the trustee oversees the insurer's approach in assessing claims. We know that the assessment process can be stressful for members, and we are constantly working with our insurers to improve the approach.

We are sorry to hear about your experience, and your complaint is being considered by our complaints team and the insurer.

***What measures does Mercer take to ensure there are no breaches of Corporations Act 2001 Section 1017B?***

Mercer has an extensive compliance framework, which includes complying with obligations under the Corporations Act 2001. Section 1017B imposes obligations on trustees to notify members about changes the trustee is making that impacts their super. If the change might result in an increase in fees, the change has to be notified 30 days before the change occurs.

As an example, during the AMM, we advised that Significant Event Notices were being sent to members that week (before the end of February 2021) about the changes happening from 1 April 2021.

When members first join the MST, they are provided with information about the arrangements applicable to them at that time, including any arrangements they may be automatically transferred to under certain conditions (such as leaving their employer or upon electing choice of fund).

***What is your biggest regulatory focus for the next 12 months?***

The heavy regulatory reform agenda for superannuation of recent years is continuing. During 2021 and into 2022, there is a range of different reforms including changes to complaints handling, Design and Distribution Obligations and Annual Outcomes Assessments. Some of the regulatory reform changes are not likely to be visible to members – for example, APRA is undertaking a Super Data Transformation program.

In addition, there are very significant proposals for change such as the "Your Future, Your Super" proposed reforms where we are awaiting approval of legislation and importantly, the associated regulations which provide more details on the requirements.

Mercer is investing significant resources to ensure that the fund and the trustee meet all regulatory requirements.



***What are the implications of further taxes by the government to assist with aged care? How will it reduce my super? What about citizens who are based overseas?***

While there has been some speculation about potential taxes in relation to funding aged care, there are currently no Government proposals available for comment. Accordingly, we are unable to comment on what the implications (if any) might be for super savings.

***What did you do during the pandemic period for your members? Did you cut any cost for your member, or did you give any benefit to your members?***

Our focus during the pandemic period was on helping members during a period of higher than normal work volumes, and through a time of uncertainty:

- Processing the requests from members, including early release and other benefit payments, and processing a considerable volume of investment switches;
- Managing the investments for the best outcomes for members given the rapid changes in investment markets and to ensure we had sufficient liquidity to meet the early release payments;
- Delivery of services to members, such as helping the very high volume of members who called our Helpline, increasing our education and communications for both members and employers, all while our staff and suppliers moved to a work from home environment.

No increases were made to our fees during the COVID-19 pandemic period. Our fees are being reduced for many members from 1 April 2021.

***How is Centrelink informed of Mercer payments now, given we no longer receive a statement to pass on?***

For members receiving a pension payment, we regularly report information directly to the Department of Human Services (DHS).

If a member receiving an allocated pension wants to change the amount of their payments, they should check whether they need to notify this change by contacting DHS.

***What are you doing for your members overseas who are no longer able to access their account, contribute to their account or transfer their account?***

We manage and oversee the administration of super accounts for members who are overseas in the same way as for other super members who are resident in Australia, ensuring compliance with super regulations.

We encourage members who are overseas to activate access to their account online to be able to monitor their super, and to provide us with their email address so they receive communications from us more promptly than by post. Members can do this by contacting the Helpline for assistance.

### ***What is Transition to Retirement?***

A transition to retirement arrangement is a type of Allocated Pension that allows you to receive some income from your superannuation while you are still working. It's a strategy to give your super a boost before you stop working or let you cut back on working hours without reducing your income. It can only be used if you have reached your preservation age.

We encourage you to seek financial advice to find out if a transition to retirement strategy is suitable for you.