

Group Super News

Your member update

Accumulate Plus | December 2019

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Accumulate
Plus
members

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 CommonwealthBank
Group Super

Our commitment to delivering quality and performance to our members.

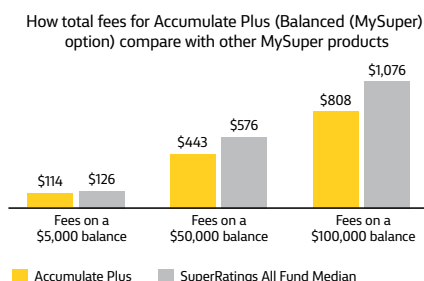


As a Group Super member, you deserve to be in a fund you can trust and take value from, and importantly, a fund that appreciates your membership by working hard to deliver on our commitments.

We remain committed to offering value-for-money products, managing your investments to meet long-term objectives, and providing you with services to support your super-to-retirement journey with us, all supported by a strong governance framework.

Focused on giving you the value you deserve

We strive to ensure that Accumulate Plus consistently offers a competitive overall fee experience, and our fees remain among some of the lowest in Australia. The graph below illustrates SuperRatings industry research comparing the total investment fees, administration fees and indirect costs quoted in the PDSs of around 100 MySuper products from industry, corporate and retail master trust super funds. Source: SuperRatings Benchmark Report 2019 – please contact us for more details if required.



Focused on considered investments

When it comes to investing your super, we are committed to setting realistic objectives and targeting a smoother return experience for members over the long term. Our aim is to consistently meet the objective we set for each of our

investment options, with reduced volatility. This is to help give you a better understanding of your likely outcomes at retirement and therefore make informed decisions for your super savings now and in the future.

Focused on services to support your super journey

Our flexible insurance options, which you can apply to change at any time, may help protect you and your family to give you peace of mind in the event of death or disablement. These features include receiving cover automatically (eligibility criteria applies), transferring cover from other super funds or eligible insurance policies, and increasing cover as a result of certain life events without having to provide additional medical evidence.

Member servicing and ongoing communication are an important part of helping you manage your super. Our seminar program, lifestage call program, regular communications and newsletters, 24/7 online access, and twice-yearly benefit statements are just some of the ways we do this. We are increasingly getting to know our members better and tailoring communications to personalise experiences with us.

Focused on good governance and operational management

Good fund governance is important in appropriately overseeing and managing our fund. Our trustee board brings a diverse range of experience, skills and knowledge to help carry out its duties and responsibilities, including investment management, superannuation, insurance, compliance and risk management, strategy, and legal counsel. We also have a comprehensive

governance and risk management framework to ensure we are well-positioned to consider issues within a complex and changing industry and regulatory environment, and to deliver on our commitment to protecting members' best interests.

How have we performed?



As well as monitoring our own performance, we also regularly engage with external benchmarking through industry rating agencies to help us review and assess our performance for the benefit of members and to identify opportunities where we can continue to improve and develop.

For 2020, and for the 12th consecutive year, we have been awarded SuperRatings' highest 'Platinum' rating, recognising our fund as a 'best value for money' fund that is well-balanced across all key assessment criteria, such as investments, fees, insurance, member servicing, administration and governance.

Source: SuperRatings Benchmark Report 2019.

We've also held Chant West's highest '5 Apples' rating since 2011 and the highest SelectingSuper 'AAA' Quality Assessment rating since our first year of participating in 2015.

Visit oursuperfund.com.au/ratings to find out more.

It is a genuine privilege to look after your super, and we remain committed to our mission of enhancing your financial wellbeing and savings for retirement.

Member notices.

Introducing consistency of investment objective timeframes from 1 April 2020

The timeframes we currently include for the investment return objectives for our Accumulate Plus investment options vary between 1 and 7 years. We believe super should be viewed as a long-term investment and our goal is to provide members with sustainable returns over longer time horizons.

To better reflect this view and to allow for easier comparison of the overall objective

we target for each option, from 1 April 2020 each investment return objective will be measured over a 10-year period, as shown below. These changes reflect a change in measurement period only, not a change in our underlying investment philosophy, strategy or assets.

These changes will be updated in a new Member Guide (PDS) and *Reference Guide: Investments* from 1 April 2020.





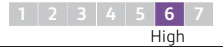









Investment option	Current investment objective until 31 March 2020	New investment objective from 1 April 2020
Conservative	To achieve an average return ¹ over a 3-year period of CPI +1% p.a.	To achieve an average return ¹ over a 10-year period of CPI + 1% p.a.
Moderate	To achieve an average return ¹ over a 5-year period of CPI + 1.5% p.a.	To achieve an average return ¹ over a 10-year period of CPI + 1.5% p.a.
Balanced (MySuper)	To achieve an average return ¹ over a 5-year period of CPI + 2.5% p.a.	To achieve an average return ¹ over a 10-year period of CPI + 2.5% p.a.
Growth	To achieve an average return ¹ over a 7-year period of CPI + 3% p.a.	To achieve an average return ¹ over a 10-year period of CPI + 3% p.a.
Cash	To achieve an average return ² over a 1-year period that exceeds that of the Bloomberg AusBond Bank Bill Index.	To achieve an average return ² over a 10-year period that exceeds that of the Bloomberg AusBond Bank Bill Index.
Fixed Interest	To achieve an average return ² over a 3-year period that exceeds the benchmark determined by the trustee.	To achieve an average return ² over a 10-year period that exceeds the benchmark determined by the trustee.
Australian Shares	To achieve an average return ² over a 5-year period that exceeds that of the S&P ASX300 index with dividends reinvested.	To achieve an average return ² over a 10-year period that exceeds that of the S&P ASX300 index with dividends reinvested.
International Shares	To achieve an average return ² over a 5-year period that exceeds that of the MSCI All Countries World ex Australia 25% hedged to Australian dollars index with dividends reinvested.	To achieve an average return ² over a 10-year period that exceeds that of the MSCI All Countries World ex Australia 25% hedged to Australian dollars index with dividends reinvested.

1. Return calculated **after** the deduction of investment fees, asset-based administration fees and any applicable taxes.

2. Return calculated **before** the deduction of investment fees, asset-based administration fees and any applicable taxes.

Updating standard risk measure for investment options from 1 April 2020

From 1 April 2020, the Standard Risk Measure (SRM) is changing for a number of our Accumulate Plus investment options.

Investment option	Current until 31 March 2020		New from 1 April 2020	
	SRM band/label	Estimated number of years with a negative annual return over any 20-year period	SRM band/label	Estimated number of years with a negative annual return over any 20-year period
Conservative	 Medium	2 to less than 3	 Low	0.5 to less than 1
Moderate	 Medium-High	3 to less than 4	 Medium	2 to less than 3
Balanced (MySuper)	 High	4 to less than 6	 Medium-High	3 to less than 4
Growth	 High	4 to less than 6	 Medium-High	3 to less than 4
Cash	 Very low	Less than 0.5	<i>No change</i>	<i>No change</i>
Fixed Interest	 Medium-High	3 to less than 4	 Low	0.5 to less than 1
Australian Shares	 Very high	6 or more	<i>No change</i>	<i>No change</i>
International Shares	 Very high	6 or more	 High	4 to less than 6

The 7-point SRM scale provides a forward-looking estimate of how many years a negative annual return may be expected for that option over any 20-year period. SRMs are one common risk descriptor used by super funds to help members compare the potential level of investment risk of investment options. This is calculated based on each option's asset allocation, as well as capital market assumptions about the likely returns and volatility of those asset classes over the longer term.

The changes in our SRMs reflect amendments to the underlying methodology of the return assumptions used to calculate our estimates. This better facilitates comparison of investment options and will be more consistent with longer-term expectations, rather than

having assumptions reflect current market pricing, which fluctuate more frequently.

You should ensure you are comfortable with all of the features, including the risks and potential losses, associated with your chosen investment option(s) or the default option if applicable to you.

An SRM is not a complete assessment of all forms of investment risk. For example, it doesn't detail what the size of a negative return could be, or the potential for a positive return to be less than what you may require to meet your financial objectives. An SRM estimate is based on gross returns, so it also doesn't take into account the impact of deducting administration fees and tax on the likelihood of a negative return. When comparing products across super funds, you should also keep in mind that

funds may have different investment views and assumptions, which may produce different SRMs.

Importantly, although the methodology change has generally resulted in lower SRMs, this is not a reflection of our view of the current market environment. We expect markets to remain challenging with some further volatility in the shorter term. In particular, and despite the lower SRM for our Fixed Interest option, our outlook for interest rates, and by extension bond yields, is one of lower levels for a more sustained period, and potentially with increased volatility therein over the short to medium term.

These changes will be updated in a new Member Guide (PDS) and *Reference Guide: Investments* from 1 April 2020.

When the whole is greater than the sum of its parts: The case for consolidation.

Whether you're still employed with the Commonwealth Bank Group or have moved on, consolidating multiple super accounts into your Accumulate Plus account has never been easier.

Last year we helped more than 4,000 members take this simple, but important, step in their super journey. The benefits of consolidating multiple super accounts may include **less paperwork, and less hassle overall knowing all your super's together in one spot.** And fewer accounts will generally mean fewer sets of fees.

Features and benefits such as fees, insurance cover, investment returns, risks and other options may be different in each super fund so you should consider these things before changing funds. For example, you should check how changing funds might affect any benefits you have in the fund you're leaving, such as insurance cover. Keep in mind that consolidating a super balance won't change the account to which an employer pays super contributions for you; to change this you'll need to nominate a new fund with your employer under super choice laws.



If you decide you'd like to consolidate your other super into your Accumulate Plus account, it's easy. Simply call us on **1800 023 928** or go to oursuperfund.com.au/consolidate to get started!



Want to talk about your account?

Talking to our friendly contact centre team about your Accumulate Plus account and getting the answers you're looking for can go a long way in helping you take control of your financial future. They're available to discuss your account Monday to Friday, 8am-7pm (AEST/AEDT).

Simply call **1800 023 928** to get started!

You also have the option to speak to a phone-based team of financial advisers*, who can provide advice on certain options for your Accumulate Plus account at no additional cost to you.

For more information, including terms and conditions, visit oursuperfund.com.au/advice or call 1800 023 928 and ask to speak with the Advice Essentials team.

*Advice relating to Accumulate Plus is provided by the Advice Essentials team, operating under Commonwealth Financial Planning Limited (ABN 65 003 900 169, AFSL 231139).



2018-19 Annual Report now available

Our 2018-19 Annual Report is available to view or download from our website oursuperfund.com.au, or please contact us for a printed copy.

Our Group Super seminar program.



Helping you take control of your super and financial future.

Our seminar program is designed to help you understand more about super and your account in our fund, and to take appropriate actions to aid your own financial future. We continue to ramp up our seminar calendar, conducting around 160 seminars in the last 12 months, with more than 2,000 members coming along to learn more about super!

What are members saying about our seminars?

Many have found the quality and detail of the content to be the right match for their needs, as well as sparking some continued conversations after the session. We've used this positive feedback to create more tailored sessions according to our members' needs.

What's on the radar?

We want to continue rolling out our seminar program on a larger scale and reach as many members as we can – whether through webinars available at your fingertips or through face-to-face sessions. In addition to 'getting started' type sessions, we'll also include sessions that delve deeper into particular super topics that members have been asking about, such as insurance, investments and accessing super.

It's very important to us that our seminars are valuable and useful to our members, and we welcome any feedback or comments on super topics that interest you!

Interested in coming along?

Want to comment if you've already attended?

If you haven't yet seen an invite or had an opportunity to come along to a seminar near you, or if you want to provide some feedback, contact us on groupsuperseminars@cba.com.au

