



Member Outcomes Assessment

2023-2024



Important information

This document has been prepared and issued in March 2025 by Togethr Trustees Pty Ltd ABN 64 006 964 049, AFSL 246383 ('Togethr'), the Trustee of Equisuper ABN 33 813 823 017 ('Equip Super', 'the Fund') and is subject to change. The information in this report is general advice and information only and doesn't take into account your personal financial situation or needs. You should consider whether the information is appropriate for you before acting on it and, if necessary, you should seek professional financial advice. Before making a decision to invest in Equip Super, you should read the appropriate Product Disclosure Statement (PDS) and Target Market Determination (TMD) for the product, which you'll find on our website at equisuper.com.au

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About this report

The annual Member Outcomes Assessment explains how our MySuper, Choice – Accumulation and Choice – Retirement Income Account investment options, products and services have promoted the best financial interests of members, and are expected to continue to do so in the future.

Putting members first

Member outcomes are our highest priority. As a profit-to-member super fund, we are committed to promoting the best financial interests of our members. This ranges from the products we provide, the services we deliver, and the investments we manage on our members' behalf. We not only work hard to optimise investment performance, we also focus on keeping our operating costs low. This adds up to more money for our members when they retire.

Our determination

It is the determination of the Trustee that the Fund has met and promoted the best financial interests of its members across all key areas throughout FY24 and is well placed to continue to do so into the future. The determinations included in this Member Outcomes Assessment, for our MySuper, Choice – Accumulation and Choice – Retirement Income Account products, were reviewed and approved by the Trustee Board on 21 February 2025.



In summary

MySuper

Performance test	Our MySuper option passed the Your Future, Your Super Performance Test.
Fees and costs	Based on benchmark comparisons of total fees and costs, the MySuper investment option is a cost competitive product and is operating efficiently in the financial interests of members.
Investment returns and risk	Based on a benchmark assessment of long-term net returns alongside an assessment of investment risk, our MySuper investment option meets the best financial interests of members.
Investment strategy	Based on a benchmark assessment of the ability to achieve the target return, in consideration of the investment objective and risk appropriate to our MySuper option, our investment strategy meets the best financial interests of members.
Options, benefits and facilities	Based on internal and external benchmark measures, as well as member satisfaction, our member services support the best financial interests of members.
Insurance strategy and fees	Based on affordability, with consideration for the quality of insurance processing, our standard default insurance supports the best financial interests of members.
Scale	Based on the Fund's size and consideration of scale metrics, our scale is sufficient in meeting the best financial interests of members.
Operating costs	The operating costs of the Trustee's business operations are not inappropriately affecting the best financial interests of the beneficiaries who hold a MySuper product.
Basis for fee setting	The Trustee determines the basis for fee setting to be appropriate across all products.

Choice – Accumulation

Performance test	All Choice investment options subject to the Your Future, Your Super Performance Test for Trustee Directed Products passed the Test.
Fees and costs	Based on benchmark comparisons of total fees and costs, Choice – Accumulation overall provides cost competitive products and is operating efficiently in the financial interests of members.
Investment returns and risk	Based on a benchmark assessment of long-term net returns alongside an assessment of investment risk, our Choice – Accumulation investment options meet the best financial interests of members.
Investment strategy	Based on a benchmark assessment of the ability to achieve the target return, in consideration of the investment objective and risk appropriate to each option, our investment strategy meets the best financial interests of members.
Options, benefits and facilities	Based on internal and external benchmark measures, as well as member satisfaction, our member services support the best financial interests of members.
Insurance strategy and fees	Based on affordability, with consideration for the quality of insurance processing, our standard default insurance supports the best financial interests of members.
Scale	Based on the Fund's size and consideration of scale metrics, our scale is sufficient in meeting the best financial interests of members.
Operating costs	The operating costs of the Trustee's business operations are not inappropriately affecting the best financial interests of the beneficiaries who hold a Choice – Accumulation product.
Basis for fee setting	The Trustee determines the basis for fee setting to be appropriate across all products.

Choice – Retirement Income Account

Fees and costs	Based on benchmark comparisons of total fees and costs, Choice – Retirement Income overall provides cost competitive products and is operating efficiently in the financial interests of members.
Investment returns and risk	Based on a benchmark assessment of long-term net returns alongside an assessment of investment risk, our Choice – Retirement Income Account investment options meet the best financial interests of members.
Investment strategy	Based on a benchmark assessment of the ability to achieve the target return, in consideration of the investment objective and risk appropriate to each option, our investment strategy meets the best financial interests of members.
Options, benefits and facilities	Based on internal and external benchmark measures, as well as member satisfaction, our member services support the best financial interests of members.
Scale	Based on the Fund's size and consideration of scale metrics, our scale is sufficient in meeting the best financial interests of members.
Operating costs	The operating costs of the Trustee's business operations are not inappropriately affecting the best financial interests of the beneficiaries who hold a Retirement Income Account product.
Basis for fee setting	The Trustee determines the basis for fee setting to be appropriate across all products.

Performance test and heatmap summary

We are pleased to report that Equip Super MySuper and Trustee Directed products received a Pass result in APRA's performance test.

Equip Super MySuper Performance Test results

Metric	Equip Super MySuper
Performance test measure	+0.72%
Pass/Fail Indicator	Pass
Actual return minus benchmark return	0.72%
Representative administration fees and expenses	0.28%
Relevant benchmark representative administration fees and expenses	0.27%

Equip Super TDP Performance Test results

Metric	Growth Plus	Growth	Balanced Growth	Balanced	Capital Stable	Diversified Fixed Interest
Performance test measure	+0.66%	+0.63%	+0.70%	+0.54%	+0.33%	+0.28%
Pass/Fail Indicator	Pass	Pass	Pass	Pass	Pass	Pass
Actual return minus benchmark return	0.67%	0.64%	0.71%	0.55%	0.34%	0.29%
Representative administration fees and expenses	0.28%	0.28%	0.28%	0.28%	0.28%	0.28%
Relevant benchmark representative administration fees and expenses	0.26%	0.26%	0.26%	0.26%	0.26%	0.26%

Fees and costs summary

The basis for the setting of fees is appropriate and supports the best financial interests of our members.

Equip Super generally performs satisfactorily across the fee and cost comparisons with peers, for MySuper, Choice – Accumulation and Choice – Retirement Income.

The MySuper option finished the year at the median.

All Diversified Accumulation options performed at the median or above, except for Future Focus, which did not meet target.

For Sector-specific Accumulation options, Diversified Fixed Interest and Cash met target; however Australian Shares did not, and Overseas Shares did not for some comparisons with peers.

For Diversified Retirement Income options, Future Focus did not meet target; all others did for comparisons

using higher account balances. Growth Plus and Balanced Growth did not meet target for comparisons using lower account balances.

For Sector-specific Retirement Income options, Fixed Interest and Cash met target, however Australian Shares and Overseas shares did not.

Equip Super's administration fees reduced on 1 July 2024. Taking that fee change into account would see almost all options achieve target.

Based on this assessment, the Trustee determines that Equip Super offers a cost-competitive MySuper option, as well as cost-competitive Choice – Accumulation and Choice – Retirement Income options, which are operating efficiently in the best financial interests of members.

Investments returns summary

The MySuper product and most investment options met the peer comparison target and the PDS investment objective.

Investment returns

Equip Super

Equip Super's MySuper product continues to perform well over the long term, meeting the peer comparison target and the PDS Investment Objective.

The peer comparison return target was met for the majority of diversified investment options. The PDS investment objective has been achieved for most investment options.

Changes to strategic asset allocations and the restructuring of asset classes over recent years have established a framework and platform that is proposed to enable an improvement in the performance of investment options that have been below peer comparison or the PDS investment objective.

Equip Super MySuper returns after fees and costs – periods ending 30 June 2024

Period	Equip MySuper ¹	Median
3 year	4.93	4.77
5 Year	6.45	6.13
7 Year	6.87	6.73
10 Year	7.18	7.03

1. Return based on hard close monthly unit prices at 30 June 2024 and assessed compared to the Super Ratings benchmark

These tables show the annual returns of our investment options for our MySuper and Choice – Accumulation and Choice – Retirement Income Account products over the long term, as well as comparative performance based on the SuperRatings peer quartile performance for the period ending 30 June 2024, where data is available.

Returns shown are after the deduction of all fees and taxes as at 30 June 2023. The actual returns credited to a member's account balance will be influenced by the timing of payments into and out of the account, allowing for contributions, taxes, fees and switches between investment options.

Equip Super Choice – Accumulation Returns as at 30 June 2024¹

Investment option	3 year		5 year		7 year		10 year	
Diversified options								
Growth Plus	6.17%		8.70%		9.37%		9.43%	
Growth	5.65%		7.75%		8.19%		8.35%	
Balanced Growth	5.00%		6.53%		7.05%		7.43%	
Balanced	4.09%		5.14%		5.50%		5.85%	
Capital Stable	2.42%		3.34%		3.68%		4.08%	
Future Focus	1.56%		5.67%		N/A	N/A	N/A	N/A
Index Diversified	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Sector specific options								
Australian Shares	7.02%		7.72%		8.23%		7.97%	
Overseas Shares	5.39%		10.63%		11.14%		11.16%	
Diversified Fixed Interest	-0.73%		0.48%		1.14%		1.97%	
Cash	2.23%		1.53%		1.58%		1.68%	

1. Source: SuperRatings Fund Crediting Rate Survey, June 2024.

Equip Super Choice – Retirement Income Account Returns as at 30 June 2024^{1,2}

Investment option	3 year		5 year		7 year		10 year	
Diversified options								
Growth Plus	6.54%		9.30%		10.24%		10.22%	
Growth	6.03%		8.32%		9.02%		9.03%	
Balanced Growth	5.38%		6.89%		7.65%		7.88%	
Balanced	4.30%		5.48%		6.03%		6.35%	
Capital Stable	2.66%		3.70%		4.15%		4.43%	
Future Focus	1.06%	N/A	6.00%	N/A	N/A	N/A	N/A	N/A
Index Diversified	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Sector specific options								
Australian Shares	7.68%		8.52%		9.10%		8.63%	
Overseas Shares	5.69%		11.36%		12.14%		12.19%	
Diversified Fixed Interest	-0.73%		0.66%		1.40%		2.19%	
Cash	2.61%		1.79%		1.85%		1.96%	

1. Source: SuperRatings Pension Crediting Rate Survey, June 2024.

2. SuperRatings does not provide a sustainable investment survey for pension products..

Investment risk summary

The level of investment risk applicable to members in Equip Super products is appropriate.

MySuper

In ranking the investment risk for MySuper against all other MySuper product and lifecycle stages, Equip Super ranks in the second quartile over one year to June 2024 at a level where the Trustee believes the Investment Risk is within acceptable levels.

Choice – Accumulation and Choice – Retirement Income Account

In ranking the investment risk for Accumulation options against all peers products all investment options had investment risk as measured by the options SRM as being at or lower than the median SRM for that cohort.

In ranking the investment risk for Retirement Income Account options against all peers products, all investment options except for Index Diversified had investment risk as measured by the options SRM as being at or lower than the median SRM for that cohort.

The Trustee believes the Investment Risk is within acceptable levels.



Investment strategy summary

Our investment strategy appropriately meets the long-term best financial interests of members.

Our investment strategy is developed by the Board with the goal of support our members to prepare for financial freedom in retirement

This goal is achieved based on the following Investment Beliefs to Achieve our Purpose:

1. Investment success is multi-faceted; achieving the net real return objective of each investment option, meeting regulatory performance benchmarks and outperforming peers.
2. The long-term Strategic Asset Allocation (SAA) for each investment option is the greatest single determinant of member outcomes.
3. Diversification is a central element in optimising risk-adjusted returns.
4. Using a medium-term horizon, varying the asset allocation away from the SAA can both enhance returns and manage risk.
5. Active investment management can provide superior net of fee outcomes, with Equip Super able to leverage its size to access capacity constrained or niche strategies and build strategic partnerships with skilled managers.
6. Equip Super's disciplined investment management, prudent investment governance and strong cultural alignment is central to reducing investment risk and improving outcomes for members.
7. Incorporation of Environmental, Social and Governance (ESG) factors in Investment processes and decision making is fundamental in achieving investment success. Climate change represents a material, foreseeable, actionable financial risk, that is far-reaching in its impacts.

Our investment strategy was assessed on the ability to achieve the target return, in consideration of the investment objective and risk appropriate to each option.

In considering the outcome of the MySuper and diversified options over the mid to long term and in understanding the contributors to sector specific outcomes in relation to market, the Trustee determines that the investment strategy for the products, including the level of investment risk and the return target, is appropriate to the beneficiaries of those products.

Options, benefits and facilities summary

The information, advice, products and services we provide meet the needs of our members today and in retirement.

Member services

We offer a range of services and products to help our members make the most of their future retirement and take control of their super.

These include:

- Retirement products, including transition to retirement pension options
- Personal financial planning advice, with the first appointment offered at no additional cost
- 24/7 online account access
- Web chat
- Online tools and calculators
- Retirement seminars
- Phone helpline
- Outbound call team
- Annual Member Meeting
- Annual report
- Regular newsletters
- Regular email updates.

We use three categories to assess the appropriateness of options, benefits and facilities provided to members:

1. **External benchmarks** like SuperRatings' fundamentals assessment of member servicing, and ChantWest communication and digital engagement ratings
2. **Internal measures** like our retirement readiness index, member engagement index and voluntary exit rate reporting,
3. **Member sentiment** like our overall member satisfaction measure, and a strategic Net Promoter Score (NPS), and

For Equip Super, all the Internal and External targets were met. Member Sentiment metrics were lower than the target for NPS and Customer Effort and met target for Member Satisfaction. For Catholic Super, Member Sentiment, Internal and External metrics met all targets except for Member Engagement Index (MEI) which was slightly below the target.

The Trustee believes the uplift observed during FY24 is attributable to successful implementation of initiatives to uplift service and engagement, education, communication and digital experience, together with increasing awareness of the services available to support members during the early- and mid-career, pre-retirement and retirement phases.

The Trustee believes that the current options, benefits, and facilities available to members are appropriate in promoting the best financial interests of the members.

Insurance summary

Our insurance strategy and fees are appropriate for our members.

We aim to provide insurance that our members can depend on, so they have a solid and dependable financial safety net throughout their working life.

The Trustee considers that the insurance strategy for the products is appropriate for the beneficiaries, and that beneficiaries are receiving value for money.

Claims acceptance rates have been met for all claim types.

Across all claim types (with the exception of Catholic Super Terminal Illness claims), the Trustee's claims handling time frame targets have not been met over the period to 30 June 2024. As noted in the FY23 Member Outcomes Assessment, the Trustee has been progressing a program of work to uplift the experience of claimants across all types, with a particular focus on reducing the overall time taken to resolve claims. The associated initiatives were at varying stages of implementation during FY24, with benefits expected to begin flowing through in FY25 and beyond.

Pleasingly, a positive uplift in results has been achieved in Q1 and Q2 FY25 for Death, Total & Permanent Disablement and Terminal Illness claims. Further focus with insurers is still required on Income Protection time frames.

Although a number of claims ratios (the share of premiums paid to the insurer that have been paid to members as claims) were not within target, for the most part this was a result of a better-than-expected claims experience which is likely to be reflected in improved future insurance costs for some members.

Our insurance strategy seeks to ensure that insurance is affordable and is not inappropriately eroding our members' retirement outcomes. In consideration of the cost of insurance and the impact on members, the Trustee is satisfied that, in general, insurance fees are not inappropriately eroding the retirement income of beneficiaries.

Scale summary

Our size provides scale benefits to our members, which helps us deliver better retirement outcomes.

At \$34.2 billion and with 146,523 members, Equip Super is a mid-sized fund of sufficient scale to meet the best financial interests of members. At this scale, in FY24, we were able to invest in delivering improved products and services, and an operating surplus which has helped reduce Administration Fees from 1 July 2024, as well as supporting investment returns above median.

Retention remains a strategic focus for the Fund (as it is for many funds) reflecting industry trends and consolidation pressures.

The Trustee's vision is to continue growing in the belief that growth and scale drive better outcomes for members in retirement. Having executed a number of successor fund transfer in recent years (most recently with the transfer of Catholic Super into Equip Super on 30 June 2021) Equip Super has now signed a binding Heads of Agreement to merge with TelstraSuper, which will significantly increase scale.

Operating costs summary

Operating costs are appropriate.

The Fund's Operating Cost Ratio of 0.27% is below the target level of 0.33% and therefore achieves the objective. Operating costs continue to be closely monitored.

Based on this assessment, the operating costs of the RSE licensee business operations are not inappropriately affecting the best financial interests of the beneficiaries who hold a MySuper product or Choice product.

Basis for fee setting summary

The basis for fee setting is appropriate.

Revenue generated is sufficient to cover the Fund's cost base with the annual income to cost ratio continuing to meet the internal three-year objective. Fees are structured in a manner that provides sustainable revenue to the Fund to provide for products and services to maximise member retirement outcomes in the longer term, with fee caps applied to the Fund's products at a member level to limit fees beyond a reasonable share of costs.

What we are improving

During the year, we worked on some important changes designed to improve member outcomes.

Growing our fund

Equip Super and TelstraSuper have signed a binding Heads of Agreement to proceed with a 'merger of equals' between the two funds. We are working towards a successor transfer in late 2025 and full integration in the 12-18 months following.

This merger will result in a \$60 billion fund with 225,000 members and is expected to provide significant scale benefits and deliver improved retirement outcomes to members, whilst maintaining the personalised service that both funds currently deliver.

Improving insurance experience

We continue to focus on improving the insurance experience, to ensure members' claims are managed efficiently, effectively and compassionately. In 2024, we introduced a new digital claims model, conducted a death claims quality assurance review and undertook extensive uplift to communications and reporting. Improvements in claims handling time frames are now being observed, and further work in this area is being undertaken in FY25.

Building our retirement offer

Our retirement offer is being further developed to support members to have the best retirement possible. In 2024, this work has included the launch of a targeted marketing and media campaign, a dedicated Retirement Centre, the ability to start a retirement income account online and case management of applications, and redeveloped website content, including tools and calculators, with more work in this area underway in FY25.

Retaining our member and employer-base

Growing and retaining our member and employer-base helps us achieve more scale and the ability to provide lower fees and costs and better options, benefits and facilities to our members. In 2024, we expanded engagement with members and increased brand awareness, provided more support in the workplace and delivered advice to more members. In FY25 we are maintaining this focus on personalised service and support for our members.



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