



# Fund Information for the period starting 1 July 2023 and ending 30 June 2024

## MLC Super Fund

Preparation date  
December 2024

Issued by the Trustee  
NULIS Nominees  
(Australia) Limited

ABN 80 008 515  
633  
AFSL 236465

For MLC Super Fund  
(The Fund)  
ABN 70 732 426 024

**This Fund Information is relevant to:**

**Plum Super\***

**Plum Personal Plan**

**Plum Retirement Income**

**Plum Super National Australia Bank Group Superannuation Fund A (Plan)\***

\*The fund information for your plan in Plum Super is contained in:

- this Fund Information, and
- the Plan Information, prepared on December 2024 and available by logging in to your account online.

You should read both documents together.

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This document has been prepared on behalf of NULIS Nominees (Australia) Limited, ABN 80 008 515 633, AFSL 236465 (NULIS) as Trustee of MLC Super Fund, ABN 70 732 426 024. NULIS is part of the group of companies comprising Insignia Financial Ltd, ABN 49 100 103 722 and its related bodies corporate (Insignia Financial Group).

The information in this document is general in nature and doesn't take into account your objectives, financial situation or individual needs. Before acting on any of this information you should consider whether it is appropriate for you. You should consider obtaining financial advice before making any decisions based on this information.

References to 'we', 'us' or 'our' are references to the Trustee, unless otherwise stated.

Subject to super law, the final authority on any issue relating to your account is the Fund's Trust Deed, and the relevant insurance policy, which governs your rights and obligations as a member.

Past performance is not a reliable indicator of future performance.

Any projection or other forward looking statement ('Projection') in this document is provided for information purposes only. No representation is made as to the accuracy or reasonableness of any such Projection or that it will be met. Actual events may vary materially.

An online copy of this document is available at [plum.com.au](http://plum.com.au)

# Letter from the Chair

## Welcome to the 2023-2024 financial year Fund Information.

As this will be my final letter to members as Chair before I hand over to Danielle Press, I would like to express my gratitude for being entrusted to work with a team of professionals that looks after your financial interests. I'm privileged to be able to update you on the progress we've made this year to deliver on what matters to you, our members.

I'm pleased to let you know that the most recent Member Outcomes Assessment concluded that overall, the products in the fund are promoting the financial interests of members,

based on industry-wide standards. Our key focuses for this past year included introducing a new, more contemporary investment menu. As always, striving to achieve strong performance for your super and pension investments in the 2023-2024 financial year continued to be a priority. It has been very satisfying to deliver positive outcomes in uncertain times and we're very proud that our commitment to you through investment performance, products and services has been recognised.

As we continue to grow and enhance the products, features and services we offer our members, we understand that these activities must go hand in hand with strategies to safeguard your retirement savings. By choosing us as your super fund, you have trusted us with the responsibility of protecting both you and your investments, and we take this responsibility very seriously. That's why protecting the privacy and security of our members' data is paramount for us. Our comprehensive Cyber Security strategy provides a powerful line of defence against the increasingly sophisticated and growing volume of cyber threats. We recognise the importance of Cyber Security, and we'll continue to invest in it so that we can provide a secure, compliant and resilient environment that evolves to protect our members and your retirement savings.

This year we've introduced a new, contemporary investment menu for our members and been able to deliver strong returns, including achieving first quartile performance for members invested in our MLC MySuper options.\* More recently, we've also been able to reduce administration fees for most members.

In addition, we're proud to let you know that MLC was awarded Best Advice Offering at the 10<sup>th</sup> Annual Super fund of the Year Awards by independent specialists, SuperRatings. This underlines the importance we place on providing advice to you, our members. The reassurance and confidence that can be gained by being able to ask questions about your super investments and getting straightforward answers and direction, are invaluable. To access this advice, simply call us on 132 652



Lindsay Smartt

\* Super-Ratings Fund Crediting Rate Survey, June 2024. Based on SR50 MySuper Index Survey. Returns are calculated net of investment fees, tax and implicit asset-based administration fees. Explicit fees such as fixed dollar administration fees, exit fees, contribution fees and switching fees are excluded. Past performance is not an indicator of future performance.

## Letter from the Chair

We know that responsible investment is an area of interest for our members, and as you may be aware, we introduced our socially responsible investment option, MLC Socially Responsible Growth in May 2023. Since then, the size of the fund has been steadily growing. We trust that the addition of this investment option to our comprehensive investment menu provides greater choice to you when considering where to invest your super. To find out more, please visit [mlc.com.au/responsible-investing](https://mlc.com.au/responsible-investing)

In closing, I'd like to wish our members well and reinforce our commitment as your super fund trustee, to helping you save toward your retirement goals and safeguard your financial future.

On behalf of the Trustee Board and Management, thank you for trusting us to look after your retirement savings. I know that your savings will continue to be in good hands with the Trustee Board and Management and we hope you will join the 2024 Annual Members' Meeting. You'll receive your invitation to the meeting by this December, which will be held in February 2025. At the meeting, you'll hear about your fund's performance, get a view of what's to come, and have the opportunity to ask questions of the people looking after your super.



Lindsay Smartt

Chair

NULIS Nominees (Australia) Limited

This report has been prepared by NULIS Nominees (Australia) Limited, as Trustee of the MLC Super Fund. It contains general information about the MLC Super Fund, including abridged financial statements and changes to the MLC Super Fund during the year.

## Looking out for your interests

The directors of the Trustee Board have a variety of work and life experiences which help them represent and look out for your interests.

Made up of non-executive directors, the Trustee Board is responsible for the management and performance of the Fund.

The Trustee Board has professional indemnity insurance and the Trustee has appointed its related company, MLC Wealth Limited, ABN 97 071 514 264, to carry out superannuation business services and the day-to-day functions of the Fund.

### Meet the Board

The directors are:

#### Lindsay Smartt (Chair)

Bachelor of Arts  
Fellow of the Institute of Actuaries  
Fellow Australian Institute of Company Directors  
Lindsay has over 35 years' experience in financial services as a non-executive director and as an executive in superannuation, insurance and consulting. Lindsay served as President of the Actuaries Institute and was Chief Risk Officer at Munich Re Australasia. He also held senior finance and actuarial positions at MLC and Hannover Life Re. Executive roles encompassed risk, finance, actuarial and investment performance measurement while consulting engagements covered a broad range of assignments in Australian and Asia. Lindsay is a non-executive director of a number of Insignia Financial Group Boards including chair of One-Path Custodians Pty Limited, Oasis Fund Management Limited and NULIS Nominees (Australia) Limited. Lindsay is also a non-executive director of Fidelity Life Assurance Company Limited (NZ) and Fidelity Insurance Limited (NZ) and various not for profit businesses.

#### Karen Gibson

Bachelor of Science  
Graduate Diploma of Teaching  
Master of Business Administration  
Associate Diploma of Superannuation Management  
Graduate Australian Institute of Company Directors

Karen is a Brisbane based non-executive director with over thirty years' experience in the financial services industry. Building organisational capability and driving a customer focused culture, positioning the organisations for growth, and achieving ambitious strategic objectives were her key achievements as Chief Executive Officer and as non-executive director. Karen has worked with trustees, investment managers, government, and unions to improve the financial security of members and investors and uses this experience to support not for profit organisations in developing effective governance and investment frameworks. Karen has worked with microfinance organisations in Cambodia and Red Cross Refugee Support in Australia.

#### Jane Harvey

Bachelor of Commerce  
Master of Business Administration  
Fellow Institute of Chartered Accountants Australia and New Zealand  
Fellow Australian Institute of Company Directors  
Jane has more than 30 years' experience in the financial and advisory services industry. Prior positions include as a Partner at PricewaterhouseCoopers, a Director of Dulux Group Limited from 2018 to 2019, a Director of UGL Limited from 2015 to 2017, and as a Director of DUET Finance Limited, a stapled entity within the ASX Listed DUET Group from 2013 to 2017. Ms Harvey is currently a Director of BUPA A&NZ entities.

## Looking out for your interests

### Beth McConnell

Master of Commercial Laws  
Bachelor of Commerce  
Bachelor of Laws (Honours)  
Diploma of Superannuation Management  
Graduate Australian Institute of Company Directors

Beth has almost 30 years' experience as a corporate, trust and superannuation solicitor and corporate governance adviser, having worked at leading corporate firms, in-house with superannuation funds and in management consulting specialising in corporate governance. She has held a number of senior roles at Mercer, Freehills, Landers & Rogers, and AXA Australia. Beth's experience has been heavily focussed on superannuation and the wider financial services sector. She currently runs her own consulting company, specialising in a range of governance, facilitation and training services and board reviews. Beth is also an Industry Panel Member on the Australian Financial Complaints Authority and is Chair of Jesuit Education Australia. She previously sat on the Superannuation Complaints Tribunal for over five years until it ceased operations at the end of 2020.

### Steve Schubert

Bachelor of Science (Applied Mathematics and Physics)  
Fellow Institute of Actuaries of Australia  
Graduate Australian Institute of Company Directors (Order of Merit)

Steve has over 40 years of experience in financial services, including management and director roles at Russell Investments and Mercer Australia. He was also Chief Executive Officer of Cooper Investors, an Australian based equities fund manager prior to becoming a non-executive director. Steve's roles have included responsibility for people management, culture, financial results, client management and sales, and he has been a director on boards of a number of financial services entities including a RSE Licensee. He has also participated in many internal and industry forums, committees, tribunals and is currently Convenor of the Institute of Actuaries of Australia's Conduct Committee. Steve has advised many private and public sector RSE Licensees including those for Telstra Corporation, National Australia Bank Limited and governments at both Federal and State level.

## Looking out for your interests

### **Mario Pirone**

Business Degree major in Accounting  
Graduate Diploma of Business  
Advance Management Programme  
Oxford Blockham Strategy  
Corporate Ethics  
Boardroom Mastery  
Mario brings over 25 years' experience as a senior executive and director in financial services businesses in the areas of superannuation, insurance and funds management. Mario was formerly CEO of Guild Group (2009 to 2022) which includes being the Managing Director of Guild Trustee Services, CEO of CGU Insurance (2004-2008) and a Senior Group Executive with Insurance Australia Group (1999-2008). He has also held a number of non- executive directorships over the past 15 years primarily in financial services. Mario holds a Business Degree and Post Graduate qualifications in addition he attended the AMP Programme at the Harvard Business School, a member of the Australian Institute of Company Directors and is a Fellow of CPA Australia.

### **Marianne Perkovic**

Bachelor of Economics major in Business Law  
Master Business Administration  
Graduate Australian Institute of Company Directors  
Currently studying Master of Science in Coaching Psychology (target completion date December 2024)  
Marianne has over 28 years of experience in executive, Board Director and Trustee roles across Banking and Financial Services and the Financial Advice and Superannuation Industry. Marianne has extensive experience working in large complex highly regulated companies to help them solve complex challenges and steer change. Marianne is an advocate for diversity and inclusion and driving sustainable transformation with a positive environmental and social impact.

### **Trustee director movements**

**Jane Harvey** - retired 15 December 2023

**Marianne Perkovic** - appointed 3 October 2023

**Mario Pirone** - appointed 3 October 2023



## Looking out for your interests

### Director board meeting attendance

Below is the record of attendance of each director of the entity for the last 7 financial years.

Director		Nicole Smith <sup>1</sup>	Peggy O'Neal <sup>2</sup>	Terry McCredden <sup>3</sup>	Evelyn Horton <sup>4</sup>	Alan Schoenheimer <sup>5</sup>	Andrew Gale <sup>6</sup>	Peeyush Gupta <sup>7</sup>	Peter Promnitz <sup>8</sup>	Karina Kwan <sup>9</sup>	Kathryn Watt <sup>10</sup>	Steve Schubert <sup>11</sup>	Beth McConnell <sup>12</sup>	Elizabeth Flynn <sup>13</sup>	Annette King <sup>14</sup>	Lindsay Smartt <sup>15</sup>	Robert Andrew Bloore <sup>16</sup>	Karen Gibson <sup>17</sup>	Jane Harvey <sup>18</sup>	Mario Pirone <sup>19</sup>	Marianne Perkovic <sup>20</sup>
Year ending Meetings																					
30 June 2024	Attended											17	17			17		17	10	10	10
	Held											17	17			17		17	10	10	10
30 June 2023	Attended											24	25			25	10	25	25		
	Held											25	25			25	10	25	25		
30 June 2022	Attended			4				4	5	5	10	10	5	6	8	4	4	4			
	Held			4				4	5	5	10	10	5	7	8	4	4	4			
30 June 2021	Attended			10		10		10	10	10	10	10	1								
	Held			10		10		10	10	10	10	10	1								
30 September 2020	Attended		7	16		14		16	14	14	14	13									
	Held		7	16		16		16	14	14	14	14									
30 September 2019	Attended		11	11		10	11	3	12												
	Held		12	12		11	12	5	12												
30 September 2018	Attended	8	13	13	8	12	13	13	11												
	Held	8	13	13	8	13	13	13	11												

<sup>1</sup> Non Executive Director, appointed 1 October 2009 (ceased on 30 June 2018)

<sup>2</sup> Non Executive Director, appointed 14 February 2011 (ceased on 31 March 2020)

<sup>3</sup> Non Executive Director, appointed 28 May 2014 (ceased 31 December 2021)

<sup>4</sup> Non Executive Director, appointed 28 May 2014 (ceased on 30 June 2018)

<sup>5</sup> Non Executive Director, appointed 26 August 2016 (ceased on 26 August 2019)

<sup>6</sup> Non Executive Director, appointed 26 October 2016 (ceased on 30 June 2021)

<sup>7</sup> Non Executive Director, appointed 30 November 2016 (ceased on 31 January 2019)

<sup>8</sup> Non Executive Director, appointed 7 December 2017 (ceased on 31 December 2021)

<sup>9</sup> Non Executive Director, appointed 4 December 2019 (ceased on 16 March 2022)

<sup>10</sup> Non Executive Director, appointed 4 December 2019 (ceased on 16 March 2022)

<sup>11</sup> Non Executive Director, appointed 4 December 2019

<sup>12</sup> Non Executive Director, appointed 4 December 2019

<sup>13</sup> Non Executive Director, appointed 31 May 2021 (ceased on 16 March 2022)

<sup>14</sup> Non Executive Director, appointed 26 August 2021 (ceased 20 May 2022)

<sup>15</sup> Non Executive Director, appointed 8 September 2021

<sup>16</sup> Non Executive Director, appointed 17 March 2022 (ceased 9 December 2022)

<sup>17</sup> Non Executive Director, appointed 17 March 2022

<sup>18</sup> Non Executive Director, appointed 17 March 2022 (ceased 15 December 2023)

<sup>19</sup> Non Executive Director, appointed 3 October 2023

<sup>20</sup> Non Executive Director, appointed 3 October 2023

## Looking out for your interests

### Key management personnel

#### Key Management Personnel (KMPs) for period covering 01 July 2023 to 30 June 2024

##### Chief Executive Officer and Executive Director Scott Hartley – appointed 1 March 2024

**Qualifications:** Bachelor of Business Administration, Marketing | Certificate, Advanced Management Programme

Scott has over two decades of experience in the wealth management sector and proven experience in turnarounds, transforming, and growing wealth management businesses. Prior to his role as CEO of Insignia Financial, he was CEO at AMP Australia Wealth Management and previously CEO of Sunsuper. Before joining Sunsuper, Scott led MLC's corporate and institutional wealth businesses including Plum Financial Services and JANA Investment Advisers. Scott is a member of the Australian Institute of Company Directors, a former Director of the Financial Services Council, and a Fellow of the Association of Superannuation Funds of Australia.

##### Chief Financial Officer

**David Chalmers** – appointed 16 March 2020

**Qualification:** Master of Business Administration  
David is the Chief Financial Officer of Insignia Financial Limited and has more than 20 years' global finance experience across consulting, investment banking, private equity and corporate environments with Spark New Zealand, MediaWorks and Macquarie. Most recently he was Chief Financial Officer of Spark New Zealand, the country's largest telecommunications company.

##### Chief Operating and Technology Officer (ceased KMP duties effective 26 July 2024)

**Frank Lombardo** – appointed 1 March 2016

**Qualification:** Bachelor of Economics  
Frank is the Chief Operating & Technology Officer of Insignia Financial Limited and has over 20 previously held senior management roles at NAB and Aviva Australia.

##### Chief Investment Officer

**Daniel Farmer** – appointed 1 July 2017

**Qualifications:** Master of Commerce | Bachelor of Economics

Dan is the Chief Investment Officer of Insignia Financial Limited and is a member of the Investment Management Committee. Prior to this he managed the Australian Equities portfolio for seven years and successfully implemented the boutique program and defensive equities portfolio. Previously, Dan was a Senior Executive in Investments at TelstraSuper.

##### Acting Chief Member Officer (ceased KMP duties effective 26 July 2024)

**Sally Hopwood** – appointed 26 February 2024

**Qualifications:** Bachelor of Science with majors in mathematics and statistics

**Experiences:** Sally joined the Member Office from the NULIS Office of the Superannuation Trustee (OST) at MLC Wealth. Prior to joining the OST in September 2020, Sally worked in MLC Wealth's Regulatory Affairs team for more than six years, with responsibility for liaising with both APRA and ASIC on a range of wealth management matters including superannuation, financial advice, investment management and life insurance. Sally has more than 35 years of financial services experience including actuarial, corporate superannuation consulting, administration, product management and regulatory engagement. She qualified as a Fellow of the Institute of Actuaries of Australia in 1993 and completed the Australian Institute of Company Directors' Course in 1998.

##### Chief Distribution Officer (ceased KMP duties effective 26 July 2024)

**Mark Oliver** – appointed 21 February 2020

**Qualifications:** Certified Investment Management | Certificate of Superannuation & Retirement Planning | Certificate of Investment Planning 1 | Diploma in Business Studies | Certificate of Risk Management | Certificate of Entry Level Competencies

Mark is the Chief Distribution Officer of Insignia

## Looking out for your interests

Financial Limited. He is a member of the Funds Management Committee, a member of the Superannuation Trustee Investment Committee and Chair of the Insurance Reference Committee. Mark has over 30 years' experience across the financial services sector in Australia and the UK. He previously held senior management roles at Credit Suisse Asset Management, Barclays Global Investors and most recently BlackRock Australia, where he was Managing Director, Retail Advisory & iShares.

### **Chief Risk Officer**

**Anvij Saxena** – appointed 27 March 2023

**Qualifications:** Bachelor of Laws | Bachelor of Business | Graduate, Australian Institute of Company Directors

Anvij has joined as the Chief Risk Officer and has 20 years of experience in financial services. Anvij has extensive experience in senior risk management roles including time at Colonial First State as Chief Risk Officer. Most recently Anvij was Executive General Manager Operational Risk and CRO Business Support Units at Commonwealth Bank of Australia.

### **Chief People Officer**

**Mel Walls** – appointed 1 July 2023

**Qualifications:** Bachelor of Arts (Hons), Psychology | Bachelor of Arts (BA) Psychology/Psychophysiology

Mel is the Chief People Officer for Insignia Financial. Mel has more than 20 years' experience in human resources with expertise in culture, organisational development and change management. Mel joined Insignia Financial in 2019 and has played a key role in supporting the change and transformation activity with respect to people and cultural integration and employee communications. Prior to joining Insignia Financial in 2019, Mel most recently was General Manager, People & Change for AusNet Services and prior to this held several senior roles in commercial banking.

**Chief Client Officer** (ceased KMP duties effective 26 July 2024)

**Christopher Weldon** – appointed 1 July 2023

**Qualifications:** Diploma of Financial Planning | Bachelor of Commerce and Bachelor of Computing (Finance and Accounting) | Graduate Diploma of Applied Finance and Investment  
Chris has over 19 years' experience in financial services and through his career has worked for several large Australian financial institutions including Insignia Financial, MLC and Challenger. Chris has worked in senior product roles at both Insignia Financial and MLC and held the Head of Product role for Insignia Financial for over six years where he was responsible for the development and execution of product strategy for the entire Insignia Financial group. During his time at MLC, Chris worked within the wrap business and led a number of product developments across both superannuation and investment wrap platforms. Most recently, Chris led Insignia Financials frontline ClientFirst teams responsible for the delivery of the company's service experience to our clients, advisers and employers

## Looking out for your interests

### Former KMPs

**Chief Member Officer** (ceased KMP duties effective 23 February 2024)

**Anne Coyne** – appointed 9 January 2023

**Qualifications:** Bachelor of Commerce (Accounting) | Executive Master of Business Administration

Anne was recently appointed to the role of Chief Member Officer. Anne brings over 25 years industry experience within the wealth management industry, specialising in Superannuation, Governance, and Risk Management - 15 of these with MLC and more recently Insignia Financial. Anne's previous roles included Senior Manager – Governance, Trustee Advice Partner – Office of the Trustee, and more recently Senior Principal - Governance & Disclosures.

**Chief Executive Officer** (ceased KMP duties effective 29 February 2024)

**Renato Gaspar Mota** – appointed 1 July 2013

**Qualifications:** Bachelor of Commerce (Honours in Finance) | Bachelor of Business (Economics and Finance) | Advanced Management Program | Chartered Financial Analyst

Renato is the Chief Executive Officer of Insignia Financial Limited and has over 20 years' experience in financial services in senior management and corporate strategy roles. He has led Insignia Financial through a series of forward thinking, strategic initiatives including the development of Insignia Financial's ClientFirst transformation. He joined Insignia Financial in 2003 and has previously worked for Rothschild, NAB and ANZ, and is a CFA charter holder.

## Looking out for your interests

### Operational Risk Financial Requirement (ORFR)

In accordance with Superannuation Prudential Standard 114: Operational Risk Financial Requirement (ORFR), financial resources to meet the ORFR target amount is held by the Trustee, on behalf of the fund. The standard requires the ORFR to be separately identifiable from member accounts and provide an unrestricted commitment of financial resource to address losses arising from operational risk in a timely manner.

The Trustee has assessed a Target Amount of 0.25% of funds under management for the Fund. These reserve monies are invested in liquid, defensive assets and cash in line with the NULIS ORFR Strategy. As part of the ORFR governance processes, the Trustee monitors the ORFR reserve on a quarterly basis as set out in the ORFR Strategy.

### Administration reserve

The administration reserve includes contributions and operational expenses for corporate plans. The administration reserve is segregated for specific employer sub-plans and the benefits are limited to those members.

### Self-insurance reserve

The Fund has an element of self-insurance and has an obligation to meet current and future insurance claims out of its assets. The self-insurance reserve is used to meet the potential liability arising from any self-insured risks of defined benefit sub-plans. The reserve is set up and segregated for specific defined benefit sub-plans within the Fund, and as such, the obligations are limited to the reserves of those individual sub-plans.

The actuary of each individual sub-plan completes a detailed assessment of the self-insurance reserve at least every three years as part of the actuarial investigation. The level of insurance

cover, the risk profile of the insured group, possible catastrophe scenarios and past claims experience are included as part of the assessment. In addition, the Trustee seeks confirmation from the actuaries annually that self-insurance remains the best interests of members. The Trustee also provides details of the self-insurance reserve to APRA as part of its prudential reporting requirements.

As the self-insurance reserve is immaterial relative to the size of the Fund, the Fund does not act in the capacity of an insurer as defined by AASB 17 and hence covered under AASB 1056.

### General reserves

The general reserve is for the benefit of the members and is used to recover costs such as the Member Office operating expenses, directors' fees, project costs, annual members' meeting, audit fees, APRA levy, Australian Financial Complaints Authority ('AFCA') levy and other expenses approved by the Board.

The general reserve is primarily funded by the Trustee levy, tax credits and interest on certain bank accounts.

### Other reserve

Other reserves are made up of two primary components. The first component relates to any amounts that have not yet been allocated to members' accounts. The second component relates to unvested derivative assets held by the Fund. The Trustee has entered into arrangements to provide certain guaranteed investment options for members. These derivatives are treated in the same manner as other derivatives held in the Fund.

# Looking out for your interests

## MLC Super Fund Statement of changes

**MLC Super Fund**  
**Statement of changes in reserves**  
**For the year ended 30 June 2024**

	Investment reserve	Defined benefit that are over/ (under) funded	Administration reserve	Self- insurance reserve	General reserve	Other reserves	Total Equity
	\$m	\$m	\$m	\$m	\$m	\$m	\$m
<b>Opening balance as at 1 July 2023</b>	-	320	8	11	54	27	420
Net transfers to/(from) members' accounts	-	63	(3)	-	30	4	94
Profit/(loss)	-	-	-	1	(1)	(2)	(2)
<b>Closing balance as at 30 June 2024</b>	-	383	5	12	83	29	512

	Investment reserve	Defined benefit that are over/ (under) funded	Administration reserve	Self- insurance reserve	General reserve	Other reserves	Total Equity
	\$m	\$m	\$m	\$m	\$m	\$m	\$m
<b>Opening balance as at 1 July 2022</b>	-	34	7	10	44	18	113
Net transfers to/(from) members' accounts	-	286	1	-	7	12	306
Profit/(loss)	-	-	-	1	3	(3)	1
<b>Closing balance as at 30 June 2023</b>	-	320	8	11	54	27	420

	Investment reserve	Defined benefit that are over/ (under) funded	Administration reserve	Self- insurance reserve	General reserve	Other reserves	Total Equity
	\$m	\$m	\$m	\$m	\$m	\$m	\$m
<b>Opening balance as at 1 July 2021</b>	58	416	8	11	44	9	546
Net transfers to/(from) members' Loss	-	(382)	(1)	-	-	12	(371)
Loss	(22)	-	-	(1)	-	(3)	(26)
Reclassification Mid to Redemption Price	(36)	-	-	-	-	-	(36)
<b>Closing balance as at 30 June 2022</b>	-	34	7	10	44	18	113

## Some things you should know

### Transfers to the Australian Taxation Office (ATO) in Other Circumstances

The law and rules defining the transfer of unclaimed superannuation money to the ATO can be viewed at [ato.gov.au](https://ato.gov.au)

In summary, we're generally required by law to transfer your account to the ATO if any of the following occurs:

- your account balance is less than \$6,000 and either:
  - no contributions or rollovers have been made to your account for 12 months, you haven't otherwise contacted the Fund for 12 months and we have no way of contacting you, or
  - you've been a member of the Fund for more than 2 years, your account was set up through your employer sponsor, and there have been no contributions or rollovers made to your account for over 5 years,
- you're over 65, contributions haven't been made to your account for over 2 years, you haven't contacted us for at least 5 years, and we haven't been able to contact you,
- the ATO informs us that you were a former temporary resident and left the country over six months ago, or
- upon your death, where no contributions have been made for at least 2 years, and after a reasonable period of time, we've tried but haven't been able to identify or contact the beneficiary of your account.

We're also required to transfer your super balance to the ATO if your account remains inactive for a period of 16 months or more, and the balance is less than \$6,000. Your account is considered inactive if you haven't made any additional contributions or certain changes to it over that time including:

- had contributions or rollovers from other super funds paid into your account
- changed your investment options or strategy

- changed or elected to cancel your insurance cover (where your insurance is held within your super account), or
- made or amended a binding beneficiary nomination.

We may also transfer your account balance to the ATO if:

- your investment switching activity is deemed to be contrary to the interests of other members, or
- your account has been closed and you are eligible for a payment from MLC and we've not received any instructions from you.

We'll advise you in writing at your last known address if we intend to transfer your account balance and will proceed if you don't respond with instructions regarding an alternative super fund.

There may be other circumstances in which we need to transfer your account to the ATO.

If your account is transferred to the ATO, you can contact them on **13 10 20** to claim your benefit.

### Special rules for temporary residents

If you're a temporary resident and your visa has expired and you leave Australia permanently, you may be able to claim the superannuation you hold with us as a Departing Australia Superannuation Payment. Withholding taxes may apply to the lump-sum payment. However, if you don't make a claim within six months of your visa expiring or your departure from Australia (whichever happens last), we may be required to transfer your superannuation to the ATO as unclaimed super. In these circumstances, relying on relief from ASIC, we're not required to notify you or give you an exit statement and you'll need to contact the ATO directly to claim your superannuation. For more information go to [ato.gov.au](https://ato.gov.au)

## Some things you should know

### Delayed and suspended transactions

We may delay or suspend transactions, for example where an investment manager delays or suspends unit pricing, or when there are adverse market conditions.

We may process withdrawal and switch requests in instalments over a period of time and may also suspend processing of withdrawal and switch requests we have received. In certain circumstances we may refuse a request. Where requests are delayed, suspended or being paid in instalments, the unit prices used for transactions will be those available on the day the transaction takes effect, rather than the day of the request. In the event that the investment option becomes suspended (e.g. due to illiquidity), you will be unable to make additional contributions, withdrawals or switches into or out of that suspended investment option. As part of the suspension:

- Any contributions or rollovers that would otherwise be invested in the suspended investment option in accordance with your investment strategy will instead be invested in an alternative option, e.g. the Cash Fund, until you provide us with alternative instructions;
- Any insurance cover you hold may cease if there are insufficient monies in your non-suspended investment options to cover the cost of the insurance; and
- You may only withdraw your funds in accordance with any withdrawal offer that we make.

We are not responsible for losses that delayed or suspended transactions may cause.

### Resolving complaints

We value your feedback and we're committed to resolving any concerns you may have. If you have a complaint, our service representatives can usually resolve it quickly over the phone on **1300 55 7586**.

If you'd prefer to put your complaint in writing, you can email or send a letter using the contact details below.

**Email:** [complaints@mlc.com.au](mailto:complaints@mlc.com.au)

**In writing:** The Complaints Resolution Manager, GPO Box 63 Melbourne, VIC 3001

An assigned case manager will conduct a review and provide you with a response in writing.

#### **Further Help – The Australian Financial Complaints Authority (AFCA)**

If you don't receive a response to your complaint within 45 days (or 90 days for certain death benefit-related claims) or if you're not satisfied with our response, you may be able to lodge a complaint with AFCA.

AFCA provides fair and independent financial services complaint resolution that is free to consumers.

**Website:** [www.afca.org.au](http://www.afca.org.au)

**Email:** [info@afca.org.au](mailto:info@afca.org.au)

**Phone:** 1800 931 678

**In writing:** Australian Financial Complaints Authority, GPO Box 3, Melbourne, VIC 3001

Time limits may apply to complaints to AFCA so you should act promptly or otherwise read the AFCA website to find out if or when the time limit relevant to your circumstances ends.



## Some things you should know

### Investment switching

You can change your investment options any time. We do not charge a fee for you to do this. However, buy-sell spreads may apply.

### Monitoring of frequent switching

This product is not appropriate for members who wish to switch their investments frequently in the pursuit of short-term gains.

We monitor all investment options for abnormal transaction activity because this sort of activity can have adverse impacts for other members.

To maintain equity, we have the right to deal with members who frequently switch by:

- delaying, limiting, rejecting or applying special conditions to future switch requests
- permanently cancelling membership
- rejecting applications to open new accounts in the Fund, and/or
- rejecting contributions and rollovers to existing accounts.

### Prudent management

We reserve the right to refuse applications or vary the terms for processing any transaction in certain circumstances, such as when:

- there are significant falls in investment markets
- we have difficulty in completing transactions due to low liquidity

We also reserve the right to suspend processing of requests for up to five business days at the end of the financial year.

Should any of these events occur, we'll use the unit price on the day we process your request.

### Buy-sell spreads and transaction costs

We are responsible for ensuring that the costs of buying and selling assets when members transact are shared in an equitable way. This is achieved by meeting costs as they arise:

- for an investment option as a whole by offsetting them against investment earnings. This is the approach when there is a single unit price, sometimes called no-spread unit pricing, or
- due to member transactions by offsetting them against the individual member assets. This is the approach when investment options have a buy-sell spread in the unit price.

The transaction costs borne by an investment option are identical in each approach and, generally, both methods work well.

For no-spread investment options, we allow for expected transaction costs in the valuation of assets to protect members in an investment option that is in decline.

Buy-sell spreads may change daily and in certain circumstances, increase or decrease significantly. The current buy-sell spreads of an investment option are available by logging in to your account.

Note: Buy-sell spreads are managed through our Product Governance Framework.

# How your money is invested

## In this section we tell you how the Trustee invests your money

One of our responsibilities is to make sure your investments are managed according to an agreed investment strategy and objective.

### Investment strategy

We invest in suitably structured portfolios. Each investment option available has an individual investment objective and strategy.

### Investment objective

Our investment objective is to provide a selection of investment options so you can invest according to your individual needs and circumstances.

### Investment manager

The investment manager is MLC Asset Management Services Limited, a member of the Insignia Financial Group related companies.

We may use the services of Insignia Financial Group related companies where it makes good business sense to do so and will benefit our customers.

Amounts paid for these services are always negotiated on an arm's-length basis. Please refer to the **Investment Menu** for details on the investment managers.

### Asset allocation and large investments

Further information about your actual asset allocation is available by logging in to your account online.

As at 30 June 2024, the MLC Super Fund held the following assets with a value of greater than 5% of the Fund's total assets:

- WM Pool - Australian Equities No. 2 – 12.47%<sup>1</sup>
- Diversified Australian Share Trust – 10.39%<sup>1</sup>
- Diversified Global Share Trust – 9.6%<sup>1</sup>
- WM Sector - Diversified Debt (All) Trust – 5.89%<sup>1</sup>
- WM Pool - Equities Trust No. 75 – 6.96%<sup>1</sup>

Many different investment options and products across the MLC Super Fund invest in these underlying assets.

# How your money is invested

## Derivatives

Derivatives may be used in any of the investment options.

Derivatives are contracts that have a value derived from another source such as an asset, market index or interest rate. There are many types of derivatives including swaps, options and futures. They are a common tool used to manage risk or improve returns.

Some derivatives allow investment managers to earn large returns from small movements in the underlying asset's price. However, they can lose large amounts if the price movement in the underlying asset is unfavourable.

Risks particular to derivatives include the risk that the value of a derivative may not move in line with the underlying asset, the risk that counterparties to the derivative may not be able to meet payment obligations and the risk that a particular derivative may be difficult or costly to trade.

Our Derivatives Policy permits the use of derivatives where consistent with an investment option's objective, risk profile, disclosure and governing documents, legislative and regulatory requirements. They may be used for:

- hedging
- efficient portfolio management, and
- investment return generation.

Further information on our Derivatives Policy is available at [plum.com.au/derivatives-policy](https://plum.com.au/derivatives-policy)

## Investment options

We offer a range of investment options for you to invest in. The investment performance of the Fund is determined by reference to the investment performance of each product within the Fund and its investment options. Investment options can invest in a range of assets, and different types of assets will perform differently in different market conditions. You get to choose the investment options for your super (and, accordingly, the assets that the Fund is invested in). The investment performance of your investment options is allocated to your account. You should refer to your annual statement for the year ended 30 June 2024 for details of the investment performance of your investment options.

Alternatively, information on the performance of investment options is available by logging into your account at [plum.com.au](https://plum.com.au).

Some investment options are closed to additional and new investment. If you're invested in a closed investment option, it may not be referred to in the current Investment Menu or in a current Product Disclosure Statement for your product.

<sup>1</sup> MLC Investments Limited, a related company, is the responsible entity of these investment options.

## How your money is invested

### About your account value

For most members, when money is paid into your account, units are allocated to your account and when money is paid out, units are deducted from your account.

The value of your account is based on:

- the number of units in your chosen investment options, and
- the price of those units.

The overall value of your account will change according to the unit price and the number of units you hold.

Unit prices are calculated as at the end of each business day and robust unit pricing policies are used to do this.

The unit price will reflect the performance of the underlying assets, income earned, fees, expenses and taxes paid and payable.

The performance of the underlying assets is influenced by movements in investment markets such as local and overseas share markets, bond and property markets.

If you would like to find out more about our unit pricing philosophy, go to [plum.com.au/unitpricingguide](https://plum.com.au/unitpricingguide)

### Defined Benefit Employer Plan Members

Defined Benefit accounts are valued differently. Details for your account can be found in the 'Plan Information' and further details are available by logging in to your account online or by calling us.

# Material outsourced service providers

Name and Australian Business Number of each outsourced service provider.

Name of Service Provider	ABN	Business Activity
MLC Wealth Limited	97 071 514 264	Administration
National Australia Bank Limited	12 004 044 937	Custodial Services
JANA Investment Advisers Pty Limited	97 006 717 568	Investment Consulting
MLC Asset Management Services Limited	38 055 638 474	Portfolio Management Services
MLC Asset Management Limited	44 106 427 472	Investment Portfolio Management





For more information call us from anywhere in Australia  
on 1300 55 7586 or contact your financial adviser.