

Suncorp Superannuation
Bond

Suncorp Super Lifesaver

Suncorp Superannuation
Investment

Superannuation Bonus
(endowment and whole of life)

Superannuation Term Life

Annual Report for the year ended
30 June 2020

Important disclosure

Suncorp Portfolio Services Limited (Trustee) (ABN 61 063 427 958, AFSL 237905, RSE Licence No L0002059) is a related body corporate of Suncorp Group Limited (Suncorp) (ABN 66 145 290 124) and trustee of the Suncorp Master Trust (the Fund). The obligations of the Trustee are not guaranteed by any other company within the Suncorp Group. Except as otherwise stated, Suncorp and its subsidiaries do not guarantee the repayment of capital invested in or the investment performance of this product. Your Suncorp super product is not a bank deposit or other bank liability and is subject to investment risk including possible delays in repayment and loss of the interest and principal invested.

About this Annual Report

This Annual Report was prepared on on 13 November 2020.

The Trustee is the issuer of this Annual Report and takes responsibility for its contents. The information contained in this Annual Report is current as at the date of preparation but may be subject to change. The information is of a general nature only and does not constitute personal financial advice and must not be relied on as such. In preparing this material, we have not taken into account your objectives, financial circumstances or needs. Before making a decision based on this information, you should consider the appropriateness of the information, having regard to your objectives, financial circumstances and needs. Before deciding to open an account or continuing to hold an interest, you should read the relevant disclosure document for your product and consider how the information contained in this Annual Report relates to your own situation. We recommend that before you make any decisions, you speak to an adviser who will be able to help you with your investment and insurance decisions. While we believe the information contained in this report to be correct at the date of preparation, to the extent that information has been provided by a third party, no warranty of accuracy or reliability is given and no responsibility is accepted for errors or omissions (including negligence).

This Annual Report incorporates the following products which are part of the Suncorp Master Trust (ABN 98 350 952 022, RSE Fund Registration No R1056655):

- Suncorp Superannuation Bond
- Suncorp Super Lifesaver
- Suncorp Superannuation Investment
- Superannuation Bonus (endowment and whole of life)
- Superannuation Term Life

As an investor in one of these products, you are a member of the Fund.

Insurance cover offered through the products listed above is primarily provided by the insurer under the relevant policy issued to the Trustee. This policy is a non-participating policy. As a result, you do not have any right to any surplus in the statutory fund. This Annual Report is to be read in conjunction with your Annual Statement.

Throughout this Annual Report, unless otherwise specified, references to:

- ‘we’, ‘us’, ‘our’ and ‘Trustee’ mean Suncorp Portfolio Services Limited (SPSL)
- ‘insurer’, ‘Asteron’ and ‘Asteron Life’ mean Asteron Life & Superannuation Limited (ALSL)
- ‘adviser’ means a qualified financial adviser or your plan’s adviser for employer-sponsored members
- ‘Suncorp Group’ means Suncorp and its related companies
- ‘Fund’ means Suncorp Master Trust
- ‘you’, ‘your’ and ‘member’ mean a member of one of the Suncorp super products listed above
- ‘business day’ means a business day other than a Saturday, Sunday or public holiday in Sydney

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Your 2019/20 Annual Report

Dear members,

Welcome to the Annual Report for the 2019/20 financial year.

What a year it's been. From trade wars and Brexit, to the summer bushfires and the global COVID-19 pandemic, the challenges to our way of life, our communities and our economy have never been greater.

During this unprecedented year we have remained focused on helping our members navigate these hardships while aiming to continue to provide good value and strong support.

In a year when over 2.4 million¹ Australians applied for early release of their super on compassionate grounds, we processed nearly 13,000 requests and paid 92% of claims in 5 days. This was a welcome relief for many struggling to make ends meet.

In a year where some are feeling concerned about their future and their retirement savings, we implemented significant regulatory reforms to protect smaller account balances from erosion by fees.

As we turn our minds to the year ahead, it's important to remember that super could be your most tax-effective long-term investment and main source of income for when you stop working full time. And, even if you had to draw on it, or you saw it grow less than you would have hoped in these unprecedented times, it could be built again. For our part, we are here to help you do that through our continued aim to provide sound long-term returns, transparent fees and caring service.

Thank you for trusting us with your super. We look forward to growing with you in the year ahead.

Yours sincerely,



Jennifer McSpadden
Executive Manager
Member Proposition and Innovation

1. www.apra.gov.au/covid-19-early-release-scheme-issue-10

Coronavirus (COVID-19)

The COVID-19 pandemic has had a huge impact during 2020 and is causing a great deal of social and economic uncertainty. The situation is extremely dynamic, changing seemingly daily and the long-term impacts are still unknown.

Global equity markets fell significantly at the outset of COVID-19 and have since suffered considerable volatility, but quick action by central banks and policy easing and other fiscal measures by governments eased the overall tension within the markets and have to some degree cushioned their fall. It is universally agreed that the second stage of economic recovery will depend largely on the availability of a sustainable medical solution and a return to prepandemic levels may not be seen until 2021 or beyond.

Throughout this difficult time, we have enhanced our already strong member focus to support members to the highest levels possible and we will maintain this focus into the future. We have continued our active monitoring of the Fund's investment options to ensure that appropriate measures have been taken to minimise potential losses whilst at the same time continuing to explore avenues and opportunities for growth. We have endeavoured to maintain our service levels for the processing of transactions and prioritised the payment of early release and other cash payments to members to assist them during this pandemic.

It is important to remember that super is a long-term investment and that volatility in the markets, such as that which we are currently experiencing, generally takes place in the short term.

Important changes to super

There were several key changes to super that occurred during the year and these are outlined below.

Protecting Your Super

From 1 July 2019, the Federal Government introduced new laws called Protecting Your Super (PYS), designed to protect your superannuation savings from unnecessary erosion by insurance and administration fees.

Under PYS rules, trustees are required to cancel your existing insurance cover if your account has not received any contributions or rollovers for a continuous period of 16 months, unless you elect to retain your insurance cover. If your account has not received any contributions or rollovers for 9, 12, and 15 continuous months, we will write to you at each of these intervals to provide advance warning of the pending insurance cancellation, and provide information on how you can retain your cover if you want. You can check the status of your insurance at any time by contacting us.

The PYS rules also require us to identify and transfer inactive member account balances less than \$6,000 to the Australian Taxation Office (ATO) twice annually by 30 April (for the six months ended 31 December) and by 31 October (for the six months ended 30 June). The ATO will then use its data matching functionality to identify active super accounts that you hold and transfer your low balance amount into one of these accounts. You also have the ability to nominate to retain your low balance amount within the Fund should you wish to do so.

Caps on fees for low balance member accounts were also introduced under PYS. If your account balance is less than \$6,000 at the end of each financial year, or if you leave during the year, the total combined amount of administration fees, investment fees and indirect costs charged to you is capped at 3% of the account balance. Any amount charged in excess of that cap must be refunded.

The final measure introduced under PYS was the abolishment of exit fees, allowing you to transfer from super funds without incurring any penalty or exit fee.

Putting Members' Interests First

From 1 April 2020, the Federal Government introduced new laws called Putting Members' Interests First (PMIF), designed to further protect your superannuation savings from unnecessary erosion by insurance fees.

Under PMIF rules, we were required to cancel your existing automatic insurance cover if your account balance remained below \$6,000 from 1 November 2019 through to 31 March 2020 (i.e. your balance never reached \$6,000 at any time in this period), unless you elected to retain your insurance cover. If you were impacted by these new rules, and joined prior to 1 April 2020, we wrote to you to warn of the potential insurance cancellation, and provide information on how you could avoid this cancellation. We also wrote to you to confirm if your insurance cover had been cancelled under these rules.

Superannuation Guarantee (SG) Amnesty

In 2020 the federal government introduced an amnesty for employers which allowed them the ability to remediate any earlier non-compliance in remitting SG contributions. The amnesty ran for six months and ended on 7 September 2020.

Under the terms of the amnesty, employers were able to remit unpaid contributions for their employees for the period 1 July 1992 to 31 March 2018 without the normal penalties being applied, and with the ability to claim a tax deduction for the payments they contributed by 7 September 2020.

Removal of the ability to use salary sacrifice contributions to meet SG obligations

With effect from 1 January 2020, salary sacrifice contributions could no longer be used to reduce employers' SG obligations, irrespective of the amount of salary sacrifice contributions an employer was contributing. This means that, from this date, the amount of any salary sacrifice contributions made do not count towards your employer meeting their SG obligations in respect of you.

Work Test applies from age 67

The superannuation work test requires you to have been gainfully employed before a super fund will be able to accept your personal non-concessional or non-mandated super contributions. Gainfully employed is defined as working at least 40 hours in a period of 30 consecutive days during the financial year in which you wish to make your personal non-concessional or non-mandated super contributions.

Up until 30 June 2020, if you were aged 65 or older the work test applied to you. With effect from 1 July 2020 the work test now applies to members aged 67 or over.

The work test does not apply to Downsizer or mandated super contributions such as Superannuation Guarantee and Award contributions.

Work Test exemption

As part of the measures introduced by the Federal Government on 1 July 2019, a work test exemption was also introduced. The work test exemption allows those aged 67-74 to make personal non-concessional and non-mandated super contributions in the first financial year after they last met the work test without having to meet the work test again. To meet the work test exemption:

- you must have met the work test in the financial year preceding the year in which you wish to utilise the exemption to contribute,
- your balance as at the end of the preceding financial year must have been less than \$300,000, and
- you must have not previously used the work test exemption.

Spouse contributions can now be made for receiving spouses aged 74 or younger

Spouse contributions are non-concessional contributions you make into your spouse's super account. Prior to 1 July 2020, you could make these contributions if your spouse was aged under 70. With effect from 1 July 2020, this age limit has now been increased to under age 75.

Apart from meeting this age criteria, to make a spouse contribution, your spouse must:

- not have exceeded their non-concessional contribution cap in the financial year you contribute to their account,
- have a total super balance of less than \$1.6 million on the 30 June immediately prior to you making the contribution, and
- have met the work test or work test exemption in the financial year you contribute to their account.

Cessation of anti-detriment payments

An anti-detriment payment was an additional lump sum payment made to a dependant of a deceased member and represents the refund of the 15% contributions tax paid by the member during their lifetime.

The payment of anti-detriment benefits was banned for any members who died after 30 June 2017, but funds could still pay them to the dependants of deceased members up until 30 June 2019 for members who died prior to 30 June 2017. As of 1 July 2019, no further anti-detriment payments can be made.

Other important updates

Grandfathered commissions

Trustees are required to remove any grandfathered commission or other ongoing conflicted remuneration arrangements from 1 January 2021.

Insurance in Super Voluntary Code of Practice

The Insurance in Superannuation Voluntary Code of Practice (the Code) has been developed by an Insurance in Superannuation Working Group, comprising Australia's superannuation industry bodies.

The overarching objective of the Code is to improve the insurance in superannuation offered to members of super funds, and the processes by which insurance benefits are provided to members. Recognising the significant changes outlined under the Code, the Code provides a transition period until 30 June 2021 for trustees to fully comply with the standards of the Code.

We have adopted the Code and published our transition plan to comply with the standards of the Code on our website. A copy of our transition plan and the Code is available at www.suncorp.com.au/isvcptp.

Investments

Investment objective and strategy

The Trustee provides a number of super products closed to new members under the Fund. These products range from risk-only insurance policies (e.g. term life insurance) to super investment policies. Your benefits and entitlements under the Fund will depend on the policy you've chosen. This information is contained in your Policy document (where applicable), and appears each year in your Annual Statement.

Suncorp Superannuation Bond and Suncorp Super Lifesaver members

The assets of the Fund are invested entirely in individual life policies with Asteron Life.

Suncorp Superannuation Investment, Superannuation Bonus (endowment and whole of life) and Superannuation Term Life members

The assets of the Fund are invested entirely in the Asteron Capital Guaranteed Fund No. 1 issued by Asteron Life.

Asteron Life currently invests in trusts for which Suncorp Funds Pty Ltd (ABN 96 153 008 354) (SFPL) acts as the trustee.

If you became a member of the Fund as a result of purchasing Suncorp Superannuation Term Life Insurance, you have received cover under life insurance policies held by the Trustee.

The insurance fee that you pay for Suncorp Superannuation Term Life Insurance is a contribution to the Fund. The payment of a benefit by the Trustee must comply with super law. If the Trustee can't pay a benefit because of super law, your benefit may need to be transferred to another complying super fund.

Changes to your investment options

From time to time, investment options may be closed, suspended or terminated by an external investment manager or by us. This may happen where:

- the investment option is no longer offered by the investment manager,
- the total amount of investor money in the investment option has grown too large for the investment manager to continue with its current investment strategy,
- laws change so that some investment types are no longer permissible,
- we determine that it's in the best interests of the members, or
- the investment option may no longer be economically viable.

If an investment option is closed, suspended or terminated, this may cause delays in processing withdrawals and transfer requests. This delay may be more than 30 days and the unit price used to process your transaction may differ from the price applicable on the day you lodged your request.

Where an investment option is closed, suspended or terminated, we'll write to you in advance (where possible) to notify you of this change. You'll then be able to review your strategy with your adviser. Where we're unable to tell you in advance, we'll determine a replacement option (one that is comparable to your investment option) in which to invest your money until you've been able to review your investment strategy.

Related companies

We, Suncorp-Metway Limited, SFPL and Suncorp Corporate Services Pty Ltd (ABN 69 074 966 466) are part of the Suncorp Group.

We don't deal with our related companies more favourably than we would with any other service provider.

How investment performance is calculated

Asteron Capital Guaranteed Fund No. 1 and No. 4

The declared interest rates for both Asteron Capital Guaranteed Funds are determined based on several factors, including:

- the investment income received after an allowance for tax, including both realised and unrealised capital gains and losses,
- transfers to and from reserves in order to smooth returns over time and provide for guarantees,
- issuer and investment fees,
- expenses such as brokerage, stamp duty, taxes, levies, and
- expenses incurred in managing the assets.

Asteron Capital Guaranteed Fund No. 1

Asteron Life declares interest rates in arrears for this investment option at 30 June each year. Interest is calculated on the daily account balance and credited to your account on 30 June each year.

We use an interim interest rate to calculate interest on full withdrawals made before the interest rate is declared (including full switches to another investment option). The interim rate can be changed by Asteron Life at any time and will apply from the previous 1 July. The final declared rate on 30 June may be less than the interim rate that has applied during the past year.

Asteron Capital Guaranteed Fund No. 4

Asteron Life will declare interest rates for this investment option in advance and has the discretion to vary the declared rates from time to time. The existing declared rates will remain effective and accrue on a daily basis until a new interest rate is declared.

An investment in either of these investment options (Asteron Capital Guaranteed Fund No. 1 and No. 4) provides a participating benefit. This means that the profits arising in respect of these investment options are allocated 80% to members and 20% to Asteron Life as shareholder.

What is guaranteed?

Asteron Life guarantees the capital value of your investment in the Asteron Capital Guaranteed Funds (No. 1 and No. 4). The capital value is the amount you've invested and earnings that have been credited to your account at the rate declared at 30 June each year.

Your capital value can still decrease as a result of benefit payments, transfers out, contribution tax and other fee deductions.

Asteron Life reserves the right to limit the amount invested from time to time in all of these investment options. Please ask your adviser or call us prior to investing to confirm whether any limits are in place.

For all other investment options

Investment performance is generally calculated net of the applicable investment fee, tax and the maximum issuer fee. Please note that if you're eligible for a lower issuer fee, the returns applicable to your account will be higher.

However, when calculating investment performance, we generally don't take into account contributions tax, entry fees, deferred entry fees, and any discretionary ongoing fees such as insurance fees and adviser service fees. If we calculate the investment performance for an investment option in a different way to this method, we'll include an explanation of how the investment performance has been calculated in the investment performance report, which is on our website. Alternatively, you can get a copy of the report by calling us.

You should be aware that the investment performance information for the investment options may differ from the performance of the underlying investment managers. This may be due to:

- holding some assets in cash or short-term securities for liquidity purposes,
- provisions for tax and distribution of tax credits,

- a lag between when the underlying investment managers report their performance and when the value of the underlying investment option is reflected in the unit prices, or
- the fees and charges that apply.

Investments exceeding 5%

As at 30 June 2020, the following investments exceeded 5% of the total assets of the Suncorp Personal Superannuation Division of the Fund¹.

Investment	Percentage
Asteron Life & Superannuation Limited Insurance policies	100%

¹The Fund is made up of divisions, so assets are shown as a percentage of the relevant division.

Use of derivatives

Derivatives are securities that derive their value from another security. Commonly known derivatives include futures and options. We, and underlying investment managers for your investment option(s) may use derivatives. Please note that the investment strategy of each investment option doesn't allow the use of derivatives for speculation or gearing purposes. You can find out more about the investment objectives, strategy or investment style of a particular investment option in the relevant disclosure document or by calling us.

From time to time, we may use cash proceeds from terminating investment options to purchase derivatives, such as futures, for transition management purposes if permitted by law and it is consistent with the Fund's investment strategy. We may, for instance, purchase derivatives where we undertake the termination of an investment option, with the proceeds deposited into cash temporarily. The aim of using derivatives in these circumstances would be to help reduce the risk of members' money in the Fund missing out on market returns during the period in which their funds are held in cash. Markets go up and down, so there is a risk the value of your investment may decrease.

Investment fee

The investment fee is payable to the investment managers of the investment options you choose. This fee generally includes the investment manager's fee, audit, custody and other general costs incurred in the administration of the underlying investment option. This fee is included in the daily unit price calculation for each investment option or when the rate is declared for the Asteron Capital Guaranteed (No. 1 and No. 4) Funds up to 1.25% p.a. If your Suncorp Superannuation Bond or Suncorp Super Lifesaver policy commenced prior to 1 July 1992, the investment fee on your investment in the Asteron Capital Guaranteed Fund No. 1 is 5% of its yield. You can find the latest investment fees in the monthly investment options performance report available on our website or by calling us.

Indirect cost ratio (ICR)

This ratio is the total of the indirect costs of an investment option to the total average net assets of the Fund attributed to the investment option. Indirect costs are any amount that will reduce the return on an investment option that is not charged to you as a fee. It is an additional cost to you.

Buy-sell spreads

You may incur a buy-sell spread when you make contributions, withdraw or change your investment options. This 'spread' is the difference in the buying price and selling price of the investment option, and generally covers the transaction costs of buying and selling the underlying assets of that investment option. It ensures that non-transacting members aren't disadvantaged by the activity of transacting members. The spread isn't a fee paid to us or the investment manager. It is retained within the underlying investment option to cover these transaction costs.

Either the investment manager or us may vary the buy-sell spread costs from time to time including increasing these costs without notice when it is necessary to protect the interests of existing investors and if permitted by law. The updated information will be disclosed in our monthly investment options performance reports available on our website.

Performance fees

This fee is only charged by some investment managers for certain investment options when they outperform their stated benchmarks. It's an additional amount to the investment fee. As this is an expense of the Fund, any performance fee payable will be passed onto you without notice. We strongly recommend that you have the updated performance fee information before you make an investment decision.

Investment performance

The following tables show the performance of each investment option for the last five years as at 30 June. Returns are net of some fees and taxes. For more information on how performance is calculated, please see page 14. Investment performance reports are available by calling us.

Suncorp Personal Superannuation

Investment options	Investment returns (%) for the year ended 30 June:					5-year compound average return or since inception return to 30 June 2020 (% pa)
	2020	2019	2018	2017	2016	
Super Bond, Super Lifesaver (policies commencing after 1/7/1992) & Super Bond Plus						
Asteron Capital Guaranteed Fund No.1	0.00	2.83	3.43	3.64	3.80	2.80
Asteron Capital Guaranteed Fund No.4	1.09	2.52	2.32	2.73	3.80	2.66
Suncorp Traditional Capital Stable Fund	-0.47	6.85	7.02	4.85	3.29	4.27
Suncorp Traditional Growth Fund	-1.63	9.01	12.83	9.27	3.08	6.39
Super Bond, Super Lifesaver (policies commencing after 1/7/1992) Super Saver Plus & Senior Saver Plus						
Asteron Capital Guaranteed Fund No.1	0.00	3.87	4.45	4.65	4.75	3.60

Past performance should not be taken as an indicator of future performance.

Asset allocation

The following table provides the asset allocation (%) for each investment option for 2019 and 2020 as at 30 June. Amounts may not add up to 100% due to rounding.

Suncorp Personal Superannuation

Investment options	Cash		Australian fixed interest		International fixed interest		Property		Global Convertible Bond		Australian shares		International shares		Infrastructure		Alternative investments	
	2020	2019	2020	2019	2020	2019	2020	2019	2020	2019	2020	2019	2020	2019	2020	2019	2020	2019
Suncorp Personal Superannuation																		
Asteron Capital Guaranteed Fund No. 1	74.15	59.80	11.39	10.00	-	5.10	4.08	3.70	2.70	-	-	4.30	-	4.50	7.68	7.70	-	4.90
Asteron Capital Guaranteed Fund No. 4	55.58	54.00	39.84	35.70	-	2.00	1.40	1.40	0.97	-	-	2.10	-	-	2.21	3.40	-	1.40
Suncorp Traditional Capital Stable Fund	22.75	27.40	21.59	16.10	23.91	16.70	5.91	7.00	-	-	12.94	15.90	12.90	16.90	-	-	-	-
Suncorp Traditional Growth Fund	6.87	8.90	12.75	3.00	8.47	3.90	7.45	10.90	-	-	27.70	31.30	31.91	36.00	4.85	6.00	-	-

‘-’ no allocation to this sector

Current investment managers

The investment manager as at 30 June 2020 is:

— Suncorp Corporate Services Pty Ltd

The investment manager may be changed and/or other investment manager(s) added from time to time.

Other important information

Superannuation guarantee contribution rate

The Superannuation Guarantee (SG) rate was increased to 9.5% from 1 July 2014, which remains the current rate. The SG rate will gradually increase to 12% of your ordinary time earnings.

The rate of increase to the SG rate is shown in the table below.

Financial year commencing	SG rate
1 July 2014 – 30 June 2021	9.50%
1 July 2021 – 30 June 2022	10.00%
1 July 2022 – 30 June 2023	10.50%
1 July 2023 – 30 June 2024	11.00%
1 July 2024 – 30 June 2025	11.50%
1 July 2025 and later	12.00%

Generally, you're entitled to SG contributions from your employer if you're aged 18 or older and paid \$450 or more (before tax) in a month. It doesn't matter whether you're working full time, part time or casual, and it doesn't matter if you're a temporary resident of Australia.

Tax and Government charges

Taxes, duties and levies incurred by us are recovered directly from the assets of the investment options (where the expenses are investment costs) before determining unit prices, or from your account.

We deduct amounts from your account for any tax on contributions. The total amount of tax payable by the Fund is calculated at the end of the financial year. Tax is calculated on assessable income and is reduced by deductions allowable to the Fund. Therefore, the total amount of tax paid to the ATO may be less than the total amount deducted from members' accounts.

The Fund retains the benefit of this excess and may use this amount to cover expenses incurred in the administration, management or maintenance of the Fund.

For example, the cost of maintaining the Fund fluctuates on an annual basis due to the need to update systems, policies and processes to reflect changes to legislation or industry best practice. Properly incurred implementation costs for these types of projects may be paid from this excess. The total amount held within the SMT reserves to meet the properly incurred expenses from the financial year ending 30 June 2019 is \$11.2m.

SPSL has entered into a services agreement with ALSL, under which ALSL, as a Fund administrator, may apply to SPSL for reimbursement of expenses ALSL has properly incurred in providing additional services to the Fund for the benefit of certain members. If SPSL approves the application, the reimbursement may be paid from the excess.

Contributions tax surcharge

Contributions tax surcharge has been abolished for contributions made on or after 1 July 2005 but outstanding liabilities may still be payable. The contributions tax surcharge is deducted from members' accounts within 30 days of receipt of a tax assessment from the ATO. Your Annual Statement will show any contributions tax surcharge deducted from your account.

Delays in withdrawing or switching your benefits

The closure, suspension or termination of an investment option by an investment manager may cause delays in processing your withdrawal request. This delay, which may exceed (the maximum) 30 days within which a withdrawal request must be processed, may arise where the investment option can't be converted to cash within the period or it can but not without significantly impacting the value of the investment. You should consider this before selecting or changing your investment options.

Please note that 30 days' notice should be provided to us if you wish to switch or withdraw more than \$250,000.

Unit pricing delays

We may suspend unit pricing where in our opinion:

- a significant event or incident occurs that has the potential to affect investment markets,
- an event occurs that has the potential to affect unit prices,
- an external investment manager closes the underlying investment to applications and withdrawals, or
- the unit prices calculated have the potential to prejudice specific investors.

Other fees and costs

We may, to the extent permitted by law, deduct investment costs either from the assets of the Fund or directly from members' accounts by selling units to cover:

- costs incurred in buying, selling and valuing assets,
- Commonwealth and state taxes, duties, charges, levies, and
- costs incurred in obtaining investment advice.

In addition to the fees, the cost of any expenses properly incurred by the Trustee in managing and administering the Fund (such as investment monitoring, audit and legal fees etc), together with any statutory charges and lodgement fees applicable under Government legislation, may be deducted from the assets of the Fund and reimbursed to the Trustee.

Other costs that we incur may also be deducted from the assets of the Fund.

To understand all the fees payable in respect of your investment in an investment option, you should consider the relevant disclosure document.

Payable compensation amounts

In the event that compensation is payable in certain circumstances for a member who has exited the Fund or is deceased, and that amount is less than \$20 each, it will be returned to the Fund unless otherwise directed by the Trustee.

Payments to and from other parties

Any payments (or benefits) we make to or receive from other parties are not an additional cost to you unless otherwise stated in the relevant disclosure document.

We may pay additional amounts to your adviser or their Licensee or other benefits on the total amount of funds they introduce to the Fund, or for its promotion. These payments won't exceed 0.50% p.a. of these funds and will be disclosed in your Statement of Advice.

Any alternative forms of remuneration we may also pay or receive will be in accordance with the Financial Services Council Industry Code of Practice. We keep a register of these payments which you can view by contacting us.

Requests for information

Your Annual Report provides you with financial and investment information to help you understand your super and your membership in the Fund. The Trust Deed, superannuation law and the life insurance policy taken out by the Trustee set out your rights and entitlements. You can request a copy of the following Fund documents by calling us:

- Trust Deed
- Policy documents
- Financial statements.

We may charge a fee to cover the cost of providing copies of some of these documents.

We welcome your feedback

If you have any feedback – we'd like to hear from you. If something's gone wrong, let us know so that we can try to help you. Our contact details are on page 35.

If you do need to make a complaint, we will try and resolve it to your satisfaction as quickly as possible.

However, if you are not satisfied with how it has been handled, or if we don't respond within the required time, you can take your complaint to the Australian Financial Complaints Authority (AFCA) whose details are as follows:

Online: afca.org.au

Email: info@afca.org.au

Phone: 1800 931 678 (free call)

Mail: Australian Financial Complaints Authority
GPO Box 3, Melbourne VIC 3001

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

There are some complaints AFCA may not be able to hear. Please contact them to see if they can deal with yours.

It's important we don't lose contact with you – lost members

We're required to report all 'lost members' to the ATO, for inclusion on the lost members register. That's why it's important that you continue to contribute to your super (if you're eligible) and keep your contact details up to date.

You'll be considered a lost member if:

- you are lost contactable – i.e. we can't contact you by mail or email and we haven't received any amounts for you and you haven't been in contact with us for more than one year, or
- you are lost inactive – i.e. you haven't contributed for more than five years and we haven't verified your address in the last two years.

Fees and charges (including insurance fees) will continue to be deducted from your account whilst you are a lost member, and we may cancel your insurance and transfer your account balance to an eligible rollover fund or to the ATO as unclaimed monies. For more details on our eligible rollover fund please see page 28.

Unclaimed amounts transferred to the ATO

Your super balance will become unclaimed monies, and be payable to the ATO if:

- you're aged 65 or more, we haven't received any amounts for you in more than two years and we haven't had any contact with you in the last five years, although we will always first try and make contact with you prior to payment of your benefit as unclaimed money,
- your balance is less than \$6,000 and:
 - you are a lost uncontactable member – i.e. we can't contact you by mail or email, we haven't received any amounts for you and you haven't been in contact with us for more than one year; or
 - your account has an inactive low-balance – i.e. you don't have insurance with us, you're younger than 65, haven't met a condition of release (without a payment restriction) under super law, we haven't received any amounts for you and you haven't changed your binding death benefit nominated beneficiaries or investment options or cancelled your insurance in the last 16 months,
- we can't pay your benefit (or a part of it) following your death or a family law payment split, despite reasonable efforts and after a reasonable amount of time, or
- you are a former temporary resident, six months has passed since both you departed Australia and your temporary visa was cancelled or expired, and the ATO issues us with a notice requesting payment of your balance as unclaimed monies. We're not required to issue an exit statement under these circumstances, as it's unlikely to reach you. We rely on relief from the Australian Securities and Investments Commission (ASIC) not to provide exit statements when a benefit is paid to the ATO as unclaimed money for a former temporary resident.

You can opt to exclude yourself from becoming a lost member or opt-out of inactive low-balance unclaimed monies. Call our Contact centre for more information. If you do take action to stop your balance from becoming unclaimed, we will continue to charge fees to it (as outlined in the rules for your account contained in the guide or rules for your product) which may reduce your account balance over time.

If your super does become unclaimed, it may not remain unclaimed for long. Unless you're a former temporary resident, if you have another active super account(s) the ATO will try to consolidate your unclaimed super with your active super, if the combined balance will be at least \$6,000. If you're eligible to receive your benefit because you have met a 'condition of release' under super law, you should contact the ATO directly.

Eligible rollover fund

If we lose contact with you or your account balance falls below \$1,200 we may transfer you to an eligible rollover fund (ERF). If your account is transferred to the ERF, you'll no longer be a member of the Fund and any insurance cover you have will stop. We've selected the SMF Eligible Rollover Fund as our ERF. You can contact them at:

Mail: Fund Administrator
SMF Eligible Rollover Fund
GPO Box 264
Melbourne VIC 3001

Phone: 1800 677 306

Trustee indemnity

Under the Trust Deed, except in the case of fraud, breach of trust or duty, or wilful neglect, the Trustee has the right to be indemnified out of the Fund's assets for all liabilities it may incur. The Trustee has appropriate professional indemnity insurance.

Bankruptcy and super

A trustee in bankruptcy can recover certain super contributions if they are made with the intention to defeat creditors. Therefore, if we receive the relevant notification, we may be forced to freeze super benefits. If contributions are recovered by the trustee in bankruptcy under these provisions, we have no obligation to repay fees, charges or taxes applicable to those contributions.

Trans-Tasman portability

Under the Trans-Tasman portability scheme arrangement, we can transfer your entire* super account balance from Australia to a New Zealand KiwiSaver scheme provided certain pre-conditions are met. For example, we must be satisfied that you have emigrated permanently to New Zealand, you already have a KiwiSaver scheme account and that scheme is willing to accept the transfer. Other conditions also apply. Please note that we don't currently accept transfers from KiwiSaver scheme accounts. Please see our website suncorp.com.au/super for more information.

* Partial transfers are not permitted.

Privacy

We appreciate that privacy is important to you. Our Privacy Statement is available at suncorp.com.au/privacy. Please also refer to the Suncorp Group Privacy Policy at suncorp.com.au/privacy.

Superannuation Prudential Standards

As part of the Government's Stronger Super Reforms superannuation prudential standards were introduced by the Australian Prudential Regulation Authority (APRA) for strengthening the governance, integrity and regulatory settings of the superannuation system for APRA-regulated superannuation funds. APRA may update or introduce new standards from time to time. If it does, the Trustee will implement any changes to the new standards as required.

Financial information

Reserves

A reserve is an unallocated sum of money over and above the amount necessary to back the accumulated account balances of members.

Movement in reserves

The following table shows the level of and movement in the reserves of the Fund as at 30 June 2020.

Statement of change in reserves	2020 \$'000	2019 \$'000
General expense and tax reserve		
Balance at the beginning of the financial year	2,407	12,129
Results from superannuation activities	937	(9,722)
Balance at the end of the financial year	3,344	2,407

Management of reserves

The Trustee has discretionary powers in the management and use of reserves. Reserves may be used to meet costs reasonably and properly incurred in the administration, development or winding up of your division and which are not inherently included in administration fees already charged by the Trustee. At the present time, the Trustee is of the view that, after making sufficient provision for these costs, any surplus may be allocated to members' accounts in an equitable manner.

As at 30 June 2020, reserves were invested in cash.

Abridged financial information

The following tables show the abridged financial information of the Fund for the year ended 30 June 2020. A copy of the audited financial report and the auditor's report will be made available to members on request. This information takes into account all the divisions within the Fund.

Suncorp Master Trust

Statement of financial position as at 30 June	2020 \$'000	2019 \$'000
Assets		
Cash and cash equivalents	85,108	123,107
Investment securities	6,216,008	6,756,936
Investments receivables	1,327	6,446
Trust distribution receivables	77,856	112,002
Other income receivables	4,138	3,115
Deferred tax assets	22,694	-
Total assets	6,407,131	7,001,606
Liabilities		
Benefits payable	2,082	9,205
Investments payable	1,942	1,553
Administration fees payable	43,117	54,582
Other payables	3,197	7,246
Current tax liabilities	15,801	5,873
Deferred tax liabilities	-	12,556
Total liabilities excluding member benefits	66,139	91,015
Net assets available for member benefits	6,340,992	6,910,591
Member liabilities		
Allocated to members	6,335,938	6,903,125
Unallocated to members	1,710	5,059
Total member liabilities	6,337,648	6,908,184
Total net assets	3,344	2,407
Equity		
General expense and tax reserve	3,344	2,407
Total equity	3,344	2,407

Suncorp Master Trust

Income statement	2020	2019
For the financial year ended 30 June	\$'000	\$'000
Revenue		
Interest income	1,752	1,644
Trust distributions and dividend income	360,723	334,771
Net (losses) gains on financial assets at fair value through profit or loss	(424,925)	130,725
Total investment income	(62,450)	467,140
Other income	4,977	5,553
Total revenue	(57,473)	472,693
Expenses		
Investment expenses	(15,367)	(14,432)
Administration expenses	(52,343)	(58,593)
Trustee fee and reimbursements	(11,235)	(17,649)
Other operating expenses	(367)	(668)
Total expenses	(79,312)	(91,342)
Operating results from operating activities	(136,785)	381,351
Net (losses) benefits allocated to defined contribution member accounts	106,295	(386,227)
Operating results before income tax	(30,490)	376,505
Income tax benefit (expense)	31,427	(4,846)
Operating results after income tax expense	937	(9,722)

Statement of changes in member benefits for the financial year ended 30 June	2020 \$'000	2019 \$'000
Balance at the beginning of the financial year	6,908,184	6,988,373
Employer contributions	323,168	327,142
Members' contributions	79,942	76,289
Transfers from other funds	282,033	267,051
Other contributions	3,827	5,365
Total contributions before contributions tax	688,970	675,847
Contributions tax	(50,128)	(50,246)
Total contributions net of contributions tax	638,842	625,601
Benefits paid or payable	(1,049,371)	(1,049,050)
Life insurance expenses	(147,333)	(154,522)
Income tax on life insurance expenses	22,100	23,178
Life insurance benefits	71,521	88,377
Net benefits and expenses paid to life insurance	(1,103,083)	(1,092,017)
Net benefits allocated to defined contribution member accounts, comprising:		
investment income and other revenue	(58,954)	471,762
administration and other expenses	(47,341)	(85,535)
Net benefits allocated to defined contribution member accounts	(106,295)	386,227
Balance at the end of the financial year	6,337,648	6,908,184

How to contact us



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