

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 2021

## 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 15 December 2021.

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’ and ‘TAL Life’ mean TAL Life Limited. On 1 October 2021 the Asteron Life & Superannuation Limited life insurance business transferred to TAL Life Limited.
- ‘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.

# Contents

Your 2020/21 Annual Report	5
Important changes to your super	6
Investments	14
Other important information	24
Financial information	32
How to contact us	36

# Your 2020/21 Annual Report

Welcome to the Annual Report for the 2020/21 financial year.

It's been another busy year, during which we announced the sale of Suncorp's super business.

In April 2021, Suncorp entered into an agreement to sell Suncorp Portfolio Services Limited, including its superannuation business, to LGIASuper in the first half of 2022. This is a good outcome for our superannuation members as the values and purpose of LGIASuper, which is also headquartered in Queensland, align closely with those of Suncorp.

LGIASuper has recently merged with another Queensland-based fund, Energy Super, and the addition of the Fund will enable the combined business to take advantage of size and scale to benefit members.

We're also due to see significant changes to super in 2021/22, with the implementation of the government's Your Future, Your Super reforms first announced in the October 2020 Federal Budget. The changes are designed to increase super funds' accountability and transparency and give Australians greater control over their super. One of the most anticipated initiatives is a 'stapling' mechanism, whereby people who change jobs after 1 November 2021 will automatically be 'stapled' to an existing super fund. This is designed to reduce the number of Australians with multiple super accounts and help them save money by not having to pay unnecessary fees.

Looking ahead, while there's still a level of economic and social uncertainty due to the lingering effects of the COVID-19 pandemic, international trade tensions and the potential for rising inflation, our investment managers are well positioned to take advantage of positive market movements whilst managing volatility with our strong focus on risk management and investment governance.

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

# Important changes to your super

Below we outline the latest legislative and product changes affecting your super.

## Changes during the 2020/21 financial year

### *Sale of Suncorp Portfolio Services Limited to LGIASuper*

On 28 April 2021, the Suncorp Group announced it had entered into an agreement for the sale of Suncorp Portfolio Services Limited to LGIASuper. Suncorp Portfolio Services Limited is the trustee of the Suncorp Master Trust.

The sale followed a strategic review which considered a range of options and their potential impact on members, as well as employees and shareholders.

LGIASuper has recently merged with another Queensland-based fund, Energy Super. Together with the Suncorp Master Trust, the combined business will have around \$28 billion in funds under administration and approximately 250,000 members.

Following completion of the sale, Suncorp Group will enter into an agreement with LGIASuper to distribute our Suncorp superannuation products to customers for 18 months.

The transaction is expected to be completed on 1 April 2022, subject to regulatory approvals.

### *Annual Member Meeting*

On 17 March 2021, we held our inaugural Annual Member Meeting for the year ended 30 June 2020. This was a new requirement for super funds and provided an opportunity for members to hear from the Trustee and executive management, and to participate in a Q&A session.

If you weren't able join our livestream on the day, the event recording and minutes are available on our website.

### *New category of unclaimed super money*

In addition to the existing categories of unclaimed super money, from March 2021 we're also able to report and transfer your benefit to the ATO as unclaimed monies where we determine that it's in your best interests. To find out more

about payment of unclaimed super money to the ATO, please see 'Unclaimed amounts transferred to the ATO' on page 29.

### *Closure of eligible rollover funds*

New regulations mean that all eligible rollover funds (ERFs) were closed to new members from May 2021, so we can no longer transfer accounts to ERFs. In addition, all ERFs must be closed and existing benefits in these funds transferred to the ATO as unclaimed super money by 31 January 2022. The ATO will attempt to reunite amounts received with a member's eligible active account.

### Changes after 1 July 2021

#### *Asteron Life & Superannuation Limited transferred to TAL Life*

On 1 October 2021 the Asteron Life & Superannuation Limited (Asteron Life) life insurance business transferred to TAL Life Limited (ABN 70 050 109 450, AFSL 237848) (TAL Life). TAL Life is part of the TAL Dai-ichi Life Australia Pty Limited ABN 97 150 070 483 group of companies (TAL).

The transfer included the assets and liabilities of Asteron Life's life insurance business, including all the life insurance policies issued by Asteron Life, to TAL, and TAL became the issuer of Asteron Life's life insurance policies.

Asteron Life policyholders and lives insured automatically became TAL Life policyholders and lives insured, and there were no changes to policy terms and conditions. If you held Asteron Life insurance through the Fund on 1 October, TAL Life is now the insurer for your cover.

#### *Stapled super accounts*

Previously, when people started a new job their employer would sign them up to their default fund, unless they specifically chose a fund. This often resulted in employees having a new fund set up every time they started a new job and then ending up with multiple super accounts and paying multiple fees.

From 1 November 2021, people are automatically 'stapled' to their existing super fund, which means fewer new super accounts will be set up. Once the stapled super fund has been identified, employers are obliged to make ongoing SG contributions to that stapled fund on behalf of the employee. Of course, workers can still choose a new or different super fund.

After 1 November 2021, if you start a new job, it will be important to consider if you are happy with your stapled fund and if it is the best fund for you. Some employers will have negotiated lower fees, or even pay fees and/or insurance premiums, for employees in their default fund. So, it's worthwhile fully understanding your options.

### *Best financial interests' duty introduced*

From 1 July 2021 a new duty has been introduced requiring superannuation trustees to act in the best financial interests of their members when carrying out the various duties of running a super fund. In some cases, this may impact how funds spend their money as it includes stricter requirements on funds to disclose how they manage money and to ensure their spending is motivated by their members' best interests. In particular, the government is looking to reduce discretionary spending on things like advertising, sponsorships and corporate entertainment.

### *Bring-forward rule extended to age 67*

The bring-forward rule is an arrangement that allows people to make up to three years of non-concessional (after-tax) contributions without exceeding the contributions cap and having to pay extra tax. The age limit for this arrangement has been raised from 65 to 67 for non-concessional contributions made on or after 1 July 2020. To access the bring-forward arrangements you need to be under age 67 at the start of the financial year in which you're contributing (from 1 July 2020). Therefore, if you were over 65 and under 67 on 1 July 2021, you may be able to make an additional non-concessional contribution to your super under this arrangement.

### *Removal of excess concessional contributions charge*

Previously, an individual who exceeded their concessional contributions cap for a financial year was subject to an additional fee, known as an excess concessional contributions charge, on top of the extra tax they paid when the excess contributions were included in their assessable income. This additional charge has been removed for financial years starting on or after 1 July 2021.

### *COVID-19 early release recontributions*

Individuals who accessed the COVID-19 early release of super program, which closed on 31 December 2020, will be able to 'recontribute' that released money

between 1 July 2021 and 30 June 2030 without having it count toward their non-concessional contributions cap. The ATO has developed a form to enable you to recontribute these payments which is available on their website.

### *New caps*

From 1 July 2021 the Transfer Balance Cap and the annual contributions caps have increased. If you're making extra contributions to super, now's the time to review your arrangements and consider taking advantage of the increased limits.

	2020/21	2021/22
Concessional contributions cap (Applies to employer, salary sacrifice and personal deductible contributions)	\$25,000 per year	\$27,500 per year
Non-concessional contributions cap (Applies to personal after-tax and spouse contributions)	\$100,000 per year	\$110,000 per year
Transfer Balance Cap	\$1.6m	\$1.7m

### *Insurance in Super Voluntary Code of Practice replaced*

The Insurance in Superannuation Voluntary Code of Practice (the Code) was developed in 2018 and set out standards for funds to follow when designing their insurance offering and processes, and communicating with members about insurance. We adopted the Code and worked throughout the year towards implementation as set out in our transition plan.

Since then, parts of the Code have been superseded by legislative changes and in July 2021 the Code owners (the Association of Superannuation Funds of Australia, the Australian Institute of Superannuation Trustees and the Financial Services Council) decided to replace the Code with guidance on improving outcomes for vulnerable members and claims handling.

We have already implemented parts of the Code and have made changes to our processes and communications to improve the experience for our members. Although the Code is not continuing, we remain committed to making insurance easier to understand and manage, and aim to provide insurance that is meaningful and affordable for our members.

### *Duty of disclosure replaced and changes to an insurer's inability to avoid a contract*

From 5 October 2021, members applying for life insurance are no longer bound by a duty of disclosure. Instead, if you apply for insurance through the Fund you will have a 'duty to take reasonable care not to make a misrepresentation'.

The change comes from the *Royal Commission into Misconduct in the Banking, Superannuation and Financial Services Industry*, which concluded that the duty of disclosure did not recognise the breadth and depth of the gap between what a consumer knows is relevant to an insurance contract and what an insurer knows is relevant. The new duty to take reasonable care places a greater obligation on insurers to collect the information they need, rather than requiring applicants to assume what information might be important to an insurer.

If you apply for life insurance from 5 October 2021, you have a legal duty to take reasonable care not to make a misrepresentation to the insurer before entering into a contract of insurance. A misrepresentation is a false answer, an answer that is only partially true, or an answer that does not fairly reflect the truth. This duty also applies when extending or making changes to existing insurance, and reinstating insurance.

Also resulting from recommendations from the Royal Commission, from 1 January 2021, an insurer is not able to avoid a life insurance contract unless the insurer can show that it would not have entered into a contract on any terms had it known the information that had been omitted or misrepresented.

### *Treatment of COVID relief payments for purposes of the work test*

APRA has advised that members in receipt of the *Pandemic Leave Disaster Payment* or *COVID-19 Disaster Payment* are not automatically gainfully employed for the purpose of the work test and the acceptance of voluntary superannuation contributions. This differs from the treatment of the former Jobkeeper payment.

An individual receiving the *Pandemic Leave Disaster Payment* would not be able to count the 14 days in which they received the payment towards the work test, given the individual must not be working to be eligible for the payment.

While the *COVID-19 Disaster Payment* could potentially supplement a person's wages where they are working reduced hours, the payment is a personal income supplement (or replacement) rather than an employer-based wage subsidy.

If you are over age 67 and relying on the work test to be eligible to make contributions to your super, please be aware that these payments do not meet the work test requirements.

#### *Transfer of unclaimed super money to Kiwisaver accounts*

From 12 December 2021, New Zealand residents will be able to request transfer of unclaimed super money from the ATO directly to a KiwiSaver provider in New Zealand. Previously, New Zealanders with unclaimed super money held by the ATO who wanted to repatriate those savings to New Zealand had to first have them transferred to an Australian super fund.

This change aims to improve the operation of the *Trans-Tasman retirement savings portability arrangement* between Australia and New Zealand.

#### *Electronic transfers into and out of self-managed super funds*

From 1 October 2021, rollovers into or out of self-managed superannuation funds (SMSFs) can only be performed using SuperStream, the Australian Taxation Office's (ATO) standard for processing superannuation data and payments electronically. The change also applies to digital release authorities from the ATO for SMSFs.

This means, from 1 October 2021, we are not able to accept a rollover from an SMSF which is in the form of a cheque and paper rollover benefits statement. Instead, the transfer of data (i.e. the information usually found on the rollover benefits statement) and the payment must happen electronically. It also means that we are now able to send a rollover to an SMSF electronically.

To comply, SMSFs need an electronic service address (ESA) that can action and process rollover requests. SMSFs must also have an ABN and a unique bank account for super purposes that is recorded with the ATO.

### *Changes to our internal dispute resolution procedures*

From 5 October 2021 there are updated requirements for how financial services firms, including super funds, deal with consumer and small business complaints under their Internal Dispute Resolution (IDR) procedures. An updated ASIC Regulatory Guide sets new timeframes and requirements for responding to complaints, as well as an expanded definition of what constitutes a complaint, and we have updated our procedures accordingly.

Under the expanded definition of a complaint, expressions of dissatisfaction that are made about a Suncorp super product or employee, where a response or resolution is expected, will constitute a complaint. This encompasses complaints made via a social media channel or account owned or controlled by us.

The guide sets an expectation that we will acknowledge receipt of all complaints within 24 hours (or one business day) of it being received, or as soon as practicable. And revised timeframes for managing a complaint mean a response must generally be provided within 45 days of the complaint being received, rather than within the previously allowed 90 days.

If you experience a problem, or are not satisfied with our products, services or a decision we've made, let us know so we can help. More information about your options and what to expect if you contact us with a complaint is included below on page 28.

### *Hawking of new products banned*

From October 2021, the general ban on the hawking of financial products, including super products, was amended and made stricter. Under the revised prohibition a person must not offer a financial product to a retail client in the course of, or because of, unsolicited real-time contact, such as during a meeting or a telephone call. A consumer must consent to being contacted, and that consent must be positive, voluntary and clear.

This means we're able to contact existing members about their benefits, including in relation to changes to their insurance held through superannuation, but are not permitted to offer members a new superannuation product – including switching from a MySuper option or applying for a pension – unless we have their clear, voluntary and positive consent, and other requirements are also met.

These reforms flow from recommendations from the *Royal Commission into Misconduct in the Banking, Superannuation and Financial Services Industry* and are designed to tackle harms arising from consumers being approached with unwanted products through cold-calls or other unsolicited contact.

*New requirement to disclose portfolio holdings*

Your super is invested in multiple underlying assets, or holdings. Under new portfolio holdings disclosure requirements, we will be providing information about our holdings and identifying investment items (such as assets and derivatives) allocated to investment options of the Fund at the end of the reporting day.

The first reporting day is 31 December 2021, with information to be made available on our website no later than 90 days from this date. Reporting days occur on 30 June and 31 December each year.

# 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 TAL 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 TAL Life.

TAL 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 the Asteron Capital Guaranteed Fund

During the year changes were made to the investment objective and strategic asset allocation of the Asteron Capital Guaranteed Fund. For details of the changes, please give us a call on 13 11 55.

Member Investment Objective at 1 July 2020	Member Investment Objective at 30 June 2021
To provide a capital guarantee and maximise returns from a mix of shares, property, alternative growth assets, fixed interest securities and cash. The fund aims to earn a rate of return that exceeds Consumer Price Index increases by at least 1% pa over a rolling 10-year period.	To provide a capital guarantee and participation in returns from a mix of growth and defensive assets. The fund aims to preserve capital and earn a rate of return that exceeds Consumer Price Index increases by at least 0.5% pa over a rolling 10-year period.

Strategic asset allocation at 30 June 2021			
	Asset Class	Target allocation	Target range
Defensive	Cash	5%	
	Australian Fixed Interest	65%	
	<b>Total</b>	<b>70%</b>	<b>60% - 80%</b>
Growth	Australian Equities (Index)	10%	
	International Equities (Index)	10%	
	Convertible Bonds	10%	
	<b>Total</b>	<b>30%</b>	<b>20% - 40%</b>

## 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*

TAL 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 TAL 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*

TAL 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 TAL Life as shareholder.

### *What is guaranteed?*

TAL 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.

TAL 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 2021, the following investments of the Fund exceeded 5% of the total assets.

Investment	Percentage
Morningstar International Shares SC Fund	12.88%
Suncorp Group Australian Equities Index Trust	15.95%
Suncorp Group Australian Equity Active Trust	5.37%
Suncorp Group Global Equities Trust	7.14%

As at 30 June 2021 the following investments exceeded 5% of the total assets of the Suncorp Personal Superannuation Division of the Fund<sup>1</sup>.

Investment	Percentage
<b>TAL Life Limited</b> Insurance policies	100%

<sup>1</sup>The Fund is made up of divisions, so assets are also 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 manager(s) 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 16. 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 2021 (% pa)
	2021	2020	2019	2018	2017	
<b>Super Bond &amp; Super Lifesaver (policies commencing after 1/7/1992) &amp; Super Bond Plus</b>						
Asteron Capital Guaranteed Fund No.1	1.35	0.00	2.83	3.43	3.64	2.24
Asteron Capital Guaranteed Fund No.4	0.65	1.09	2.52	2.32	2.73	1.87
Traditional Conservative Fund*	6.92	-0.47	6.85	7.02	4.85	5.00
Traditional Growth Fund	16.58	-1.63	9.01	12.83	9.27	9.04
<b>Super Bond &amp; Super Lifesaver (policies commencing before 1/7/1992), Super Saver Plus &amp; Senior Saver Plus</b>						
Asteron Capital Guaranteed Fund No.1	2.45	0.00	3.87	4.45	4.65	3.07

\*Effective 24 February 2015, the Suncorp Traditional Capital Stable Fund changed name to Traditional Conservative Fund.

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 2020 and 2021 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	
	2021	2020	2021	2020	2021	2020	2021	2020	2021	2020	2021	2020	2021	2020	2021	2020	2021	2020
<b>Suncorp Personal Superannuation</b>																		
Asteron Capital Guaranteed Fund No.1	1.69	74.15	68.30	11.39	-	-	4.92	4.08	11.61	2.70	3.98	-	3.98	-	5.52	7.68	-	-
Asteron Capital Guaranteed Fund No.4	5.00	55.58	65.00	39.84	-	-	-	1.40	-	0.97	15.00	-	15.00	-	-	2.21	-	-
Traditional Conservative Fund*	27.06	22.75	18.97	21.59	21.96	23.91	2.97	5.91	-	-	10.99	12.94	15.05	12.90	-	-	3.00	-
Traditional Growth Fund	5.60	6.87	11.90	12.75	11.92	8.47	4.92	7.45	-	-	23.83	27.70	35.87	31.91	-	4.85	5.97	-

\*- no allocation to this sector

\*Effective 24 February 2015, the Suncorp Traditional Capital Stable Fund changed name to Traditional Conservative Fund.

## Current investment managers

The investment manager as at 30 June 2021 is:

— TAL Life Limited

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 9.5% during the 2020/21 financial year and increased to 10% on 1 July 2021. The SG rate will gradually increase to 12% of your ordinary time earnings.

The current, proposed 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. In 2020/21 these projects included:

- Annual statement delivery
- Federal budget 2019 measures
- Fee reduction as part of Reimagining Super
- SuperStream version 3 transaction processing standards for SMSF
- Implementation of advice fee change as part of Royal Commission-Consumer protection recommendation
- Enhanced security measures for SuperMatch
- Investment menu rationalisation
- Conducting Annual Member Meeting.

The total amount held within the SMT reserves to meet the properly incurred expenses from the financial year ending 30 June 2021 is \$11.2m.

SPSL has a services agreement with TAL Life, under which TAL Life, as a Fund administrator, may apply to SPSL for reimbursement of expenses TAL Life 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.

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.

## [How to contact us with a complaint](#)

If you have an issue or complaint in relation to your investment, please contact our Customer Service Team on 13 11 55, Monday to Friday, between 9:00 am and 5:00 pm AEST. Alternatively, you may wish to address your complaint in writing to:

Internal Dispute Resolution  
GPO BOX 5380  
Sydney NSW 2001

**Email:** [IDRcomplaints@tal.com.au](mailto:IDRcomplaints@tal.com.au)

We aim to resolve all complaints quickly and fairly. If you are not satisfied with our final response to your complaint, or you have not received our final response to your complaint within 45 days of the date we received your complaint, you may lodge a complaint with the Australian Financial Complaints Authority (AFCA). AFCA is an external dispute resolution scheme that provides a fair and independent complaint resolution service that is free to consumers:

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

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

**Phone:** 1800 931 678 (free call within Australia)

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

Time limits may apply to complain to AFCA, so you should act quickly. Please consult the AFCA website, or call them, to find out if or when the time limit relevant to your circumstances expires. AFCA has authority to hear certain complaints and can advise if they can assist you.

## [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 the ATO as unclaimed monies.

### Unclaimed amounts transferred to the ATO

If your account balance is less than \$6,000 your account balance will be paid to the ATO if:

- we can't contact you by mail or email and you or your employer haven't contributed nor been in contact with us for more than one year;
- you joined as part of an employer plan and you or your employer haven't contributed for more than five years, nor have you been in contact with us for more than one year; or
- you or your employer haven't contributed or you haven't rolled money in (nor changed your insurance, nominated beneficiaries or investments options) in the last 16 months.^

We will also report and pay unclaimed super money to the ATO:

- for deceased members where we received no amount from the member in the last 2 years and have been unable to pay the benefit to the beneficiaries
- for members aged 65 years or over that haven't made a contribution or received a rollover in the past two years, and we've been unable to contact for five years
- where we cannot pay a spouse who is entitled to a benefit split under the Family Law Act 1975
- where we believe it would be in the best interests of the member to do so.

The ATO may transfer your super to an eligible, active super account on your behalf. Refer to the ATO website for more information.

<sup>^</sup> If you hold insurance or are retired, your benefit may not qualify as unclaimed monies. Contact us for more information.

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.

### Trustee indemnity

Under the Trust Deed, except in the case of fraud, breach of trust or duty, or wilful neglect, the Trustee generally has the right to be indemnified out of the Fund's assets for 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](http://suncorp.com.au/super) for more information.

\* Partial transfers are not permitted.

## Transfer of benefits for temporary residents

If you are a temporary resident (a holder of a temporary visa under the Migration Act 1958) and you permanently leave Australia or your visa expires or is cancelled, you have six months to withdraw your super. If you don't withdraw your super, the ATO may instruct us to transfer your benefit to them.

If your benefit is transferred, your account will be closed and you can apply to the ATO to claim your benefit from them. We rely on Australian Securities and Investments Commission relief to not provide an exit statement or notify you if your benefit is transferred to the ATO in these circumstances.

## Privacy

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

# 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 2021.

<b>Statement of change in reserves</b>	<b>2021</b>	<b>2020</b>	<b>2019</b>
	<b>\$'000</b>	<b>\$'000</b>	<b>\$'000</b>
<b>General expense and tax reserve</b>			
Balance at the beginning of the financial year	3,344	2,407	12,129
Results from superannuation activities	2,865	937	(9,722)
<b>Balance at the end of the financial year</b>	<b>6,209</b>	<b>3,344</b>	<b>2,407</b>

## 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 2021, 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 2021. 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	2021 \$'000	2020 \$'000
<b>Assets</b>		
Cash and cash equivalents	117,340	85,108
Investment securities	6,699,719	6,216,008
Investments receivables	2,562	6,446
Trust distribution receivables	139,445	77,856
Other income receivables	947	4,138
Deferred tax assets	-	22,694
<b>Total assets</b>	<b>6,960,013</b>	<b>6,407,131</b>
<b>Liabilities</b>		
Benefits payable	2,889	2,082
Investments payable	3,123	1,942
Administration fees payable	28,334	43,117
Other payables	2,927	3,197
Current tax liabilities	32,432	15,801
Deferred tax liabilities	38,649	-
<b>Total liabilities excluding member benefits</b>	<b>108,354</b>	<b>66,139</b>
<b>Net assets available for member benefits</b>	<b>6,851,659</b>	<b>6,340,992</b>
<b>Member liabilities</b>		
Allocated to members	6,843,095	6,335,938
Unallocated to members	2,355	1,710
<b>Total member liabilities</b>	<b>6,845,450</b>	<b>6,337,648</b>
<b>Total net assets</b>	<b>6,209</b>	<b>3,344</b>
<b>Equity</b>		
General expense and tax reserve	6,209	3,344
<b>Total equity</b>	<b>6,209</b>	<b>3,344</b>

## Suncorp Master Trust

Income statement	2021	2020
For the financial year ended 30 June	\$'000	\$'000
<b>Revenue</b>		
Interest income	872	1,752
Trust distributions and dividend income	343,122	360,723
Net (losses) gains on financial assets at fair value through profit or loss	735,762	(424,925)
<b>Total investment income</b>	<b>1,079,756</b>	<b>(62,450)</b>
Other income	8,474	4,977
<b>Total revenue</b>	<b>1,088,230</b>	<b>(57,473)</b>
<b>Expenses</b>		
Investment expenses	(12,742)	(15,367)
Administration expenses	(38,763)	(52,343)
Trustee fee and reimbursements	(11,832)	(11,235)
Other operating expenses	(1,028)	(367)
<b>Total expenses</b>	<b>(64,365)</b>	<b>(79,312)</b>
<b>Operating results from operating activities</b>	<b>1,023,865</b>	<b>(136,785)</b>
Net (losses) benefits allocated to defined contribution member accounts	(950,880)	106,295
<b>Operating results before income tax</b>	<b>72,985</b>	<b>(30,490)</b>
Income tax benefit (expense)	(70,120)	31,427
<b>Operating results after income tax expense</b>	<b>2,865</b>	<b>937</b>

<b>Statement of changes in member benefits for the financial year ended 30 June</b>	<b>2021 \$'000</b>	<b>2020 \$'000</b>
<b>Balance at the beginning of the financial year</b>	6,337,648	6,908,184
Employer contributions	303,479	323,168
Members' contributions	103,773	79,942
Transfers from other funds	227,801	282,033
Other contributions	3,478	3,827
<b>Total contributions before contributions tax</b>	<b>638,531</b>	<b>688,970</b>
Contributions tax	(49,914)	(50,128)
<b>Total contributions net of contributions tax</b>	<b>588,617</b>	<b>638,842</b>
Benefits paid or payable	(994,026)	(1,049,371)
Life insurance expenses	(150,629)	(147,333)
Income tax on life insurance expenses	22,594	22,100
Life insurance benefits	90,366	71,521
<b>Net benefits and expenses paid to life insurance</b>	<b>(1,031,695)</b>	<b>(1,103,083)</b>
Net benefits allocated to defined contribution member accounts, comprising:		
investment income and other revenue	1,087,370	(58,954)
administration and other expenses	(136,490)	(47,341)
<b>Net benefits allocated to defined contribution member accounts</b>	<b>950,880</b>	<b>(106,295)</b>
<b>Balance at the end of the financial year</b>	<b>6,845,450</b>	<b>6,337,648</b>

## How to contact us



### **Customer Service Team**

GPO Box 4305  
Sydney NSW 2001



**13 11 55**



**[insuranceinvestments@asteronlife.com.au](mailto:insuranceinvestments@asteronlife.com.au)**



**[suncorp.com.au/super](http://suncorp.com.au/super)**