



# Annual report

*For the financial year ending 30 June 2024  
Super Retirement Fund*

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## **What you need to know**

Equity Trustees Superannuation Limited ABN 50 055 641 757, AFSL No. 229757, RSE Licence No. L0001458 (Trustee) as Trustee of the Super Retirement Fund ABN 40 328 908 469 (Fund) is the issuer of this annual report. Resolution Life Australasia Limited ABN 84 079 300 379, AFSL No. 233671 (Resolution Life) is the issuer of life insurance policies to the Trustee for certain products offered through the Fund. The Trustee, as owner of the life insurance policies, will receive the applicable benefit from Resolution Life, and in turn provides the benefit to eligible Fund members.

The information contained in this annual report is factual information only and it does not contain any financial product advice or make any recommendations about a financial product or service being right for you.

# Introduction

This report is issued by Equity Trustees Superannuation Limited ABN 50 055 641 757, AFSL 229757 RSE L0001458 as Trustee of the Super Retirement Fund ABN 40 328 908 469 (Fund).

It contains fund information for the year ending 30 June 2024 (**the reporting period**), unless specified otherwise.

The fund information relates to the Fund as a whole, unless specified otherwise.

This information may contain general advice that has been prepared without taking into account your objectives, financial situation or needs. Before acting on it, you should consider the appropriateness of the advice having regard to your objectives, financial situation or needs.

Before acquiring any financial product mentioned in this report or making any other investment decisions in relation to the financial product, you should consider the applicable Product Disclosure Statement and Target Market Determination (if applicable to your product).

For further information about the Trustee, Fund or the Fund product(s) you participate in, contact us using the following contact details:

- Chat with us online at [resolutionlife.com.au](https://resolutionlife.com.au)
- Submit an enquiry at [resolutionlife.com.au/enquiry](https://resolutionlife.com.au/enquiry)
- Call us on **133 731**
- Write to us at **GPO Box 5441, Sydney NSW 2001**

## About the Trustee

The Trustee of the Fund, Equity Trustees Superannuation Limited, is a corporate entity.

The Trustee operates and manages the Fund through its Board of Directors and with the help of key management personnel<sup>1</sup> and appointed service providers.

## Directors

During the reporting period, the Directors were:

<b>Mr Michael Joseph O'Brien</b>	Managing Director and Executive Director
<b>Ms Susan Granville Everingham</b>	Non-Executive Director
<b>Mr Paul Douglas Rogan</b>	Non-Executive Director (Resigned on 16/11/2023)
<b>Ms Catherine Anne Robson</b>	Non-Executive Director
<b>Mr Steven Thomas Carew</b>	Non-Executive Director
<b>Mr David Nicholas Coogan</b>	Non-Executive Director
<b>Ms Suzanne Dawn Holden</b>	Non-Executive Director (Appointed on 13/02/2024)

The qualifications and experience of each Director is outlined on the following page.

<sup>1</sup> 'Key management personnel' has the same meaning as in relevant accounting standards. Under the accounting standards, this means persons that have authority and responsibility for planning, directing and controlling the activities of the entity, directly or indirectly, including any director (whether executive or otherwise).

## Michael Joseph O'Brien

### Qualifications:

- Fellow of the Institute of Actuaries, Australia 1989
- CFA
- Graduate of the Australian Institute of Company Directors

Summary of the Director's experience as a trustee or board member, including the periods during which the person served as a trustee or board member:

- EQT Holdings Limited (21 August 2015 to present)
- Equity Trustees Limited (11 July 2018 to present)
- Equity Trustees Superannuation Limited (25 August 2016 to present)
- Equity Trustees Wealth Services Limited (11 July 2018 to present)
- APEX Super Pty Ltd (1 May 2016 to present)
- EQT Structured Finance Services Pty Ltd (1 May 2016 to present)
- EQT Legal Services Pty Ltd (1 May 2016 to present)
- EQT Services Pty Ltd (1 May 2016 to present)
- Equity Nominees Limited (28 August 2014 to present)
- Equity Superannuation Administration Limited (1 May 2016 to present)
- Equity Superannuation Management Pty Ltd (1 May 2016 to present)
- EQT Australia Pty Ltd (1 May 2016 to present)
- Simple Wrap Pty Ltd (1 May 2016 to present)
- Super.com.au Pty Limited (1 May 2016 to present)
- Super.com Pty Ltd (1 May 2016 to present)
- EQT Corporate Securities Limited (22 August 2017 to present)
- EQT Securitisation Services Pty Ltd (4 June 2018 to present)
- EQT International Holdings Ltd (2 May 2016 to present)
- EQT International Holdings (UK) Ltd (13 September 2017 to present)
- Equity Trustees (UK & Europe) Ltd (1 November 2017 to present)
- HTFS Nominees Pty Ltd (21 March 2019 to present)
- HTFS Holdings Pty Ltd (8 April 2020 to present)
- Australian Executor Trustees Limited (1 December 2022 to present)
- Scheme Financial Vehicle Pty Ltd (12 October 2022 to 26 April 2023)
- Templeton Global Growth Fund Limited (28 August 2014 – 20 February 2020)

## Susan Granville Everingham

### Qualifications:

- Master of Taxation (LLM), Sydney
- Bachelor of Economics and Law (B. Ec LLB), Macquarie
- Graduate Member, CPA Australia (CPA)
- Graduate Member, Australian Institute of Company Directors (GAICD)
- Admitted as a Solicitor of the Supreme Court of NSW and ACT
- Admitted as a Barrister of the Supreme Court of the ACT

Summary of the Director's experience as a trustee or board member, including the periods during which the person served as a trustee or board member:

- Equity Trustees Superannuation Limited (15 February 2019 to present)
- HTFS Nominees Pty Ltd (21 March 2019 to present)
- Hannover Life Re of Australasia Limited (27 September 2017 to present)
- Destination Southern NSW Ltd (15 December 2016 to 30 June 2022)
- Commonwealth Bank Group Super Fund Member elected Director (28 May 2010 to 20 June 2013)

## Paul Douglas Rogan

### Qualifications:

- Bachelor of Business (with credit), University of Technology Sydney
- Member – Australian Society of Certified Practising Accountants
- Member – Australian Institute of Company Directors (Diploma)
- Chartered Institute of Company Secretaries in Australia (Diploma) (now Governance Institute of Australia)

Summary of the Director's experience as a trustee or board member, including the periods during which the person served as a trustee or board member:

Retired on 16 November 2023

- Equity Trustees Superannuation Limited (27 August 2019 to 16 November 2023)
- Fourth Line Pty Ltd (22 February 2023 to unknown to ETSL)
- Household Capital Pty Ltd (27 April 2023 to unknown to ETSL)
- Hub24 Ltd (ASX: HUB) (20 December 2017 to unknown to ETSL)
- Northbridge Holdings Pty Ltd (13 September 2005 to unknown ETSL)
- Pension Boost Pty Ltd (12 March 2019 to 30 November 2022)
- Retirement Essentials Pty Ltd (January 2017 to January 2019)
- SuperEd Pty Ltd (August 2018 to January 2019)
- Macular Disease Foundation Australia (MDFA) (July 2005 to August 2017)

## Catherine Anne Robson

### Qualifications:

- GAICD
- Master of Law (Tax), Melbourne University 2004
- CFP Accreditation 2003
- Graduate Diploma of Applied Finance 1999
- Bachelor of Law (Honours), ANU 1996
- Bachelor of Arts (Asian Studies), ANU 1994

Summary of the Director's experience as a trustee or board member, including the periods during which the person served as a trustee or board member:

- Equity Trustees Superannuation Limited<sup>1, 2</sup> (16 August 2022 to present)
- HTFS Nominees Pty Ltd<sup>3, 4</sup> (16 August 2022 to present)
- EQT Holdings Limited (15 February 2020 to present)
- Newcastle Greater Mutual Group Ltd (1 March 2023 to present)
- JEAF Pty Ltd, Director and Company Secretary (16 August 2022 to present)
- RIPAC Pty Ltd (27 March 2018 to present)
- Korowa Anglican Girls School Council (1 September 2019 to present)
- Greater Bank Limited (1 July 2020 to present)
- Lumos Diagnostics Holdings Pty Ltd (13 January 2021 to present)
- Australian Business Growth Fund (1 March to present)
- Greater Investment Services Pty Ltd (1 January to present)
- Equity Trustees Superannuation Limited (1 July 2014 to 5 May 2020)
- HTFS Nominees Pty Ltd (21 March 2019 to 5 May 2020)
- Executive Chair and CEO – C Robson Pty Ltd (formerly Affinity Private Pty Ltd) (Company deregistered 15 January 2020)
- SCALE Investors Limited (27 March 2018 to 28 April 2023)
- Talkiwear Pty Ltd (15 March 2019 to 15 August 2022)
- Women's Information and Referral Exchange Inc (ended 26 May 2016)

1 Appointed *Interim Chair* 16 August 2022 to 1 September 2022

2 Appointed *Chair* 1 September 2022 to present

3 Appointed *Acting Chair* 13 May 2016 to 24 August 2016

4 Appointed *Director* 1 July 2014 to 5 May 2020

## Steven Thomas Carew

### Qualifications:

- Bachelor of Commerce (Honours), University of Melbourne, 1993
- Graduate Diploma in Applied Finance and Investment, Securities Institute of Australia, 1995
- Graduate Diploma in Accounting, Monash University, 1998
- Master's Degree in Applied Finance, Macquarie University, 2002

Summary of the Director's experience as a trustee or board member, including the periods during which the person served as a trustee or board member:

- Equity Trustees Superannuation Limited (1 March 2023 to present)
- HTFS Nominees Pty Ltd (1 March 2023 to present)
- Eurack Investment Company Pty Ltd, Director and Company Secretary (28 June 1999 to present)
- Eurack Superannuation Company Pty Ltd, Director and Company Secretary (18 March 2014 to present)
- Warakirri Asset Management Ltd (Head of Multi Boutique) (16 November 2022 to 20 July 2024)
- Monash Centre for Financial Studies (Senior Advisor) (1 February 2022 to present)
- JANA Management Co Pty Limited (14 May 2018 to 27 April 2021)

## David Nicholas Coogan

### Qualifications:

- Bachelor of Business (Accounting)
- Member, Australian Institute of Company Directors
- Fellow Chartered Accountants Australia and New Zealand

Summary of the Director's experience as a trustee or board member, including the periods during which the person served as a trustee or board member:

- Equity Trustees Superannuation Limited (15 June 2023 to present)
- HTFS Nominees Pty Ltd (15 June 2023 to present)
- AvSuper Pty Ltd (21 February 2022 to present)
- Duxton Vineyard Pty Ltd (2019 to present)
- Pure Wine Company Pty Ltd (2019 to present)
- OzFish Unlimited Limited (2018 to present)
- Eucumbene Pty Ltd (2018 to present)
- Eucumbene One Pty Ltd (2018 to present)
- St Vincent's Hospital, Melbourne (1 July 2013 to present)

## Suzanne Dawn Holden

### Qualifications:

- Bachelor of Arts (Honours) – Mathematics and Drama, University of Surrey (1987)
- Diploma of Business Administration, Lancaster University (1991)
- Graduate Member, Australian Institute of Company Directors (GAICD) (2014)
- RG146, Association of Superannuation Funds of Australia (2013)

Summary of the Director's experience as a trustee or board member, including the periods during which the person served as a trustee or board member:

- Equity Trustees Superannuation Limited (13 February 2024 to present)
- HTFS Nominees Pty Ltd (13 February 2024 to present)
- St Vincent's Clinic (16/04/2024 to present)
- Association of Superannuation Funds of Australia (July 2015 to November 2018)
- Link Digicom Pty Ltd (November 2011 to August 2018)
- Australian Administration Services Pty Ltd (June 2016 to August 2018)
- The Superannuation Clearing House Pty Ltd (June 2016 to August 2018)
- Pacific Custodians Pty Limited (June 2016 to 2018)

The record of attendance at Board meetings for each Director is outlined in the following table:

Director	FY 2024		FY 2023		FY 2022		FY 2021		FY 2020		FY 2019		FY 2018	
	Attendance	Held	Attendance	Held	Attendance	Held	Attendance	Held	Attendance	Held	Attendance	Held	Attendance	Held
Catherine Robson <sup>1</sup>	12	12	10	10	n/a	n/a	n/a	n/a	10	10	19	19	8	8
Michael O'Brien <sup>2</sup>	12	12	10	11	8	9	9	10	10	11	18	19	7	8
Sue Everingham <sup>3</sup>	12	12	11	11	9	9	10	10	11	11	5	6	n/a	n/a
Steven Carew <sup>4</sup>	11	12	5	5	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
David Coogan <sup>5</sup>	12	12	1	1	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Suzanne Holden <sup>6</sup>	5	6	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Paul Rogan <sup>7</sup>	n/a	n/a	10	11	9	9	10	10	7	8	n/a	n/a	n/a	n/a
George Zielinski <sup>8</sup>	n/a	n/a	n/a	n/a	5	9	10	10	n/a	n/a	n/a	n/a	n/a	n/a
Anthony Lally <sup>9</sup>	n/a	n/a	0	1	9	9	10	10	11	11	17	19	1	1
Mark Blair <sup>10</sup>	n/a	n/a	5	5	8	9	10	10	11	11	18	19	8	8
Ellis Varejes <sup>11</sup>	n/a	n/a	11	11	9	9	10	10	11	11	19	19	8	8

1 Catherine Robson appointed Director on 1 July 2014 to 5 May 2020; re-appointed Director 16 August 2022; appointed Chair 1 September 2022

2 Michael O'Brien appointed Director 25 August 2016

3 Sue Everingham appointed as Director 15 February 2019

4 Steven Carew appointed Director 1 March 2023

5 David Coogan appointed Director 15 June 2023

6 Suzanne Holden appointed Director 13 February 2024

7 Paul Rogan appointed as Director 27 August 2019; retired 16 November 2023

8 George Zielinski appointed as Director 6 July 2020; retired 20 July 2022

9 Anthony Lally appointed as Director 1 June 2018; appointed as Chair 14 June 2018; retired 31 August 2022

10 Mark Blair appointed Director 24 March 2016; retired 10 February 2023

11 Ellis Varejes appointed Director 1 July 2014; retired 30 June 2023

n/a = did not hold the position at that time

You can find more information about the Trustee and Directors including the Trustee's Constitution, Director remuneration, Trustee's voting policy and other helpful information at [eqt.com.au/superannuation/board-and-governance](http://eqt.com.au/superannuation/board-and-governance).

# About other key management personnel

Other key management personnel of the Fund during the reporting period were:

Name	Title
Philip Dean Gentry	Chief Financial Officer and Chief Operations Officer, EQT Holdings Limited Group (Resigned on 06/06/2024)
Andrew Paul Godfrey	Executive General Manager, Corporate & Superannuation Trustee Services, EQT Holdings Limited Group

The qualifications and experience of each person is outlined below:

## Philip Dean Gentry

### Qualifications:

- Stanford Executive Program, 2010
- Master of Business Administration, International Institute for Management Development 1991
- Bachelor of Science, University of New South Wales 1983

Summary of the person's experience as a trustee or board member, including the periods during which the person served as a trustee or board member:

- Equity Trustees Limited (Director from 29 June 2016 – 6 June 2024, and Chair from 30 June to 6 June 2024)
- Equity Trustees Wealth Services Limited (Director from 1 May 2016 to 6 June 2024 and Chair from 23 June 2016 to 6 June 2024)
- APEX Super Pty Ltd (1 May 2016 to 6 June 2024)
- EQT Structured Finance Services Pty Ltd (1 May 2016 to 6 June 2024)
- EQT Legal Services Pty Ltd (1 May 2016 to 6 June 2024)
- EQT Services Pty Ltd (19 April 2016 to 6 June 2024)
- Equity Superannuation Administration Pty Ltd (1 May 2016 to 6 June 2024)
- Equity Superannuation Management Pty Ltd (1 May 2016 to 6 June 2024)
- EQT Australia Pty Ltd (1 May 2016 to 6 June 2024)
- Simple Wrap Pty Ltd (1 May 2016 to 6 June 2024)
- Super.com.au Pty Limited (1 May 2016 to 6 June 2024)
- Super.com Pty Ltd (1 May 2016 to 6 June 2024)
- EQT Corporate Securities Limited (22 August 2017 to 6 June 2024)
- EQT Responsible Entity Services Ltd (Director and Chair 29 March 2018 to 6 June 2024)
- EQT Securitisation Services Pty Ltd (5 June 2018 to 6 June 2024)
- EQT International Holdings Ltd (2 May 2016 to 6 June 2024)
- EQT International Holdings (UK) Ltd (13 September 2017 to 6 June 2024)

- Equity Trustees (UK & Europe) Ltd (1 November 2017 to 6 June 2024)
- HTFS Holdings Pty Ltd (8 April 2020 to 6 June 2024)
- Scheme Financial Vehicle Pty Ltd (16 September 2022 to present)
- Australian Executor Trustees Ltd (1 December 2022 to 6 June 2024)
- Greenfleet Advisory Board (September 2016 to present)
- CIBUS Group Pty Ltd (ended 30 July 2019)
- Hassad Australia Operations Company Pty Ltd (31 December 2017)
- Hassad Australia Pty Ltd (31 December 2017)

## Andrew Paul Godfrey

### Qualifications:

- Bachelor of Education – Victoria University (part of Deakin) 1986

Summary of the person's experience as a trustee or board member, including the periods during which the person served as a trustee or board member:

- Equity Trustees Limited (1 May 2024 to present)
- EQT Responsible Entity Services Ltd (1 May 2024 to present) and Chair (7 June 2024 to present)
- Mercer Outsourcing Australia Pty Ltd (6 May 2015 to 30 October 2020)
- Mercer Administration Services Australia Pty Ltd (7 December 2016 to 30 October 2020)
- Mercer Financial Advice Australia Pty Ltd (6 May 2015 to 30 October 2020)

You can find more information about the Fund's other key management personnel including remuneration details and other helpful information at [eqt.com.au/superannuation/board-and-governance](https://www.eqt.com.au/superannuation/board-and-governance).



# Service providers

The Trustee has appointed the following service providers to assist with material business activities of the Fund during the reporting period:

- Resolution Life Australasia Limited ABN 50 055 641 757 (**Resolution Life**) as Administrator, Investment Manager and Insurer.
- AIA Australia Limited ABN 79 004 837 861 as Group Life Insurer.

# Other prescribed Trustee disclosures

## Indemnity Insurance

The Trustee has professional indemnity insurance to protect it (and the Fund and its members) from certain liabilities that may be incurred in the carrying out of its duties. Protection from liability does not include loss incurred through gross or wilful misconduct and is subject to the terms and conditions of the indemnity insurance policy.

## Penalties

No penalties have been imposed on the Trustee under superannuation law.

# About the Fund

## Investment options

The Fund's investment objective is to provide a diversified range of investment options to suit various members' risk return profiles depending on their account or plan. This includes:

- investment-linked benefits with access to a range of investment choices to suit various members' risk return profiles and may include diversified and single sector investment options
- investment-linked benefits with no investment choice
- insurance and investment benefits within a Whole of Life or Endowment insurance policy, or
- a retirement income stream.

The Fund's investment strategy is to invest in life insurance policies issued by Resolution Life in accordance with the governing rules of the Fund. The Fund does not hold investments directly and any benefits paid to members are wholly determined by reference to life insurance products which is why details of these investments are not included in this information. Strategies for investment options are implemented either through the Fund holding group superannuation policies issued by Resolution Life that provide access to a range of investment options or through holding life insurance policies issued by Resolution Life that provide investment options for individual members.

The investment options available in the Fund, including their investment strategies and objectives, can be found in the Investment report available at [resolutionlife.com.au](http://resolutionlife.com.au). Select your product from the drop-down box available in the Superannuation or Retirement Income category.

Where investment choice is available to you, the name of the current investment option(s) you have selected will be shown on your latest Annual member statement.

The investment objective(s) are not a promise or guarantee of a particular return and are used to monitor ongoing performance of the options and underlying investments.

See further below for information about how investment returns are allocated to members. For information about the investment performance of the Fund's investment options for the reporting period, refer to your Annual member statement for the period. Past performance is not a reliable indicator of future performance.



## Statement of assets

The value of total fund assets as at 30 June 2024 and 30 June 2023 is set out in the table below:

30 June 2024	30 June 2023
\$2,662,178,696.11	\$2,649,513,358.08

More detailed information about the investments held by the Fund as at 30 June 2024 can be found at [resolutionlife.com.au/trustee-information](https://resolutionlife.com.au/trustee-information).

## Concentration of investments

The Trustee invests the assets of the Fund entirely in life policies issued by Resolution Life.

As the benefits paid to members of the Fund are wholly determined by reference to life policies, the following detailed financial information is not required under superannuation legislation to be included in this annual report:

- full audited accounts or abridged financial information relating to the Fund
- statements of assets of the Fund as at 30 June 2023 and 30 June 2024, and
- details of investments with a value in excess of 5% of total fund assets.

If you require a copy of audited fund accounts and auditor's report for the Fund for the financial year ending 30 June 2024, please contact Resolution Life on 133 731, and a copy will be provided free of charge.

## Derivatives Policy

The Trustee does not use financial derivatives directly. In managing your investment, the investment managers may use financial derivatives such as futures, options, swaps and forward exchange rate agreements. The use of financial derivatives will depend on the strategies of the individual investment options. The use of financial derivatives by investment managers is permitted provided it is in accordance with Resolution Life's guidelines of the investment strategy, the objectives of the investment option, and the relevant risk management processes on the use of derivatives.

## Allocation of investment earnings

The net investment earnings for members of the Fund are reflected in the value of the unit price for each investment option to which a member's benefits are referenced under the relevant life insurance product, rather than being credited or debited against individual member accounts. Changes in the unit price reflect the earnings of the assets in the investment option, after providing for tax and management fees.

Some investment options have a crediting rate instead of a unit price ('crediting rate options').

Crediting rate performance after applicable fees and taxes is available at [resolutionlife.com.au/performance](https://resolutionlife.com.au/performance). Please select your product from the drop-down box available in the Superannuation or Retirement Income category.

Please note:

- the crediting rate can change at any time without notice, and
- the investment return based on the crediting rate is calculated daily and credited to your account either monthly, annually or when you withdraw from the investment option.

Earnings under the Capital Guaranteed investment options are credited by declaring an interest (crediting) rate. As actual earnings of these investment options can vary from period to period, the declared interest rate is a smoothed allocation of these earnings. The rate is declared net of tax and any investment charges.

For Whole of Life and Endowment products, the distribution of profit (in the form of bonuses) is made in accordance with the *Life Insurance Act 1995* (Cth) Under this Act, Resolution Life's regularly assesses the strength of the Resolution Life Statutory Fund No.1 and determines how much profit it can prudently pay out, and how to share it fairly among different groups of policies.

Bonuses are only paid to members who hold a participating policy.

In determining bonus rates, Resolution Life not only considers the recent investment performance, but also likely future investment returns, estimated future rates of mortality, assumed rates of taxes, fees and other expenses. There are two types of bonuses: annual bonuses and terminal/end bonuses.

Annual bonuses are allocated to plans each year as additions to the sum insured and past accrued annual bonuses.

Terminal/End bonuses are currently paid in addition to annual bonuses on maturity, death or disability claims (where appropriate) on plans that have been in force for five years or more.

For more information on bonuses please visit [resolutionlife.com.au/whole-life-and-endowment](https://resolutionlife.com.au/whole-life-and-endowment).

## Regulatory Obligations

The Trustee of the Fund is subject to a wide range of statutory and regulatory requirements (including APRA Prudential and Reporting Standards for superannuation) including risk management obligations for the Trustee and the Fund.

The Trustee is required to maintain adequate funds to ensure it can meet its regulatory obligations to its policy members, and to address losses arising from operational risk events that may affect the registrable superannuation entities within its business operations. This is known as the Operational Risk Financial Requirement (ORFR).

## Fund Reserves

The Trustee is required to maintain an Operational Risk Financial Requirement (ORFR) as determined in accordance with Superannuation Prudential Standard 114 (SPS 114) within the Trustee Company and/or the Fund. SPS 114 requires that the Trustee Company and/or the Fund maintain adequate financial resources to address losses arising

from the operational risks that may affect the Fund. These resources are maintained within the Trustee Company rather than within the Fund. At the reporting date, the Trustee Company holds \$6,800,000 in capital (30 June 2023: \$6,708,001) to satisfy its requirement under SPS 114. The level of ORFR is monitored on a periodic basis.

# Other information

## Surcharge

If applicable and if you are liable for superannuation contributions surcharge, the amount will be deducted from your superannuation account and will be reflected in your Annual member statement for the financial year in which the deduction was made.

## Further Trustee and Fund Information

Further information about the Fund (including financial statements and auditor's report, the Fund's Trust Deed and governing rules, rules relating to the nomination, appointment and removal of the Trustee or a director, Fund financial statements, Annual member meeting information, Annual outcomes assessment, Retirement income strategy) and the Trustee (including Director's report, Australian financial services licensee financial statement) can be found at [resolutionlife.com.au/trustee-information](https://resolutionlife.com.au/trustee-information).

Contact us if you need further information (see the contact details at the beginning of this report).

## Complaints data for the year ending 30 June 2024

Number of complaints	36
Complaints outstanding	6
AFCA referred complaints	Nil

## Complaints summary

Complaints during the period were largely concerned with administration and contact centre service levels, members dissatisfied with communication issues with the Fund. To a lesser extent complaints were also around issues arising out of administrative delays.

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## Contact Resolution Life customer service

If you need to contact us:

- The fastest way is to chat with us online at [resolutionlife.com.au](https://resolutionlife.com.au)
- Submit an enquiry at [resolutionlife.com.au/enquiry](https://resolutionlife.com.au/enquiry)
- Call us on **133 731**
- Write to us at **GPO Box 5441, Sydney NSW 2001**