

Colonial Super Retirement Fund

2017-2018 Report to Members

Colonial Mutual Superannuation Pty Ltd
ABN 56 006 831 983 AFSL 235025

Abbreviations

Abbreviation	Description
APRA	Australian Prudential Regulation Authority
ATO	Australian Taxation Office
CMLA, the Administrator, Investment Manager, Insurer	The Colonial Mutual Life Assurance Society Limited ABN 12 004 021 809 AFSL 235035
Corporations Act	Corporations Act 2001 and Regulations
RSE Licence	Registrable Superannuation Entity Licence
SIS	Superannuation Industry (Supervision) Act 1993 and Regulations
SuperTrace	SuperTrace Eligible Rollover Fund ABN 73 703 878 235
the Fund	Colonial Super Retirement Fund ABN 40 328 908 469
the Group	Commonwealth Bank of Australia ABN 48 123 123 124 AFSL 234945 and its subsidiaries
TFN	Tax File Number
CMS, Trustee, we, us, our	Colonial Mutual Superannuation Pty Ltd ABN 56 006 831 983 AFSL 235025

This Report is issued by Colonial Mutual Superannuation Pty Ltd, trustee of the Colonial Super Retirement Fund.

CMLA is the Administrator, Investment Manager and Insurer. The Trustee and CMLA are both wholly owned subsidiaries of Commonwealth Bank of Australia.

The Group, except to the extent expressly stated otherwise in this 2017-2018 Report to Members, does not guarantee, or in any way stand behind, the performance of the Fund or the repayment of the capital or interest from the Fund. Investments in the Fund are not deposits or liabilities of the Group (other than CMLA or the Trustee), and investment-type products are subject to investment risk including possible delays in payment of benefits and loss of principal invested.

It is important to remember that your rights and benefits will be determined in accordance with the Fund Trust Deed and Rules and the respective life insurance policies where applicable, between the Trustee and the Insurer.

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Introduction

This Report relates to the following products within the Colonial Super Retirement Fund

Our contact details are below. Please call us if you need any further information.

**Customer Service
1800 624 100**

Colonial Living Money
CPI Pension
Colonial Retirement Plus Account
Colonial Personal Superannuation Bond
Colonial Superannuation Bond
Colonial Retirement Investment Plan
Colonial Retirement Accumulation Plan
Colonial Life Umbrella Super
Colonial Money Plan Super
Colonial Umbrella Investment Plan Super
Colonial Umbrella Financial Plan Super
Endowment
Pure Endowment
Whole of Life
Colonial PruPac

**Customer Service
1800 631 600**

Managed Investment SuperPlan
Managed Personal SuperPlan
Personal SuperCARE
SuperGuaranteeCARE
SuperUnits
Retirement Saver Series 2
Retirement Saver
Retirement Saver Plus
SuperLink
SuperLink Plus Series 2
SuperLink Plus Series 3
SuperWise Series 4
SuperWise Series 5

**Customer Service
13 1778**

Superannuation Bond
SuperFlex
Superannuation
Lifebuilder
Superannuation
Superannuation Bond "S" Series
SuperPlan
Superannuation
Wealth Portfolio
Superannuation
PruPlan Superannuation "PruLink"
PruPlan Superannuation
PruPlan Plus
Superannuation
PruPlan Superannuation "Unit-Linked"

**Customer Service
1800 552 660**

CPSL MasterFund
Superannuation
Colonial Flexible Income Retirement Plan
Colonial Select Allocated Pension
Colonial Select Personal Superannuation
Colonial Personal Superannuation Portfolio

**Customer Service
13 1056**

Umbrella Term Plan Super
Total Care Plan Super
Term Life Super
Income Protection Super
Low Cost Life Super

The Trustee is pleased to present its 2017-2018 Report to Members (Report) of the Fund.

If you would like us to send you a printed copy of this Report, please call us.

This Report provides you with an update on issues concerning your investment in the Fund and general information and details of the management of the Fund. This Report also outlines how you can obtain additional information about the Fund.

Your Annual Statement and this Report provide details of your benefits in the Fund.

If you have any questions about your superannuation benefits, please contact your financial adviser or call us.

The information in this Report has been prepared without taking into account your objectives, financial situation or needs. You should, before acting on this information, consider its appropriateness to your circumstances. You should speak to your tax adviser in relation to taxation issues and consider talking to a financial adviser before making any investment decision.

You can find information about product updates and changes to superannuation rules at **commbank.com.au/superreports** under the *Product and Regulatory updates* section in the *Product news and important information* document.

Pending Acquisition

On 21 September 2017, the Commonwealth Bank of Australia (CBA) announced the proposed sale of its life insurance businesses in Australia and New Zealand to AIA Group Limited (AIA). The trustee, Colonial Mutual Superannuation Pty. Ltd. (CMS), forms part of this proposed sale and will move from the CBA group and become a wholly owned subsidiary of AIA upon completion which is expected to occur in the 2018 calendar year.

Information about the Fund

About the Trustee

Colonial Mutual Superannuation Pty Ltd is the trustee of the Fund. The Trustee holds an RSE Licence under SIS and is a wholly owned subsidiary of Commonwealth Bank of Australia. The Fund is a regulated and registrable superannuation entity in accordance with SIS.

The Trustee's role is to make sure that the Fund is administered in accordance with the Trust Deed, SIS and other superannuation law, and in the best interest of members of the Fund.

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

Indemnity insurance

The Trustee as a member of the Group is covered under the Group's 'Directors & Officers' indemnity and professional indemnity insurance policies.

Financial information

During the reporting period, all assets of the Fund were invested in life insurance policies (Investment Policies) issued by CMLA. Insurance benefits (if applicable) are provided to the respective products in the Fund through life insurance policies (Life Policies) issued to us by CMLA.

All benefits due to the Trustee under the respective Investment and Life Policies are paid from, or from a combination of, the CMLA No. 1, 2L, 3 and 4 Statutory Funds (depending upon the nature of the benefit being paid).

Benefits applicable to each member are wholly determined by reference to the respective Life Policies. As a result the Fund is exempt from providing the audited fund accounts for the relevant reporting periods in this report.

When requested in writing, we will make copies of the following information available to you free of charge once each year:

- a copy of the recent audited accounts of the Fund; and
- a copy of the auditor's report.

You can also request certain other information relevant to the Fund or your entitlements. In some cases, however, we may charge a fee.

Who manages your investment?

CMLA is the investment manager and manages all investments of the Statutory Funds. CMLA delegates the investment of the Statutory Funds in which the Investment Policies invest to other investment managers.

The Trust Deed

Subject to law, the Fund's Trust Deed outlines the rights and obligations of the Trustee and Members.

The Trustee can change the Trust Deed at any time, although any change that may adversely affect your benefits is generally only possible if:

- SIS expressly permits it; or
- all affected Members agree to the change; or
- APRA agrees.

We will let you know if we make a change to the Trust Deed that affects you as required by law. A copy of the Trust Deed is available by calling us.

Trust Deed changes

During the period 1 July 2017 to 30 June 2018 there were no Trust Deed amendments.

Complying status of the Fund

The Fund is a complying superannuation fund and is eligible for concessional tax treatment. The complying status of the Fund can only be revoked in exceptional circumstances. It is the Trustee's intention to ensure that the Fund continues as a complying superannuation fund.

Superannuation Contributions Surcharge

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

Indexation of Administration, Member and Policy Fees

Some member, administration and policy fees are indexed annually, based on CPI, AWOTE or AWE. Following a review, the indexation of these fees has been paused where the annual fee is \$81 or more, with effect from 1 July 2018.

Information about the Fund's investments

Fund investment objectives and strategies

The Fund's investment objective is to provide a diversified range of investment options. The Fund's investment strategy is to invest in life insurance policies issued by CMLA in accordance with the governing rules of the Fund.

Details of the Trustee's investment objectives for the Fund as they relate to those products that have a savings benefit in the Fund are set out in the *Investment performance and other important information document*.

This is available online - simply visit **commbank.com.au/superreports** select the link under *Performance information* and then click on the link under *Annual performance reports* for the document titled *Annual performance report - 2018*.

An investment market commentary is also available online at the same location. We update this commentary on a quarterly basis.

Trustee policy towards use of derivatives

The Trustee does not use financial derivatives directly. Investment managers may use financial derivatives such as futures, options and forward rate agreements.

The use of financial derivatives will depend on the strategies of the individual investment options.

Responsible investing

Environmental, Social and Governance (ESG) factors, can have a material impact on investment outcomes and therefore CMLA considers these factors when determining each investment option's strategy. CMLA is a signatory to the Principles for Responsible Investment (PRI), which provides a framework for the mainstream global investment community to incorporate ESG factors into their investment processes.

CMLA outsources the implementation of most of its investment strategies to external investment managers and it is expected that each investment manager will have regard to ESG factors, including labour standards and ethical issues if they believe they will have a meaningful impact on investment performance. Each investment manager may have its own policy on the extent to which labour standards or environmental, social and ethical issues are taken into account when making investment decisions. When selecting managers, CMLA considers the extent to which each manager incorporates ESG factors into their investment processes.

CMLA does not have a predetermined approach for how managers or CMLA in the case of assets managed directly by CMLA, should consider labour standards or environmental, social or ethical factors when making investment decisions.

CMLA's ESG approach is reflected in its PRI ratings, receiving an A rating in six out of seven categories in 2018.

Other investment information

In consideration of brokerage paid to stockbrokers for purchases and sales of assets held in the Fund, certain brokers directly or indirectly provide research and/or data on financial markets to the investment managers.

The holding of units is subject to investment and other risks. The investment managers do not endorse or otherwise recommend the Fund or guarantee or warrant the performance of the Fund. The Trustee is responsible for all applications, withdrawals, reports and enquiries relating to investment in the Fund.

Where do we invest your money?

Your investment is pooled with money from other investors in one or more of CMLA's Statutory Funds 1, 2L, 3 and 4. The aim is to improve returns to all investors through the use of a range of investments usually unavailable to individual small investors. For unit-linked products, contributions are used to purchase units in your selected investment option/s. Changes in the value of these units constitute the investment returns.

In general terms, for participating and non-participating traditional and investment account business, your contributions are used to increase the equity in the underlying insurance policy. Bonuses

at rates determined by CMLA take into account investment returns achieved.

Net earnings

The net investment earnings for members of the Fund are reflected in the value of the unit price for each investment option, rather than being credited or debited against individual member accounts. Changes in the unit price reflect the earnings of the assets in the Fund, after providing for tax and management fees.

Lost members and unclaimed monies

Lost members

We will treat you as lost if you are uncontactable, meaning that:

- we have never had an address for you; or
- two written communications to your last known address return unclaimed; and
- we did not receive a contribution or rollover for you within the last 12 months.

If you are lost at any time we will report this to the ATO. The ATO maintains a Lost Member Register. We will also need to tell the ATO if we subsequently find you, or if you subsequently transfer to another superannuation provider. Additionally, if you are lost and your account is less than \$6,000 we will pay this to the ATO.

Unclaimed benefits

In some circumstances your benefits in the Fund may become subject to unclaimed superannuation benefit laws. Superannuation money may become unclaimed if:

- you have reached age 65; and
 - no contributions or amounts have been received by you, or for you, for at least two years; and
 - the Trustee has not had contact with you for five years, after which time reasonable efforts to make contact were unsuccessful; or
- you die and the Trustee determines that an immediate benefit (other than a pension) is payable and the Trustee cannot find the person entitled to the benefit after making reasonable efforts to do so and after the passing of a reasonable period; or

- you cease to hold a temporary visa and leave Australia and the ATO requires payment of the benefit.

The Trustee will transfer unclaimed benefits to the ATO. Where the Trustee transfers such benefits, you should direct any request for payment to:

Unclaimed Super Money
Australian Taxation Office
PO Box 3578
Albury NSW 2640

You can also contact the ATO on 13 1020. Alternatively, you can do an online search by logging on or creating a myGov account at **my.gov.au**

Departing Australia Superannuation Payment (DASP)

If you are a temporary resident and have not requested a DASP benefit within six months of the later of your temporary visa expiring and you leaving the country, we may be required to pay your account balance to the ATO, under Division 3 of Part 3A of the Superannuation (Unclaimed Money and Lost Members) Act 1999. In these circumstances you will no longer be a member of the fund and you will lose any insurance cover. You will also no longer be invested in your chosen investment option(s). We are not obliged to notify or give an exit statement to you in this circumstance as allowed by ASIC Class Order 09/437. Once your account balance has been transferred to the ATO, you may claim your benefit by contacting the ATO and downloading a DASP application from its website, **ato.gov.au**, or by calling on 13 10 20 or emailing it at **DASPmail@ato.gov.au**. Non-residents have the right to make an application to the Commissioner of Taxation to claim unclaimed superannuation under Division 4 of Part 3A of the Superannuation (Unclaimed Money and Lost Members) Act 1999.

Eligible Rollover Fund

Payment to an Eligible Rollover Fund

The Trustee has selected SuperTrace Eligible Rollover Fund (SuperTrace) as the fund to which it may transfer your benefit if:

- you do not have insurance cover and two pieces of written communication to you are returned unclaimed; or
- we are unable to allocate a contribution or rollover to your Account and the transferor will not accept a refund of the monies; or
- you exercise cooling-off rights and the nominated fund will not accept the transfer; or
- you do not have insurance cover, no contributions or rollovers have been credited to your Account for a period of at least 12 months, and your Account balance is less than \$1,000; or
- to meet family law requirements; or
- we have not had two-way contact with you for a period greater than three years.

The trustee of SuperTrace is Colonial Mutual Superannuation Pty Ltd ABN 56 006 831 983 AFSL 235025. SuperTrace is part of the Group's range of products and is administered by CMLA.

On transfer to SuperTrace, you cease to be an account holder of the Fund and your insurance cover (if applicable) will cease. You should also note that SuperTrace:

- will apply a different fee structure;
- has a different risk investment approach; and
- does not currently offer insured benefits in the event of death and disablement.

You should refer to the SuperTrace Product Disclosure Statement (PDS) for more details.

To obtain a copy of the current SuperTrace PDS, please contact:

The Administrator
SuperTrace Eligible Rollover Fund
Locked Bag 5429
Parramatta NSW 2124

Telephone 1300 788 750 between 8.30am to 6pm Monday to Friday, Sydney time or visit **supertrace.com.au**

Your personal information

Collection and verification of customer information

Customer information includes personal information such as name, age, gender, contact details as well as your health and financial information. The law requires us to identify our customers. We do this by collecting and verifying information about you. We may also collect and verify information about persons who act on your behalf. The collection and verification of information helps to protect against identity theft, money-laundering and other illegal activities.

We use your customer information to manage our relationship with you, provide you with the products and services you request and also tell you about the products and services offered by the Commonwealth Bank Group (Group), affiliated providers and external providers for whom we act as agent. If you have given us your electronic contact details, we may provide marketing information to you electronically. We may carry out the collection and verification of customer information in different ways and we will advise you of the most acceptable methods of doing this. We may disclose your customer information to carry out verification e.g. we may refer to public records to verify information and documentation, or we may verify with an employer that the information you give us is accurate.

We may collect and verify your full name, date of birth and residential address. If you are commonly known by two or more different names, you must give us full details of your other name or names. In addition, during your relationship with us, we may also seek, and collect, further information about you and about your dealings with us. You must provide us with accurate and complete information. If you do not, you may be in breach of the law and also we may not be able to provide you with products and services that best suit your needs.

Protecting customer information

The Group has a Privacy Policy outlining how we comply with the National Privacy Principles. You can view the Privacy Policy at commbank.com.au/privacy or request a copy from us or from any Commonwealth Bank branch.

Other disclosures

So that we can manage our relationships, we may disclose customer information to:

- your employer (if any, to the extent required to assist your employer to meet their obligations), brokers and agents who refer your business to us;
- any person acting on your behalf, including your financial adviser, solicitor, settlement agent, accountant, executor, administrator, trustee, guardian or attorney;

- if you have insurance: medical practitioners (to verify or clarify, if necessary, any health information you may provide), claims investigators and reinsurers (so that we can assess and manage any claim that you make), insurance reference agencies (where we are considering whether to accept a proposal of insurance from you and, if so, on what terms);
- external product providers into which you might direct some of your investment, other product providers to which we may transfer your investment; and
- organisations to whom we may outsource certain functions.

In all circumstances where our contractors, agents and outsourced service providers become aware of customer information, confidentiality arrangements apply. Our agents, contractors and outsourced service providers may only use customer information for our purposes. The law may require us to disclose customer information e.g. under Court Orders or Statutory Notices pursuant to taxation or social security laws or under laws relating to sanctions, anti-money laundering or counter terrorism financing.

The Group may send customer information overseas if:

- that is necessary to complete a transaction; or
- we outsource certain functions overseas.

We may also be permitted, as distinct from required, to disclose information in other circumstances.

Access to your personal information

The law allows you (subject to permitted exceptions) to access your personal information. You can do this by:

- emailing **customerrelations@cba.com.au**
- calling **1800 805 605*** or
- writing to:

Group Customer Relations
Commonwealth Bank of Australia
Reply Paid 41
Sydney NSW 2001

We may charge you for providing access to your personal information.

* A free call unless made from a mobile phone, which will be charged at the applicable mobile rate.

Enquiries and complaints resolution

The Trustee is obliged to provide you with any information you reasonably require to understand your benefit entitlements. If you require further information about the Fund, require assistance to understand your benefit entitlements, have an enquiry or complaint, please contact us.

What to do if you have a complaint

We accept that sometimes we can get things wrong, and when this happens we're determined to make them right again.

Talk to us

You can resolve most problems quickly and simply by talking with us. You can call us to get help resolving your problem. You can contact us in a number of ways:

Customer Relations Team

Phone: 1800 805 605

Fax: 1800 028 540

Email: customerrelations@cba.com.au

National Relay Service TTY/Voice

Phone: **13 3677**

Website: Relayservice.com.au

Speak and Listen Relay (SSR)

Phone: **1300 555 727**

If you need further assistance after your initial enquiry, you can also contact us by writing to:

The Complaints Manager
Group Customer Relations
Commonwealth Bank of Australia
Reply Paid 41 Sydney NSW 2001

Alternatively you can contact us through a third party, providing you give us written authority to deal with them regarding the complaint.

What we will do

When you make a complaint to us we will:

- acknowledge your complaint and make sure we understand the issues;
- do everything we can to fix the problem;
- keep you informed of our progress;
- keep a record of your complaint;
- give you the name of the person dealing with your complaint, a reference number and contact details so that you can follow up if you want to;
- provide you with regular updates on your complaint; and
- provide a final response within 90 days.

If we are unable to provide a final response to your complaint within 90 days, we will:

- inform you of the reasons for the delay;
- advise you of your right to complain to the Superannuation Complaints Tribunal (SCT) or, from 1 November 2018 to the Australian Financial Complaints Authority (AFCA); and
- provide you with the SCT or AFCA contact details.

External Dispute Resolution Superannuation Complaints Tribunal (SCT)

The SCT is a Commonwealth body that deals with complaints about superannuation. If you're not satisfied with our handling of your complaint or our decision, you may have a right to lodge a complaint with the SCT.

Before the SCT has jurisdiction to deal with the matter it must be satisfied that the complaint was referred to an appropriate person under our internal enquiries and complaints arrangements. The SCT cannot deal with your complaint until you have made reasonable efforts to have the complaint resolved by us.

If, after you have made a complaint, you are not satisfied with the response, or do not receive a response within 90 days, you can then lodge a complaint with the SCT.

The SCT cannot deal with certain matters, for example, decisions that relate to the management of the Fund as a whole, such as investment performance, the level of fees and charges.

If the SCT accepts the complaint, it will attempt to resolve the matter through conciliation. If a complaint cannot be resolved by conciliation and has not been withdrawn by the SCT, it proceeds to Review. This means the SCT will consider submissions and make a decision to determine the outcome of the complaint.

To contact the SCT, you can telephone 1300 884 114 between 9 am and 5 pm AEST, Monday to Friday from anywhere in Australia. Alternatively, visit their website at **www.sct.gov.au**

From 1 November 2018, the SCT will cease and will be replaced by the Australian Financial Complaints Authority (AFCA). AFCA offers a free independent dispute resolution service for consumer and small business complaints. You can contact AFCA on 1800 931 678 between 9 am and 5pm (Sydney time), Monday to Friday from anywhere in Australia, online at **www.afca.org.au**, or by writing to:

Australian Financial Complaints Authority
GPO Box 3
MELBOURNE VIC 3001

Directory

The Trustee

Colonial Mutual Superannuation Pty Ltd
Ground floor, Tower 1 201 Sussex Street
Sydney NSW 2000

Administrator, Investment Manager and Insurer

The Colonial Mutual Life Assurance
Society Limited
Locked Bag 5429
Parramatta NSW 2124

Principal Office of Administration

Level 1, 11 Harbour Street
Sydney NSW 2000

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