

A man and a young girl are holding hands and spinning in a field at sunset. The man is wearing a denim shirt and jeans, and the girl is wearing a white t-shirt and jeans. The background is a warm, orange-hued sky with silhouettes of trees and buildings in the distance. The entire image has a red gradient overlay.

Outcomes Assessment

for Financial Year 2023/2024

Bendigo SmartStart Super[®]
Choice

Through Bendigo SmartStart Super (BSSS), we want to help you prosper in retirement, by keeping our fees low and delivering long-term investment performance.

Bendigo Superannuation Pty Ltd (Bendigo Super) is required to carry out an annual assessment of the outcomes its super products provide to members. This Outcomes Assessment is for our Choice product and is an important review of how BSSS is delivering across areas that impact members' retirement savings. This includes investment performance, fees and costs, insurance, the scale of the Bendigo Superannuation Plan (the Fund) and benefits provided to members.

BSSS members had the option to choose from 11 Choice investment options with differing risk and return profiles, as well as the MySuper investment option. The Choice investment options include a selection of indexed lower cost investment options and more expensive active managed investment options. Members who don't make an investment choice will have their funds invested in our default lifecycle investment option, Bendigo MySuper.

The process of this review and results of our outcomes assessment is outlined below in three parts. Firstly, we present the key data we used to compare ourselves across the assessment factors outlined above. We then present an analysis of each of these assessment factors, followed by a final summary (determination) around whether we have met our obligations to promote the financial interest of our beneficiaries.

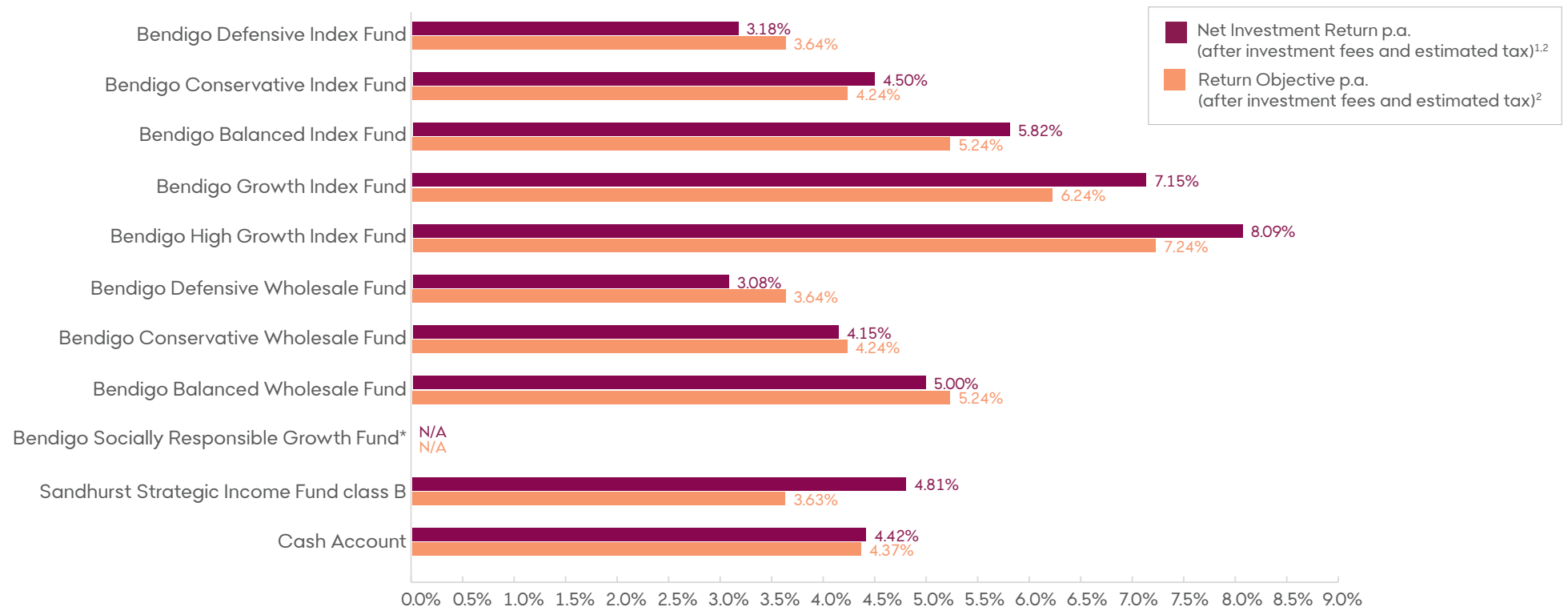
After completing a thorough assessment, we are pleased to report that we have continued to deliver members a simple low-cost super solution with long-term investment performance and customer service. The process of this review and results of our outcomes assessment for the Choice product are outlined below.

How we compare

Using data from the Australian Prudential Regulatory Authority (APRA) as well as third party research agencies such as Chant West and SuperRatings, we compared the performance of our accumulation investment options against a peer group of super funds for the financial year ending 30 June 2024.

Investment objectives, returns and risk

BSSS Choice investment returns compared to their investment objectives



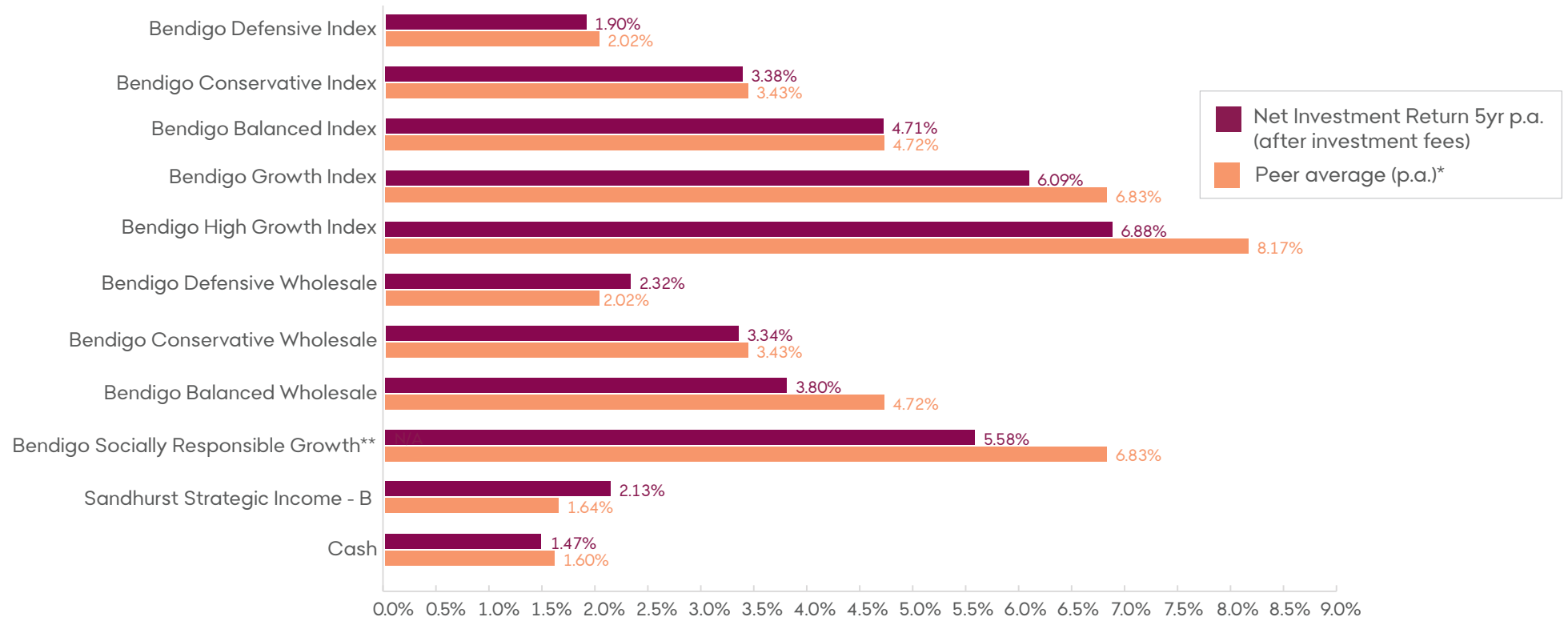
The majority of investment options met their investment return objective. The Bendigo Socially Responsible Growth Fund has not operated long enough to be tested against its return objective.

¹ All investment options assessed over 10 years with the exception of the Sandhurst Strategic Income Fund and the Cash Account which are assessed over two and one year respectively.

² The Sandhurst Strategic Income Fund and the Cash Account have before-tax investment objectives, so the returns shown are BEFORE tax.

* Removed from the Investment menu 28 November 2024.

BSSS investment returns



We have had mixed results with some investments options performing favorably or in line with peers and others performing below peers over 5 years.

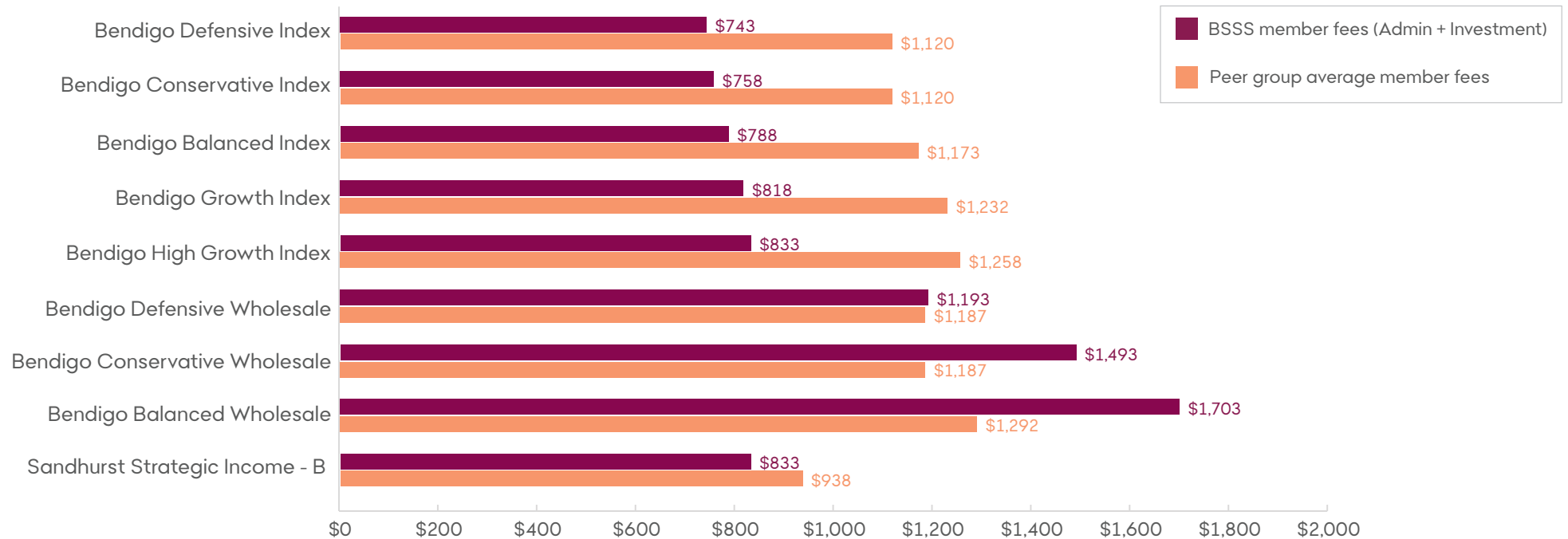
*Source Custom SuperRatings peer group average.

**Removed from the Investment Menu 28 November 2024.

Investment Risks:

All investment options met their respective risk objective of the investment return volatility not exceeding the Trustee's respective tolerances for each investment option over the last five years. The Trustee's risk objective in relation to the Standard Risk Measure, but on a backward-looking, realised actual basis, is not yet applicable, given none of the investment options have a 20-year history yet.

Member fees (Admin and Investment fees based on a \$150,000 account balance)



Whilst our Index Funds are priced competitively and compared favourably to our peers, our actively managed wholesale funds had investments fees higher than our peers. We are reviewing ways to improve net investment performance and we will continue to monitor the setting of fees.

We have not undertaken a comparison of our Cash investment option, which is also used as the Cash Account, against peers due to inconsistent industry data. However we confirm that we do not charge any fees for our Cash Account with funds held on deposit with Bendigo Bank who calculate and apply interest on a monthly basis based on the average 90 day bank bill swap rate.

Insurance

Providing members with an appropriate level of insurance is an important part of helping our members, or their family, financially in the event of an accident, serious illness or even death. However, we need to ensure that the cost of this cover isn't having an unduly detrimental effect on future retirement savings.

The results benchmarking insurance fees relative to contributions indicates that overall, the premiums are set at a reasonable level.

We reached this conclusion by looking at the following factors:

Factor	Results
Cost of insurance does not have an unduly detrimental effect on members retirement savings	<ul style="list-style-type: none">· The average premium costs are significantly lower than the industry guideline of 10% of annual super guarantee contribution's for the majority of members.· For those not regularly receiving super guarantee contributions the average premium cost to balance was 0.39% which is significantly lower than our objective of 3%.· The average default premium as a percentage of salary is 0.31%, well below the industry target of 1%.
Provide a claims admittance rate comparable to the industry average	<ul style="list-style-type: none">· Our claims admittance rate for Death and TPD insurance is lower than the industry average due to the application of a pre-existing condition exclusion. This exclusion allows us to keep our premium costs competitive.· Our claims admittance ratio for income protection insurance remains above industry average.

Analysis of each of the assessment factors

An important part of this review is how we comply as Trustee in promoting the financial interests of our members across investment returns, risk, fees, costs, and the benefits and facilities offered.

Investment returns and risk

Our determination: The investment strategy, including the risk and return targets, promotes the financial interests of members but with some opportunities for further enhancement which the Trustee intends to explore in the coming period.

We considered our Choice investment strategies and compared the risk and returns achieved throughout each investment option (and overall) against industry/peer group averages.

We reached this conclusion based on the following:

- The majority of investment options met their investment objectives.
- We continue to monitor our investments and review ways to improve investment performance.
- All investment options met their risk objectives.

Fees and costs

Our determination: Fees and costs charged are not inappropriately impacting the future retirement savings of members and the basis for setting fees is appropriate.

We considered our business operating costs and whether they are inappropriately affecting the financial interests of members.

We reached this conclusion based on the following:

- Administration fees were very competitive against the peer average.
- The objective of having member fees (administration and investment) of no more than the peer group average has been met for the majority of choice investment options.
- Our investment menu offers a choice of investments with different fee levels and investment objectives.
- Operating costs charged to the Fund or expense reserve are significantly below the industry average.

Insurance

Our determination: Insurance fees charged do not inappropriately erode future retirement savings of our members and that they are reasonable compared to actual claims paid out.

We looked at the appropriateness of our insurance strategy, and corresponding insurance costs were assessed, considering their impact on members' retirement outcomes.

Consideration was also given to the impact of different insurance arrangements and premiums for different products across Fund member cohorts. In assessing the erosion of retirement income, affordability measures were examined and benchmarked with comparable products.

Overall, we do not believe insurance fees charged in relation to the product inappropriately erode the retirement income of those beneficiaries.

Benefits & facilities

Our Choice product is simple and overall cost-effective for those members wanting a low-cost product where they can choose their investment option/s and have access to insurance, to meet their needs. By not offering premium services (which we note that members have not requested), Bendigo Super is able to keep the product fees competitive.

Overall, we have determined that we are mostly meeting our objectives of obtaining satisfactory customer service experience and providing effective member education and engagement.

The key measures assessed for customer satisfaction were: Overall Satisfaction, Ease of Dealing, Net Promoter Score (NPS) and Likelihood to Switch. Of the four measures, only our Net Promoter Score was considerably lower than the industry median, which we will focus on improving.

Scale

Our determination: Members are not disadvantaged by our scale

We considered the size of our BSSS Choice product in the context of the services we are able to leverage from being part of a larger organisation. Betashares assumed ownership from 1 September 2024 and will continue to provide shared services to Bendigo Super. Whilst the growth in our members is less than we would like, our assessment showed that we are able to offer a range of diversified choice investment options, with differing price points, with long-term investment performance and an appropriate insurance offering.

Bendigo Choice Trustee Determination

Our investment menu offers a choice of investments with different fee levels and investment objectives. Investment performance achieved the set investment return objectives for most options, with all investment options meeting their investment risk objectives. Basic (yet adequate) tools and facilities are offered to members to assist with keeping costs low.

Through undertaking the member outcome comparisons and assessments we as Trustee, have determined that we are promoting the financial interests of the beneficiaries in the Choice product.

The comparisons and assessments undertaken for the member outcomes assessment show that the Choice investment product is sustainable in terms of investment returns, insurance, fees and costs and scale.

All investment options that were subject to the 2024 APRA Annual performance Test passed.

We are also continually monitoring our investments and making prudent changes where we have conviction it should improve long-term returns.

We have balanced the comparative and assessment steps by considering the key factors

relating to returns, investment strategy, fees and costs. Secondary key factors relating to the appropriateness of insurance offerings including fees, and any disadvantages from scale, followed by consideration of options, benefits and facilities have also been taken into account.

Based on the comparison data and corresponding analysis of the assessment factors, we have determined that the following are appropriate to members/beneficiaries in the Choice product:

- (a) the options, benefits and facilities offered under the product;
- (b) the investment strategy for the product, including the level of investment risk and the return target;
- (c) the fees and costs;
- (d) scale;
- (e) the insurance strategy; and
- (f) that insurance fees charged do not inappropriately erode the retirement income of the majority of beneficiaries.

This determination is made for the financial year to 30 June 2024.

bendigosuperannuation.com.au

Bendigo SmartStart Super (the product) is issued by Bendigo Superannuation Pty Ltd (Bendigo Super, the Trustee) ABN 23 644 620 128, AFSL No. 534006 which is the trustee of the Bendigo Superannuation Plan ABN 57 526 653 420 (the Fund). Past performance is not an indication of future performance. This document contains general advice only. You should consider your situation and read the Product Disclosure Statement, available at betashares.com.au/super/documents, before making an investment decision. For target market determination: betashares.com.au/super (1848988-1847685) (03/25)