

Outcomes Assessment
for Financial Year 2022/2023

Bendigo SmartStart Super[®]
MySuper

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

Bendigo SmartStart Super (BSSS) members have the option to choose from 13 choice investment options with differing risk and return profiles, as well as the MySuper investment option. Members who don't make an investment choice will be invested in the default lifecycle investment option, Bendigo MySuper.

This Outcomes Assessment is an important review of how BSSS is delivering across areas that impact members' future retirement savings. This includes investment returns, fees and costs, insurance, benefits, and facilities (key assessment factors).

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. We used the following symbols to show whether we met an objective, partially met it, or did not meet it at all.

Objective was met	
Objective was partially met	
Objective was not met	

After completing a thorough assessment, we are pleased to report that as Trustee, we have determined that our Bendigo MySuper product promotes the financial interests of our beneficiaries (our members). We have continued to deliver members a simple, low-cost super solution with long-term investment returns and satisfactory customer service.

How we compare

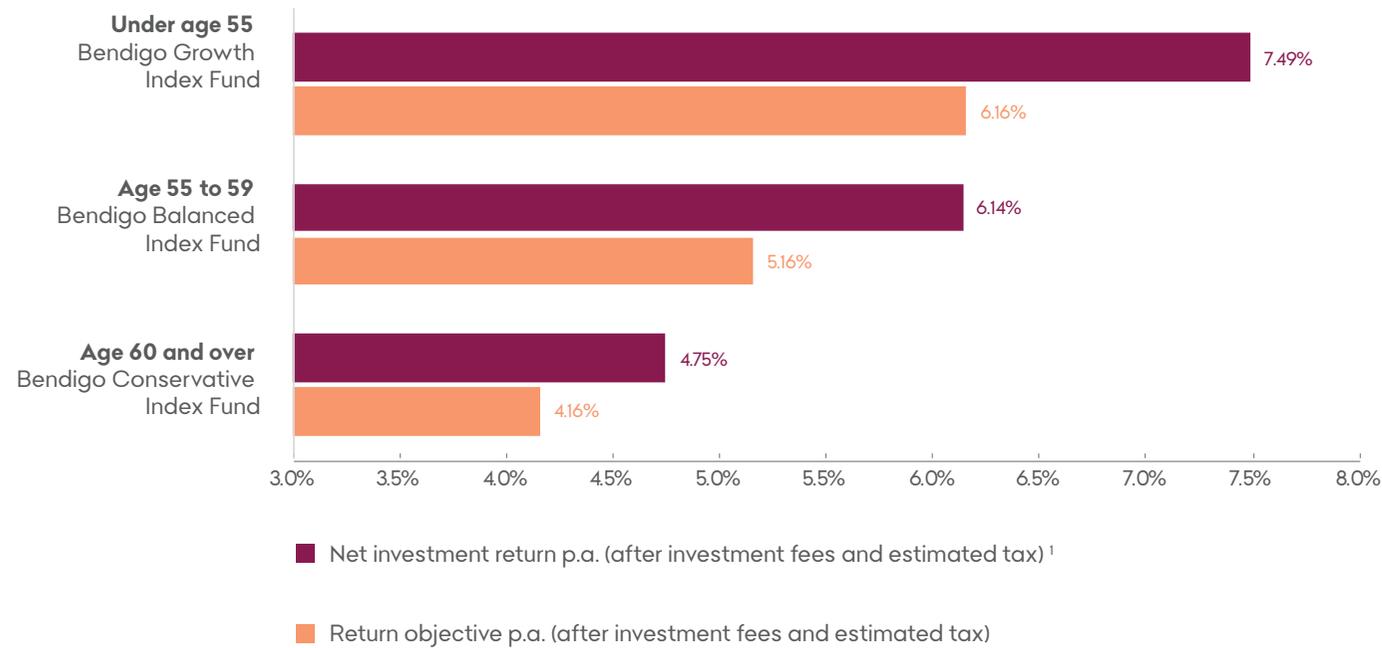
We used data as at 30 June 2023 and MySuper quarterly reported data to the Australian Prudential Regulatory Authority (APRA) as well as third party research agencies such as Chant West and SuperRatings to assess how we compared against the industry.

Investment returns and objective

We're pleased to report Bendigo MySuper continues to achieve long-term returns across all three lifecycle phases. Whilst we continued to exceed our long-term (10-year CPI+) objective for all lifecycle phases, net investment returns for the medium-term (5 years) underperformed compared to the industry average.

Objectives	Results
Achieve net returns above the industry average	✗
Achieve the investment objective of the default portfolio	✓

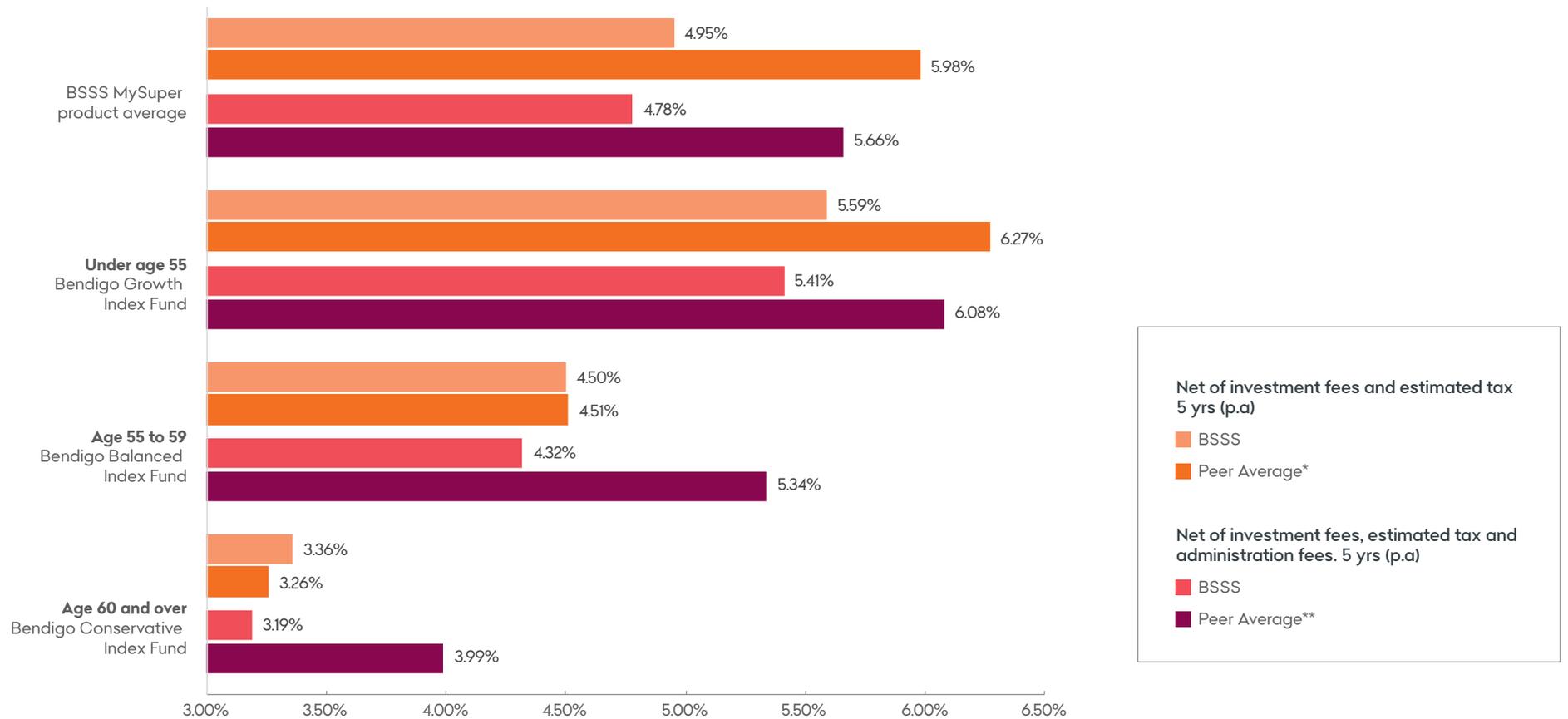
MySuper investment returns compared to their investment objective



¹All investment options assessed over 10 years.

Investment returns and objective

MySuper investment returns



* Investment returns after investment fees compared to like peers who have an allocation to growth assets within ±5% of the respective BSSS lifecycle phase (Data source: SuperRatings).

** Investment returns after investment fees and administration fees compared to underlying lifestyle peers whose age range lies within that of the respective BSSS lifecycle phase (Data source: APRA Quarterly MySuper Statistics).

Investment risk

The Standard Risk Measure (SRM) considers the number of expected negative years in 20 years. The riskier the investment, the higher this number will be and the higher level of investment uncertainty.

Objectives

Achieve below the industry SRM average

Results



MySuper investment risk averages over 5 yrs	BSSS option SRM Rating (# of negative years in 20)	Lifecycle MySuper average SRM rating (all options covering same age)*
BSSS MySuper product average	2.43	4.31
Lifecycle Stage 1 (Growth Index, Age up to 55, Growth exposure 90%-70%)	3	4.84
Lifecycle Stage 2 (Balanced Index, Age 55-59, Growth exposure 70%-50%)	2	4.42
Lifecycle Stage 3 (Conservative Index, Age 59+, Growth exposure 50%-30%)	1	3.70

*Data source: APRA quarterly MySuper reporting

Member fees

Paying low fees, plays an important role in maximising retirement outcomes. We found that our fees are well below the industry average across both product fees (such as administration fees) and investment fees (the cost of managing your investment based on a \$50,000 balance).

Objectives

Fees of no more than the industry average

Results



Product average fees [^]	Representative member Fee \$
BSSS MySuper product (average of the three lifestages)	\$328
All MySuper products average	\$437
High-Low range of all MySuper product fees	\$694 - \$195

[^]Data source: APRA quarterly MySuper reporting

Each Lifecycle stage	Representative member Fee \$
Bendigo Growth Index	\$338
All industry average (Growth)	\$470
Bendigo Balanced Index	\$328
All industry average (Balanced)	\$408
Bendigo Conservative Index	\$318
All industry average (Conservative)	\$347

Insurance

Providing members with an appropriate level of insurance is an important part of helping our members 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 a detrimental impact on future retirement savings.

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

Objectives

To provide a range of insurance options while containing premium costs to a level comparable with other comparable products

Results



We reached this conclusion by looking at the following factors:

Factor	Results
Cost of insurance does not have a detrimental impact on members retirement savings	<ul style="list-style-type: none"> · The average premium costs are lower than 10% of annual Super Guarantee contributions. · The average cost of our default cover is significantly less than the industry benchmark of 10%. · For those not regularly contributing Super Guarantee the average premium cost to balance was 0.38% which is significantly lower than our objective. · The average default premium as a percentage of salary is 0.31%, well below the industry target of 1%.
Provide a claims admittance ratio comparable to the industry average	<p>Our claims admittance ratio for Death and TPD insurance has remained consistent with last year but is still lower than the industry average due to the application of a five year pre-existing condition exclusion. This exclusion allows us to keep our premium costs competitive.</p> <p>Our claims admittance ratio for income protection insurance remains above industry average.</p>

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.

We looked at the appropriateness of investment returns, investment risk and asset allocation across the lifecycle design and its impact on the future retirement savings of members.

We reached this conclusion based on the following:

- The Bendigo MySuper net investment returns have exceeded their CPI objectives over 10 years, across the life cycle and for each investment option.
- Bendigo MySuper achieved its investment 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 looked at the impact of fees and operating costs across each lifecycle stage and how these compared with the industry average across different member segments.

Our representative member fee of \$328 is significantly less than the industry MySuper average of \$437. Our operating costs were \$89 per member, significantly below the industry average of \$223.

Insurance

Our determination: Insurance fees charged do not inappropriately erode future retirement savings across most 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 any insurance fees charged in relation to the product inappropriately erode the retirement income of those beneficiaries.

Benefits & facilities

Bendigo MySuper is designed to be simple and cost effective. As such, our objective is to ensure that services we offer and how we engage with members is relevant and beneficial. This way we can continue to keep Bendigo MySuper fees competitive.

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

Objectives	Results
Adequate level of customer service	
Providing effective members' 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 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 Bendigo MySuper in the context of the services we are able to leverage from being part of the Bendigo and Adelaide Bank, together with the core services and features our members receive from our key service providers being our member administrator and insurer. Our assessment showed that we are able to offer a competitively priced product, with long-term investment returns and an appropriate insurance offering.

Bendigo MySuper Trustee Determination

Bendigo MySuper is low cost, with its representative member fees well below the MySuper industry average. Investment returns exceeded the set investment objectives for each MySuper investment option and investment risk objectives met. Basic (yet adequate) tools and facilities are offered to members to assist with keeping costs low.

Bendigo MySuper passed the 2023 APRA Annual MySuper Performance Test.

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

We balanced the comparative and assessment steps by considering the key factors such as 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 considered.

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

- (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 2023.

bendigosuperannuation.com.au

Bendigo SmartStart Super (the Fund) is issued by Bendigo Superannuation Pty Ltd (Bendigo Super) ABN 23 644 620 128, AFSL No. 534006 a subsidiary of Bendigo and Adelaide Bank Limited (the Bank) ABN 11 068 049 178 AFSL 237879. Bendigo Super and the Bank receive remuneration on the issue of the Fund or the service they provide, full details of which are contained in the Product Disclosure Statement. Investments in the Fund are not deposits with, guaranteed by, or liabilities of the Bank or any of its related entities. 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 www.bendigobank.com.au/super, before making an investment decision. For target market determination: www.bendigobank.com.au/TMD (1973649-1973593) (03/24)