

SPSL Pooled Superannuation Trust Year in Focus 2023-24



SUPERANNUATION | INVESTMENT | ADVICE | INSURANCE

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The SPSL Pooled Superannuation Trust (SPSL PST) (ABN 14 099 548 418 RSE Licence No. R1056679) is a complying pooled superannuation trust.

This report has been produced by Brighter Super Trustee (ABN 94 085 088 484 AFS Licence No. 230511) (“Trustee”) as trustee for the SPSL PST and may contain general advice, which has been prepared without taking into account your objectives, financial situation or needs. As such, you should consider the appropriateness of the advice to your objectives, financial situation and needs before acting on the advice. Before deciding to continue to hold an interest, you should read your Information Booklet and consider how the information contained in this annual report relates to your own situation.

Brighter Super may refer to the Trustee or the Fund as the context may be. The SPSL PST is administered alongside Brighter Super. Any questions can be referred to Brighter Super by calling us on 1800 444 396 or by emailing us at info@brightersuper.com.au.

Current information about investment performance and other relevant matters will be published on our website and in our newsletters. We will send you a free printed copy of this report at your request.

Year in Focus 2023/24

Message from Chief Executive Officer: Kate Farrar

I would like to say a big thank you to all our valued SPSL Pooled Superannuation Trust (SPSL PST) unitholders, who have been so supportive on our journey of transformation as we merged Suncorp Super (SPSL) into Brighter Super. We are now the fourth largest non-government financial institution¹ in Queensland, serving Australians everywhere.

While we have grown quickly over the past few years, we haven't lost our personal touch, which sets us apart from the larger super funds. We have always focused on maintaining personal interactions because we know that's what makes a difference for our unitholders in retirement.

And thank you to my team. Your unwavering support, innovative thinking, member focus and relentless pursuit of excellence have been the driving forces behind our success.

One of the key benefits of the merger has been the ability to select the best from each foundation fund and implement best-practice tools, systems and services across the board. We demonstrated this in the 2023/24 financial year through a range of initiatives that formed part of our commitment to being 'brighter together'.

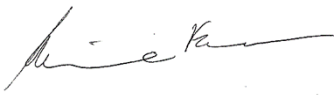
Realigning our team

During 2023/24, we took the opportunity to restructure our Operations business to ensure there was end-to-end accountability for the service experience across our Contact Centre and Service Delivery teams. Our aim is to deliver a better experience for all unitholders.

Going forward, the realignment will also enable us to introduce emerging servicing and supporting capabilities as our service transformation journey progresses.

The year ahead

The Brighter Super team and I look forward to supporting you over the year ahead and doing our very best to help you achieve a brighter retirement.



Kate Farrar

Chief Executive Officer

1. Based on assets under management for non-government financial institutions in Queensland.

Investments

For each investment in the SPSL Pooled Superannuation Trust (SPSL PST), we invest in a corresponding insurance policy issued by TAL Life Limited (TAL).

TAL makes investments to fund their obligations under the policy by investing in growth assets and inflation linked securities. The investments are used to make payments and to meet expenses as they arise.

The policies provide pensions paid to the unit holders in the SPSL PST. These pensions incorporate notional earnings and as a result there are no net earnings for the SPSL PST itself.

Investments exceeding 5%

As at 30 June 2024, the following investments of the SPSL PST exceeded 5% of the total assets.

Investment	Percentage
TAL Life Limited Insurance Policies	100%

Current investment managers

The investment manager as at 30 June 2024 is:

- TAL Life Limited.

The investment manager may be changed and/or other investment manager(s) added from time to time.

Other important information

Tax and Government charges

Taxes, duties and levies incurred by us are recovered directly from the assets of the SPSL PST or directly from your account.

Other fees and costs

We may, to the extent permitted by law, deduct investment costs either from the assets of the SPSL PST or directly from your account 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, any expenses which are properly incurred by the Trustee in managing and administering the SPSL PST (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 SPSL PST.

Other costs that we incur may also be deducted from the assets of the SPSL PST.

Requests for information

Your Fund Information Report provides you with financial and investment information to help you understand your investment in the SPSL PST. The Trust Deed and superannuation law set out your rights and entitlements. You can request a copy of the following documents by calling us:

- Trust Deed
- Financial statements.

We may charge a fee to cover the cost of providing copies of some of these documents.

We're here to help

We're available 8:00 am – 5:30 pm (AEST), Monday to Friday (excluding national public holidays).

Do you have a question or need some help? Feel free to give us a call, or use our online enquiry form and we can call you back at a time that suits you.

Phone

1800 444 396

Email

info@brightersuper.com.au

Post

GPO Box 264, Brisbane Qld 4001

Visit us

Level 20, 333 Ann St, Brisbane Qld 4000
Monday to Friday 8:00 am – 5:30 pm (AEST)

Complaints

If a unitholder is not satisfied with the service we have provided, we have a complaints handling process. Unitholders can contact our Complaints Officer as follows:

Phone

1800 444 396

Email

complaints@brightersuper.com.au

Post

Complaints Officer
Brighter Super, GPO Box 264, Brisbane Qld 4001

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

Phone

1800 931 678 (free call within Australia)

Email

info@afca.org.au

Post

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.

Trustee liability insurance

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 SPSL PST's assets for liabilities it may incur. The Trustee has appropriate professional indemnity insurance.

Ceasing to be an eligible unitholder

Complying super funds, complying approved deposit funds, pooled super trusts and a limited number of eligible unitholders as permitted by the Superannuation Industry (Supervision) Act (SIS), may invest in the SPSL PST. If you cease to be an eligible unitholder, you must notify us immediately and take all reasonable steps to immediately withdraw your investment in the PST, unless the Australian Prudential Regulatory Authority directs otherwise. A breach of this requirement is an offence under SIS.

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 your investment. 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.

Privacy

We respect the privacy of our unitholders. We comply with the Australian Government's Privacy Act, and only collect the information we need to look after our unitholders' accounts and keep in touch with them. Unitholders can obtain a copy of our Privacy Policy from our website or by calling us on **1800 444 396**.



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+61 7 3244 4300 **1800 444 396** info@brightersuper.com.au
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Brighter Super Trustee (ABN 94 085 0888 484, AFS Licence No. 230511) ("Trustee") as trustee for Brighter Super (ABN 23 053 121 564) ("Fund"). The SPSL PST is administered alongside Brighter Super.