

**Trustee of the IOOF Portfolio Service Superannuation Fund ABN 70 815 369 818 and AvWrap Retirement Service ABN 82 004 832 237 (Fund)**

Annual Member Meeting for the financial year ending 30 June 2025 held online via video conference on Thursday 19 February 2026 at 4:30 pm (Melbourne Time).

**PRESENT:**

Danielle Press	Chair & Independent Non-Executive Director
Beth McConnell	Independent Non-Executive Director
Marianne Perkovic	Independent Non-Executive Director
Mario Pirone	Independent Non-Executive Director
Steven Schubert	Independent Non-Executive Director
Sharon Suan	Chief Member Officer
Anvij Saxena	Chief Risk Officer
Daniel Farmer	Chief Investment Officer
David Woodall	CEO – Superannuation
Elizabeth McCarthy	CEO – MLC Expand
Jason Sommer	Chief Operating Officer
Christopher Tay	Company Secretary
Sharyn Cowley	Company Secretary
Belinda Cicchiello	RSE Auditor
David Lewis	RSE Actuary
Mark Nelson	RSE Actuary

**IMPORTANT INFORMATION:**

The presentations, meeting minutes and answers to member questions may contain general advice that does not take into account your objectives, financial situation or needs. Before you act on any general advice, you should consider whether it is appropriate to your individual personal circumstances. Before making any investment decision you should obtain and read the Fund's product disclosure statement which is available at <https://www.ioof.com.au/forms> or by calling 1800 913 118. Past performance is not an indicator of future performance.

The minutes include a summary of the key aspects of the presentations and the member questions submitted through the registration process and answered in the meeting. Any questions about a member's Fund account or questions of a personal nature cannot be answered during the meeting. Members can get in touch with the Contact Centre if they have questions about their Fund account or their personal circumstances.

**INTRODUCTION AND CHAIR'S ADDRESS**

Ms Danielle Press, the Chair of IOOF Investment Management Limited, the trustee for IOOF Portfolio Service Superannuation Fund and AV Wrap Retirement Service opened the Annual Member Meeting (**AMM**), welcomed attendees and made the acknowledgement of country.

Ms Press outlined the agenda for the meeting and noted that:

- the Trustee looks after the retirement savings of over 270,000 members; and
- the Fund is part of the Insignia Financial group of companies, one of Australia's largest wealth managers.

Ms Press advised that pre-submitted member questions will be answered in the Q & A section and responses to those questions not answered during the meeting will be posted on the Fund's website within one month of the meeting.

Ms Press spoke about the following:

- The purpose of superannuation is to help Australians build financial security so they can retire with confidence, dignity and choice.
- The Trustee's role is to manage members' superannuation responsibly, transparently, and always in their best interests.
- Being part of Insignia Financial, the Fund benefits from the group's scale, giving access to a wider range of investment opportunities, improved products and services and the ability to deliver more competitive fees.

Ms Press advised that with cyber threats becoming more sophisticated, there has been continued investment in cyber security to protect member data and retirement savings. Cyber Security and Scams Awareness hubs have been introduced as well as enhanced login security measures such as multi-factor authentication.

Ms Press outlined the following changes made to superannuation in 2025:

- The superannuation guarantee rate increased to 12% on 1 July 2025, marking the final scheduled rise in the legislated increase to improve retirement savings; and
- Payday Super legislation passed in November 2025. From 1 July 2026, employers are required to pay employee superannuation contributions at the same time as salaries and wages, with the funds needing to reach the employee's super account within 7 business days of the payday.

Ms Press advised that it has been a challenging year for many Australian investment platforms, particularly with the collapse of the Shield Master Fund and First Guardian Master Fund. She confirmed that these funds were never included on the Fund's platforms as they would not have met the Trustee's comprehensive due diligence criteria.

Ms Press provided an outline of the work undertaken to enhance and simplify products over the past year:

- Reduced account and administration fees across MLC Expand, IOOF and Shadforth Portfolio Services products.
- Migrated MLC Wrap to MLC Expand, delivering a better experience for members and advisers.
- Launched MLC Retirement Boost, supporting members from savings through to retirement with flexible income options.
- Introduced the Essential Plus investment menu through Expand Essential; an extended range of investment options that gives members access to Term Deposits and selected ETFs.
- Continued to focus on member support by upgrading AI assistants and improving communications to help keep members informed and engaged.

Ms Press advised that despite some rocky and at times turbulent market conditions particularly with US tariffs and ongoing conflicts in Europe and the Middle East, there was another year of healthy investment performance in 2025.

Ms Press reminded members that there are 2 financial advice businesses under the Insignia Financial umbrella; Bridges and Shadforth. Ms Press advised that if members have questions about how best to manage their super, make a binding death benefit nomination or are thinking about retiring to get in touch with the Contact Centre.

Ms Press welcomed Mr Dan Farmer, Chief Investment Officer to the meeting.

## **INVESTMENT PERFORMANCE AND MARKET UPDATE**

Mr Farmer advised that 2025 was another strong year for investment returns achieved despite some challenging market conditions.

Mr Farmer noted that he would speak about the Fund's returns for the 2025 calendar year as these returns are more up to date than the returns to June 2025.

Mr Farmer provided an overview of the major economic drivers over the past 12 months including:

- Inflation, interest rates and their impact on markets.
- US tariffs and their impact on inflation and markets.
- The impact of the rapid rise of AI on equity returns particularly for AI stocks.

Regarding investment returns, Mr Farmer advised that the global equity markets portfolio delivered strong returns 19.7% (currency hedged) and the fixed interest portfolio generated a one-year gross return of 5.65% for the calendar year to 31 December 2025. He noted that private credit's performance has been healthy with resilience built by moving the focus from Australian to US-based opportunities.

Mr Farmer noted that for members in investment options that include unlisted infrastructure, their super is invested in assets like Heathrow Airport, which is a large, long-life asset with strong stable cash flows.

Mr Farmer advised that the IOOF Balanced Growth option where the majority of MySuper members are invested:

- delivered a strong return of 10.55% p.a. over 3 years to 31 December 2025 and a return of 8.8% for the calendar year to 31 December 2025 (net of investment management fees and tax and before administration fees); and
- is in the top 10 MySuper options surveyed over the 3-year period as reported by SuperRatings.

Mr Farmer noted that the investment option's performance has been largely influenced by its allocation to global share markets, which have continued to perform strongly, supported by lower interest rates, persistent investment in technology companies, and solid corporate earnings growth. He noted that the investment option also holds a broad range of alternative and unlisted investments not traded on standard public markets which help diversify risk and contribute to steady long-term returns.

Mr Farmer advised that by spreading investments across many different sectors and asset types, members' super balances are not dependent on a single market segment to generate performance, making it better positioned to handle periods of volatility.

Mr Farmer provided an update on the year ahead and noted:

- The outlook for growth remains positive with the current moderate pace to continue for a little longer.
- The roll out of AI solutions is expected to improve labour productivity.
- Inflation is expected to moderate and for the most part, the impact of US tariff-driven adjustment has already happened.
- The underlying fundamentals for equities remain healthy although the outlook on Australian equities is more cautious.
- A watch is being kept on trade tensions, the possibility of recessions and geopolitical risks.

Mr Farmer thanked his investment team and noted that their number one priority is building members retirement savings. Mr Farmer advised that he is confident in their ability to continue to deliver solid performance over the long term and to help members achieve their retirement goals.

Mr Farmer handed back to Ms Press for the Q & A session.

## **MEMBER QUESTIONS AND ANSWERS**

Ms Press opened the Member Q &A session by introducing the panel which included Chief Investment Officer, Mr Dan Farmer, CEO - MLC Expand, Ms Liz McCarthy and Chief Member Officer, Sharon Suan.

Ms Press reminded members that the answers provided are for information purposes only and do not constitute financial advice.

**1. What measures are being taken to prevent hacking and to help ensure our data and accounts are safe?**

**Sharon Suan:** Protecting our members' information and accounts is a top priority. We have a dedicated cyber security team, supported by 24/7 monitoring from specialist security partners. Your data is encrypted and accounts are protected with strong login controls, including multi-factor authentication. We use tools that detect and block suspicious activity. We also work closely with government and industry experts to stay ahead of emerging threats. Cyber security is a shared responsibility, so we also train our people and regularly share scam-awareness tips with members. You can find more information on our cyber security page on the IOOF website.

**2. Why is multi-factor authentication not required every single time you log into your MLC Expand account and what changes have been made following the recent high-profile breaches?**

**Sharon Suan:** We use adaptive multi-factor authentication, which means each login is assessed based on risk. If you are logging in from a new device, location, or if we detect unusual behaviour, you will be asked to verify your identity with a code. Behind the scenes, we continue to strengthen our controls, including enhanced monitoring, detecting leaked credentials, and taking down fake websites that mimic our brand. Our systems are also regularly tested and aligned with the regulator's requirements, and the Board reviews our cyber security strategy each year.

**3. What are we doing about overseas cyber threats and activity on the dark web?**

**Sharon Suan:** We know cyber threats can be worrying, especially those coming from overseas or the dark web. Your super and personal information are protected through layered security controls and round-the-clock monitoring. We also use intelligence from government and industry sources to identify emerging threats and have clear response plans in place if anything suspicious is detected.

**4. What has been the investment in cyber security on mobile apps and back-office systems this year, what is planned for next year and how cyber ready is the Fund?**

**Sharon Suan:** Over the past 12 to 18 months, we have continued to invest in strengthening security across our mobile app and core systems to safeguard our members. This includes multi-factor authentication, improved detection of suspicious activity, 24/7 monitoring, and regular independent testing. These investments are ongoing and aligned to the regulator's requirements, ensuring we are well prepared for both current and future cyber threats.

**5. How much retirement savings is needed for a comfortable retirement and what support is available?**

**Liz McCarthy:** There is no single figure that defines a comfortable retirement for everyone, as it depends on your personal circumstances, your lifestyle expectations, your health, your assets. A useful starting point, however, is the ASFA Retirement Standard, this is a benchmark you can use to guide your thinking about how much money you need in retirement. A comfortable retirement for homeowners aged 65 to 84 is estimated at around \$54,000 per year for singles, and about \$76,000 for couples. This equates to between \$2,000 and \$3,000 per fortnight, and it assumes you own your own home and you're in good health. In contrast, the Age Pension is subject to income and assets tests and provides a lower maximum payment of around \$1,000 for singles, and just under \$2,000 for a couple per fortnight. The Age Pension alone is generally lower, so many members will need additional retirement savings or income. Our website includes tools and resources to help you estimate your needs, but you can also speak to your financial adviser or give us a call.

**6. How can members begin retirement planning and what support is there for members transitioning into retirement?**

**Liz McCarthy:** A great first step is speaking with your financial adviser. If you do not have one, you can book an appointment with us through our financial coaches at no extra cost to you. They can provide you with general advice about retirement planning and processes, including pension eligibility, contribution and withdrawal rules, investment options, even setting you up with a pension account. We also have resources designed to support members as they move from accumulation to retirement. We can provide you with articles, calculators, and online education tools. There is also a quarterly newsletter that gives you insights and guidance to make sure you get the right advice. You can opt into our marketing to receive that email if you do not already. Check if you are opted in, if not, send us a message or give us a call and we can sort that out for you.

**7. Are there tools to help estimate retirement income and identify retirement savings gaps?**

**Liz McCarthy:** The Retirement Planner calculator is one of those tools. It lets you estimate retirement income and see whether there are any gaps between your savings and your goals. Once again, speak to your financial adviser, they can help you out. If you do not have a financial adviser, we have got coaches available at no extra cost to you.

**8. How is the Trustee delivering meaningful retirement solutions that reflect different lifestyles and needs?**

**Sharon Suan:** The Trustee's role is to help members turn their super into reliable income that supports the lifestyle they want in retirement. Retirement is changing fast. More Australians are retiring, they are living longer, and their income needs to last longer. That is why we have refreshed our Retirement Income Strategy to better support our members. We focused on three key areas:

- Better income solutions. We have introduced MLC Retirement Boost to help members enjoy higher and more stable income in retirement.
- Stronger advice support. We are launching a Retirement Advice Centre of Excellence, giving advisers better tools, training and insights to support members.

- A more personalised retirement journey. We are improving our digital experience and communications, so members receive clearer, more tailored support as you move into retirement.

**9. What retirement products does the Fund have?**

**Liz McCarthy:** The right retirement strategy and product depend on your personal so it is best to talk to your adviser about that. More broadly, however, we have recently launched MLC Retirement Boost, a retirement income solution that starts as a superannuation account designed to help you build savings, while potentially increasing the age pension entitlement. It can also transition into our retirement income stream that aims to deliver income for life. It can offer more flexibility and income options compared to traditional super products and provides potentially a higher retirement income when combined with the age pension. Members can explore whether this option is appropriate by speaking with their adviser or reviewing information on our website

**10. How is the Fund responding to the ChantWest Epic Retirement Tick System?**

**Sharon Suan:** The Epic Retirement Tick is an industry-independent benchmark that can help members ask informed questions about the retirement support their fund provides across 18 key criteria. Only a small number of super funds achieved this benchmark in its inaugural year. By contrast, IOOF's current ratings and awards reflect third-party recognition for its products and services, including multiple Heron Partnership Quality Star Ratings and Rainmaker AAA Quality Ratings for our IOOF Employer Super products, reinforcing broader market validation of product quality and performance. We continue to enhance our retirement tools and solutions with further retirement-specific improvements planned across 2026 and 2027.

**11. What is the Funds' retirement policy and industry developments?**

**Sharon Suan:** In late 2025, APRA and ASIC highlighted the need for trustees to continue strengthening retirement income strategies. We are responding through ongoing enhancements to our retirement tools, options and digital experiences, with more planned over the next two years.

**12. What are the Fund's fees and how do they compare with other funds, particularly low-cost industry funds?**

**Liz McCarthy:** We regularly review administration fees to ensure they are market-competitive and that members continue to receive good value for money. It is important to note that the administration fees need to be set at a level that supports our ongoing compliance, our day-to-day operations of the fund, and investments in things like technology and cyber security.

**13. What are the Fund's fees relative to returns?**

**Dan Farmer:** MLC Expand is a separately managed investment platform and not a pooled fund. That means a few things. First, members, with their advisers, build their own portfolio from a wide range of options. Secondly, investments are managed by external professional fund managers. And finally, if you hold the same option on MLC Expand and another super fund, the published investment performance for that option will be the same. However, your personal return may differ, depending on factors like fees, contributions, and account activity. As members choose their own investment

mix, outcomes depend on the options selected, asset allocation and market conditions. We are continuing to invest in clearer reporting and better digital tools so members can easily understand their investments, performance and fees. We would also encourage you to speak with your financial adviser about whether your current strategy is still right for you.

**14. What is being done to reduce fees and related-party payments?**

**Sharon Suan:** Related-party payments are payments from the Fund to entities related to the trustee that provide services to support members. These services help us deliver benefits and run the fund effectively. They include costs for investment management, marketing services, board and committee fees, insurance services, financial planning, and other member support. Over time, we expect members to benefit from more competitive pricing through greater scale and simplification. Key initiatives include:

- unlocking efficiencies from transitioning technology and operations to SS&C;
- continuing to simplify platforms and processes; and
- regularly reviewing related-party arrangements to ensure they remain efficient and appropriate.

**15. Can tiered fees be applied for members who act without a portfolio manager?**

**Liz McCarthy:** There are currently no plans to introduce tiered fees based on whether a member uses a portfolio manager. Our fees are based on the platform and the services that it provides. However, if anything changes, we will communicate that with members.

**16. How has the Fund's currency hedging strategy performed over the past 12 months, particularly with the fluctuation in the Australian dollar against the US dollar?**

**Dan Farmer:** Over the 2025 calendar year, hedged global equities outperformed unhedged because the Australian dollar strengthened against the US dollar. Our hedging overlays across part of the global equity portfolio really helped to capture this benefit for members.

**17. Why did the asset allocations change for the 70% growth and 30% defensive investment option?**

**Dan Farmer:** The investment team formally reviews the strategic asset allocation of its diversified portfolios on an annual basis. This is really to ensure the trade-off between expected return and risk continues to be appropriate for the risk profiles. These reviews may consider a variety of factors, such as:

- Changing market conditions.
- Updates to our capital market assumptions forecasts, which go out for the next seven years.
- Assessments of portfolio construction settings in meeting the investment objectives.

Any recommendation to change the strategic asset allocation requires governance approval from committees and/or boards, which comprise a mixture of executive and non-executive directors or investment committee members.

**18. Do IOOF and MLC Expand submit data for comparison with other market-leading funds and how does MLC Expand compare?**

**Liz McCarthy:** IOOF and MLC Expand participate in several industry studies and research and benchmarking. We are pleased that MLC Expand is highly regarded by the independent research houses. We have received 5 Apples and "Highly Recommended" from Chant West. Expand Essentials Super and Expand Extra Super both received 5-Star ratings from The Heron Partnership. Expand Essential ranked #1 for BDM Support and #1 for Administration Support in the 2025 Wealth Insights Report. These independent assessments reflect the strength of our service and support provided to advisers and members.

**19. Does Insignia Financial provide updates on superannuation?**

**Liz McCarthy:** Yes, we do. Alongside your annual statement, we send performance-update emails to our members who have opted into our marketing communication. For more frequent or detailed updates, you can speak to your adviser, visit our website, or give us a call. I would encourage you to make sure you opt in to our marketing emails, as we provide important information through them.

**20. When will the share-trading platform be improved to show true, real-time profit and losses for individual shares rather than only the last 12 months' preference?**

**Liz McCarthy:** At the moment, there are no plans to introduce real-time profit and loss reporting for individual shares. If that changes, we will let members know.

**21. Why have life insurance and income protection insurance been excluded from the MLC Expand superannuation product portfolio?**

**Liz McCarthy:** Expand Extra Super and Expand Essential Super offer flexible group and retail insurance cover, including death only, death and total permanent disablement, and income protection.

**22. How much influence does Government policy have over the investment strategies and options that the Fund can offer? At what point do members own their own super and stop being subject to Trustee oversight, particularly in retirement? Do we envisage a time in the future when either the State or Federal Government will want to raid private super funds or direct them to invest a certain percentage into their preferred portfolios, such as renewable energy or housing?**

**Sharon Suan:** While Governments may express interest in where superannuation funds invest, there are no requirements to direct investments into specific areas. The Trustee has a fiduciary duty to act in members' best financial interests, which includes when making investment decisions. The Trustee remains responsible for a member's superannuation for as long as the money is held in the fund, including during retirement.

**23. What exposure does the Fund have to crypto investments? Has our position on Bitcoin changed?**

**Dan Farmer:** Currently we have no direct investments in crypto assets, and our position on crypto remains "not now" rather than "not ever." We continue to keep a

close eye on developments in crypto, including the regulators' attitudes but for now, we remain unconvinced of the case for crypto investing. If you look at Bitcoin and similar crypto assets, they really fail the classic test of an investment. Traditional investments, like shares, bonds, real estate or businesses, generate cash flows, dividends, interest, rent or earnings that provide intrinsic value and a basis for rational valuation. Bitcoin does not have these investment fundamentals. It has no income, no yield, no clear productive output. Its price relies solely on the hope that someone else will pay more later. To us, crypto remains a highly speculative part of the market and not a clear investment opportunity. For retail investors and super fund members seeking genuine long-term wealth building through fundamentals, crypto remains highly questionable.

**24. When will the Fund stop investment in fossil fuel extraction?**

**Dan Farmer:** While we consider many factors when choosing investments, we do not prioritise any investments on sustainability considerations alone. New legislation requires us to assess and report on climate risks, including adopting targets to lower portfolio carbon emissions. This means that Expand and IOOF products might have less exposure to coal, oil and gas companies in the future. But that said, we believe engaging with companies is more effective than simply selling our shares to reduce emissions. Selling to potentially less sustainability-focused investors could take the pressure off companies to act. Instead, we selectively work with high-emission companies to encourage change, and we plan to expand this approach as we improve our risk assessments over time. Ultimately, it will be a decision for the Trustee to consider and commit to, alongside many other important factors, in the context of their duty to fulfil members' best financial interests. At the moment, there are no immediate plans to consider exclusion of fossil fuel companies.

**25. How do ethical funds compare with non-ethical funds?**

**Dan Farmer:** Ethical funds often deliberately exclude investments in certain business activities that the investment manager believes are not aligned with the ethical values of their investors. Common examples of these exclusions include alcohol manufacturers, gambling operations, controversial weapons manufacturers and fossil fuel producers. This exposes investors in such funds to the risk of under- or out-performance relative to traditional asset class benchmark indices, when companies operating in these excluded areas perform better or worse than the benchmark. For example, historically, during periods of geopolitical instability, oil prices have performed strongly, therefore ethical funds that exclude such exposure may have experienced underperformance relative to benchmarks and funds that don't exclude such companies. There are, of course, many other factors that may also explain variability in performance of ethical funds compared to more traditional funds.

**26. Insignia Financial is being bought out, what does this mean for members and for the Fund?**

**Danielle Press:** Insignia Financial entered what is known as a Scheme Implementation Deed in June 2025 with CC Capital to acquire all shares issued in Insignia Financial. This deal has continued to progress since then and is subject to a range of approvals from the Australian Prudential Regulation Authority, the Foreign Investment Review Board, and the Australian Competition and Consumer Commission. The deal has already been approved by the ACCC, and Insignia Financial has now submitted the Scheme Booklet to ASIC and the ASX for review.

In terms of what this means for you as a member of the Fund, it is business as usual for the Trustee and management, who continue to work hard in your best interests to deliver the best retirement outcomes possible.

## **MEETING CLOSE**

Ms Press advised that minutes of the meeting, responses to questions submitted but not answered during the meeting and a recording of the meeting would be available on the Fund's website within one month of the meeting.

Ms Press thanked everyone for attending and submitting questions. She also thanked members for trusting the Trustee with their super.

The meeting closed at 5.16 pm.

A handwritten signature in blue ink that reads "Danielle F. Press". The signature is written in a cursive style with a large initial 'D'.

Danielle Press

Chair

IOOF Investment Management Limited

5 March 2026