



# Grow your future

2013 Annual Report

YEAR ENDED 31 DECEMBER 2013



# Contents

<b>CHAIRMAN'S MESSAGE</b>	<b>2</b>	<b>YOUR SCHEME</b>	<b>18</b>
<b>SCHEME SNAPSHOT FOR 2013</b>	<b>5</b>	<b>FEES AND CHARGES</b>	<b>20</b>
Returns	5	<b>FINANCIAL STATEMENTS</b>	<b>21</b>
ABP and TRAP returns	5	Statement of financial position	21
Membership in 2013	5	Operating statement	22
<b>INVESTMENT MARKETS OVERVIEW</b>	<b>6</b>	Reserves and accounts	23
2013 in review	6	<b>YOUR TRUSTEE</b>	<b>24</b>
2013 economic events	6	Your trustee directors at 31 December 2013	24
Looking at 2014	6	Trustee Director changes	25
Investment strategy changes in 2013	6	Trustee election	25
<b>YOUR INVESTMENT RETURNS</b>	<b>7</b>	Corporate governance	25
Unit prices	7	Group Superannuation's role	25
Measuring investment performance	7	Administration	25
<b>INVESTMENT RETURNS</b>	<b>8</b>	Indemnity insurance	25
Aggressive Growth	8	<b>OTHER INFORMATION</b>	<b>26</b>
Balanced Growth	9	Inquiries	26
Cautious	10	Complaints	26
Cash	11	The Scheme's Eligible Rollover Fund	27
<b>INVESTMENT OBJECTIVES AND STRATEGIES</b>	<b>12</b>	The Scheme's service providers	27
<b>INVESTING THE SCHEME'S ASSETS</b>	<b>14</b>	Contact details	29
Asset allocation	14		
Use of derivatives	14		
Investment Managers	16		
Investment manager changes	17		
Hedging policy	17		

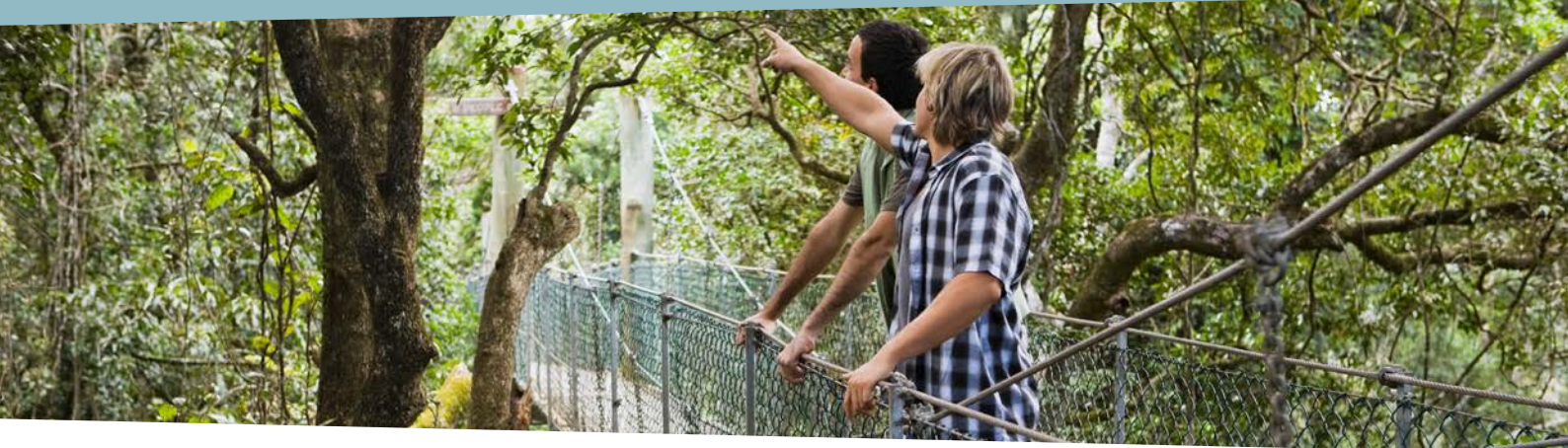
This 2013 Annual Report is issued by ANZ Staff Superannuation (Australia) Pty Limited ABN 92 006 680 664 AFSL 238268 RSEL L0000543, Trustee of the ANZ Australian Staff Superannuation Scheme ABN 83 810 127 567 RSE R1000863.

In this Annual Report, we refer to the ANZ Australian Staff Superannuation Scheme as either "the Scheme" or "the ANZ Staff Scheme". Any references to ANZ Staff Super are to the administrator of the Scheme, and references to other schemes or schemes in general appear in lower case. The information in this Annual Report is accurate to the best of our knowledge at the date of publication.

This Annual Report is not intended, and should not be construed, to constitute financial advice or take the place of a licensed financial adviser briefed on your individual circumstances. No person should act or not act solely on the information provided. This document doesn't take into account what you currently have or what you want and need for your financial future. It is important for you to consider these matters. Read your Product Disclosure Statement and consider consulting a licensed financial adviser before you make decisions in relation to your superannuation.

Formal legal documents ultimately govern the operation of the Scheme, including the Scheme's Trust Deed and Rules and relevant legislation. Should there be any discrepancies between the information in this Annual Report and the actual provisions in the Trust Deed and Rules, the Trust Deed and Rules will prevail. You may obtain a copy of the Trust Deed and Rules from ANZ Staff Super (see page 29 for contact details).

Published: June 2014



## Chairman's message



I'm pleased to introduce this Annual Report for the ANZ Australian Staff Superannuation Scheme. 2013 was a strong year for investment returns and a busy time for superannuation funds as we implemented the Government's Stronger Super reforms (including MySuper) and a number of other initiatives.

### Investment performance

The Scheme's investment returns for 2013 were strong, particularly for investment options weighted to growth assets, and built on its solid returns over the longer term.

- Our Balanced Growth investment option delivered an annual net investment return of 16.5% for Section A, C, Retained Benefit Account (RBA) and Spouse Contribution Account (SCA) members and 18.3% for Account Based Pension (ABP) Section members.
- Our Aggressive Growth option achieved an annual net investment return of 23.4% for Section A, C, RBA and SCA members and 25.4% for ABP Section members.
- Over five years, these investment options have achieved average annual net investment returns over 11%.

While the Cautious investment option has a lower weighting to growth assets, its net investment return over 2013 and average return for the last five years were around 8%, well above its objective of 2% in excess of inflation. The Cash option achieved returns consistent with short term money market returns.

The Scheme's Trustee and management continue to monitor investment performance and exposure to asset sectors. You can read more about the Scheme's returns for 2013 on page 8, and see the asset allocation details on page 12 or the full list of investment managers on page 16.

The Scheme's investment performance over one, three and five years, relative to peers, continued to be favourable with returns on most investment options being above average. The Trustee remains focused on the Scheme's long term investment strategy and committed to providing you with value for money superannuation.

### MySuper

In 2013, the Trustee was granted MySuper authorisation by APRA and the changes to the Scheme arising from the MySuper requirements came into effect from 1 January 2014. The Scheme's MySuper investment option is Balanced Growth.

As the super accounts offered by the Scheme already met most of the MySuper requirements, the impact of MySuper was limited for most Scheme members. The most significant change relates to the account management fees (also known as administration fees) charged to members' accounts.

While the ABP Section wasn't directly impacted by MySuper, its account management fee was also considered as part of this review. Details of the revised account management fees are set out on page 20.

As noted in our newsletters and notices to members late last year, in certain circumstances, a minimum level of death cover may apply for RBA and SCA Section members. Total and Permanent Disablement (TPD) cover may also be available to certain RBA and SCA Section members.

The MySuper changes to the Scheme were described in detail in the October and December 2013 newsletters and updated Product Disclosure Statements are also available at the Scheme's website [www.anzstaffsuper.com](http://www.anzstaffsuper.com).

Even taking into account the MySuper changes, Section A and C members, who are current ANZ employees, pay the lowest superannuation fees in Australia according to research company Chant West. Fees for members of the ABP, RBA and SCA sections reduced with the introduction of MySuper and their fees remain very competitive compared to those of other super funds.

This good news comes on the back of the strong investment returns achieved for members in 2013 and reaffirms our commitment to keep fees for members as low as possible while providing the highest quality services to help you take control of your super now and into the future.

## Other Scheme initiatives and changes in 2013

As well as implementing MySuper, the Trustee made a number of other changes in 2013:

### Investments

- The split between Australian and international equities was changed from 50% Australian/50% international to 40% Australian/60% international. This change is intended to reduce the concentration risk arising from the Australian sharemarket being heavily reliant on a relatively small number of stocks and increase the diversification available within the Scheme's equity holdings.

The hedging levels associated with the international equity holdings were updated consistent with this change.

### Member services

- A mobile friendly version of the Scheme's website was launched in April 2013.

## Grow your future

I encourage you to visit the Scheme's website ([www.anzstaffsuper.com](http://www.anzstaffsuper.com)) where you'll find a range of information, useful education material, calculators and tools, including the Model My Super tool, which allows you to project your benefits into the future based on assumptions that you input (such as voluntary contributions). You'll need your member number and Personal Identification Number (PIN) to access your account online. If you need any assistance, call ANZ Staff Super on **1800 000 086** and a team member will help you.

The Trustee is proud of the benefits the Scheme provides and we encourage you to take the time to read this Annual Report – it contains valuable information that helps you make the most of your super to grow your retirement savings now and in the future.

Finally, I'd like to thank the Trustee Board, management and members for their support in my first year as Chairman of the Trustee of the Scheme.

Together with the Trustee and Scheme management, I look forward to continuing our partnership with you to help create the future you want.



Gary Newman  
Chairman



## Scheme snapshot for 2013

### Returns

The Scheme's investment returns performed strongly in 2013. Returns across all investment options were positive. The higher returns in 2013 reflected improved performance by growth assets (such as equities). The Aggressive Growth and Balanced Growth investment options achieved higher returns in 2013 due to their greater weighting to growth assets.

Option	1 year	QCP	3 year	QCP	5 year	QCP
Aggressive Growth	23.4%	1st	9.1% p.a.	2nd	11.4% p.a.	1st
Balanced Growth	16.5%	2nd	9.1% p.a.	1st	11.2% p.a.	1st
Cautious	7.6%	3rd	6.7% p.a.	2nd	8.7% p.a.	1st
Cash	2.8%	2nd	3.6% p.a.	2nd	3.7% p.a.	2nd

QCP: Quartile Comparative Performance as measured by Rainmaker Information Services

### ABP and TRAP returns

Account Based Pension (ABP) and Transition to Retirement Account Based Pension (TRAP) members, whose investment income is exempt from tax, had the following returns:

Option	1 year	3 year	5 year
Aggressive Growth	25.4%	9.7% p.a.	11.2% p.a.
Balanced Growth	18.3%	10.2% p.a.	11.5% p.a.
Cautious	8.7%	7.7% p.a.	9.2% p.a.
Cash	3.3%	4.2% p.a.	4.2% p.a.

### Membership at the end of 2013

#### Employee members

2013 = 19,424    2012 = 20,450

#### ABP (including TRAP) members

2013 = 416    2012 = 347

#### RBA members

2013 = 11,836    2012 = 11,316

#### Pensioners

2013 = 159    2012 = 190

#### SCA members

2013 = 259    2012 = 266

- ◆ 5% growth in RBA membership
- ◆ 20% growth in ABP membership

# Investment markets overview

## 2013 in review

As 2013 came to a close, the economic issues that have dominated markets in recent years appeared to be easing, particularly in developed economies. However, some concerns remain in relation to emerging markets and the strength of the Australian economy.

The performance of growth assets was the key driver of investment returns throughout 2013. International equity markets performed strongly. In conjunction the Australian dollar falling in value over 2013, global shares produced high returns for the year. In Australia, local shares achieved positive returns, but they did not match the magnitude of gains in offshore equity markets. Overall, members in investment options with higher weightings to equities benefited the most from these events.

## 2013 economic events

In March 2013, shares and other growth asset markets rallied strongly, sustaining the momentum that began in the latter part of 2012. By the end of March 2013, the prolonged downturn in global growth appeared to be over.

Despite markets faltering in late May and June 2013 amid concerns over the withdrawal of stimulus in the US and a possible slowdown in economic growth in China, the global recovery gathered significant momentum once more from August 2013. Even the US Federal Reserve's announcement in December that it would begin "tapering" bond purchases had minimal impact because investment markets had already factored in the impact of this change.

Most investment markets were significantly less volatile in 2013 than they were in 2012.

Over 2013, the Australian dollar fell by around 13.9% compared to the US dollar.

## Looking at 2014

Looking at the start of 2014 and what might lie ahead, constraints to global economic growth over the past few years appear to be easing. Growth in the US finally appears to be on a stable uptrend while developed economy household and consumer balance sheets have strengthened. Much of this information is already known and priced in by equity markets. Consequently, for share prices to continue to run higher, corporate earnings will need to increase.

Risks could arise in emerging markets if foreign investors reverse capital flows quickly or if China's economy slows dramatically. Further, experts are less optimistic on domestic than international conditions. The mining investment capital expenditure (capex) boom is expected to peak, forming a drag on future growth and while resource exports are likely to increase, commodity prices are trending down.

With fiscal policy constrained and consumer spending and residential investment yet to move above long term averages, it is not yet clear what will restore growth to trend levels in Australia. As a result, investment markets will continue to react to changes in sentiment regarding potential outcomes.

## Investment strategy changes in 2013

- After completing a thorough review of the Scheme's holdings in Australian and international equities, the Trustee decided to adjust the split between Australian and international equities to mitigate the concentration risk associated with investing in the Australian equity market and improve diversification.

The Australian equity market represents a small proportion of the global equity market (around 3%) and a relatively small number of stocks represents a significant proportion of the Australian equity market. As a result, having a high weighting to Australian equities means that investment returns are heavily reliant on the performance of those stocks.

The split between Australian and international equities was changed from 50% Australian/50% international to 40% Australian/60% international. This revised allocation is reflected in the equity exposures of the Aggressive Growth, Balanced Growth and Cautious investment options.



- To manage the currency risk associated with investing in international equities, the Trustee partially hedges this risk using foreign exchange contracts. Having a partial hedge provides some protection against decreases in the value of foreign currencies in which the shares are held, but allows some of the benefit of increases in the value of foreign currencies to flow through to investment returns. The Trustee has adopted a hedging range for each investment option to allow flexibility to respond to changes in the Australian dollar's value from time to time. In 2013, the hedging levels for the Scheme's investment options were updated as follows:

Investment option	Hedging ratio	Range
Aggressive Growth	40% hedged to A\$ (previously 30%)	0% - 50%
Balanced Growth	60% hedged to A\$ (previously 50%)	25% - 75%
Cautious	70% hedged to A\$ (previously 75%)	50% - 100%

The currency risk associated with international fixed interest and property securities continues to be fully hedged.

- From 1 January 2014, the percentage of assets held as cash in the Aggressive Growth, Balanced Growth and Cautious options was changed to assist in managing the day-to-day running of the Scheme's investments. To compensate for these changes:
  - The allocations to equities in the Aggressive Growth investment option and fixed interest securities in the Balanced Growth investment option were reduced; and
  - The allocation to fixed interest securities in the Cautious investment option was increased.

These changes are reflected in the strategic asset allocations of the investment options set out on pages 12 and 13.

## Your investment returns

### Unit prices

Your account in the Scheme is recorded as a unit holding in one or more of the Scheme's underlying investment options.

There are different types of units depending on the investment option(s) in which your account is invested. The unit price of a particular investment option is the value of its net assets divided by the number of units on issue. The "value of net assets" is the current market value of assets in an investment option, after deducting current liabilities such as accrued investment tax (where applicable) and investment related expenses.

Unit prices are set weekly or in certain circumstances more frequently as determined by the Trustee. As asset values fluctuate, unit prices will go up and down. Over time, we would expect unit prices to increase because assets gain in value and investment income is reinvested. However, there will be times when the market value of assets declines causing unit prices to go down. The investment return for each investment option is calculated as the percentage change in unit prices for the year, to provide a measure of investment performance.

Unit prices are available on the Scheme's website under the Investments menu – click on Unit Prices and select the "Super members" option if you are a Section A, C, RBA or SCA member or "Pension members" option if you are an ABP or TRAP holder.

### Measuring investment performance

With the exception of pensioner beneficiaries, the investment earnings for each member depend on the number, prices and types of investment units held, acquired or relinquished during the year.

The investment return for each investment option is calculated as the percentage change in unit prices for the year, to provide a measure of investment performance. The investment returns for each option are set out on pages 8 to 11, together with details of the investment returns of previous years. Remember, past investment returns are not necessarily indicative of future performance.

Investment income earned in the Account Based Pension Section is exempt from tax. Therefore, returns for each investment option will generally be higher for ABP and TRAP members than for other members of the Scheme, though this is not always the case. Where applicable, the investment returns and unit price information for the ABP Section and other sections are shown separately.

# Investment returns

## Aggressive Growth

**Net investment return 23.4%**

Sections A, C, RBA & SCA

**Net investment return 25.4%**

ABP Section

The Aggressive Growth investment option is weighted towards growth assets (such as shares and property). As a result, it achieved a very strong net investment return for 2013. The combination of stronger performance by international equities and the falling Australian dollar helped to produce strong, double-digit returns for the Aggressive Growth investment option.

### Unit prices – Sections A, C, RBA & SCA

Price at 31/12/2013	\$1.9142
Price at 31/12/2012	\$1.5512

### Unit prices – ABP Section

Price at 31/12/2013	\$1.2334
Price at 31/12/2012	\$0.9838

### Aggressive Growth option returns

Year ended 31 December <sup>1</sup>	Net return	ABP net return <sup>2</sup>	CPI increase <sup>3</sup>
2013	23.4%	25.4%	2.7%
2012	12.4%	13.8%	2.2%
2011	-6.3%	-7.4%	3.1%
2010	4.4%	4.7%	2.7%
2009	26.6%	23.0%	2.1%
2008	-34.5%	-34.2%	3.7%
2007	7.8%	6.8%	3.0%
2006	15.5%	3.0%*	3.3%
2005	20.3%	n/a	2.8%
2004	18.9%	n/a	2.6%
5-year average	11.4% p.a.	11.2% p.a.	2.6% p.a.
7-year average	2.8% p.a.	2.6% p.a.	2.8% p.a.
10-year average	7.2% p.a.	n/a	2.8% p.a.

\* For the period from inception in November 2006 to December 2006.

# Investment returns

## Balanced Growth

**Net investment return 16.5%**  
Sections A, C, RBA & SCA

**Net investment return 18.3%**  
ABP Section

The Balanced Growth investment option holds a mix of defensive assets (such as fixed interest securities) and growth assets (such as shares and property). With its asset mix being weighted around 70% to growth assets, its net investment return for 2013 benefited from strong equity returns and the falling value of the Australian dollar. As a result, the Balanced Growth investment option also achieved a double-digit return for 2013.

### Unit prices – Sections A, C, RBA & SCA

Price at 31/12/2013	\$2.1140
Price at 31/12/2012	\$1.8141

### Unit prices – ABP Section

Price at 31/12/2013	\$2.2975
Price at 31/12/2012	\$1.9428

### Balanced Growth option returns

Year ended 31 December <sup>1</sup>	Net return	ABP net return <sup>2</sup>	CPI increase <sup>3</sup>
2013	16.5%	18.3%	2.7%
2012	12.1%	13.8%	2.2%
2011	-0.5%	-0.7%	3.1%
2010	7.3%	8.4%	2.7%
2009	22.0%	18.7%	2.1%
2008	-27.5%	-26.8%	3.7%
2007	7.2%	8.1%	3.0%
2006	13.2%	14.7%	3.3%
2005	14.9%	16.8%	2.8%
2004	14.8%	16.7%	2.6%
5-year average	11.2% p.a.	11.5% p.a.	2.6% p.a.
7-year average	4.1% p.a.	4.5% p.a.	2.8% p.a.
10-year average	7.0% p.a.	7.8% p.a.	2.8% p.a.

# Investment returns

## Cautious

**Net investment return 7.6%**

Sections A, C, RBA & SCA

**Net investment return 8.7%**

ABP Section

Returns for the Cautious investment option remained positive and continued to exceed its benchmark by some margin. While its return was lower than those of the Aggressive Growth and Balanced Growth investment options, this reflects its heavier weighting to defensive assets (such as fixed interest securities) and lower weighting to growth assets (such as shares and property) compared with those options and its lower risk profile.

### Unit prices – Sections A, C, RBA & SCA

Price at 31/12/2013	\$2.0571
Price at 31/12/2012	\$1.9115

### Unit prices – ABP Section

Price at 31/12/2013	\$2.2180
Price at 31/12/2012	\$2.0405

### Cautious option returns

Year ended 31 December <sup>1</sup>	Net return	ABP net return <sup>2</sup>	CPI increase <sup>3</sup>
2013	7.6%	8.7%	2.7%
2012	8.1%	9.7%	2.2%
2011	4.5%	4.8%	3.1%
2010	7.6%	9.0%	2.7%
2009	16.0%	14.1%	2.1%
2008	-13.6%	-11.9%	3.7%
2007	5.9%	6.1%	3.0%
2006	9.0%	9.7%	3.3%
2005	9.7%	10.7%	2.8%
2004	10.9%	12.1%	2.6%
5-year average	8.7% p.a.	9.2% p.a.	2.6% p.a.
7-year average	4.8% p.a.	5.5% p.a.	2.8% p.a.
10-year average	6.3% p.a.	7.0% p.a.	2.8% p.a.

## Investment returns

### Cash

**Net investment return** 2.8%

Sections A, C, RBA & SCA

**Net investment return** 3.3%

ABP Section

The Cash investment option's net return for 2013 reflects the interest rates available on short term cash holdings in 2013.

#### Unit prices – Sections A, C, RBA & SCA

Price at 31/12/2013	\$1.6589
Price at 31/12/2012	\$1.6134

#### Unit prices – ABP Section

Price at 31/12/2013	\$1.3711
Price at 31/12/2012	\$1.3271

#### Cash option returns

Year ended 31 December <sup>1</sup>	Net return	ABP net return <sup>2</sup>	CPI increase <sup>3</sup>
2013	2.8%	3.3%	2.7%
2012	3.5%	4.2%	2.2%
2011	4.4%	5.1%	3.1%
2010	4.5%	4.7%	2.7%
2009	3.4%	3.5%	2.1%
2008	6.7%	7.0%	3.7%
2007	5.8%	4.5%*	3.0%
2006	7.1%	n/a	3.3%
2005	5.6%	n/a	2.8%
2004	6.0%	n/a	2.6%
<b>5-year average</b>	3.7% p.a.	4.2% p.a.	2.6% p.a.
<b>7-year average</b>	4.4% p.a.	n/a	2.8% p.a.
<b>10-year average</b>	5.0% p.a.	n/a	2.8% p.a.

\* For the period from inception in March 2007 to December 2007.

#### Notes

1. The 5-year, 7-year and 10-year averages are for the periods 1 January 2009 to 31 December 2013, 1 January 2007 to 31 December 2013, and 1 January 2004 to 31 December 2013 respectively.
2. The Account Based Pension (ABP) Section returns are generally higher because tax is not payable on the investment earnings of an account based pension.
3. The increase in the Consumer Price Index (CPI) is a measure of inflation.

# Investment objectives and strategies

	Aggressive Growth	Balanced Growth																																				
<b>Objectives</b>	<p>The investment objectives of the Aggressive Growth option are to:</p> <p><b>a.</b> maximise returns over the long term whilst accepting a high degree of performance variability; and</p> <p><b>b.</b> exceed inflation (CPI increases), on average, by at least 3.5% p.a. over rolling five and seven year periods.</p>	<p>The investment objectives of the Balanced Growth option are to:</p> <p><b>a.</b> maximise returns over the long term whilst accepting a moderate degree of performance variability; and</p> <p><b>b.</b> exceed inflation (CPI increases), on average, by at least 3% p.a. over rolling five and seven year periods.</p>																																				
<b>Returns</b>	<p>The Aggressive Growth option has more growth assets than the Balanced Growth option and consequently has the potential to yield higher returns than the Balanced Growth option in the long term.</p>	<p>The Balanced Growth option has the potential to achieve capital growth over the medium to long term. In the long term, these assets also have the potential to produce greater returns than the Cautious option.</p>																																				
<b>Risks</b>	<p>The returns of the Aggressive Growth option are likely to be more volatile from year to year than the Balanced Growth option. Therefore if you are considering the Aggressive Growth option, you should be aware of the higher risks involved.</p>	<p>The returns of the Balanced Growth option are likely to be more volatile from year to year than the Cautious option. Therefore, if you are considering the Balanced Growth option you should be aware that there will be fluctuations in returns from year to year.</p>																																				
<b>Asset mix</b>	<p>The majority of assets in the Aggressive Growth option are invested in shares with small allocations to property and alternative investments. There is typically a split of 48% invested in international shares, 31% invested in Australian shares, 13% alternative assets, 5% property and 3% cash.</p> <p>The pie chart is indicative of the investment mix for this option. Actual percentages may vary from time to time.</p> <div style="text-align: center;"> </div> <table border="0" style="width: 100%; margin-top: 10px;"> <thead> <tr> <th style="text-align: left;">Growth assets</th> <th style="text-align: left;">Alternative assets*</th> <th style="text-align: left;">Defensive assets</th> </tr> </thead> <tbody> <tr> <td><span style="color: #003366;">■</span> 28% Australian equities - large caps</td> <td><span style="color: #FF9933;">■</span> 13% Alternative assets</td> <td><span style="color: #ADD8E6;">■</span> 3% Cash</td> </tr> <tr> <td><span style="color: #FF6600;">■</span> 42.7% International equities</td> <td> <ul style="list-style-type: none"> <li>• Diversity</li> <li>• Global private equity</li> <li>• Global infrastructure</li> <li>• Global credit</li> </ul> </td> <td></td> </tr> <tr> <td><span style="color: #0099CC;">■</span> 5% Property</td> <td></td> <td></td> </tr> <tr> <td><span style="color: #0099CC;">■</span> 5% Emerging market equities</td> <td></td> <td></td> </tr> <tr> <td><span style="color: #ADD8E6;">■</span> 3.3% Australian equities - small caps</td> <td></td> <td></td> </tr> </tbody> </table> <p style="font-size: small; margin-top: 10px;">* The Trustee will actively review the structure of the alternative assets and will adjust the structure on a strategic basis. Accordingly from time to time, allocations to alternative assets will not be fully invested and the uninvested allocations will be held in one or more of the non-alternative asset classes.</p> <p><b>The investment objective is to exceed inflation (CPI), on average, by at least 3.5% p.a. over the long term.</b></p>	Growth assets	Alternative assets*	Defensive assets	<span style="color: #003366;">■</span> 28% Australian equities - large caps	<span style="color: #FF9933;">■</span> 13% Alternative assets	<span style="color: #ADD8E6;">■</span> 3% Cash	<span style="color: #FF6600;">■</span> 42.7% International equities	<ul style="list-style-type: none"> <li>• Diversity</li> <li>• Global private equity</li> <li>• Global infrastructure</li> <li>• Global credit</li> </ul>		<span style="color: #0099CC;">■</span> 5% Property			<span style="color: #0099CC;">■</span> 5% Emerging market equities			<span style="color: #ADD8E6;">■</span> 3.3% Australian equities - small caps			<p>Typically around 60% of the Balanced Growth option is invested in shares and property and around 20% is invested in alternative assets. The remainder is normally invested in fixed interest securities and cash.</p> <p>The pie chart is indicative of the investment mix for this option. Actual percentages may vary from time to time.</p> <div style="text-align: center;"> </div> <table border="0" style="width: 100%; margin-top: 10px;"> <thead> <tr> <th style="text-align: left;">Growth assets</th> <th style="text-align: left;">Alternative assets*</th> <th style="text-align: left;">Defensive assets</th> </tr> </thead> <tbody> <tr> <td><span style="color: #003366;">■</span> 19.1% Australian equities - large caps</td> <td><span style="color: #FF9933;">■</span> 20% Alternative assets</td> <td><span style="color: #FFCC00;">■</span> 14% Fixed interest securities</td> </tr> <tr> <td><span style="color: #FF6600;">■</span> 28.6% International equities</td> <td> <ul style="list-style-type: none"> <li>• Diversity</li> <li>• Global private equity</li> <li>• Global infrastructure</li> <li>• Global credit</li> </ul> </td> <td> <ul style="list-style-type: none"> <li>• Australian</li> <li>• International</li> <li>• Inflation linked</li> </ul> </td> </tr> <tr> <td><span style="color: #0099CC;">■</span> 10% Property</td> <td></td> <td></td> </tr> <tr> <td><span style="color: #0099CC;">■</span> 3.2% Emerging market equities</td> <td></td> <td></td> </tr> <tr> <td><span style="color: #ADD8E6;">■</span> 2.1% Australian equities - small caps</td> <td></td> <td><span style="color: #ADD8E6;">■</span> 3% Cash</td> </tr> </tbody> </table> <p style="font-size: small; margin-top: 10px;">* The Trustee will actively review the structure of the alternative assets and will adjust the structure on a strategic basis. Accordingly from time to time, allocations to alternative assets will not be fully invested and the uninvested allocations will be held in one or more of the non-alternative asset classes.</p> <p><b>The investment objective is to exceed inflation (CPI), on average, by at least 3% p.a. over the long term.</b></p>	Growth assets	Alternative assets*	Defensive assets	<span style="color: #003366;">■</span> 19.1% Australian equities - large caps	<span style="color: #FF9933;">■</span> 20% Alternative assets	<span style="color: #FFCC00;">■</span> 14% Fixed interest securities	<span style="color: #FF6600;">■</span> 28.6% International equities	<ul style="list-style-type: none"> <li>• Diversity</li> <li>• Global private equity</li> <li>• Global infrastructure</li> <li>• Global credit</li> </ul>	<ul style="list-style-type: none"> <li>• Australian</li> <li>• International</li> <li>• Inflation linked</li> </ul>	<span style="color: #0099CC;">■</span> 10% Property			<span style="color: #0099CC;">■</span> 3.2% Emerging market equities			<span style="color: #ADD8E6;">■</span> 2.1% Australian equities - small caps		<span style="color: #ADD8E6;">■</span> 3% Cash
Growth assets	Alternative assets*	Defensive assets																																				
<span style="color: #003366;">■</span> 28% Australian equities - large caps	<span style="color: #FF9933;">■</span> 13% Alternative assets	<span style="color: #ADD8E6;">■</span> 3% Cash																																				
<span style="color: #FF6600;">■</span> 42.7% International equities	<ul style="list-style-type: none"> <li>• Diversity</li> <li>• Global private equity</li> <li>• Global infrastructure</li> <li>• Global credit</li> </ul>																																					
<span style="color: #0099CC;">■</span> 5% Property																																						
<span style="color: #0099CC;">■</span> 5% Emerging market equities																																						
<span style="color: #ADD8E6;">■</span> 3.3% Australian equities - small caps																																						
Growth assets	Alternative assets*	Defensive assets																																				
<span style="color: #003366;">■</span> 19.1% Australian equities - large caps	<span style="color: #FF9933;">■</span> 20% Alternative assets	<span style="color: #FFCC00;">■</span> 14% Fixed interest securities																																				
<span style="color: #FF6600;">■</span> 28.6% International equities	<ul style="list-style-type: none"> <li>• Diversity</li> <li>• Global private equity</li> <li>• Global infrastructure</li> <li>• Global credit</li> </ul>	<ul style="list-style-type: none"> <li>• Australian</li> <li>• International</li> <li>• Inflation linked</li> </ul>																																				
<span style="color: #0099CC;">■</span> 10% Property																																						
<span style="color: #0099CC;">■</span> 3.2% Emerging market equities																																						
<span style="color: #ADD8E6;">■</span> 2.1% Australian equities - small caps		<span style="color: #ADD8E6;">■</span> 3% Cash																																				

	Cautious	Cash
<b>Objectives</b>	<p>The investment objectives of the Cautious option are to:</p> <ul style="list-style-type: none"> <li><b>a.</b> achieve returns which exceed those available on cash investments over the long term whilst achieving reasonable stability in returns from year to year; and</li> <li><b>b.</b> exceed inflation (CPI increases), on average, by at least 2% p.a. over rolling five and seven year periods</li> </ul>	<p>The investment objectives of the Cash option are to:</p> <ul style="list-style-type: none"> <li><b>a.</b> achieve money market rates of return; and</li> <li><b>b.</b> maintain capital stability over short time periods.</li> </ul>
<b>Returns</b>	<p>The cautious option should provide lower returns than the Aggressive Growth and Balanced Growth options over the long term, but with reduced volatility of returns from year to year.</p>	<p>The cash option is a conservative investment option that only invests in short-term money market securities and fixed interest securities with short durations.</p> <p>It should provide lower returns than the other options over the long term and would not normally be selected as a long-term investment strategy for superannuation.</p>
<b>Risks</b>	<p>The Cautious option is designed to reduce the chance of experiencing a negative return in any one year and to protect the capital value of your investment over a 12-month period.</p>	<p>The Cash option is designed for investors who seek to remove market risk in the short term for a specific reason and are prepared to forgo expected capital growth or higher returns.</p>
<b>Asset mix</b>	<p>Typically around 60% of the Cautious option is invested in diversified fixed interest securities and cash, with the remainder in shares, property and alternative assets.</p> <p>The pie chart is indicative of the investment mix for this option. Actual percentages may vary from time to time.</p> <div style="text-align: center;"> </div> <ul style="list-style-type: none"> <li><b>Growth assets</b> <ul style="list-style-type: none"> <li>8.8% Australian equities - large caps</li> <li>13.2% International equities</li> <li>10% Property</li> </ul> </li> <li><b>Alternative assets*</b> <ul style="list-style-type: none"> <li>8% Alternative assets                             <ul style="list-style-type: none"> <li>• Diversity</li> <li>• Global private equity</li> <li>• Global infrastructure</li> <li>• Global credit</li> </ul> </li> </ul> </li> <li><b>Defensive assets</b> <ul style="list-style-type: none"> <li>35% Fixed interest securities                             <ul style="list-style-type: none"> <li>• Australian</li> <li>• International</li> <li>• Inflation linked</li> </ul> </li> <li>25% Cash</li> </ul> </li> </ul> <p>* The Trustee will actively review the structure of the alternative assets and will adjust the structure on a strategic basis. Accordingly from time to time, allocations to alternative assets will not be fully invested and the uninvested allocations will be held in one or more of the non-alternative asset classes.</p> <p><b>The investment objective is to exceed inflation (CPI), on average, by at least 2% p.a. over the long term.</b></p>	<p>All assets in this option are invested in short-term money market securities and fixed interest securities with short durations.</p> <p>The pie chart is indicative of the investment mix for this option. Actual percentages may vary from time to time.</p> <div style="text-align: center;"> </div> <p><b>Defensive assets</b></p> <ul style="list-style-type: none"> <li>100% Cash*</li> </ul> <p>* Including short term money market and fixed interest securities.</p> <p><b>The investment objective is to achieve money market rates of return.</b></p>

# Investing the Scheme's assets

## Asset allocation

Your assets may be structured quite differently from those illustrated, especially if you have chosen the Aggressive Growth, Cautious or Cash options.

	As at 31 December 2013		As at 31 December 2012	
	\$m	%	\$m	%
Australian shares	651.9	19.9	619.8	22.2
Australian shares – small caps	80.8	2.5	74.8	2.7
International shares*	1,271.0	38.8	832.9	30.4
Diversity	192.1	5.9	186.1	6.7
Global infrastructure	140.6	4.3	117.5	4.2
Australian property	127.8	3.9	119.9	4.3
International property	68.3	2.1	70.4	2.5
Australian fixed interest	202.0	6.1	156.8	5.6
International fixed interest	188.4	5.7	188.3	6.8
Global credit	75.6	2.3	73.8	2.7
Cash	279.8	8.5	330.4	11.9
<b>Total</b>	<b>3,278.3</b>	<b>100.0%</b>	<b>2,770.9</b>	<b>100.0%</b>

\* Including International Private Equity

## Use of derivatives

The Trustee does not directly invest in any derivatives (such as futures and options) other than the foreign exchange contracts used for hedging.

Investment managers may use derivatives in managing portfolios for the Trustee and in managing pooled investment vehicles in which the Trustee invests. Limits on the extent of derivative use are specified in the investment management agreements between the Trustee and the various investment managers.





## Investment managers

The Scheme's assets held by each investment manager as at 31 December 2013 and 2012 are shown in the table below.

Invested assets at the end of 2013 were \$3,278 million compared to \$2,771 million at the end of 2012.

	As at 31 December 2013		As at 31 December 2012	
	\$m	%	\$m	%
<b>Australian Shares</b>				
Macquarie Investment Management Ltd – core manager	498.7	15.2	462.0	16.6
Kinetic Investment Partners – satellite manager	80.8	2.5	74.8	2.7
Allan Gray (Australia) – satellite manager	78.6	2.4	90.7	3.3
Independent Asset Management – satellite manager	74.6	2.3	67.1	2.4
<b>International Shares</b>				
Blackrock Investment Management – core manager	831.6	25.4	538.6	19.5
Realindex Investments – satellite manager	104.1	3.2	70.1	2.4
Altrinsic Global Advisors – satellite manager	116.4	3.5	62.9	2.3
Trilogy Global Advisors – satellite manager	117.4	3.6	67.9	2.4
<b>Australian Direct Property</b>				
AMP Capital Investors	127.8	3.9	119.9	4.4
<b>Global Listed Property</b>				
Resolution Capital	68.3	2.1	70.4	2.5
<b>Australian Fixed Income</b>				
Blackrock Investment Management	114.9	3.5	112.9	4.1
Queensland Investment Corporation	87.1	2.6	43.9	1.6
<b>International Fixed Income</b>				
Pimco Australia	188.4	5.7	188.3	6.8
<b>Diversity</b>				
Schroders Investment Management	94.2	2.9	86.4	3.1
Bridgewater All Weather Fund (Australia)	97.9	3.0	99.7	3.6
<b>Private Equity</b>				
Industry Funds Management	9.5	0.3	10.8	0.4
Morgan Stanley	46.2	1.4	37.7	1.4
Pantheon Ventures Limited	45.8	1.4	45.2	1.6

	As at 31 December 2013		As at 31 December 2012	
	\$m	%	\$m	%
<b>Global Infrastructure</b>				
EQT Infrastructure Ltd.	15.2	0.5	11.4	0.4
Morgan Stanley	21.5	0.6	18.4	0.7
Macquarie Specialised Asset Management	28.2	0.9	28.8	1.0
Palisade	75.7	2.3	58.9	2.1
<b>Global Credit</b>				
Colonial First State	29.7	0.9	42.2	1.5
Westbourne	45.9	1.4	31.5	1.2
<b>Cash</b>				
ANZ (cash deposits)	279.8	8.5	330.4	11.9
<b>Total</b>	<b>3,278.3</b>	<b>100%</b>	<b>2,770.9</b>	<b>100%</b>

## Investment manager changes

In 2013, Realindex Investments was appointed as an investment manager for emerging market equities and Resolution Capital was appointed as an investment manager for global listed property. These managers replaced Russell Investments.

## Hedging policy

As noted previously, a portion of the investments in the Aggressive Growth, Balanced Growth and Cautious options is invested in international assets such as shares, fixed interest and property securities. The exposure to currency risk in these options can be managed by hedging, i.e. locking in future exchange rates using derivatives.

For international shares, the Trustee's policy is to have a partial currency hedge. This provides some protection against decreases in the value of foreign currencies in which the shares are held, but also allows some of the benefits of increases in these foreign currency values to flow through to investment returns.

For international fixed interest and listed international property securities, the Trustee's policy is to have a full currency hedge so that investment returns relate solely to the performance of this asset class.

The Trustee's hedging policy is reviewed from time to time. Members will be advised of any future changes.

## Your Scheme

The range of features and benefits offered by the hundreds of super funds in Australia differ widely. If you're thinking of changing funds, you should consider all of the features and benefits on offer in light of your own personal circumstances and investment needs.

<b>Section A</b>	<ul style="list-style-type: none"><li>For full and part-time employees of ANZ and associated companies in Australia.</li><li>Section A offers all the features you would expect of a modern, progressive superannuation scheme.</li></ul>
<b>Section C</b>	<ul style="list-style-type: none"><li>For full and part-time employees of ANZ and associated companies in Australia who joined prior to 4 July 1997, unless they have elected to transfer to Section A.</li><li>Closed to new entrants.</li></ul>
<b>Retained Benefit Account (RBA) Section</b>	<ul style="list-style-type: none"><li>For members of Section A, Section C or the SCA Section who would like to continue their membership with the Scheme when they leave employment with ANZ or are no longer eligible to remain in the SCA Section.</li><li>Eligible to be your chosen fund with your new employer so you can continue to have contributions paid to your account.</li></ul>
<b>Spouse Contribution Account (SCA) Section</b>	<ul style="list-style-type: none"><li>For eligible spouses of members of the Scheme who are currently or were formerly ANZ employees.</li><li>Eligible to be your chosen fund with your employer so you can have contributions paid to your account.</li></ul>
<b>Account Based Pension (ABP) Section (including TRAPs)</b>	<p>The Scheme offers two retirement income options:</p> <ul style="list-style-type: none"><li>Account Based Pensions for members who have reached their preservation age (currently age 55) and retired from the workforce. Account Based Pensions enable members who have retired to convert their lump sum superannuation benefits into a flexible and tax-effective income stream.</li><li>Transition to Retirement Account Based Pensions (TRAPs), which give members who have reached their preservation age, but are still employed, an opportunity to take up to 10% of their superannuation each year as a tax-effective income stream as they approach retirement. This gives you flexibility as you move towards retirement to scale back your work hours without necessarily scaling down your income or, in combination with salary sacrifice contributions, to potentially increase your super savings while maintaining your after-tax income.</li></ul> <p>You can draw an income from a TRAP while continuing to work and contribute to your accumulation account in Section A, Section C, the RBA Section or the SCA Section.</p>

Under superannuation legislation, members (other than those in the ABP Section or Pension Section) are classified as MySuper or Choice members. If your account is invested 100% in the Balanced Growth investment option, you'll generally be classified as a MySuper member. If not, you'll generally be classified as a Choice member. In practice, it usually doesn't make much difference whether you are classified as a MySuper or Choice member.

For more information, refer to the Product Disclosure Statement for your membership section available on the Scheme's website [www.anzstaffsuper.com](http://www.anzstaffsuper.com).

Feature	Section A	Section C	RBA	SCA	ABP	TRAP
Opportunity to make voluntary personal contributions to the account (and receive Government co-contributions, if eligible)	✓	✓	✓	✓	X <sup>2</sup>	X <sup>2</sup>
Able to accept contributions from other employers	✓	✓	✓	✓	X <sup>2</sup>	X <sup>2</sup>
Ability to rollover money from other funds	✓	✓	✓	✓	✓ <sup>3</sup>	✓ <sup>3</sup>
Investment choice – choose one or any combination of the Scheme’s investment options: Aggressive Growth, Balanced Growth, Cautious or Cash	✓	✓	✓	✓	✓	✓
No entry, exit, transfer, withdrawal, rollover, investment switching or contribution fees	✓	✓	✓	✓	✓	✓
Option to make a binding or non-binding nomination of beneficiaries	✓	✓	✓	✓	✓	✓
Death cover	✓	✓	✓ <sup>1</sup>	✓ <sup>1</sup>	X	✓ <sup>4</sup>
Total and Permanent Disablement (TPD) cover	✓	✓	✓ <sup>1</sup>	✓ <sup>1</sup>	X	✓ <sup>4</sup>
Voluntary salary continuance cover	✓	✓	X	X	X	✓ <sup>4</sup>
Weekly unit pricing	✓	✓	✓	✓	✓	✓
Access to an interactive website housing your account information in a secure section and tools such as <i>Model My Super</i>	✓	✓	✓	✓	✓	✓
Regular payments from account	n/a	n/a	n/a	n/a	✓	✓
A say in the running of the Scheme via Trustee elections	✓	✓	✓	✓	✓	✓
Mobile website – providing you with access on the go	✓	✓	✓	✓	✓	✓
Choice of monthly, quarterly, half yearly or annual payments for your pension payments	n/a	n/a	n/a	n/a	✓	✓
Lump sum withdrawals from your account after reaching preservation age	✓	✓	✓	✓	✓ <sup>1</sup>	X
Option to have your pension transferred to your spouse as a reversionary pension in the event of your death	n/a	n/a	n/a	n/a	✓	✓
Ability to have fee for Scheme-related financial advice from accredited ANZ financial advisers deducted from Scheme account	✓	✓	✓	✓	✓	✓

1. Conditions apply. Contact the Scheme for details.

2. Alternative options may be available. Contact the Scheme for details.

3. On commencement of pension only – alternative options may be available. Contact the Scheme for details.

4. Insurance may be able to continue in Section A, Section C, SCA or RBA (if applicable). Contact the Scheme for details.

The Scheme’s fees and charges are summarised on page 20.

# Fees and charges

## Investment management fee<sup>3</sup>

Membership category	Account management fees for 2014 <sup>1,2</sup>	Aggressive Growth option	Balanced Growth option	Cautious option	Cash option	Insured cover for death and disablement <sup>4</sup>	Salary continuance insurance <sup>4</sup>	Government taxes <sup>5</sup>
Section A	0.10% p.a. of first \$500,000 invested, nil thereafter					Cost varies depending on your age and the level of cover	Cost varies depending on your age and the level of cover	The Government's contribution and super surcharge <sup>6</sup> taxes deducted from your account (if applicable) and paid to the Australian Taxation Office (ATO)
Section C	0.10% <sup>7</sup> p.a. of first \$500,000 invested, nil thereafter							
Retained Benefit Account (RBA)	0.20% p.a. of first \$500,000 invested, nil thereafter					Cost for death cover varies depending on your age and the level of cover		
Spouse Contribution Account (SCA)	0.20% p.a. of first \$500,000 invested, nil thereafter	0.34% or \$3.40 per \$1,000 invested	0.38% or \$3.80 per \$1,000 Invested	0.25% or \$2.50 per \$1,000 Invested	0.05% or \$0.50 per \$1,000 invested	Cost for age-based TPD cover (if any) varies depending on your age and the level of cover	No cover available	
Account Based Pension (ABP)	0.15% p.a. of first \$500,000 invested, nil thereafter							
Transition to Retirement Account Based Pension (TRAP)	0.15% p.a. of first \$500,000 invested, nil thereafter					No cover available	No cover available	

### Notes

- Account management fees are only charged on the first \$500,000 of assets in any account in Sections A and C and the RBA, SCA and ABP Sections. For 2014, there is a fee rebate of 0.05% p.a. of the first \$500,000 invested. The fees quoted allow for this rebate. The fee rebate will be reviewed annually.
- Calculated on a pro rata basis, deducted weekly by redeeming some of your units.
- The investment management fees shown were applicable for the year ended 31 December 2013. These fees vary from year to year and may include performance management fees.
- Cost of cover is deducted from your account.
- These taxes apply to all superannuation funds.
- Members charged excess contributions tax and/or superannuation surcharge tax receive notification from the ATO. Your annual benefit statement will show these deductions, if applicable.
- Account management fee is not payable by Section C Choice members.

## Financial statements

The following information is taken from the audited accounts for the years ended 31 December 2012 and 2013. Copies of the full audited accounts and the auditor's report are available to members on request from ANZ Staff Super. See page 29 for the Scheme's contact details.

### Statement of financial position

Statement of financial position at 31 December	2013 \$000	2012 \$000
<b>Assets</b>		
Unlisted unit trusts	2,843,163	2,302,984
Listed Australian equities	155,434	141,876
Forward foreign exchange	5,008	871
Financial assets held for trading	1	35
Cash and cash equivalents	275,493	330,486
Receivables	13,742	11,380
Deferred tax asset	–	12,352
<b>Total assets</b>	<b>3,292,841</b>	<b>2,799,984</b>
<b>Less liabilities</b>		
Payables	1,165	1,168
Forward foreign exchange	712	5,203
Deferred tax liability	36,830	–
Income tax payable	1,695	9,226
<b>Total liabilities</b>	<b>40,402</b>	<b>15,597</b>
<b>Net assets available to pay benefits</b>	<b>3,252,439</b>	<b>2,784,387</b>
<b>Represented by liability for accrued benefits</b>	<b>3,252,439</b>	<b>2,784,387</b>

## Operating statement

Operating statement for the year ended 31 December	2013 \$000	2012 \$000
<b>Net assets available to pay benefits at beginning of the period</b>	2,784,387	2,483,583
<b>Plus</b>		
Net investment revenue	513,252	326,617
Contributions revenue		
Employer	203,950	211,575
Members	16,769	15,735
Transfer from other funds	42,756	33,704
Other	3,539	2,446
<b>Total revenue</b>	<b>780,266</b>	<b>590,077</b>
<b>Less</b>		
Benefits paid or payable	227,384	217,450
Expenses	14,008	13,225
Income tax expense	70,822	58,598
<b>Total benefits, expenses and tax</b>	<b>312,214</b>	<b>289,273</b>
<b>Net assets available to pay benefits at end of the period</b>	<b>3,252,439</b>	<b>2,784,387</b>



## Reserves and accounts

Five types of reserves or accounts are held within the Scheme for efficient financial management. They are:

1. The Scheme Operating Reserve (SOR). This is part of the financial management of the Scheme, and may be used in certain circumstances to address operational risk events or claims against the Scheme arising from operational risk events. Under APRA Prudential Standard SPS114 Operational Risk Financial Requirement, the Trustee is required to hold adequate financial resources to address losses arising from operational risks. These financial resources are held in the Scheme Operating Reserve and exceed the level required by the prudential standard.
2. The Death and Disablement Reserve (DDR) which operates as a reserve to which premiums for death and Total and Permanent Disablement cover are paid and from which any excesses of death and Total and Permanent Disablement benefits over members' account balances are paid.
3. The Employer Funding Reserve (EFR) is also part of the financial management of the Scheme.
4. The Unallocated Transfer Reserve (UTR) relates to monies transferred from other ANZ staff superannuation schemes which were not allocated to transferring members. There is currently no money in the UTR.
5. The Pension Section Account (PSA) relates to assets transferred from the ANZGROUP (Australia) Staff Pension Scheme to finance the benefits paid to pensioner beneficiaries.

### Reserve balances at 31 December

Year	SOR \$m	DDR \$m	EFR \$m	UTR \$m	PSA \$m
2013	18.0	44.9	18.2	0	21.8
2012	14.6	37.9	15.4	0	17.9
2011	12.7	34.3	12.2	0	15.1
2010	13.0	32.7	10.9	0	17.8
2009	12.2	27.9	9.4	0	20.0

\* Following the actuarial review in 2005, the balance of the UTR was transferred to the PSA.

These reserves and accounts do not affect the pricing of units or the investment earnings on members' accounts.

## Your Trustee

The Trustee for your Scheme is ANZ Staff Superannuation (Australia) Pty Limited, which is responsible for the operation and management of the Scheme.

The Board of the Trustee has eight Directors, four elected by members and four appointed by ANZ.

The Board has an excellent mix of skills and experience to oversee the operations and management of your Scheme and represent member interests.

### Your Trustee Directors at 31 December 2013

#### ANZ representative directors:



**Gary Newman**  
Non-Executive Director



**Susie Babani**  
Chief Human  
Resources Officer



**Sue Carter**  
Non-Executive Director



**Paul Edwards**  
Group General Manager,  
Corporate Communications

#### Member representative directors:



**Tracey Sturgeon**  
Director, Lending Services



**Geoffrey King**  
Former Senior  
Superannuation  
Relationship Manager



**Jo McKinstry**  
Senior Manager,  
Customer Service



**Peter Davis**  
Head of Financial  
Institutions, Pacific

### Board meeting attendance for 2013

Trustee Director	Possible number of Board meetings*	Number of Board meetings attended**
Susie Babani	8	5
Sue Carter	8	8
Peter Davis	8	8
Paul Edwards	3	3
Geoffrey King	8	8
Jo McKinstry	8	8
Gary Newman	6	6
Russell Rechner	2	2
Tracey Sturgeon	8	8
Michael Liarakos	5	5

\* Directors also attend committee meetings as required.

\*\* Where a Director is unable to attend a Board meeting, his or her alternate Director usually attends the meeting.

### Trustee Director changes

The former Chairman, Russell Rechner, retired on 31 March 2013 and Gary Newman was appointed as Trustee Director and Chairman effective 1 April 2013.

In September 2013, Paul Edwards, Group General Manager, Corporate Communications was appointed as an ANZ appointed Director on the Trustee Board, replacing Michael Liarakos.

The Trustee wishes Russell every happiness in his retirement and thanks both Russell and Michael for their valuable contribution and service to the Board.

### Trustee election

During 2013, an election was held for two Member Representative Directors for the Trustee Board. Geoffrey King and Jo McKinstry were re-elected to the Board. Geoffrey King is a former Senior Superannuation Relationship Manager and Jo McKinstry is Senior Manager, Customer Service. We thank all the candidates who nominated for the election and all the members who voted. The next election for Member Representative Directors for the Trustee Board will be held in 2015.

### Corporate governance

The Trustee is committed to maintaining the highest standards of corporate governance practice and ethical conduct in undertaking its responsibilities to manage the Scheme on behalf of its members.

The Trustee uses the collective skills and experience of its Directors to efficiently and soundly manage and monitor the operations and performance of the Scheme. The Trustee has a Governance and Audit Committee to assist the Board in identifying and addressing issues to maintain a best practice corporate governance framework for the Scheme and to ensure compliance with the Scheme's Trust Deed and Rules, all relevant legislation and prudential standards.

Key government issues considered by the Trustee include:

- corporate structures, processes, policies and conduct;
- prudential measures such as security, fraud prevention, insurance and business continuity;
- monitoring of service providers including the administrator and investment managers;
- risk management;
- legislative and regulatory compliance; and
- communication with members and other stakeholders.

### Group Superannuation's role

ANZ Group Superannuation is responsible for managing the Scheme's relationship with its service providers.

ANZ Group Superannuation also supports the Trustee by overseeing member communication and education, compliance and governance, risk management, investment services and statutory requirements.

### Administration

Certain administration and member services have been outsourced to Mercer Australia. The Trustee also engages professional firms and consultants to provide expert advice.

### Indemnity insurance

The Trustee has indemnity insurance to cover the Scheme and Directors in case of a loss due to a claim against the Trustee. The insurance is designed to cover a financial loss incurred as a result of an honest mistake that may occur in operating the Scheme.

It does not cover the Directors for fines or penalties that may be imposed by law, or for claims resulting from intentional or reckless neglect or dishonest conduct.

## Other information

### Inquiries

You can call ANZ Staff Super with any inquiry about your account or the Scheme on **1800 000 086**. You can also access your account information via the Scheme's website at [www.anzstaffsuper.com](http://www.anzstaffsuper.com).

Most member inquiries can be easily answered by ANZ Staff Super service representatives over the phone. In some cases, you may be asked to put your inquiry in writing and provide contact details for a reply. Inquiries will generally be answered within a few days.

As a Scheme member, you can access:

- Product Disclosure Statements (PDSs);
- the Scheme's Trust Deed and Rules;
- the Product Dashboard for MySuper;
- full copies of the Scheme's audited accounts and the auditor's report;
- extracts from the most recent actuary's report;
- rules for the appointment and removal of member representative Directors;
- the Privacy Policy Statement;
- copies of recent annual reports, newsletters and brochures.

The Scheme website will be updated from 1 July 2014 to comply with new disclosure requirements including certain details about the Trustee and documents about the Scheme. Refer to the 'Forms and publications' tab.

### Complaints

If you have an issue or concern regarding the Scheme, you can outline your concerns in writing to the Trustee and the matter will be investigated in accordance with the Scheme's inquiries and complaints handling procedure.

**ANZ Staff Super**  
**GPO Box 4303**  
**Melbourne VIC 3001**

The Trustee will advise you in writing of its decision.

If your complaint is not resolved to your satisfaction by the Scheme's internal procedures within 90 days, you can contact the Superannuation Complaints Tribunal (SCT), an independent body set up by the Federal Government to resolve certain types of complaints against superannuation fund trustees.

When the SCT accepts a complaint it will try to resolve the matter through inquiry and conciliation. If this is unsuccessful, the complaint is formally referred to the SCT for a determination that is binding.

You can contact the SCT by phoning **1300 884 114** for the cost of a local call, or email [info@sct.gov.au](mailto:info@sct.gov.au) or by visiting its website at [www.sct.gov.au](http://www.sct.gov.au).

## The Scheme's Eligible Rollover Fund

When your membership of Section A, Section C or the SCA Section ceases, you will need to decide what to do with your benefit.

If your benefit is less than \$7,500 and you do not provide payment instructions within 30 days, your benefit will automatically be transferred to the Scheme's Eligible Rollover Fund (ERF) selected by the Trustee.

**AMP Eligible Rollover Fund**  
**Locked Bag 5400**  
**Parramatta NSW 1741**

**Phone: 1300 653 456**

You will no longer be a member of the Scheme if your benefits are transferred to the ERF. Any insurance cover you may have had with the Scheme will also cease. The ERF does not offer insurance in the event of death or disablement.

You will need to contact the ERF directly to access your benefits.

If your benefit is transferred to the ERF, the Scheme will provide it with your current contact details so the ERF can send you its current Product Disclosure Statement outlining the operational details of the ERF.

If your benefit is \$7,500 or more it will be transferred to the RBA Section of the Scheme.

## The Scheme's service providers

The Trust Deed permits the Trustee to appoint independent specialists to assist with the management and operation of the Scheme. The Trustee has appointed the following professional firms to provide services to the Scheme:

<b>Member Services</b>	Mercer Outsourcing (Australia)
<b>Actuary</b>	Russell Employee Benefits
<b>Investment Adviser</b>	Towers Watson
<b>Legal Adviser</b>	Lander and Rogers
<b>Master Custodian</b>	JP Morgan
<b>Eligible Rollover Fund</b>	AMP Eligible Rollover Fund
<b>Auditor</b>	KPMG



## Contact details



### Write to

#### **ANZ Staff Super**

GPO Box 4303

Melbourne VIC 3001

Or email [anzstaffsuper@superfacts.com](mailto:anzstaffsuper@superfacts.com)



### Phone

**1800 000 086**

or +61 3 8687 1829 from overseas

### Fax

03 9245 5827



### Website

**[www.anzstaffsuper.com](http://www.anzstaffsuper.com)**

### **Superannuation Complaints Tribunal**

1300 884 114

### **Australian Tax Office**

Superannuation Help Line 13 10 20

