



2025 Annual Report for members

Run for you - by people like you

Contents

2025 Snapshot	3
Message from the Chair and Head of ANZ Staff Super	4
Investment update	8
Performance update	10
Environmental, Social and Governance (ESG) considerations	12
Investment options	14
Investment management	18
Fees and costs	20
Financial information	21
Governance	26
Other information	28

ANZ Staff Super acknowledges Aboriginal and Torres Strait Islander peoples as the Traditional Owners and Custodians of Australia. We recognise their continuing connections to their lands, waters, cultures and communities. We pay respects to Aboriginal and Torres Strait Islander cultures and to Elders, past and present.

This 2025 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 “ANZ Staff Super”. Any references to other schemes or schemes in general appear in lower case. We also refer to Section A as the Employee Section, Section C as Employee Section C, the Retained Benefit Account (RBA) Section as the Personal Section, the Spouse Contribution Account (SCA) Section as Partner Section and Account Based Pension (ABP) Section as the Retirement Section as these names better describe the sections and are more easily understood. 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 the back page for contact details) or by visiting anzstaffsuper.com.

Published: April 2026

2025 Snapshot



#1 for best-value super from Chant West¹

We were #1 best-value life insurance in super and #1 or #2 for low fees for the Employee Section.

ANZ Staff Super #1 or #2 on lowest fees and costs¹

	\$25K	\$50K	\$250K
Aggressive Growth	#1	#1	#1
Balanced Growth	#1	#2	#2
Cautious	#1	#1	#2

All other sections – if they were to be included in the surveys – would have been top quartile for best value/low fees.



Strong long-term investment performance

Our Balanced Growth option (MySuper) delivered an average annual return of 7.3% over the 10 years to 31 December 2025, outperforming its performance objective by 1.8%.



Over \$11 million in insurance claims paid

Insurance claims paid to members and beneficiaries were up >20% from over \$9 million in 2024.



Best-ever NPS of +16

You rated us better than the median of all super funds in the annual CSBA survey and up 10 Net Promoter Score points from +6 to +16.²



600+ members spoke to an adviser

As it's a benefit of membership members paid nothing extra for that support.³



Voluntary contributions up 40%

Voluntary contributions from members hit \$66 million, up 40% on previous year.



Net assets grow to \$7.8bn

Net assets grew 7.4% in 2025, up to \$7.8 billion from \$7.3 billion in 2024.

1. ANZ Staff Super Employee Section is #1 overall for lowest death and TPD premiums, Chant West Super Fund Insurance Premium Survey January 2026 and ANZ Staff Super Employee Section Balanced Growth (MySuper) option is #1 for lowest fees for account balances of \$50,000 and #2 for all other balances surveyed, Chant West Super Fund Fee Survey December 2025. If other sections were included in the Chant West surveys they would be comfortably top quartile for value - see the 2025 Annual Outcomes Assessment.

2. CSBA's Superannuation Experience & Engagement Benchmark 2025: Participating funds included AMP, ART, AustralianSuper, Aware, BT, Colonial First State, HESTA, Hostplus, Insignia, REST, UniSuper.

3. Financial advice on key aspects of superannuation is available at no extra cost to members.

Message from the Chair and Head of ANZ Staff Super

We are pleased to update members on your fund's key achievements in 2025. This year we remained firmly focused on delivering strong long-term investment outcomes, improving member experience and enhancing our insurance design—all while maintaining low fees and costs.

Improving the member experience

In March 2025 we welcomed a new Head of Member Experience, Carolyn Tait, who has worked to leverage the capability of our administration and digital platform to further enhance how members interact with ANZ Staff Super. We streamlined the onboarding experience for new members, launched a dedicated insurance claims portal to help speed up claims for members and beneficiaries, and introduced a quarterly e-newsletter to provide regular super-related insights and updates.

We also increased opportunities for members to engage with us. In the first half of the year we delivered a live webinar program covering topics including Super Health Checks and Retirement Readiness. Feedback from members about accessing the content out-of-hours prompted us to record the most popular webinar—Planning for Retirement—which members will find under “News and Updates” on our website. It continues to be very popular content. In August we trialed face-to-face advice meetings at the Docklands campus for members approaching retirement. Following strong demand we have made this a regular monthly service for members seeking retirement advice—just ask for a face-to-face appointment when you book. And of course, members who need an early evening appointment can always ask for an appointment with a WA-based adviser.

We also refreshed our Retirement Income Strategy to reflect increased regulatory and member focus on the retirement drawdown phase. The updated strategy, summarised on our website, strengthens how we support members transitioning from accumulation to retirement income.

Member annual benefit statements got a fresh look and feel in 2025 designed to improve readability and member engagement. They included personalised Retirement Income Projections with a new design for greater clarity—helping eligible accumulation members better understand their long-term superannuation position and how it compares to the Association of Superannuation Funds of Australia (ASFA) Retirement Standard.

When organisational change affected ANZ staff we took steps to assist members with their super. From early September we delivered daily Career Transition webinars to support members navigating workplace change. By year-end nearly 500 ANZ colleagues had participated, some attending multiple sessions.

At a time when impacted members have a lot of other things to think about, you don't need to make a hasty decision about your super. If you do nothing about your super when you leave ANZ, your account will automatically be transferred to the Personal Section of ANZ Staff Super with very little change to your member benefits. See the “Leaving ANZ” page on anzstaffsuper.com for more information.

“Very helpful and booked in to speak to an adviser.”

ANZ Staff Super member, Contact Centre survey April 2025

Cyber awareness

Cyber security remained a key focus in 2025 following several coordinated incidents across the superannuation industry. We responded quickly by strengthening our security controls and enhancing our monitoring and response capabilities.

We reinforced guidance to members on protecting their accounts, including the use of strong, unique passwords and **mandatory multi-factor authentication (MFA)**. Members were also reminded to stay alert to impersonation scams and suspicious communications.

A 14-character minimum password standard has now been introduced. Members will be prompted to update their password the next time they make a change if it does not meet this requirement.

We also strengthened our registration process, requiring members to verify their email address or mobile number before completing registration, adding an extra layer of protection from the outset.

Insurance and member value

Insurance remains a key pillar of our great-value promise to members. According to independent ratings agency Chant West, we retained our No. 1 position for lowest cost/best value death and Total and Permanent Disablement premiums for Employee Section members 2025.

This year as part of our regular review with our insurer Zurich Australian Insurance Limited we were able to negotiate a better deal for members, with no increase in premiums. Enhancements included:

- updating our definition of Total and Permanent Disablement (TPD) to clarify eligibility requirements and better support members at claim time;
- new Salary Continuance Insurance (SCI) claimants (Employee Section and Employee Section C members only) from 1 October 2025 will now receive a super contribution of up to 12% of their salary;
- new permanent or fixed term ANZ employees will have up to 30 days to join ANZ Staff Super and be eligible for automatic death and TPD cover when they meet the (other) eligibility criteria; and
- from 1 April 2026 reduced salary continuance insurance premiums for eligible members.

We also continued our death and TPD premium rebates, helping reduce the cost of cover significantly. We will notify members in advance of any future changes to these arrangements.

Members responded strongly to our annual June Half-Block-Cover Campaign enabling eligible accumulation members to apply for an additional half block of death and TPD cover without the need to provide health evidence. The streamlined online application process allowed members to increase their insurance cover with minimal effort. Uptake remained strong, underscoring the importance of offering meaningful, easy to access insurance options that support members' financial wellbeing.

In terms of death and disablement claims payment turnaround times for members and beneficiaries, we are always looking for ways to expedite payments. In December, the Board approved the delegation of certain lower risk insurance claims decisions to management. This means simpler claims can be decided by management as soon as we have everything needed for a decision, rather than waiting for the next monthly Claims Administration Meeting. We are already seeing this simple change shave days, even weeks, off the time a claim can take to be paid.

Listening and responding to members

We strengthened how we capture and act on member feedback. We introduced Voice of the Customer surveys in our Contact Centre to gain direct insight into service quality and areas for improvement—you'll see some of the verbatim quotes from members captured in those surveys throughout this report.

We also participated in the annual independent member experience and engagement survey conducted by Customer Service Benchmarking Australia (CSBA). This was the first time we conducted this survey since moving to our new administrator. Pleasingly our Net Promoter Score jumped from +6 in 2024 to +16 in 2025, exceeding the 'All Funds' benchmark, meaning our members rated us higher than the average score of all the funds participating, a great result.

Another important insight was that members who had recently contacted ANZ Staff Super reported particularly positive experiences, with an NPS of +21 compared to +9 for those without recent contact.

When asked what matters most beyond strong long-term investment performance, members identified trust and competitive fees as the primary reasons they stay with ANZ Staff Super. Low fees, solid investment returns and accessible information were also positive attributes.

The Contact Centre feedback reinforced these results, with members reporting efficient, helpful service and strong satisfaction with digital support and issue resolution.

In 2026 members will see several member experience improvements that have come from member feedback, including:



Timely receipt of annual benefit statements—March 2026;



An Annual Members' Meeting as close as possible in timing to annual member statements—save the date—14 May 2026;



The ability to email (scan or photo) a *Notice of Intent* (to claim a tax deduction) rather than having to put it in the mail to us; and



A streamlined process for renewing your *Binding Nomination of Beneficiaries*. If there's no change to your previous Binding Nomination, we just need you to sign a form and send it back. You only need two non-beneficiary witnesses when making your initial Binding Nomination or if you want to change it.

Investment performance and governance

It was another year where market conditions were both volatile and uncertain. We remained as always firmly focused on delivering long-term investment returns for members. For the 12 months to 31 December 2025 each of our accumulation investment options delivered solid results with 9.8% for the Aggressive Growth option, 8.5% for Balanced Growth, 6.0% for Cautious and 3.9% for Cash.

But the long-term is the best measure of our success and over the 10 years to 31 December 2025 our diversified options also delivered with Aggressive Growth returning 9.3% p.a., Balanced Growth 7.3% p.a. and 4.5% p.a. for Cautious. These options outperformed their performance objectives over 10 years by 3.3% p.a., 1.8% p.a. and 0.2% p.a. respectively.

During the year we welcomed William Leong as our new Head of Investments. William's appointment has strengthened our investment capability and oversight as we continue refining how we manage members' savings.

A comprehensive review of our Investment Governance Framework was conducted during the year. We enhanced policies covering liquidity management, valuation practices, sustainability considerations and investment decision-making. These improvements strengthen oversight and ensure our processes remain robust, transparent and aligned with members' best financial interests.

We also adjusted the way we position the fund to capture better medium- to long-term returns. This included refinements to our international equities and infrastructure allocations. We introduced a more diversified structure for the Cautious investment option designed to modestly improve expected long-term returns while carefully managing the likelihood of negative annual outcomes.

We refreshed our investment manager line-up, appointing specialist managers where appropriate and exiting relationships that no longer aligned with our strategy. These changes further strengthened capability across key asset classes.

Enhancing the oversight of unlisted asset valuations remained a priority. We introduced improved valuation reporting and greater transparency around valuation processes.

Strong governance

Strong governance underpins everything we do. The Board ensures robust frameworks for risk management, compliance and financial oversight to assist the Trustee in its role of acting in members' best financial interests.

In 2025, we strengthened oversight of insurance claims handling, incident management, dispute resolution and service provider performance. The Board remains focused on ensuring these functions operate effectively, transparently and in members' interests.

The delegation powers in ANZ Staff Super's Trust Deed have been updated to help expedite insurance claims payments (see page 5). There have also been changes to clarify the provisions regarding the use of any monies transferred from the Scheme Operating Reserve (SOR) to the Employer Funding Reserve (EFR). The EFR is used to fund the 0.03% p.a. account management fee rebate applied to members' accounts, reducing the net fees members pay. The SOR holds the funds used to address operational risks if necessary. Following the changes, if any excess in the SOR is transferred to the EFR, its use is determined by the Trustee which is required to act in the best financial interests of members.

Looking ahead

We are a fund run for current and former ANZ staff and their partners. Run for you, by people like you. As such our focus is on members. We strive to always deliver strong long-term investment performance, low fees and costs and quality member experience strengthened by financial advice on key aspects of your super at no additional cost. In 2026 members can look forward to:

- email journeys—a series of emails that break down complex things like planning for retirement—into manageable bite-sized steps for members. In 2026 we're launching three Transition-to-Retirement/Retirement email journeys and a welcome journey for new members to help them set themselves up for success;
- relevant curated content online in our new Retirement Hub; and
- increased access to financial advice—as well as launching digital advice in the second half of 2026 we've doubled our "human" adviser capacity to reduce wait times for members.

On behalf of the Board, we would like to acknowledge the dedication of our management team and service partners. But most of all we would like to thank you, our members, for trusting us to help you achieve your long-term retirement goals.



Jocelyn Furlan
Chair ANZ Staff Super



Paul Rosam
Head of ANZ Staff Super

“Person I spoke to was able to help me with my enquiry promptly, also called me after to make sure I found the correct page, good customer service.”

ANZ Staff Super member, Contact Centre survey
April 2025

“Great service and was very satisfied with the outcome.”

ANZ Staff Super member, Contact Centre survey
September 2025

“Setting up the TTR was a seamless process.”

ANZ Staff Super member, Contact Centre survey
October 2025

Investment update

Global markets delivered positive returns in 2025, supported by easing inflation, the gradual resumption of interest rate cuts in major economies, and a welcome broadening of equity market leadership beyond the large U.S. technology companies that had dominated recent years. While markets proved resilient through the early part of the year, the economic backdrop was shaped by rising tariff barriers and elevated policy uncertainty.

Inflation continued to moderate globally, though it remained above target in several advanced economies—most notably in the U.S. and Australia—prompting central banks to move cautiously as they weighed the timing and pace of further monetary easing.

Strong investment in artificial intelligence supported growth in both the U.S. and China, while Japan benefited from weakness in the yen, which supported exports. Europe also delivered improved performance compared with recent years, helped by more attractive valuations and improved earnings conditions.

Key macroeconomic drivers in 2025



• Growth and Inflation:

Global growth proved more resilient than expected, supported by increased trade activity ahead of tariff changes and continued strength in AI related investment. Inflation, however, varied significantly across regions. In the U.S., a late year reacceleration complicated the Federal Reserve's rate cutting plans. Markets anticipated further easing, but the Federal Reserve adopted a cautious approach given the balance between growth and inflation risks.



• Artificial Intelligence:

Remained one of the most powerful forces shaping equity markets. Companies tied to semiconductor demand, cloud infrastructure, and other components of artificial intelligence expansion continued to deliver above market earnings growth. Importantly, market participation widened compared to earlier phases of the artificial intelligence cycle, as more companies across the value chain saw benefits.



• Government & Trade Policy:

Global policy developments—particularly the escalation of U.S. tariffs—had a significant effect on trade flows and business sentiment. Higher effective tariff rates prompted companies to revisit supply chain and pricing strategies. While elements of the policy mix offered support to markets, ongoing protectionism and political uncertainty continued to weigh on investor confidence.

“Happy with the returns, service and new online platform.”

ANZ Staff Super member, Contact Centre survey October 2025

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.

Australian market performance in 2025

The Australian economy strengthened through 2025, with GDP growth supported by household consumption, business investment (particularly data centre development), and dwelling construction. Inflation re-accelerated toward the end of the year, driven primarily by rising housing and energy costs. In response, the Reserve Bank of Australia held the cash rate at 3.60%, signaling it would require clearer evidence of easing price pressures before considering any cuts.

Australian equities ended the year with modest gains, lagging some other international markets. The housing market remained firm, supported by tight supply conditions and resilient household demand.

Outlook

2026 started positively as the global economy was supported by easing inflation, the prospect of continued monetary policy normalisation and robust corporate earnings. However, this economic backdrop was upended with the start of the current Middle East conflict on 28 February 2026 with the US–Israel strikes on Iran. The Middle East conflict has dominated global markets since and the escalation of the conflict has triggered a significant increase in global oil prices and supply disruption, which has inflationary implications from higher energy prices. Volatility in financial markets is set to continue in the near term given uncertainty around the duration and scale of the Middle East conflict.

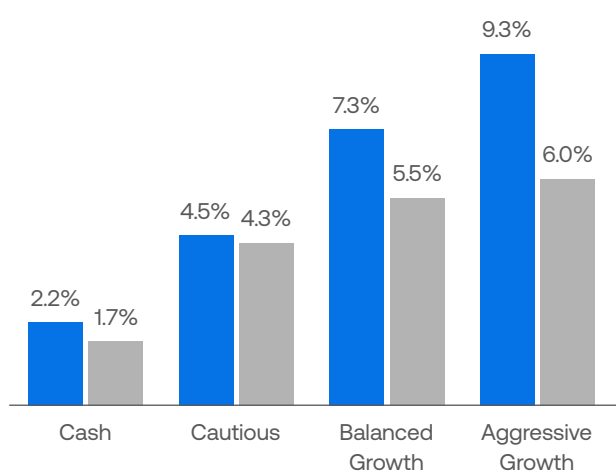
ANZ Staff Super has constructed a diversified portfolio to manage market volatility. Our aim is to ensure portfolios remain well positioned to navigate near-term uncertainty while capturing long-term opportunities across global markets. It is important to remember that time in the market beats timing the market, which reinforces the importance of taking a long-term approach with superannuation.

Performance update*

It's important to remember that super is a long-term investment, and we should always focus on the long-term results while expecting to experience highs and lows along the way.

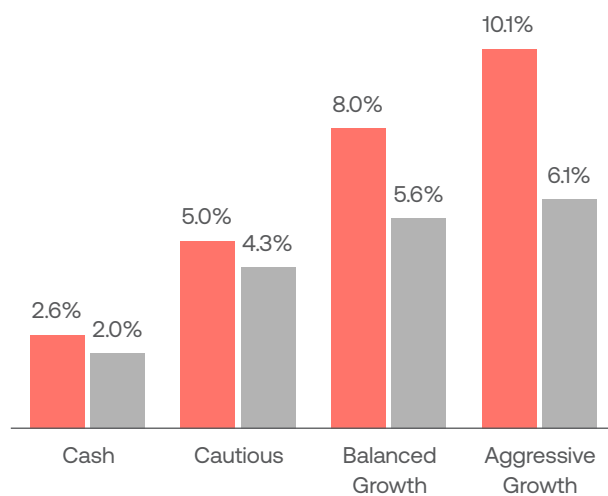
These charts demonstrate that over the 10 years to 31 December 2025, ANZ Staff Super has exceeded all of its objectives.

Super options**



■ Super options ■ Objective

Pension options**



■ Pension options ■ Objective

In a year of volatile market conditions, our options delivered another year of returns above their investment objectives as at 31 December 2025.

For super members and Transition To Retirement pensions*

	Aggressive Growth	Balanced Growth	Cautious	Cash
1-year	9.8%	8.5%	6.0%	3.9%
3-year (p.a.)	13.5%	10.3%	6.2%	4.0%
5-year (p.a.)	9.5%	7.1%	4.0%	2.9%
10-year (p.a.)	9.3%	7.3%	4.5%	2.2%

For Account-Based Pensions*

	Aggressive Growth	Balanced Growth	Cautious	Cash
1-year	10.6%	9.2%	6.8%	4.6%
3-year (p.a.)	15.0%	11.4%	7.1%	4.7%
5-year (p.a.)	10.5%	7.8%	4.5%	3.4%
10-year (p.a.)	10.1%	8.0%	5.0%	2.6%

* **Important note:** Past performance is not necessarily a guide to future performance. This investment returns information has been prepared for the general information of members of the Scheme. It does not take into account any member's individual financial objectives, financial situation or needs.

We recommend that you seek help from a licensed financial adviser before acting on any of this information. While all due care and diligence has been taken in the preparation of this information, the Trustee reserves the right to correct any errors or omissions.

**See page 11 for more information about how we measure investment performance for super (accumulation) and retirement members.

Relative performance

ANZ Staff Super uses the Rainmaker Benchmarking Service¹ to compare the relative performance of its accumulation (super) investment options against other funds that offer similar investment options. Performance is assessed regularly, and ANZ Staff Super's net investment returns are reported in their respective performance quartile. For instance, a 1st Quartile ranking is where ANZ Staff Super's performance is ranked by Rainmaker to be in the top 25% of results sampled.

Our Cash investment option's returns were in the top 25% when compared to peers over 1, 3, 5 and 10-year periods to 31 December 2025 (as rated by Rainmaker).

Over these same comparison periods, our Aggressive Growth option posted first quartile returns over 3, 5 and 10 years and third over 1 year.

Balanced Growth delivered above median returns over 3 years, but was below median over the other periods. Returns for the Cautious option were above median for 10 years and below for the other periods.

Accumulation performance quartiles

	Aggressive Growth	Balanced Growth	Cautious	Cash
1-year	3rd	3rd	3rd	1st
3-year	1st	2nd	3rd	1st
5-year	1st	3rd	3rd	1st
10-year	1st	3rd	2nd	1st

1. Rainmaker Information.

2. With the exception of Defined Benefit members.

Unit prices

Your account is recorded as a unit holding in one or more of the 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.

As asset values fluctuate, unit prices will go up and 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 by logging into your account at **anzstaffsuper.com**.

Measuring investment performance

Investment earnings for each member² 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 10 to 13, together with details of the investment returns of previous years. Remember, past investment returns are not necessarily indicative of future performance.

All investment income earned by account based pensions in the Retirement Section is exempt from tax. Therefore returns for each investment option are generally higher for these members than other members, and these returns are shown separately. Investment earnings for Transition to Retirement pensions are shown with returns for Employee, Personal and Partner members as, since 1 July 2017, these are not exempt from tax.

Environmental, Social and Governance (ESG) considerations

ANZ Staff Super's investment objective is to deliver financial outcomes over the long-term that help our members meet their retirement goals. To do so, we consider environmental, social and governance factors alongside traditional investment factors as part of our investment decision-making processes.

We apply our ESG considerations across all investments in our portfolio and all investment options, subject to the limitations set out below.

We implement our ESG approach primarily by integrating ESG into our pre-investment due diligence processes when selecting investment managers and monitoring their ongoing performance against ESG criteria.

ESG integration

ESG integration is the ongoing consideration of ESG factors within an investment analysis and decision-making process, with the aim of improving risk-adjusted returns. ANZ Staff Super integrates ESG factors for the purpose of meeting its investment objectives. As a result, we consider ESG factors where it is in the best financial interests of members to do so.

ANZ Staff Super's investment portfolio is primarily managed by its external investment managers through pooled funds. We select these managers according to internal criteria informed by our assessment of their capabilities as well as research provided to us by our external asset consultant. ESG factors are one element we consider prior to deciding whether to invest in any particular investment manager, alongside other selection criteria, such as business management, investment philosophy and process, risk management, and performance.

When we engage an investment manager, we may specify our expectations around the use of ESG principles when making investment decisions and require them to report to ANZ Staff Super on ESG related risks and their management. We engage regularly with our mandated investment managers on their ESG approach as part of our ongoing due diligence on products that we invest in. However, ANZ Staff Super does not conduct our own ESG assessments on investments that fund managers make on our behalf.

Stewardship

Stewardship refers to the deliberate deployment of ownership rights and influence (beyond capital allocation) by ANZ Staff Super to protect and advance the interests of members.

ANZ Staff Super does not direct proxy votes. Stewardship activities such as voting and corporate engagement in relation to our underlying investments are outsourced to our external investment managers. As such, where appropriate, our appointed investment managers undertake engagement with companies and exercise voting rights in a manner that supports the management of their ESG considerations. ESG considerations may be only one of multiple factors our investment managers consider when exercising their voting rights.

As part of our ongoing due diligence, ANZ Staff Super reviews stewardship reporting provided to us by our managers, and we rely on the accuracy of its content.

Screening/exclusions

ESG screening is the practice of applying rules based on defined ESG criteria that determine whether an investment is permissible.

ANZ Staff Super does not specifically apply ESG screens. However, our investment managers may screen certain companies or industries in line with their mandate, and their own ESG principles. These matters are monitored and assessed by ANZ Staff Super as part of the initial and ongoing due diligence process.

Limitations

We may hold cash or cash equivalents to manage the liquidity of our investment portfolio. We may also use derivatives to manage investment risk or market exposure. Our ESG policies, including any screening/exclusions, do not apply to these types of investments.

Where we engage investment managers to invest on our behalf, they will invest in line with their mandate and their own ESG principles.

As a result, within our portfolio there may be limited indirect exposure to investments that would otherwise not be permitted, such as through derivatives over broad market indices.

Climate change

ANZ Staff Super's Board-endorsed climate ambition is founded on the commitment to achieve net zero carbon emissions from ANZ Staff Super's investment by 2050. Our climate ambition is guided by the following ESG principles and beliefs:

- Consideration of sustainability issues is important in maximising the likelihood of investment success over the long-term.
- Climate change gives rise to risks and opportunities to members' superannuation outcomes via regulatory, environmental, economic, and social impacts.
- Consideration of sustainability risks is aligned with members' best financial interests.
- Maintain compliance with the changing regulatory and prudential landscape.

ANZ Staff Super's ability to achieve its net zero objective is influenced by the actions, progress, and disclosures made by our investment managers and the broader economy, which are subject to market, data and methodology limitations.

Modern slavery

ANZ Staff Super seeks to identify and address the risk of modern slavery across our operations and supply chains (including in relation to investments we make). We receive reporting from our investment managers to identify and assess the materiality of modern slavery risks in relation to the investments we make. Our latest Modern Slavery Statement is available on our website at anzstaffsuper.com > Forms & resources > Governance documents > Reporting.

Investment options

Aggressive Growth

Objectives

The investment objectives of the Aggressive Growth option are to:

- maximise returns over the long term whilst accepting a higher degree of performance variability;
- exceed CPI increases, on average, by at least 4.5% p.a. for Account Based Pensions, or 4.0% for super accounts and Transition to Retirement pensions, over rolling 10-year periods.

Suitability

Members who are seeking to maximise investment returns over the long term while accepting a high degree of performance variability.

Risks

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.

Returns

Year ended 31 December	Super return	Pension return ¹	CPI increase ²
2025	9.8%	10.6%	3.6%
2024	16.3%	18.2%	2.4%
2023	14.4%	16.4%	4.1%
2022	-8.0%	-9.4%	7.9%
2021	17.2%	19.3%	3.5%
2020	5.0%	5.1%	0.9%
2019	20.9%	23.5%	1.8%
2018	-1.7%	-1.9%	1.8%
2017	13.2%	13.6%	2.0%
2016	9.3%	10.3%	1.5%

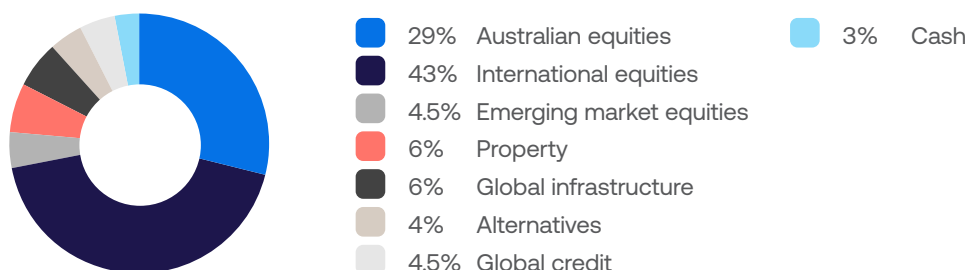
1. Pension returns are generally higher because tax is not payable on the investment earnings of an account based pension. From 1 July 2017, investment earnings for Transition to Retirement members under age 65 are taxed so for these periods the super return applies.

2. The increase in the Consumer Price Index (CPI) is a measure of inflation.

Strategic asset allocation and ranges

The majority of assets in the Aggressive Growth option are invested in shares with some allocations to property, infrastructure, alternatives and credit. Within this option there is a target exposure of 27% to developed markets foreign currency. The pie chart is indicative of the investment mix for this option.

Actual percentages may vary from time to time.



Balanced Growth

Objectives

The investment objectives of the Balanced Growth option are to:

- a. maximise returns over the long term whilst accepting a high degree of performance variability;
- b. exceed CPI increases, on average, by at least 4.0% p.a. for Account Based Pensions, or 3.5% for super accounts and Transition to Retirement pensions, over rolling 10-year periods.

Suitability

Members who are seeking to maximise investment returns over the long term while accepting a moderate to high degree of performance variability.

Risks

The investment returns of this option are likely to be less volatile than those of the Aggressive Growth option, but more volatile than those of the Cautious and Cash options. Therefore, if you are considering the Balanced Growth option you should be aware that there will be fluctuations in returns from year to year.

Returns

Year ended 31 December	Super return	Pension return ¹	CPI increase ²
2025	8.5%	9.2%	3.6%
2024	11.8%	13.2%	2.4%
2023	10.5%	11.9%	4.1%
2022	-6.6%	-7.8%	7.9%
2021	12.5%	14.2%	3.5%
2020	3.9%	4.0%	0.9%
2019	16.7%	18.9%	1.8%
2018	-0.9%	-1.1%	1.8%
2017	10.9%	11.3%	2.0%
2016	7.9%	8.7%	1.5%

1. Pension returns are generally higher because tax is not payable on the investment earnings of an account based pension. From 1 July 2017, investment earnings for Transition to Retirement members under age 65 are taxed so for these periods the super return applies.

2. The increase in the Consumer Price Index (CPI) is a measure of inflation.

Strategic asset allocation and ranges

Typically around 68% of the Balanced Growth option is invested in shares, property and infrastructure. The remainder is invested in fixed interest securities, global credit, alternatives and cash. Within this option there is a target exposure of 18% to developed markets foreign currency. The pie chart is indicative of the investment mix for this option. Actual percentages may vary from time to time.



Cautious

Objectives

The investment objectives of the Cautious option are to:

- achieve returns which exceed those available on cash investments over the long term whilst accepting some performance variability.
- exceed CPI increases, on average, by at least 2.5% p.a. for Account Based Pensions, or 2.0% for super accounts and Transition to Retirement pensions, over rolling 10-year periods.

Suitability

Members who are seeking to achieve returns which exceed those available on cash investments over the long term whilst achieving reasonable stability in returns from year to year.

Risks

The Cautious option is designed to reduce the chance of experiencing a negative return in any one year compared to the Aggressive or Balanced Growth options and to protect the capital value of your investment over a 12-month period.

Returns

Year ended 31 December	Super return	Pension return ¹	CPI increase ²
2025	6.0%	6.8%	3.6%
2024	6.1%	7.0%	2.4%
2023	6.4%	7.5%	4.1%
2022	-3.9%	-4.7%	7.9%
2021	5.6%	6.4%	3.5%
2020	3.5%	3.8%	0.9%
2019	8.8%	10.1%	1.8%
2018	1.4%	1.6%	1.8%
2017	6.5%	6.8%	2.0%
2016	5.2%	5.8%	1.5%

1. Pension returns are generally higher because tax is not payable on the investment earnings of an account based pension. From 1 July 2017, investment earnings for Transition to Retirement members under age 65 are taxed so for these periods the super return applies.

2. The increase in the Consumer Price Index (CPI) is a measure of inflation.

Strategic asset allocation and ranges

The Cautious option typically has more investments in defensive asset classes (such as fixed income and cash) compared to growth assets (such as shares). Within this option there is a target exposure of 8% to developed markets foreign currency. The pie chart is indicative of the investment mix for this option. Actual percentages may vary from time to time.



Cash

Objectives

The investment objective of the Cash option is to achieve returns, before fees and taxes, that is equal to or higher than the RBA cash rate over rolling 1-year periods.

Suitability

Members who are seeking to maintain capital stability over short time periods.

The Cash option is a conservative investment option that primarily invests pooled funds in an at-call account on deposit with ANZ.

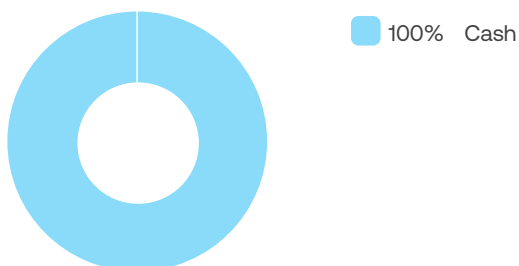
It should provide lower returns than the other options over the long term and would not normally be selected as a long-term investment growth strategy.

Risks

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.

Strategic asset allocation and ranges

All assets in this option are invested in an at-call account on deposit with ANZ. There is no foreign currency exposure in the Cash option. The pie chart is indicative of the investment mix for this option.



Super and Transition to Retirement returns

Year ended 31 December	Super return	Average RBA Overnight Cash Rate (net of tax)
2025	3.9%	3.3%
2024	4.2%	3.7%
2023	3.9%	3.3%
2022	1.6%	1.1%
2021	0.8%	0.1%
2020	1.0%	0.3%
2019	1.4%	1.0%
2018	1.7%	1.3%
2017	1.4%	1.3%
2016	2.1%	1.5%

Pension returns

Year ended 31 December	Pension return ¹	Average RBA Overnight Cash Rate
2025	4.6%	3.9%
2024	5.0%	4.4%
2023	4.6%	3.9%
2022	1.9%	1.3%
2021	0.9%	0.1%
2020	1.1%	0.3%
2019	1.7%	1.2%
2018	2.0%	1.5%
2017	1.6%	1.5%
2016	2.5%	1.7%

1. Pension returns are generally higher because tax is not payable on the investment earnings of an account based pension. From 1 July 2017, investment earnings for Transition to Retirement members under age 65 are taxed so for these periods the super return applies.

Investment management

ANZ Staff Super's assets held by each investment manager as at 31 December 2025 are shown in the table below. Invested assets as at the end of 2025 were \$7,977 million.

		As at 31 December 2025	
		\$m	%
Australian Shares	Macquarie Asset Management	1,180.7	14.8
	Allan Gray (Australia)	286.4	3.6
	Hyperion Asset Management	207.5	2.6
International Shares	BlackRock Investment Management	800.0	10.0
	RQI Investors	301.6	3.8
	Vinva Investment Management	151.5	1.9
	Towers Watson Australia	912.1	11.4
	Vanguard Investments Australia	612.4	7.7
Australian Direct Property	Dexus Capital Funds Management	149.2	1.9
	Mirvac Funds Management Australia	129.5	1.6
	Barwon Investment Partners	104.4	1.3
	Wentworth Capital	43.4	0.5
Global Listed Property	Resolution Capital	213.2	2.7
Australian Fixed Income	QIC Fixed Income	628.6	7.9
	Macquarie Asset Management	28.1	0.4
	Vanguard Investments Australia	28.7	0.4
International Fixed Income	Colchester Global Investors	317.4	4.0
Alternatives	Fulcrum Asset Management	360.9	4.5
Private Equity	IFM Investors	0.2	0.0
Global Listed Infrastructure	Maple-Brown Abbott	106.4	1.3
Global Unlisted Infrastructure	Ancala Partners	65.4	0.8
	Palisade Investment Partners	231.3	2.9
	Palisade Impact	61.0	0.8
	SUSI Partners	83.1	1.0
	(Morgan Stanley) North Haven Infrastructure Partners	4.5	0.1
Global Credit	BlueBay Asset Management	129.4	1.6
	Intermediate Capital Group	94.7	1.2
	Insight Investment Management (Global) Limited	121.7	1.5
	Wellington Management Funds	122.8	1.5
	Westbourne Capital	7.1	0.1
Cash	ANZ (cash deposits)	397.4	5.0
	Macquarie Asset Management	72.5	0.9
Currency Hedging	QIC Limited	23.9	0.3
Total		7,977.0	100.0

Investment manager changes

There were seven investment manager changes across the year. ANZ Staff Super invested in:

- Vinva International Equity Fund in December 2025
- QIC Australian Fixed Income Fund in July 2025
- Vanguard Australian Inflation Linked Bond Index Fund in March 2025
- Macquarie Australian Diversified Income Fund in March 2025

ANZ Staff Super made a commitment to invest in the IFM Australian Infrastructure Fund in December 2025.

ANZ Staff Super exited its investments in:

- BlackRock Enhanced Australian Bond Fund in July 2025
- EQT Infrastructure Fund in December 2025

Hedging policy

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 may be managed by hedging, which involves locking in future exchange rates using derivatives.

While the Trustee considers foreign currency exposures at the investment option level, hedging is implemented at the asset sector level. Most foreign currency exposures are fully hedged, except for international developed market and emerging market equities. Foreign currency exposures arising from emerging market equities are not hedged, while developed market international equities are partially hedged.

The target developed markets foreign currency exposures as of 31 December 2025 were:

Investment option	Target
Aggressive Growth	27%
Balanced Growth	18%
Cautious	8%

There is no foreign currency exposure in the Cash option.

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

Use of derivatives

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.

Fees and costs

Having very competitive fees and costs is just one of the member benefits that set ANZ Staff Super apart from the rest.

ANZ Staff Super's Employee, Personal, Partner and Retirement Sections are very competitive compared to those of other super funds due to our strong focus on value for members.

Member section	Net administration fees for 2025 ^{1,2}	Investment fees and costs ³			
		Aggressive Growth option	Balanced Growth option	Cautious option	Cash option
Employee Section	0.08% ¹ p.a. of first \$500,000 invested, nil thereafter				
Employee Section C	0.08% ^{1,4} p.a. of first \$500,000 invested, nil thereafter				
Personal Section	0.16% ¹ p.a. of first \$500,000 invested, nil thereafter	0.440% or \$4.40 per \$1,000 invested	0.515% or \$5.15 per \$1,000 invested	0.390% or \$3.90 per \$1,000 invested	0.014% or \$0.14 per \$1,000 invested
Partner Section	0.16% ¹ p.a. of first \$500,000 invested, nil thereafter				
Retirement Section – Retirement income	0.13% ¹ p.a. of first \$500,000 invested, nil thereafter				
Retirement Section – Transition to retirement	0.13% ¹ p.a. of first \$500,000 invested, nil thereafter				

Other fees and costs (such as insurance premiums) may apply. Tax also applies⁵. For details, refer to the Product Disclosure Statement for your section available from anzstaffsuper.com or by calling ANZ Staff Super on **1800 000 086**.

Notes

- Administration fees are only charged on the first \$500,000 of assets in any account in Employee, Personal, Partner and Retirement Sections. For 2025 (and continuing in 2026), there was a fee rebate of 0.03% p.a. for the first \$500,000 invested and the fees quoted allow for this rebate. The fee rebate is reviewed annually.
- Calculated on a pro rata basis, deducted weekly by redeeming some of your units.
- Investment fees and costs include the costs of investment management such as investment manager fees and any performance fees that may be paid to investment managers, custodian fees, and indirect investment costs as well as other expenses that are not met from the fees deducted directly from member accounts. Indirect investment costs are those costs which are not paid directly out of ANZ Staff Super by the Trustee. Investment fees and costs are not deducted directly from member accounts. They are deducted from investment returns before returns are allocated to members through unit prices. Investment fees and costs change from year to year depending on actual costs incurred. Investment fees and costs are estimates. Actual costs vary from year to year. The investment fees and costs are based on the investment fees and costs for the year ended 31 December 2025 except that amounts related to performance fees are based on the average performance fees for the 5 years ended 31 December 2025. The actual amount you will be charged in subsequent years will depend on the actual investment fees and costs incurred for the relevant period. The investment fees and costs are deducted from investment earnings before the unit price is declared.
- Account management fees are not payable by Employee Section C members who are classified as Choice members for legislative purposes.
- For 2004/05 and prior years, the Federal Government levied a superannuation surcharge tax on employer contributions (including members' pre-tax/salary sacrifice contributions) paid for "high income earners". This surcharge tax was abolished from 1 July 2005, but it may still be deducted from your account. If we receive a surcharge tax assessment for you in relation to the pre-1 July 2005 period, it will be debited from your account and details will be shown on your annual benefit statement.

Financial information

The following information is taken from the audited accounts for the years ended 31 December 2025 and 2024.

Copies of the full audited accounts and the auditor's report are available to members on the ANZ Staff Super website.

Financial information

Statement of financial position at 31 December	2025 \$'000	2024 \$'000
Assets		
Unlisted unit trusts	7,549,901	7,080,674
Equities	134	241
Forward foreign exchange	26,862	12,453
Cash and cash equivalents	396,034	364,652
Receivables	7,599	24,331
Prepayments	161	152
Current tax assets	-	-
Deferred tax asset	-	-
Total assets	7,980,691	7,482,503
Liabilities		
Benefits payable	466	112
Creditors and accruals	3,174	3,687
Forward foreign exchange	2,976	68,876
Income tax payable	8,571	9,976
Deferred tax liability	167,241	138,216
Total liabilities	182,428	220,867
Net assets available for member benefits	7,798,263	7,261,636
Member Benefits		
Defined contribution member liabilities	7,656,067	7,146,415
Defined benefit member liabilities	10,038	10,713
Total member benefits liabilities	7,666,105	7,157,128
Equity		
Death and Disablement Reserve	24,186	28,270
Scheme Operating Reserve	41,342	38,111
Employer Funding Reserve	16,123	17,529
Defined benefit liabilities over/(under) funded	4,016	3,635
Unallocated	46,491	16,963
Total equity	132,158	104,508

Income statement

Income statement for the year ended 31 December	2025 \$'000	2024 \$'000
Revenue from superannuation activities		
Interest	16,691	16,883
Dividends	60	-
Trust distributions	373,062	332,025
Net changes in fair value of financial instruments	331,162	527,511
Other investment income	12,304	10,332
Other income	30	2
Total superannuation activities revenue	733,309	886,753
Expenses		
Investment expenses	33,771	30,531
Administration expenses	184	181
Total expenses	33,955	30,712
Net results from superannuation activities	699,354	856,041
Allocation to member benefits		
Less: net benefits allocated to defined contribution accounts	611,322	802,698
Less: net change in defined benefit liabilities	865	1,063
Total allocation to member benefits	612,187	803,761
Net results before income tax expense	87,167	52,280
Income tax expense	51,259	60,731
Net result after tax income expense	35,908	(8,451)



Statement of changes in member benefits

Year ended 31 December			2025			2024
	Defined contribution	Defined benefit	Total	Defined contribution	Defined benefit	Total
	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000
Opening balance of member benefits	7,146,415	10,713	7,157,128	6,438,611	11,357	6,449,968
Contribution revenue						
Employer contributions	305,690	-	305,690	295,527	-	295,527
Member contributions	66,034	-	66,034	46,988	-	46,988
Government co-contributions	89	-	89	83	-	83
Transfers in	57,489	-	57,489	50,282	-	50,282
Income tax on contributions	(48,649)	-	(48,649)	(47,094)	-	(47,094)
Net after tax contributions	380,653	-	380,653	345,786	-	345,786
Benefits paid						
Benefits paid	(485,924)	(1,540)	(487,464)	(440,750)	(1,707)	(442,457)
	-	-	-	-	-	-
Net benefits paid	(485,924)	(1,540)	(487,464)	(440,750)	(1,707)	(442,457)
Insurance						
Insurance premiums charged to member accounts	(10,303)	-	(10,303)	(9,845)	-	(9,845)
Insurance proceeds received	12,359	-	12,359	8,438	-	8,438
Tax benefit from insurance premiums	1,545	-	1,545	1,477	-	1,477
Net insurance (cost)/benefit	3,601	-	3,601	70	-	70
Benefits allocated to member accounts						
Comprising:						
New investment earnings allocated	620,272	-	620,272	809,432	-	809,432
Administration fees deducted	(8,950)	-	(8,950)	(6,734)	-	(6,734)
Net change in defined benefit member accrued benefits	-	865	865	-	1,063	1,063
Net income	611,322	865	612,187	802,698	1,063	803,761
Net benefits transferred to reserves	-	-	-	-	-	-
Closing balance of member benefits	7,656,067	10,038	7,666,105	7,146,415	10,713	7,157,128

Reserves and accounts

Five types of reserves or accounts are held within ANZ Staff Super for efficient financial management. They are:

1. The Scheme Operating Reserve (SOR). This is part of the financial management of ANZ Staff Super, and may be used in certain circumstances to address operational risk events or claims against ANZ Staff Super 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) operates as a reserve to manage the cashflows relating to the death and Total and Permanent Disablement cover provided through ANZ Staff Super.
3. The Employer Funding Reserve (EFR) is also part of the financial management of ANZ Staff Super.
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. As at 31 December 2025, there were 67 lifetime pensioners in ANZ Staff Super.

Reserve and account balances at 31 December

Year	SOR \$m	DDR \$m	EFR \$m	PSA \$m
2025	41.3	24.2	16.1	14.0
2024	38.1	28.3	17.5	14.3
2023	34.1	36.4	18.4	14.3
2022	30.8	34.5	17.8	14.3
2021	33.0	43.2	20.1	17.3
2020	29.3	43.4	18.7	17.1
2019	28.2	48.3	21.2	18.1
2018	24.1	45.3	18.9	16.6
2017	24.4	49.7	19.4	19.2
2016	22.1	49.3	18.0	19.2

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

Governance

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

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 ANZ Staff Super and represent member interests.

More information about the Directors and Key Management Personnel is available on anzstaffsuper.com.

Board meeting attendance for 2025

Trustee Director	Possible number of Board meetings	Number of Board meetings attended
Jocelyn Furlan (Commenced 24 June 2025)	4	4
Janet Torney (Resigned 28 March 2025)	2	2
Margot Dargan	7	7
Anne Flanagan	7	7
Glenn Phillips	7	6
Robert Sparrow	7	7
Daniel Tarraran	7	6
Rebecca Noonan	7	7
Jade Tan (Commenced 3 July 2025)	3	3
Sheng Gan (To 30 June 2025)	4	4

ANZ Representative Directors as at 31 December 2025



Jocelyn Furlan
Chair



Anne Flanagan
Non-Executive Director



Margot Dargan
Non-Executive Director



Daniel Tarraran
Chief Operating Officer,
Global Markets

Member Representative Directors as at 31 December 2025



Robert Sparrow
Head of Business Solutions



Glenn Phillips
Director, Financial
Institutions Group, Banks



Rebecca Noonan
CSO Compliance Lead
BG&C



Jade Tan
Director, Portfolio Delivery
& Operations

Changes to the Board in 2025

Chair Janet Torney resigned as a Director on 28 March 2025. Anne Flanagan served as Acting Chair effective from 29 March 2025 to 24 June 2025. Jocelyn Furlan was appointed Director effective 24 June 2025 and appointed Chair effective 25 June 2025.

Member Representative elections were held in the second quarter of 2025. Glenn Phillips was elected to serve another term and Jade Tan was elected and commenced as a Director on 3 July 2025. Sheng Gan completed his term on 30 June 2025. The Board congratulates Glenn and Jade on their election and sincerely thanks Sheng for his contribution to the Board during his time in office.

Corporate governance

The Trustee is committed to maintaining the highest standards of corporate governance practice and ethical conduct in undertaking its responsibilities to manage ANZ Staff Super 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 ANZ Staff Super. The Trustee has a Risk, Audit and Compliance Committee to assist the Board in fulfilling its accounting, audit and statutory reporting responsibilities, overseeing compliance with its Trust Deed and Rules, relevant legislation and prudential standards, and discharging its risk management responsibilities.

Key governance issues considered by the Trustee include:

- strategy development and execution;
- corporate structures, processes, policies and conduct;
- prudential measures such as information security, fraud prevention, insurance and business resilience;
- monitoring of service providers including the administrator and investment managers;
- risk management;
- legislative and regulatory compliance; and
- oversight and enhancement of member experience (including products, services and facilities).

Group Superannuation's role

ANZ Group Superannuation is responsible for managing ANZ Staff Super'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.

Indemnity insurance

The Trustee has indemnity insurance to cover ANZ Staff Super 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 claims resulting from intentional or reckless neglect or dishonest conduct.

Further information on the qualifications, experience and tenure of Directors and other Key Management Personnel is available on our website anzstaffsuper.com.

Other information

Enquiries

You can call ANZ Staff Super with any enquiry about your account or the fund on **1800 000 086**. You can also access your account information via our website at **anzstaffsuper.com**.

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

Our website includes a range of articles and educational material, including product dashboards, certain details about the Trustee and documents relating to ANZ Staff Super. For the MySuper Product Dashboard, go to **anzstaffsuper.com**, and click the My Super Product Dashboard at the bottom of the screen. For the Trustee details and Scheme documents go to **anzstaffsuper.com** and click the **Governance** link at the bottom of the screen.

Complaints

If you have an issue or concern regarding ANZ Staff Super you can outline your concerns in writing to the Trustee and the matter will be investigated in accordance with our inquiries and complaints handling procedure.

ANZ Staff Super
GPO Box 2139
Melbourne VIC 3001

The Trustee will advise you in writing of its decision.

If your complaint is not resolved to your satisfaction by our internal procedures within 45 days, you can contact the Australian Financial Complaints Authority (AFCA).

You can contact AFCA by phoning **1800 931 678** or email info@afca.org.au or by visiting its website at **afca.org.au**.

Transfer of accounts to the ATO

If you are an employee member ceasing employment with ANZ or a Personal Section member with a benefit less than \$7,500, you will have up to 30 days to decide what to do with your benefit. If your payment instructions are not received within 30 days, your benefit will be transferred to the Australian Taxation Office (ATO).

If your benefit is transferred to the ATO, you will no longer be a member of ANZ Staff Super and you will need to contact the ATO to access your benefit. Any insurance cover you had as an Employee Section or Personal Section member will cease by the time your benefit is transferred to the ATO.

If your benefit is \$7,500 or more it will be transferred to the Personal Section of ANZ Staff Super.

Low balance, inactive accounts

If your account balance is less than \$6,000 on 30 June or 31 December and a contribution or roll in has not been made to your account in the previous 16 months, government legislation may require us to classify your account as an 'inactive low-balance account'. Accounts with an amount owing to ANZ Staff Super are considered to be active.

If your account remains inactive, we will be required to transfer your account balance to the ATO. The ATO will then seek to consolidate this account balance to another active account of yours where possible. We will seek to contact you before your account is transferred to the ATO to give you an opportunity to retain your account with ANZ Staff Super.

Annual Members' Meeting

Each year, ANZ Staff Super invites all members to attend its Annual Members' Meeting at which the Chair, the Head of ANZ Staff Super and Head of investments provide an update on the fund and answer questions from members. Information about our Annual Members' Meeting is published on our website **anzstaffsuper.com**.

Service providers

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

Member Services	Australian Administration Services Pty Ltd (part of the MUFG Group)
Actuary	Willis Towers Watson
Investment Adviser	Willis Towers Watson
Insurer	Zurich Australia Limited
Legal Adviser	KHQ Lawyers
Master Custodian	JP Morgan
External Auditor	KPMG
Accounting	Sharyn Long Chartered Accountants
Communications	Infinite Communication

A full list of the service providers engaged by the Trustee is available on anzstaffsuper.com.

Contact us

ANZ Staff Super

GPO Box 2139
Melbourne VIC 3001

Email

enquiry@anzstaffsuper.com

Phone

1800 000 086

or +61 2 8571 6789 from overseas

Fax

02 9287 0320

Website

anzstaffsuper.com

Australian Financial Complaints Authority

1800 931 678

Australian Taxation Office

Superannuation Information Line 13 10 20