

The *Notes to your Annual statement* and your accompanying *Annual statement*, combined make up your statement.

## Income account

The following contains further information relevant to your account as well as descriptions of some of the possible items that could appear in a statement. If there are items detailed in these *Notes* that don't appear on your statement, don't be alarmed. This simply means they aren't relevant to you for this year.

If you would like any information on the items which appear in your statement, please contact us on **13 11 84**.

## Sunsuper 2019-20 Annual report

Super funds are able to provide members with their annual report by making it available on their website. From November, the Sunsuper 2019-20 *Annual report* will be available at

**[sunsuper.com.au/annual-reports](https://www.sunsuper.com.au/annual-reports)** If you would prefer a printed copy free of charge, please contact us and we will send you one.

## Investment returns for Retirement income accounts

Returns to 30 June 2020 for Retirement income accounts						
		1 year (% p.a.)	3 years (% p.a.)	5 years (% p.a.)	7 years (% p.a.)	10 years (% p.a.)
DIVERSIFIED OPTIONS	<b>Growth</b>	-2.8%	6.8%	7.7%	9.4%	9.3%
	<b>Balanced</b>	-1.9%	6.3%	7.1%	8.7%	8.8%
	<b>Balanced-Index</b>	1.1%	6.8%	6.8%	8.6%	8.7%
	<b>Socially Conscious Balanced</b>	0.2%	6.1%	5.6%	7.4%	7.9%
	<b>Retirement</b>	-1.3%	5.4%	6.0%	7.1%	7.2%
	<b>Conservative</b>	-0.4%	4.4%	5.0%	5.8%	6.3%
	<b>Diversified Alternatives<sup>1</sup></b>	-1.3%	n/a	n/a	n/a	n/a
SINGLE ASSET CLASS OPTIONS	<b>Shares</b>	-2.4%	7.3%	7.5%	9.6%	9.5%
	<b>Australian Shares</b>	-7.9%	5.5%	6.7%	8.4%	8.5%
	<b>Australian Shares - Index</b>	-6.3%	6.8%	7.3%	8.8%	8.8%
	<b>International Shares - Index (hedged)</b>	0.2%	5.9%	7.3%	10.2%	12.1%
	<b>International Shares - Index (unhedged)</b>	3.8%	10.3%	9.4%	13.1%	12.5%
	<b>Emerging Market Shares</b>	-2.1%	5.3%	4.5%	6.2%	4.5%
	<b>Property</b>	-2.0%	5.3%	6.6%	8.2%	9.0%
	<b>Australian Property - Index</b>	-20.7%	2.4%	4.8%	7.7%	9.4%
	<b>Diversified Bonds</b>	3.9%	4.5%	4.4%	4.6%	5.6%
	<b>Diversified Bonds - Index</b>	4.6%	5.1%	5.0%	5.5%	5.9%
	<b>Cash</b>	1.6%	2.1%	2.2%	2.5%	3.3%
	<b>Capital Guaranteed</b>	1.7%	2.7%	3.0%	3.4%	3.9%

<sup>1</sup>The Diversified Alternatives investment option commenced on 2 October 2017. Between this date and 30 June 2020 the option returned 6.4% p.a.

**Note:** Past performance is not a reliable indication of future performance. Returns are after Investment fees and costs. A super fund's investment performance typically varies over time. Because super is a long-term investment, five and ten-year figures smooth out short-term results – for example, in a given fund over a five year period, a growth option might have a negative return for one year but a positive return for the other four years, giving an overall result that is positive for the five years. The returns shown above are not necessarily the same as the return on investments held by individual members. The actual return received by individual members will depend on the timing of payments and other transactions and the unit prices that applied on the dates those transactions took place.

## Investment returns for *Transition to retirement income accounts*

Returns to 30 June 2020 for <i>Transition to retirement income accounts</i> <sup>1</sup>						
		1 year (% p.a.)	3 years (% p.a.)	5 years (% p.a.)	7 years (% p.a.)	10 years (% p.a.)
DIVERSIFIED OPTIONS	<b>Growth</b>	-2.4%	6.1%	7.1%	8.5%	8.4%
	<b>Balanced</b>	-1.7%	5.7%	6.5%	7.9%	8.0%
	<b>Balanced-Index</b>	0.9%	6.0%	6.0%	7.8%	7.9%
	<b>Socially Conscious Balanced</b>	0.2%	5.5%	5.1%	6.7%	7.2%
	<b>Retirement</b>	-1.2%	4.7%	5.3%	6.2%	6.3%
	<b>Conservative</b>	-0.2%	3.9%	4.4%	5.2%	5.5%
	<b>Diversified Alternatives<sup>2</sup></b>	-0.9%	n/a	n/a	n/a	n/a
SINGLE ASSET CLASS OPTIONS	<b>Shares</b>	-1.7%	6.9%	7.1%	8.9%	8.7%
	<b>Australian Shares</b>	-7.7%	5.0%	6.1%	7.6%	7.8%
	<b>Australian Shares - Index</b>	-6.1%	5.8%	6.4%	7.8%	7.9%
	<b>International Shares - Index (hedged)</b>	0.6%	5.6%	6.8%	9.2%	10.7%
	<b>International Shares - Index (unhedged)</b>	3.5%	9.6%	8.8%	12.2%	11.6%
	<b>Emerging Market Shares</b>	-1.7%	4.9%	4.1%	5.7%	4.1%
	<b>Property</b>	-1.6%	4.8%	6.2%	7.5%	8.4%
	<b>Australian Property - Index</b>	-18.1%	2.5%	4.5%	7.1%	8.7%
	<b>Diversified Bonds</b>	3.4%	4.0%	3.8%	4.0%	4.9%
	<b>Diversified Bonds - Index</b>	4.1%	4.4%	4.3%	4.7%	5.2%
	<b>Cash</b>	1.3%	1.8%	1.9%	2.1%	2.8%
	<b>Capital Guaranteed</b>	1.5%	2.4%	2.7%	3.0%	3.4%

<sup>1</sup>All historical *Transition to retirement income account* returns shown here reflect investment tax of up to 15%. It is important to note that this tax did not apply to *Transition to retirement income account* returns before 1 July 2017. Actual *Transition to retirement income account* returns prior to 1 July 2017 were the same as *Retirement income account* returns. Visit [sunsuper.com.au/performance](https://www.sunsuper.com.au/performance) for full details of Sunsuper's historical investment performance.

<sup>2</sup>The Diversified Alternatives investment option commenced on 30 September 2017. Between this date and 30 June 2020 the option returned 5.8% p.a.

**Note:** Past performance is not a reliable indication of future performance. Returns are after Investment fees and costs and investment tax. A super fund's investment performance typically varies over time. Because super is a long-term investment, five and ten-year figures smooth out short-term results – for example, in a given fund over a five year period, a growth option might have a negative return for one year but a positive return for the other four years, giving an overall result that is positive for the five years. The returns shown above are not necessarily the same as the return on investments held by individual members. The actual return received by individual members will depend on the timing of payments and other transactions and the unit prices that applied on the dates those transactions took place.

## Your account at a glance

### Balance as at 1 July 2019

This is the amount you had in your account at 1 July 2019. Had you left Sunsuper then, your withdrawal benefit would have been this amount.

### Tax deducted from gross income payments

Income payments are subject to Pay As You Go (PAYG) tax for persons under 60 years. This means that income payments from your account whilst you are under 60 years are included in your assessable income for tax purposes and are taxed at your marginal tax rate (plus Medicare levy).

### Tax deducted from gross lump sum withdrawals

Lump sum withdrawals are subject to Pay As You Go (PAYG) tax for persons under 60 years. This means that lump sum withdrawals from your account whilst you are under 60 years are included in your assessable income for tax purposes.

### Balance as at 30 June 2020

This is the amount you had in your account at 30 June 2020. Had you left Sunsuper then, your withdrawal benefit would have been this amount. Your balance is calculated by multiplying the number of units you have in each investment option by the unit price for each option. As the unit prices are calculated on a daily basis, the value of your account may change daily. If you are leaving Sunsuper you should contact us to find out the value of your account at that time.

### Investment returns to 30 June 2020

This shows the 1, 5 and 10 year return for investment options you were invested in as at 30 June 2020. This is not necessarily the same as the return you received as the actual return received by an individual member will depend on the timing of transactions and the unit prices that applied on the dates those transactions took place.

## Your statement in detail

### Your beneficiaries in detail

This lists the people you nominated to receive your death benefit from your account when you die. If you made a:

- reversionary beneficiary nomination you may amend or revoke a reversionary nomination at any time. The Trustee has no discretion in relation to whom the benefit is to be paid, provided your nominated spouse or de facto was your spouse or de facto at the time of your death.
- binding beneficiary nomination, the Trustee has no discretion and is bound to pay your death benefit to your nominated beneficiary(s) provided the person(s) nominated is(are) your dependant or legal personal representative, the proportion of benefit to be paid to each person is readily ascertainable, the nomination is valid and less than 3 years old, and there is no contrary court order. You may confirm, amend or revoke a binding nomination at any time.
- preferred beneficiary nomination, it acts as a guide for the Trustee, who in most cases will pay your benefits to your preferred beneficiary(s), but not always, as the Trustee has a responsibility to make sure your benefits are distributed in an appropriate manner.

It's important to regularly review your nominated beneficiaries as your life changes. For more information on the types of beneficiaries you can nominate please refer to the latest *Sunsuper for life guide*, visit [sunsuper.com.au/beneficiary](https://www.sunsuper.com.au/beneficiary) or contact us.

### Your investments

This section shows you how your money was invested.

### Important information regarding the Capital Guaranteed investment option

If you have money invested in the Capital Guaranteed investment option it is important (particularly if your account balance is \$10,000 or more) for you to read this section which highlights the low risk, low return nature of this investment option. Where investments are made into capital guarantee superannuation products issued by life insurance companies or banks, the capital guarantee is provided by the life company or bank. Sunsuper itself does not guarantee the security of capital. While the capital value is guaranteed by the issuing life insurance companies or banks not to fall, the trade-off with this guarantee is that your longer-term returns may be lower than some less conservative options. This may limit the chances of achieving your financial goals. You may wish to consider other options that may provide higher returns over the long-term. You should also consider seeking financial advice on alternative investment arrangements before investing in or continuing to hold your funds in this option. As at 30 June 2020, the Capital Guaranteed investment option was invested in products issued by TAL Dai-ichi Life Australia Pty Ltd and cash deposits with Commonwealth Bank of Australia, National Australia Bank and Westpac Banking Corporation.

### Your Death benefit

Your Death benefit consists of your account balance at the time the benefit is paid.

### Your rebalancing nomination

This shows if you have asked us to rebalance your asset allocation. You can choose to rebalance your account once a year (your account will be rebalanced on or after 31 March each year using the 31 March unit price, where that day is a business day) or twice a year (your account will be rebalanced on or after 31 March and 30 September each year using the 31 March and 30 September unit prices respectively, where that day is a business day). Where the rebalance date (31 March or 30 September) falls on a non-business day, the rebalance will be processed using the unit price for the next business day.

### Net investment earnings

This section shows the amount of money your investment has made, or lost, over the year, after Investment fees and costs and, where applicable, investment tax.

### Transfers-in

This section shows the total amount deposited into your account.

### Lump sum withdrawals

This shows the total amount of money you have withdrawn from your account or transferred to another super fund or retirement product, less any applicable tax.

### Income payments

This shows the total amount of payments you have received from your account, less any applicable tax.

### Your income payments from 1 July 2020

This section shows how you have asked us to allocate payments from your account.

## Additional explanation of fees and costs

### Administration fees

The flat Administration fee is generally deducted weekly. The percentage Administration fee is generally deducted monthly. The Administration fees table shows the total Administration fees you paid over the 2019/2020 year. To view a detailed list of transactions on your account, log in to *Member Online*. For *Transition to retirement income accounts*, Sunsuper generally receives a tax deduction for expenses we incur while we look after your super. The benefit of this tax deduction is generally not passed on to members.

### Other fees

This amount includes any advice fees or family law legislation fees. Where you have agreed for an ongoing advice fee to be debited from your Sunsuper account you have the option to cancel this at any time by notifying us in writing or by calling us on **13 11 84**

### Investment fees

Investment fees were not deducted directly from your account. Instead they were deducted daily from the investment options as part of the calculation of daily unit prices. To allow you to better understand the effect of these fees on your account balance, we show them as an approximate dollar amount.

### Indirect costs of your investment

Indirect costs were not deducted directly from your account. Instead they were incurred within underlying investments and deducted from investment returns prior to the calculation of daily unit prices. To allow you to better understand the effect of these costs on your account balance, we show them as an approximate dollar amount. The estimated indirect cost ratio for your investment in 2019/20 is the ratio of the total indirect costs to your average account balance over the financial year.

### Fee cap

If your account balance (or, if you have multiple accounts, your total balance across all the Sunsuper accounts you hold) is less than \$6,000 at 30 June of a financial year, the total combined amount of administration fees, investment fees and indirect costs charged to you is capped at 3% of the balance. Any amount charged in excess of that cap must be refunded.

### Transactional and operational costs

Transactional and operational costs are incurred by underlying investment managers and include explicit and implicit costs. Explicit costs include brokerage, settlement costs (including custody costs) and stamp duty, which are included in the indirect costs of your investment. Implicit costs are effectively the difference between the price for the purchase and sale of an investment asset, and are not included as part of any other investment fee or cost. Transactional and operational costs are an additional cost to you, however are not paid from your Sunsuper account as they are always incurred indirectly and as such are included in your net investment returns. The amount of transactional and operational cost that applied to each investment option in 2019/20 (calculated using actual costs and reasonable estimates of actual costs incurred) are shown in the following table.

Investment option	Transactional and operational costs (% p.a. of your balance)	
	Explicit	Implicit
Growth	0.18%	0.08%
Balanced	0.18%	0.10%
Balanced - Index	0.06%	0.00%
Socially Conscious Balanced	0.44%	0.06%
Diversified Alternatives	0.36%	0.00%
Retirement	0.19%	0.13%
Conservative	0.18%	0.15%
Shares	0.06%	0.11%
Australian Shares	0.12%	0.23%
Australian Shares - Index	0.00%	0.01%
International Shares - Index (hedged)	0.02%	0.01%
International Shares - Index (unhedged)	0.01%	0.01%
Emerging Markets Shares	0.11%	0.11%
Property	0.29%	0.01%
Australian Property - Index	0.01%	0.00%
Diversified Bonds	0.08%	0.29%
Diversified Bonds - Index	0.04%	0.10%
Cash	0.00%	0.00%
Capital Guaranteed	0.00%	0.00%

## Additional information

We are obliged to provide you with any information on Sunsuper you reasonably require to understand your benefit entitlements. If you would like more information on Sunsuper, or your investment options, visit [sunsuper.com.au](https://sunsuper.com.au). If you have any questions about your statement call **13 11 84**.

## Digital Service upgrade

We've made significant upgrades to *Member Online* and the Sunsuper app to give you easier, safer and faster access to your super information. Now could be the perfect time to start managing your super online by visiting [sunsuper.com.au/online-access](https://sunsuper.com.au/online-access)

## Concerns and complaints

If you are unhappy with our service or super fund, we offer a complaint resolution process at no additional cost to you. Contact us to discuss your complaint:

Customer Service Team: **13 11 84**

[sunsuper.com.au/contactus](https://sunsuper.com.au/contactus)





**Write to:** Sunsuper Customer Relations Team  
GPO Box 2924 Brisbane QLD 4001

We will do everything we can to resolve the issue as quickly as possible. If you are not happy with our response, you can contact the Australian Financial Complaints Authority (AFCA). This is an independent body set up by the Federal Government to help resolve disputes between financial institutions and their customers.

You can also choose to take your complaint directly to AFCA. In some circumstances, AFCA may refer your complaint back to Sunsuper.

AFCA can be contacted as follows:

**Australian Financial Complaints Authority**  
GPO Box 3 Melbourne VIC 3001  
Call: **1800 931 678**  
Email: [info@afca.org.au](mailto:info@afca.org.au)  
Web: [www.afca.org.au](https://www.afca.org.au)

 13 11 84 (+61 7 3121 0700 when overseas)  
 GPO Box 2924 Brisbane QLD 4001  
 [sunsuper.com.au](https://sunsuper.com.au)  
 [twitter.com/sunsuper](https://twitter.com/sunsuper)  
 [facebook.com/sunsuper](https://facebook.com/sunsuper)  
 [linkedin.com/company/sunsuper](https://linkedin.com/company/sunsuper)

---

To help you get the most from your super, Sunsuper may send you marketing material from time to time. If you do not wish to receive this material, please update your communication preferences via *Member Online* or contact us on **13 11 84**.

Sunsuper Pty Ltd, ABN 88 010 720 840, AFSL No. 228975, is the issuer and Trustee of the Sunsuper Superannuation Fund, ABN 98 503 137 921, USI 98 503 137 921 001, MySuper Authorisation 98 503 137 921 996.

**Disclaimer and disclosure:** All advice in this *Annual statement* is general advice only and does not take into account your objectives, financial situation or needs. Before acting on general advice, you should consider its appropriateness having regard to your objectives, financial situation and needs. You should consider the relevant *PDS* in deciding whether to acquire, or to continue to hold, the product. A copy of the *PDS* can be obtained by visiting [sunsuper.com.au/pds](https://sunsuper.com.au/pds), your employer's Sunsuper microsite or by calling **13 11 84**.

We make every effort to ensure that the information shown on this statement is correct. Sunsuper reserves the right to make adjustments for any errors, misprints or omissions.

We are committed to respecting the privacy of personal information you give us. Our formal Privacy Policy sets out how we do this. If you would like a copy of Sunsuper's Privacy Policy, please let us know. We have also published our Privacy Policy on our website [sunsuper.com.au/privacy-policy](https://sunsuper.com.au/privacy-policy)

Your 2020 *Annual statement* was prepared as at the date indicated on the final page of your statement. It is based on information we held and transactions we had processed up to 30 June 2020, except for your personal details, nominated beneficiaries, income payment nomination and rebalancing nomination which is based on information held when your statement was generated.

These *Notes to your Annual statement* were prepared 7 September 2020.