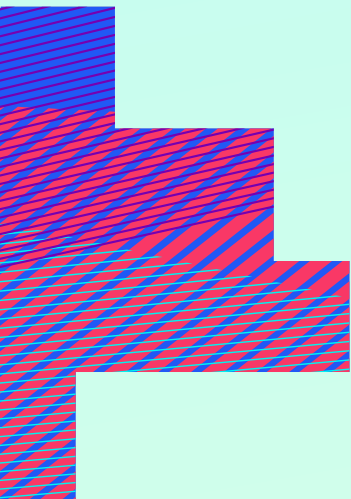


**I'm looking forward to
giving up paid work.
Giving up my salary?
Not so much.**

We're here to help you achieve your best possible future with strategies to support your income needs when you finish working.

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A message from our CEO

For over 35 years, CareSuper has proudly served our members and employers, with high-quality, trusted superannuation and retirement expertise, guidance, products and services.

Super plays an important role in supporting your financial wellbeing in retirement, with the general purpose of super being to provide an income to supplement or replace the Age Pension. Our sole purpose as a profit-to-members industry fund is to maximise the retirement outcomes of our members and care for you by helping you make informed decisions and take positive actions to enjoy a fulfilling and financially stable lifestyle when you finish working.

To help support your unique journey, our retirement products are flexible and make it easy to receive a regular income when you're winding down your hours or ready to stop work permanently.

Despite the potential ups and downs of investment market cycles and the regular changes to rules and regulations around superannuation, we maintain a longer-term outlook, investing responsibly and actively to smooth out volatility and manage risk.

We understand that navigating the path to retirement can be challenging and there are many factors to consider, including your earning capacity, career trajectory and changes, life events, windfalls,

setbacks and more. While many of these things can be predicted, sometimes there are unexpected twists and turns along the way. That's why we're here to support you at every stage of life.

Our Retirement Income Strategy outlines our commitment to fulfilling our purpose and we're pleased to share this summary of our Strategy with you.

As always, we'll listen to your feedback and monitor changes in the market, which in turn will help us continue to deliver suitable products, services and experiences that support you to achieve your best possible future.

Thank you for trusting CareSuper to look after your retirement savings.

Julie Lander
CareSuper Chief Executive Officer

YOUR FEEDBACK IS IMPORTANT TO US

Our members are at the centre of everything we do and we want to hear from you.

If you have feedback about this Strategy, your super or something else, you can contact us at

caresuper.com.au/getintouch or call us on **1300 360 149**.



CareSuper's Retirement Income Strategy

Our Strategy outlines the Fund's commitment to our core purpose - to maximise the retirement outcomes of our members.

Our aims

- Maximise your expected retirement income.
- Manage risks to the sustainability and stability of your retirement income.
- Provide you with flexible access to your retirement income.
- Assist you to understand your options and make decisions that will help you achieve your goals.



3 strategic pillars to help you achieve your goals



1

SUPPORT SERVICES

Navigating the rules and regulations of superannuation, pensions and social security can be complex and we recognise that our members have unique circumstances and goals. This is why we offer educational tools and resources, customer service support over the phone through our Australian-based contact centre, as well as tailored and cost-effective personal financial advice* to help you set a plan just for you.



2

ENGAGEMENT

We value our relationship with our members.

We support you to get the most from your super as you prepare for and enjoy life in retirement. How? By providing you with timely and relevant information to help you understand the options available to you and feel confident in making decisions about your future.



3

RETIREMENT PRODUCTS

Our award-winning retirement products are designed to provide you with a tailorable, secure and flexible income that maximises your financial outcomes, as you transition to and reach retirement.

We continually research, review and identify improvement areas to ensure our suite of retirement products meets your needs.

* Advice is provided by one of our financial planners who are Authorised Representatives of Industry Funds Services Limited (IFS). IFS is responsible for any advice given to you by its Authorised Representatives. Industry Fund Services Limited ABN 54 007 016 195 AFSL 232514.





An insights-driven approach

You're at the heart of this strategy. How? We delved into data, analytics and feedback from our members to craft this Strategy.



RETIREMENT SURVEY

We surveyed 1500 members who are at or approaching retirement age to understand their needs, wants and expectations for retirement.



MEMBER ANALYSIS

We analysed the demographics of our membership including age, account type and account balance.



CONSIDERATIONS

We considered whether members at different life stages will become eligible to receive the Age Pension when they reach age 67 (current pension age) and how this affects their ability to achieve a financially stable lifestyle when they finish working.

Key retirement survey findings

In late 2021, we surveyed 1500 members who are at or approaching retirement age to understand their needs, wants and expectations for retirement.

Here are some of their insights.*



* These results reflect the percentage of members surveyed as part of the Frontier Advisors survey of CareSuper's accumulation members aged over 50. Survey results published February 2022.

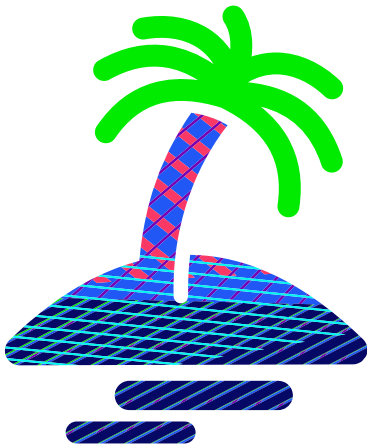


**Around one-third
are somewhat
or frequently
concerned
about running
out of money in
retirement.**



“ CareSuper makes
me feel confident
I'll be in a better
position for my
retirement.

**Cheyne O,
CareSuper member**



Helping you plan for life after work – our strategy

Here's how we support you to make the most of your situation so you can wind down with confidence. As always, we'll regularly conduct research, reviews and surveys to ensure we continue to understand and meet the needs of our members.



ADVICE TO SUIT YOUR NEEDS

For many, receiving personalised advice is key to setting yourself up for a financially secure retirement. Our comprehensive[^] and complex[#] advice services help you maximise your financial situation by considering any assets you have outside of super, whether you own your home, any debts and your goals. Our financial planners will work with you to develop a plan that's tailored to your circumstances. This includes assessing your eligibility for the Age Pension and how best to structure any pension you receive from your super. We can also help with advice on aged care and estate planning. These advice services are available for a fee.

Advice over the phone about super-related topics is also available at no extra cost as part of your CareSuper membership.*

Visit caresuper.com.au/advice for all our advice options.

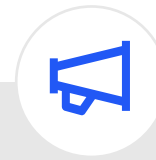


SUPER TOOLS AND RESOURCES

We help you learn more about super and plan the future you want by offering online resources including super and retirement calculators, videos and interactive financial education lessons at no extra cost.

We also make it easy to see how we compare with independent comparison tools. So you can feel confident you're with the right super fund to fit your lifestyle and future aspirations.

Get started at caresuper.com.au/tools-resources.



KEEPING YOU INFORMED

When it comes to super it's important to be informed. That's why we offer webinars and seminars on super and finance. Topics include super updates, growing your super, wealth creation, retirement and estate planning.

We also send regular eNewsletters that keep you up-to-date with any changes to super or pension regulations and publish easy-to-understand articles, fact sheets and brochures.

Learn more at caresuper.com.au/publications.



INVESTMENT CHOICE

Pension and super members can choose from 12 investment options, each with a different return target and level of investment risk. As a CareSuper member you can choose which option(s) your super is invested in based on your needs, goals and attitude to risk.

You can also do things your way with our Direct Investment option. Choose your investments from ASX300 shares, exchange-traded funds (ETFs), term deposits and more.



Explore your options at caresuper.com.au/investmentoptions.



FLEXIBLE PENSION PRODUCTS

You can mix and match our pension products to tailor a retirement income solution that suits your needs. And you can change your choices along the way.

A CareSuper Pension account lets you turn your super into a regular income while making the most of investment returns. With a CareSuper Pension, you can select the investment option(s) and drawdown strategy that suits your needs.

Our Guaranteed Income product, like an annuity, offers the security of a stable income for a fixed period or for your lifetime. As an added advantage, it's assessed favourably against the assets and income tests for the Age Pension.

Making the best choice (or choices) for your situation can be tricky, so remember, we're always here to help.



Find out more about retiring with us at caresuper.com.au/retirement.

* Financial advice obtained over the phone, or through MemberOnline, is provided by Mercer Financial Advice (Australia) Pty Ltd (MFAAPL) ABN 76 153 168 293, Australian Financial Services Licence #411766.

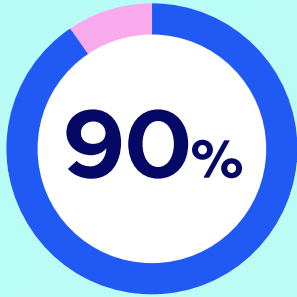
^ Advice is provided by one of our financial planners who are Authorised Representatives of Industry Funds Services Limited (IFS). IFS is responsible for any advice given to you by its Authorised Representatives. Industry Fund Services Limited ABN 54 007 016 195 AFSL 232514.

If you require more complex personal financial advice, our financial planners, in the course of their initial appointment with you, may refer you to an external advice service provided by Australian Unity Personal Financial Services Limited (ABN 26 098 725 145, AFSL 234459).

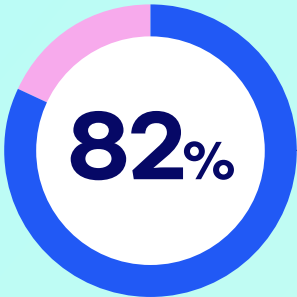


We're highly rated by our members

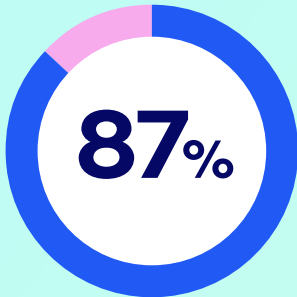
Here's what our pension members think about us and our services.*



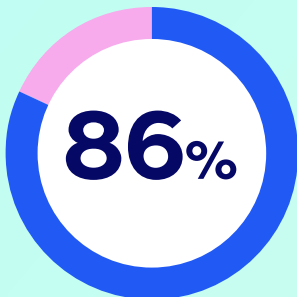
are very satisfied with CareSuper.



say they're very likely to recommend CareSuper to others.

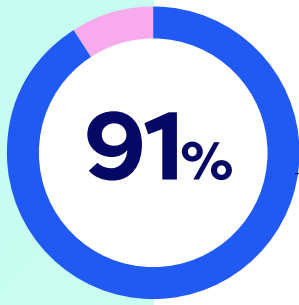


are satisfied with our investment performance.

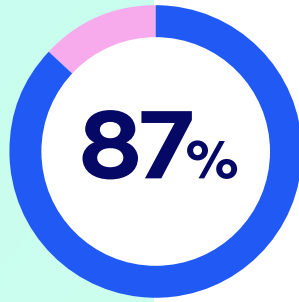


are satisfied with their annual statement.





are satisfied with the administration of payments.



are satisfied with the online access to their pension accounts and the services available through MemberOnline.



*These results reflect the percentage of members surveyed as part of the EY Sweeney - 2021 Member, Pension and Employer satisfaction survey.



We're rated highly by industry experts

Our pension products have been awarded some of the highest ratings from industry experts. So you can be confident your retirement savings are in safe hands.



CHANT WEST 5 APPLES 2022

Five apples is the highest rating given by Chant West and defines CareSuper as a 'highest quality fund'.



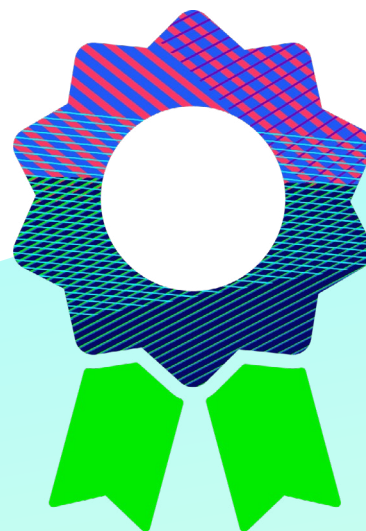
RAINMAKER AAA QUALITY RATING 2022

Rainmaker rates us AAA for our Personal Plan and our Pension product as well as our organisational strength; investments; insurance; fees and ancillary services including member communications and engagement.



SUPERRATINGS PLATINUM RATING 2022

This is the highest rating possible offered by SuperRatings.



TOP RATINGS BY EXPERTS

We can admit, it feels good when our efforts are recognised. But at the end of the day, it's the value to you that matters most.

Check out all our awards at caresuper.com.au/awards.



Looking to the future

We aim to be your fund for life.

While this Strategy is new, our focus hasn't changed. We'll continue to seek your feedback to enhance our engagement experiences, support services and products to ensure we're delivering to your expectations and supporting you to achieve your retirement goals.

And just as we've evolved as a Fund, we'll continue to build on this Strategy, to help you achieve your best possible future and maintain our position as a leading Industry SuperFund.

To discover more about your choices for life after work visit caresuper.com.au/retirement.



Past performance is not a reliable indicator of future performance and you should consider other factors before choosing a fund or changing your investments.

The information provided in this document is general advice only and has been prepared without taking into account your particular financial needs, circumstances or objectives. You should consider your own investment objectives, financial situation and needs and read the appropriate product disclosure statement and target market determination before making an investment decision. You may also wish to consult a licensed financial adviser.



“ I feel that I’m engaged by the fund, I get regular updates about different topics and invites to events. I’m very happy.

Maggie N,
CareSuper member



1300 360 149 (Australia)



caresuper.com.au/getintouch



caresuper.com.au



**CareSuper, Locked Bag 20019
Melbourne, VIC 3001**

CARE Super Pty Ltd (Trustee)
ABN 91 006 670 060 AFSL 235226

CARE Super (Fund)
ABN 98 172 275 725

