

Retirement Income Strategy as at 1 July 2023

**Legal Super Pty Ltd ABN 37 004 455 789 AFSL 246315 as Trustee for
legalsuper ABN 60 346 078 879**

1. Support for Fund members approaching retirement

The Trustee's Strategy is to support Fund members as they approach retirement. In particular, the Trustee recognises the importance of assisting Fund members approaching retirement to consider their retirement income needs and objectives rather than solely focusing on their superannuation account balance.

The Trustee provides:

- Financial and superannuation related videos, fact sheets or webinars covering planning for retirement, available on demand on the Fund's website;
- Click to chat feature for support and advice;
- Retirement projection tools and calculators - this allows members to enter their personal information and projects future retirement income levels, account balance, likely Age Pension eligibility and life expectancy probabilities;
- Seminars, Webinars and online information covering strategies to increase superannuation account balances, budgeting, planning for retirement and Transition to Retirement (TTR) information - including case studies to show retirement projections and reassure about retirement comfort;
- legalsuper Client Service Managers who can provide factual information, general advice or a Statement of Advice (SoA) on the TTR product. Client Service Managers also conduct virtual meetings to allow for flexible access to advice services; and
- Access to online advice to help members budget, set income goals, and provide a plan to help them achieve the amount of income they will need in retirement to live the life they choose. This is available to members through their secure member portal.

To continue to enhance retirement support, the Trustee is seeking to investigate the feasibility of providing the following services in the future:

- Additional member engagement services such as mobile applications and extended click-to-chat hours

2. Guidance for Fund members entering and in retirement

The Trustee's Strategy is to provide guidance for Fund members entering and in retirement. Members need to balance the objective of maximising their retirement income in the context of desired income stability and sustainability, and flexible access to funds as required. The Trustee recognises that Fund members have different retirement income needs and will place different prioritisation on each of these objectives.

Nurture Campaigns

Pre-retirement nurture campaign:

Objective:

To educate members approaching retirement about the benefits of a TTR and/or an Account Based Pension in maximising retirement income.

To highlight how a TTR can be used to grow super savings in the lead up to retirement, and how a pension account allows your super to stay invested in the super system and grow whilst drawing down a retirement income.

Purpose:

Many members approaching retirement are unaware that they can keep their money invested in the super system whilst drawing down a pension upon retirement. By choosing a retirement product over a lump sum withdrawal, we provide members with more sustainable retirement income, helping to overcome longevity, investment, and inflation risks.

Audience:

Active accumulation members aged 57-64, with no existing TTR or pension account.

Retirement nurture campaign:

Objective:

Educate current TTR and Pension members about ways they can continue to engage with their retirement savings post-retirement. Also explore the features of each product so they better understand how they can access their money.

Purpose:

Educate members about the ongoing benefits of our retirement products so they can comfortably provide for their retirement.

Audience:

Existing TTR or Pension members.

3. Appropriate retirement income products

The Trustee currently provides a variety of options designed to support the needs of the majority of Fund members in retirement, and complement beneficiaries' other sources of retirement income (e.g. the age pension and other savings).

The options are:

1. **Guaranteed Income Account** – legalsuper offers access to a longevity product which has two options available, either a Fixed Term or Lifetime Guaranteed Income Account. In exchange for an initial capital investment, a Fixed Term or Lifetime Guaranteed Income Account provides regular payments for a fixed term as selected by the member or for their lifetime. This pays a regular income that lasts for the entire chosen investment period.

2. **Account Based Pension** – legalsuper's Pension account provides regular payments and the option to receive lump sums for members who are no longer working or are eligible to access their superannuation. The account based pension product provides a choice of twelve investments which, where possible, are managed to utilise the tax benefit of Australian share franking credits to increase returns to members in retirement. These investment options are:
 - Cash
 - Enhanced Cash*
 - Conservative
 - Conservative Balanced
 - Balanced Index
 - Balanced
 - Growth
 - High Growth
 - Australian Shares
 - Overseas Shares
 - Balanced Socially Responsible
 - Direct Investment Option (DIO)

* Note, the Enhanced Cash option will close to new member investments on 31 July 2023 and cease on 31 August 2023.

These options reflect the fact that members have different financial needs and no one investment option will suit all members. Members can specify the proportion of funds that are invested in each option and specify what investment option is drawn down first when making pension payments.

In accordance with its product governance policies, the Trustee will monitor whether the retirement income products are:

- Distributed in accordance with the Trustee's product design and distribution obligations; and
- Promote the financial interests of beneficiaries as part of the Trustee's member outcomes framework obligations.

The Trustee will periodically investigate whether its retirement income product offerings can be extended to meet additional Fund members' needs on a cost effective and sustainable basis.

3. Access to advice

Planning for and then managing income in retirement involves multiple decisions and is difficult for many Fund members. The Trustee's Strategy is built upon support and guidance. However, many Fund members will benefit from professional support and financial advice.

legalsuper's Client Service Managers (CSMs) provide factual information and general advice about legalsuper's products, eligibility for the Age Pension or aged care, the concept of drawing down capital as a form of income and the different types of incomes streams available. This simple, non-ongoing personal advice session about a member's interest in the fund is charged across the membership as intrafund advice.

legalsuper's intention is to provide forecasts to beneficiaries during the accumulation phase about potential income in retirement through superannuation calculators for retirement estimates. legalsuper provide members with access to the following retirement calculators:

- Retirement needs calculator – how much money will I need for a comfortable retirement? and
- Retirement income forecaster – project your retirement income and explore your options for a better outcome.

The legalsuper CSMs contact members who are approaching retirement with information about different retirement income products offered by the fund. The CSM makes sure not to make an offer, or request an invitation to a member during an unsolicited telephone call, face-to-face meeting or other real time interaction that creates an expectation of an immediate response.

4. Definitions:

Meaning of retirement income for the purpose of this Strategy

For the purposes of this Strategy, the Trustee has determined the meaning of retirement income to include:

- The regular income a beneficiary receives from an TTR and/or account-based pension or from the Guaranteed Income Account products held with the Fund during the period of retirement;
- The age pension where a member may be eligible based on age and relevant means tests.

Importantly, it does not include any bequests or inheritances – i.e., potential sources of retirement income not spent by the member during the period of retirement.

Meaning of period of retirement for the purpose of this Strategy

The "period of retirement" for legalsuper members covers the period between the start of retirement and the life expectancy of members. The start is generally from preservation age for a member or attaining age 67, up to the life expectancy of members.

However, when guiding members to consider what this means in practice, the Trustee will provide retirement income tools and projections which display the probability of living to each age, as well as the probability of living to the age when their account based pension is projected to be exhausted.

This information is of a general nature and does not take into account your specific needs. You should consider your own financial position, objectives and requirements before making any decision. You should also obtain and read the relevant legalsuper Product Disclosure Statement (PDS) and Target Market Determination (TMD) before making any decision in relation to legalsuper. The PDSs and TMDs can be obtained at legalsuper.com.au. Past performance is not necessarily an indicator of future performance.

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