



Minutes of AvWrap Retirement Service Annual Member Meeting

IOOF Investment Management Limited ABN 53 006 695 021
Trustee of the AvWrap Retirement Service ABN 82 004 832 237 (Fund)

Annual Member Meeting for the financial year ending 30 June 2020 held online via Lumi video conferencing on Tuesday 16 February 2021 at 5:00 pm (Melbourne time).

Presenters:

Martin Walsh	Chair of IOOF Investment Management Limited
Renato Mota	Chief Executive Officer, IOOF
Mark Oliver	Chief Distribution Officer, IOOF
Daniel Farmer	Chief Investment Officer, IOOF

Present:

Martin Walsh, Lindsay Smartt, Karen Gibson, Andrew Bloore, Jane Harvey, Renato Mota, Mark Oliver, Daniel Farmer, Lorna Stewart, David Chalmers, Frank Lombardo, Sharam Hekmat, Mark Mittelman, Sharyn Cowley, Brett Marshall, Lisa Chehab, Joshua Pearce, Chris Wooden (Fund Auditor) and David Lewis (Fund Actuary).

Important Information:

The presentations, meeting minutes and answers to member questions may contain general advice that does not take into account your objectives, financial situation or needs. Before you act on any general advice, you should consider whether it is appropriate to your individual circumstances. Before making any investment decision you should obtain and read the Fund's product disclosure statement which is available at <https://www.ioof.com.au/forms> or by calling 1800 913 118. Past performance is not an indicator of future performance.

The minutes include a summary of the key aspects of the presentations and the member questions answered at the meeting.

Chair Address

The Chair spoke to the following matters:

- acknowledged the traditional custodians of the land and paid respects to their Elders past, present and emerging, and to all Aboriginal and Torres Strait Islander peoples attending the meeting.
- provided an overview of the format of the meeting which would include presentations by senior members of the IOOF Executive Team with key responsibilities for various aspects of the Fund's management and its performance.
- advised that the meeting was being recorded and that the question and answer session would commence when the presentations had concluded.
- advised how members could ask questions.

- advised that all Trustee Board Directors were present, along with the Fund's Auditor and Actuary
- provided an overview of the role and composition of the Trustee Board and the experience of the Trustee Directors.

The Chair introduced the Chief Executive Officer Mr Renato Mota and invited him to address the meeting.

**Chief Executive
Officer Address**

Mr Mota spoke to the following matters:

- welcomed the members of the Fund to the IOOF Group.
- provided an overview of IOOF's history, which is centred around helping communities in their time of need and supporting people.
- discussed the challenges of 2020 due to the bushfires and global pandemic.
- advised that IOOF had released in excess of \$1.4 billion to members under the Covid-19 early release of superannuation scheme.
- highlighted IOOF's purpose, 'understand me, look after me and secure my future', and explained how it is at the forefront of all interactions with members.
- noted the three key elements that drive thinking at IOOF:
 - having the people and culture that represent member interests;
 - having the resources to continue to reinvest to find new and better ways of working; and
 - never forgetting that IOOF's success is entirely tied to members' personal success and IOOF's ability to deliver members' financial confidence.

Mr Mota introduced the Chief Distribution Officer, Mr Mark Oliver and invited him to address the meeting.

**Chief
Distribution
Officer Address**

Mr Oliver spoke to the following matters:

- provided an overview of the Fund and the Fund's products.
- discussed the product options available to members and their features, including investment choice and insurance.
- outlined the ways in which IOOF is working to improve member outcomes and ensure the Fund's products support members in meeting their needs and realise long-term financial goals.
- provided an overview of recent technological, product and member service initiatives to improve members' experience and provide greater flexibility, including an intuitive online portal and enhanced reporting.

- highlighted the importance of obtaining financial advice to assist members to become more engaged and make better decisions about their financial future.
- discussed the challenges impacting the insurance environment and the ways in which IOOF is working with insurers to provide competitive insurance cover which provides value for members.
- reiterated that the Fund is well-positioned to support members on their life journey.

Mr Oliver introduced the Chief Investment Officer, Mr Daniel Farmer and invited him to address the meeting.

**Chief
Investment
Officer
Presentation**

Mr Farmer spoke to the following matters:

- provided an overview of the impact that 2020 had on the Australian economy, share prices and the investment returns of superannuation fund assets.
- advised that the history of share markets is peppered with this type of shock and while the share market falls in 2020 were sharp, and possibly unsettling for members, it is important to keep this in perspective.
- explained that history tells us that losses are recovered as economies and share markets bounce back over the long run and 2020 was no exception.
- noted that the strong share market recovery in the second half of 2020 helped grow the superannuation balances of many members.
- advised that share markets delivered modest returns in 2020 with the Australian share market gaining 1.7% and global shares rising 5.7%.
- advised that a key driver of the increased confidence in share markets was the actions by policy makers to provide fiscal and monetary stimulus to support the economy.
- noted that the returns from defensive assets such as cash and government bonds are expected to remain low for an extended time as central banks hold interest rates at record lows.
- noted that the pandemic has changed how society and business operate and this will present both challenges and opportunities for investors.
- discussed what this means to members and their superannuation savings and the key questions that members need to consider when considering how to invest their superannuation savings.
- advised that the themes and trends from 2020 may persist as it will take time for economies to recover and that IOOF is taking a proactive forward-looking approach to investment which takes this into consideration to manage members superannuation for the long-term.

- advised that the Fund offers a wide range of investment options that allow members to access a variety of asset classes and investment styles which enable tailoring of investment strategies to members' individual needs and risk appetites.
- noted that diversification across a range of different asset classes is central to managing risk and delivering good outcomes over the long term.
- provided an overview of IOOF's approach to responsible investing to ensure climate change and environmental, social and governance (**ESG**) issues continue to be fully considered.
- noted that climate change and ESG risk have an impact on investment returns and superannuation balances and that IOOF continues to evolve and develop its approach to ESG issues.
- reminded members of the importance of matching their financial goals with an appropriate long-term investment strategy.

Mr Farmer handed back to the Chair for the member question and answer session.

Member Question and Answer Session

The Chair advised that:

- as many questions would be answered as possible during the meeting.
- the minutes of the meeting and responses to member questions not answered during the meeting would be made available on the Fund's website within one month of the meeting.
- any questions about a member's Fund account or of a personal nature would not be answered. However, members are able to contact the Member Services team if they have questions about their Fund account or their personal circumstances.

Member Questions and Answers

I am only able to see slides and cannot hear the presenters

A recording of the meeting would be made available on the Fund's website within one month of the meeting.

There were no other questions submitted by members.

**Chair Closing
Address**

The Chair:

- thanked members for their attendance at the inaugural Annual Member Meeting.
- encouraged members to contact the Member Services team if they had questions about their superannuation account or personal circumstances.
- reiterated that within one month of the meeting minutes of the meeting and a recording of the meeting would be published on the Fund's website.

There being no further business the meeting closed at 5.25 pm.



Signed: Martin Walsh
Chair

Dated: 15 March 2021