

HUB²⁴

HUB24 Super Fund Annual Report

for the year ended 30 June 2023



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for the year ended 30 June 2023

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This Annual Report is issued by HTFS Nominees Pty Limited (ABN 78 000 880 553 AFSL 232500 RSE Licence No. L0003216) as Trustee of the HUB24 Super Fund (ABN 60 910 190 523, RSE R1074659) (the Fund). The Fund is promoted by HUB24

Custodial Services Ltd (ABN 94 073 633 664, AFSL 239122) ('HUB24', 'Administrator') which is a wholly owned subsidiary of HUB24 Limited (ABN 87 124 891 685). The Fund is a public offer superannuation fund and was established under a trust deed dated 11 May 2012 (as amended from time to time). The Trustee, a professional superannuation trustee is responsible for the prudent management of the Fund and for ensuring that the Fund operates in accordance with the Trust Deed governing the Fund and the relevant legislation.

The information contained in this Annual Report is general information only and does not take into account your personal objectives, financial situation, and/or needs or circumstances. Before acting on this information, you should consider its appropriateness, having regard to your personal objectives, financial situation, needs and circumstances. The Product Disclosure Statement (PDS) for HUB24 Super, as well as Target Market Determinations (TMD) which considers the design of this product, including its key attributes, and describes the class of consumer for whom this product is likely to be appropriate for, are available at www.hub24.com.au, or by calling 1300 854 994.

No representations or warranties expressed or implied, are made as to the accuracy or completeness of the information, opinions and conclusions contained in this document. To the maximum extent permitted by law, neither the Trustee, HUB24 nor its directors, employees or agents accept any liability for any loss arising in relation to this document. This applies to the maximum extent permitted by law.

Welcome to HUB24 Super Fund's Annual Report

As one of Australia's fastest growing super funds and part of a market-leading investment platform, HUB24 super is uniquely positioned to empower better financial futures for more Australians.¹

Over the financial year 2023 (FY2023), total superannuation assets in Australia grew to more than \$3.5 trillion. This was driven by increased contributions into super of \$162.2 billion, higher employment growth and periods of strong investment market returns.²

At the same time, Funds under Administration on the HUB24 Platform overall grew to \$62.7 billion, with \$26 billion now administered on HUB24 Super as at 30 September 2023.³

While market volatility, macroeconomic uncertainty and global events continued to impact investor sentiment, HUB24 Super remained focused on providing members and their advisers with flexibility, choice and value. This resulted in industry-leading net inflows and HUB24 Super becoming the third fastest-growing super fund in Australia.^{1,4}

We are committed to delivering innovative product solutions and customer service excellence, and during the year, HUB24 continued to be recognised by advisers and the industry, consolidating our position as Australia's Best Platform. Other notable awards included Best Overall Platform, Best Reporting, Best Client Experience and Best Investment Options.⁵



We also continued to enhance our customer service, providing you and your adviser with faster response times, including same-day withdrawals for super benefit payments.

Protecting our members' personal and financial information remains a high priority and we continue to take a proactive approach to managing cybersecurity threats and ensuring data security. In FY23, this included enhancing our cyber resilience program and maintaining compliance with Australian government standards.

HUB24 believes in the value of advice and the positive impact it can have on a member's retirement. During the year, HUB24 continued to work with the wealth industry and government to advocate for more accessible advice to empower better financial futures for more Australians.

Empowering you and your adviser with choice and value

Over FY2023, HUB24 Super continued to expand our investment menu to provide members and their advisers with flexibility, choice and value.

The HUB24 Super menu now provides members with a choice of over 1,000 managed funds and approximately 700 managed portfolios, as well a range of ETFs.

Also, as the demand for responsible investing in Australia continues to rise, and in recognising the need to support members and their ESG preferences, HUB24 collaborated with Morningstar and the Responsible Investment Association Australasia to deliver new ESG ratings functionality on HUB24. This enhanced ESG functionality provides your adviser with access to data-driven insights and metrics for selected managed funds and more than 350 Australian listed securities. This enables you and your adviser to tailor an approach aligned to your ESG investment preferences.

Together with your adviser, HUB24's investment choice and innovative platform capability can deliver value and support you in meeting your retirement objectives.

Your Annual Report

On behalf of the Trustee and the team at HUB24 Super, I'm pleased to provide you with HUB24 Super's Annual Report for the period ended 30 June 2023.

If you have any questions, please contact your adviser or phone us on 1300 854 994.

Craig Lawrenson
Chief Operating Officer
HUB24 Limited

¹ In 2022, HUB24 Super had the third fastest annual growth rate of net flows and members of Australian superannuation funds, KPMG Super Insights 2023. HUB24 awarded Best Overall Platform – 2022 Investment Trends Competitive Analysis and Benchmarking Report.

² As at 30 June 2023, APRA Quarterly Superannuation Performance Statistics June 2023.

³ HUB24 Super Funds under Administration as at 30 September 2023.

⁴ HUB24 Super had the highest quarterly and annual net inflows amongst platform competitors as at June 2023, Plan for Life June 2023.

⁵ Best Overall Platform, Best Reporting – 2022 Investment Trends Competitive Analysis and Benchmarking Report; Best Client Experience, Best Investment Options – 2023 Australian Financial Advice Landscape Report.

About the HUB24 Super Fund

Fund Details

HUB24 Super Fund

ABN 60 910 190 523 RSE R1074659

USI 60910190523001

Trustee and Issuer

HTFS Nominees Pty Limited

ABN 78 000 880 553

AFSL 232500

RSE Licence No. L0003216

Mail GPO Box 2307, Melbourne VIC 3001

Phone 1300 133 472

Website www.eqt.com.au/superannuation/htfs-nominees

Directors at 30 June 2023

- **Michael O'Brien** – Managing Director and Executive Director
- **Tony Lally** – retired Chair 31 August 2022
- **Catherine Robson** – Non-Executive Director and Chair
- **Sue Everingham** – Non- Executive Director
- **David Coogan** – Non-Executive Director (15 June 2023)
- **Steven Carew** – Non-Executive Director (1 March 2023)
- **Paul Rogan** – retired 16 November 2023
- **Ellis Varejes** – retired 30 June 2023
- **Mark Blair** – retired 10 February 2023
- **George Zielinski** – retired 20 July 2022

For details about the current Directors please visit

www.eqt.com.au/superannuation/board-and-governance

HUB24 Super

The Fund provides accumulation, account-based pension and transition to retirement pension accounts to help build your superannuation savings and draw an income in retirement. HUB24 Super includes a number of benefits and features to help you easily administer and track your retirement savings:

- flexible account features to suit your individual circumstances and life stage
- comprehensive range of insurance cover choices
- access to your account anytime
- award-winning technology
- wide investment choice to help build and preserve your savings
- a number of portfolio management tools allowing you to efficiently manage your investment strategy

Administrator (HUB24 Super) HUB24 Custodial Services Limited

ABN 94 073 633 664

AFSL 239122

Mail GPO Box 529, Sydney NSW 2001

Phone 1300 854 994

Email admin@hub24.com.au

Website www.hub24.com.au/Super

Clearview Insurance Plan

Administrator (Clearview Insurance Plan) Clearview Life Assurance Limited

ABN 12 000 021 581

AFSL 227682

Mail GPO Box 4232, Sydney NSW 2001

Phone 132 979

Email life@clearview.com.au

Website www.clearview.com.au

Changes to Super

Key superannuation thresholds 2023/24

The following is a summary of superannuation caps and thresholds that applied during the 2022/23 financial year. For further information, go to www.ato.gov.au. For information about how these thresholds may impact you, speak to your adviser.

Concessional contributions cap	\$27,500 ¹
Non-concessional contributions cap	\$110,000 ²
Low rate cap³ (for lump sum payments)	\$235,000
Capital Gains Tax (CGT) cap amount	\$1.705M
Government co-contributions (maximum entitlement)	\$500
Transfer balance cap The limit on the amount that can be transferred into retirement phase	\$1.9M

This table does not include all caps and thresholds applicable to super. For more information on caps and thresholds, including how they may affect you, speak to your adviser or visit www.ato.gov.au/rates/key-superannuation-rates-and-thresholds/

Super guarantee contribution rate

The super guarantee (SG) rate has been increased to 11.0% from 1 July 2023.

Reduced minimum annual pension payments ended

As of 1 July 2023 the Federal Government has not renewed the temporary 50% reduction in minimum annual pension payments (response to COVID-19) and from then it no longer applied. For more information visit www.ato.gov.au/rates/key-superannuation-rates-and-thresholds/.

Reduced tax concessions above \$3 million threshold

In the 2023/24 Federal Budget the Government announced that individuals with balances over this threshold will be subject to an additional 15% (i.e. a 30% concessional tax rate) on the earnings on any balance that exceeds the \$3 million threshold. As at the date of this document, this legislation has not yet passed but the proposed start date is to be 1 July 2025.

¹ If you have a total superannuation balance of less than \$500,000 on 30 June of the previous financial year, you may be entitled to carry them forward to increase your general concessional contributions cap and make additional concessional contributions for any unused amounts.

² If you were under age 75 on 1 July 2023, you may be able to use the 'bring-forward rule' allowing you to make up to \$330,000 of non-concessional contributions over three financial years.

³ This amount applies if you reach your preservation age but are under 60 years old. The low-rate cap is the threshold under which lower or (nil) tax is deducted on the taxable component. Any amount in excess of this threshold is taxed at a concessional tax rate.

Work test

The superannuation work test is required to be satisfied by members between the ages of 67-74 who would like to claim a tax deduction for personal contributions so they are treated as concessional contributions. To satisfy the work test, you must have worked at least 40 hours during a 30-day consecutive period each financial year.

Members under 75 can make or receive personal superannuation contributions and salary sacrificed contributions (within existing contribution cap limits) without the need to meet the work test.

Members between the ages of 67-74 do not need to meet the work test to make personal contributions for which they do not intend to claim tax deductions or treat as concessional contributions.

Downsizer contribution

On 1 January 2023, the eligibility age for a downsizer contribution has been lowered from age 60 to 55.

The Downsizer Scheme allows an eligible person who sells their home to make a one-off, \$300,000 contribution to their super, outside the concessional and other rules (equal to \$600,000 per couple). The contribution cannot be greater than the total proceeds of the sale.

First Home Super Saver (FHSS)

First home buyers can continue to access a maximum of \$50,000 per person from their super savings through the First Home Super Saver (FHSS) scheme. This is up from \$30,000 before 1 July 2022. You can currently apply to have a maximum of \$15,000 of your voluntary contributions from any one financial year included in your eligible contributions to be released under the FHSS scheme. This remains the same.

More information

For more information about these changes, speak to your adviser or contact the HUB24 Client Services team by calling 1300 854 994.

Investment information

The Trustee has appointed HUB24 as Promoter and Administrator of the Fund. HUB24 provides administration of investments, investment management, client services and custody services to the HUB24 Super Fund.

HUB24 selects and appoints a range of investment managers and portfolio managers for managed funds and managed portfolios and Authorised Deposit-Taking Institutions (ADIs) for cash and term deposits, subject to approval from the Trustee, to manage the investments on behalf of members.

For a full list of available investment options, please refer to the Investment Menu available on InvestorHUB or from your adviser.

Objectives and strategy

The general investment objectives of the Fund are:

- To provide you with a range of different investment options by potential return, risk profile and style to suit your individual circumstances and promote diversification of your strategies.
- To achieve competitive investment returns for you commensurate with risk.

In order to achieve the investment objectives, the investment strategy determined by the Trustee is to:

- Select an appropriate range of managed funds within each asset class based on the manager's capabilities, investment style and performance.
- Provide you with a selection of cash products (including term deposits) issued by ADIs.
- Approve an appropriate range of direct investment options, such as listed securities (including Exchange Traded Funds (ETFs) and Listed Investment Companies (LICs)) within selected asset classes.
- Provide members with access to a range of managed portfolios.

The Trustee of the Fund considers each investment option as an investment strategy in its own right and aims to provide you with wide investment choices that will enable you and your adviser to select an investment strategy that takes into consideration:

- your personal needs
- your personal investment objectives and long-term goals and circumstances
- your risk tolerance, and
- the expected investment timeframe.

With the help of your adviser, you can construct and implement an appropriate investment strategy by choosing investments from the range of available investment options within the Fund.

You can change your investment strategy or options at any time. Your adviser is responsible for placing instructions on your behalf and ensuring your required investment strategies are implemented.

The investment options available to you will depend on the product you hold. You should refer to the latest Investment Menu for the product you hold for details of the Investment Options currently available to you. A copy of the latest Investment Menu is available on InvestorHUB or from your adviser.

Investment options

Neither the Trustee nor HUB24 directly manages the underlying investment options. Consequently, the Trustee and the Administrator have no control over the performance of the underlying investment options. Due to this, the Trustee may place restrictions on the percentage of your assets in HUB24 Super that you may invest in a particular investment option. Please refer to the relevant PDS and the Investment Menu for further details regarding any investment restrictions.

Returns for investment options will generally be generated from growth assets and defensive (income) assets. Growth assets will include shares (Australian and international), listed property and infrastructure and alternative assets. Defensive assets will include fixed interest investments (Australian and international) and cash.

You can view the performance of your account, including the underlying investment options you hold, by logging into InvestorHUB and by referring to your Annual Statement.

Note: Investment returns can be volatile and past performance is not a reliable indicator of future performance.

Investment information (continued)

Growth assets

Shares, property and infrastructure and alternative assets are generally considered high-risk and high-return investments and are suitable for longer-term investors with a timeframe of five years or more. Historically, these growth assets have provided long-term growth well above inflation. However, returns are likely to be volatile in the short term. Investors can expect a negative return once between four and six years, which is why exposure to these assets is suited to long-term investors.

Growth asset prices move in cycles, reflecting the underlying strength of the economy, political factors, industry trends and market sentiment. On any given day, interest rate and inflation expectations, company profits, dividends, economic growth figures and the rise or fall of currencies can impact these prices.

Defensive assets

Fixed interest (bond) investments are low-to-medium risk investment options suitable for investors with a timeframe of three years or more. Total bond returns can include income from interest payments and growth from price fluctuations if traded on the secondary market. In addition to providing a regular income stream, fixed interest can provide a stabilising effect during periods of share market volatility.

Bond yields and prices can fluctuate regularly based on the economic outlook, inflation expectations, the rise or fall of currencies as well as the credit status and risk of the issuers of the fixed income securities. Bond investors can expect a negative return once in every five to six years. They tend to provide better returns than cash over the long term, but lower returns than property and shares.

Cash and cash like instruments (including Term Deposits) provide the safest of the investment options (with lowest volatility), but generally the lowest return over the medium to long term.



Further information about available investment options

The investment options available in the Fund as at 30 June 2023 fall into the categories as shown in the following table. For more details about the investment choices available, refer to the relevant product disclosure statement (PDS) including the relevant Investment Booklets which are available from your adviser, or on InvestorHUB.

The Trustee may add or remove investment options from time to time. For an up-to-date list of investment options, refer to the latest Investment Menu available on InvestorHUB.

Australian listed securities	<p>You can choose from a wide range of Australian listed securities including predominantly from the S&P/ASX All Ordinaries index. The types of Australian listed securities include:</p> <ul style="list-style-type: none"> • Ordinary shares; • ETFs; • LICs; • Interest rate securities; and • Hybrids (such as preference shares and convertible notes).
International listed securities	<p>The Fund offers you the opportunity to invest directly in listed securities from a number of international markets, including North American, Asian and European stock exchanges. The type of International listed securities include:</p> <ul style="list-style-type: none"> • Ordinary shares; and • ETFs.
Managed portfolios	<p>A managed portfolio is a managed investment portfolio with a specific investment strategy, and can be single-sector or multi-sector.</p> <p>When investing in a managed portfolio, you invest in line with the composition of the portfolio manager's portfolio which may include Australian and international listed securities, managed funds and/or other managed portfolios. The value of the portfolio is determined by the value of the underlying investments.</p> <p>The Fund provides access to an extensive range of managed portfolios. The portfolio managers design each managed portfolio based on a number of factors such as investment style, investment objectives and different risk profiles, and may use strategic and/or tactical asset allocation to achieve the investment objectives.</p>
Managed funds	<p>A managed fund is an investment product where an investor contributes money to receive an interest or 'unit' in the managed fund, which is then pooled together with other investors' monies and managed by a fund manager.</p> <p>You can choose from a wide range of managed funds offered by Australian and international fund managers. Further information about available managed funds can be found in disclosure documents issued by the relevant underlying fund manager.</p>
Term deposits	<p>The Fund provides access to term deposit accounts with a range of durations, where the interest is fixed by the term deposit provider. Typically, durations of three months, six months or one year are offered.</p> <p>Further information about available term deposits can be found in the disclosure documents issued by the relevant term deposit provider. The current terms offered are published on InvestorHUB each week.</p>

Further information about available investment options (continued)

Diversification

In order to reduce market risk, members should ensure that they spread their investment across a range of asset sectors and investment options offered by the Trustee. As the performance of asset classes and sectors differ over time, holding investments with low or negative correlations is usually expected to reduce overall return volatility.

Diversification can be achieved in the following ways:

- Spreading exposure across the different asset sectors; shares, property & infrastructure, alternatives and fixed interest and cash.
- Holding a spread of investments within each asset sector; countries, industries, companies, and securities.
- Investing in a number of funds managed by different fund managers in order to diversify manager risk.

The level of exposure to the various asset sectors and investment options will be determined by the requirement to meet the individual needs of each member.

Determining these needs is the joint responsibility of the member and financial adviser. The Trustee takes no responsibility in making this determination other than to provide a suitable list of investments and ensure that this list remains suitable for members at all times.

Given the broader nature of investment choice (through a range of underlying investment options summarised above) across the Fund, the Trustee has a number of policies that outline how the Trustee manages its investment related responsibilities. The Administrator, in conjunction with the Trustee, regularly reviews the overall investment strategy.

Allocation of investment earnings

The net return achieved by the investments selected by you and your adviser (after taking into account gains or losses of a revenue or capital nature and any expenses or tax applicable) and the cash holding in respect of a member (after allowances for tax and expenses including reasonable estimates for tax and expenses where the exact amount may not be known), is passed on to members' accounts.

Your annual return is equal to the gross income generated by the selected underlying investment options less any relevant fees, costs and taxes during each financial year. More information about the fees and costs can be obtained by reviewing the fees and costs information in the current PDS (including incorporated information) applicable to your membership of the Fund.

Any income, relevant fees, costs and taxes are used to update your account balances if you leave the Fund during the financial year. Amounts of fees, costs and taxes may be estimated where they are not actually known or apportioned as determined by, or on behalf of, the Trustee where they relate to the Fund as a whole.

Funds asset allocation for the year ended 30 June 2023

	2022	2023
Cash	15.37%	16.43%
Fixed interest	20.12%	19.52%
Property	4.39%	4.42%
Australian Shares	27.12%	26.63%
International Shares	30.36%	29.60%
Alternatives*	2.63%	3.41%

* Alternatives include investments in emerging markets, technical investment trading, commodities, foreign exchange currencies and global infrastructure assets. More information about these investments can be obtained from your adviser or the Administrator.

Single investments exceeding 5% of fund assets

The following exceed 5% of the total of the Fund's assets:

Investment	Valuation method	% of total assets
Cash	Redemption	7.41%

Use of financial derivatives

The Fund does not invest directly in derivative instruments. Investment managers may use derivatives in managing pooled investment vehicles in which the Trustee invests.

The Trustee allows the use of derivatives within these vehicles, for certain circumstances including but not limited to:

- protecting the assets against, or minimise liability from, a fluctuation in market values.
- reducing the transaction cost or setting the desired asset allocation or investment profile.
- obtaining prices that may not be available to the Fund in other markets.

For further information on the use of financial derivatives, please refer to the relevant underlying disclosure documents for your chosen investment option(s) which are available from your adviser or InvestorHUB.

Other important information

Compliance

The Fund is administered at all times to comply with the Superannuation Industry (Supervision) Act 1993 (Cth.) ('SIS') and all other relevant legislation. The Trustee has lodged with APRA all relevant annual returns and disclosure documents. The Trustee has not received a notice from APRA stating that the Fund is non-compliant with relevant law during the reporting period. No penalties have been imposed on the Fund and/or the Trustee from any kind of non-compliance during the 2022/2023 financial year.

Annual member meeting

The HUB24 Super Fund Annual Member Meeting will be held in February 2024. It is a great opportunity for members to hear from our Board on the Fund's achievements and strategy.

The last Annual Member Meeting was held on 07 February 2023.

Government superannuation surcharge

During the reporting period, we may have received a surcharge assessment from the Australian Taxation Office (ATO). The amount payable in respect of members was deducted from the relevant members' accounts and remitted to the ATO at the time that it fell due.

Any amount paid will be shown in the transaction section of your member statement.

Indemnity insurance

The Trustee maintains an appropriate level of professional indemnity insurance to protect its directors and officers from any liability they may incur in carrying out their duties. Protection from liability does not extend to loss incurred through gross negligence or wilful misconduct and is subject to the terms of the relevant insurance policy.

Temporary residents

If you are or have been a temporary resident, you can generally only withdraw your benefits as a single lump sum after your visa has expired and you've left Australia permanently. Exceptions apply if you become permanently disabled, suffer a terminal medical condition (as set out in law) or die. If you don't claim your benefit within six months of your departure from Australia or your visa expiring, whichever is later, we may have to pay it to the ATO as unclaimed money. If this happens, you'll no longer be a member of the Fund and you may lose any insurance cover. You will then need to apply to the ATO to claim your benefit.

How you keep us informed

You should contact the Administrator if you wish to:

- advise us of a change of your name or contact details.
- change your beneficiary(ies).
- apply to increase or change your insurance cover.
- claim a benefit from the Fund.
- receive a copy of the accounts and other regulatory documents for the Fund.

Contact us

Mail: GPO Box 529 Sydney NSW 2001

Phone: 1300 854 994

Email: admin@hub24.com.au

Website: www.hub24.com.au/Super

Complaints

If you have a complaint, you should contact the Administrator (see contact details provided above). Please note the complaint details for the period ending 30/06/2023:

Number of Complaints Received	Complaints Outstanding	AFCA Referred Complaints
8	1	4

Complaints summary

Complaints during the period were largely concerned with overall levels of service for the HUB24 Fund.

We take complaints seriously as they give us information about how we can improve services to you. We have an internal complaint handling policy which you can access free of charge. For more complex issues, the Trustee will keep you updated regularly as to the progress of your complaint.

You may contact AFCA at any time. If you are not satisfied with the outcome from our internal complaints resolution process, you can contact the Australian Financial Complaints Authority (AFCA). AFCA is the new independent external dispute resolution scheme for the financial services industry.

AFCA provides fair and independent financial services complaint resolution that is free to consumers.

You can contact AFCA by calling 1800 931 678, or in writing to:

Mail: Australian Financial Complaints Authority Limited
GPO Box 3 Melbourne VIC 3001

Email: info@afca.org.au

Website: www.afca.org.au

Financial statements

Audited accounts

Included in this report is the audited abridged financial information. Audited financial statements and the auditor's report for year ended 30 June 2023 are available now on request from the Administrator.

Abridged financial information

The following financial information is extracted from the Fund's audited financial statements as at 30 June 2023.

Statement of financial position as at 30 June 2023

	(\$'000)	
	2023	2022
Assets		
Cash and cash equivalents	2,411,394	1,759,954
Distributions and dividends receivable	214,818	285,591
Other receivables	95,514	72,809
Investments held at fair value	22,204,325	15,066,037
Current Tax Assets	29,364	–
Deferred tax assets	–	60,036
Total assets	24,955,415	17,244,427
Liabilities		
Accounts payable and accrued expenses	94,114	76,372
Deferred tax liabilities	23,856	–
Current tax liabilities	–	23,364
Total liabilities (excluding member benefits)	117,970	99,736
Net assets available for member benefits	24,837,445	17,144,691
Member benefits		
Defined contribution member liabilities	24,808,918	17,114,529
Total member liabilities	24,808,918	17,114,529
Total net assets	28,527	30,162
Equity		
Operational risk reserve	23,053	20,808
General reserve	6,485	2,709
Unallocated (deficit)/surplus	(1,011)	6,645
Total equity	28,527	30,162

Financial statements (continued)

Income statement for the financial year ended 30 June 2023

	(\$'000)	
	2023	2022
Superannuation activities revenue		
Changes in fair value of investments	1,161,764	(1,838,889)
Dividends	281,496	217,203
Distributions from managed funds	350,792	376,119
Interest	51,568	5,718
Other income	1,360	8
Total revenue/(loss)	1,846,980	(1,239,841)
Expenses		
Investment expenses	(36,096)	(28,113)
General administration and operating expenses	(60,383)	(50,088)
Adviser fees	(172,764)	(149,875)
Total expenses	(269,243)	(228,076)
Operating results before income tax expense	1,577,737	(1,467,917)
Income tax benefit	28,385	181,864
Operating result after income tax expense	1,606,122	(1,286,053)
Net benefits allocated to defined contribution member accounts	1,613,405	(1,289,269)
Operating result	(7,283)	3,216

Financial statements (continued)

Statement of changes in member benefits for the financial year ended 30 June 2023

	(\$'000)	
	2023	2022
Opening balance of member benefits as at 1 July	17,114,529	13,269,464
Contributions:		
– Employer contributions	382,420	256,415
– Member contributions	1,753,453	1,022,625
– Government contributions	1,265	360
Transfers from other superannuation entities	5,294,222	5,145,558
Successor fund transfers	705,941	–
Income tax on contributions	(100,008)	(65,489)
Net after tax contributions	8,037,293	6,359,109
Benefits to members	(1,229,874)	(667,777)
Transfers to other superannuation entities	(632,457)	(469,250)
Insurance premiums charged to defined contribution members' accounts	(123,688)	(107,617)
Death and disability benefits credited to defined contribution members' accounts	35,358	24,225
Transfers to general reserve	(5,648)	(4,355)
Net benefits allocated, comprising:		
– Net investment (loss)/income	1,809,960	(1,266,397)
– Net administration fees	(57,395)	(47,164)
– Net adviser fees	(190,297)	(132,343)
– Net tax credit/expense	51,137	156,634
Closing balance of member benefits as at 30 June	24,808,918	17,114,529

Financial statements (continued)

Operational risk reserve

Super fund trustees are required to 'reserve' monies which can be drawn on to address losses arising from operational risks. The Trustee of the Fund meets this requirement by:

- maintaining a reserve in the Fund called the Operational Risk Reserve (ORR) for this purpose which is operated in line with the Trustee's Operational Risk Financial Requirement (ORFR) strategy; and
- holding an amount of Trustee capital outside the Fund (Trustee Capital).

The target reserve amount at 30 June 2023 was determined as being 0.09% of the Fund's net assets. Should the total ORR fall below 67% of the target amount, the Trustee will implement a Replenishment Plan to increase the ORR to its target amount. The level and appropriateness of the ORR is reviewed annually.

As at 30 June 2023 the Fund had an ORR consisting of \$23.05M in the Fund and \$0 held, the total of which was below the Target amount but within the tolerance range of the Trustee's ORR target.

General reserve

The Trustee maintains a General Reserve to pay Fund expenses. The General Reserve may be used to cover operating expenses of the Fund, or any Trustee expenses related to the Fund in line with the Trustee's Reserving Policy. The General Reserve is held in the Fund's Expense Reserve Account held on the platform. The General Reserve is funded via an expense recovery of 0.035% pa from members' cash accounts. The level of the General Reserve is monitored by the Trustee on a regular basis. The Fund's Reserving Policy for the General Reserve is reviewed annually.

Statement of changes in equity for the financial year ended 30 June 2023

	(\$'000)			
	Operational Risk Reserve	General Reserve	Unallocated (Deficit/Surplus)	Total Equity
Opening balance as at 1 July 2022	20,808	2,709	6,645	30,162
Net Transfers to/(from) reserves	-	-	-	-
Transfer from member account	-	5,648	-	5,648
Operating result	2,245	(1,872)	(7,656)	(7,283)
Closing balance as at 30 June 2023	23,053	6,485	(1,011)	28,527
Opening balance as at 1 July 2021	19,701	2,890	-	22,591
Net Transfers to/(from) reserves	2,600	(2,600)	-	-
Transfer from member account	-	4,355	-	4,355
Operating result	(1,493)	(1,936)	6,645	3,216
Closing balance as at 30 June 2022	20,808	2,709	6,645	30,162

ClearView Insurance Plan

The ClearView Insurance Plan is a membership category within Division 2 of the HUB24 Super Fund and applies to members who hold an interest in the HUB24 Super Fund through one of the following products and covers:

Product	Availability	Description
ClearView ClearChoice Super ¹	Open to new members	Provides cover for Life, Accidental Death, Total and Permanent Disability (TPD), Accidental TPD, Income Protection, Income Protection Plus or Accidental Income Protection Cover. Premiums are payable monthly or annually.
ClearView LifeSolutions Super ¹	Closed to new members, ² except existing customers of LifeSolutions.	Provides cover for Life, Accidental Death, Total and Permanent Disability (TPD), Accidental TPD, Income Protection, Income Protection Plus or Accidental Income Protection Cover. Premiums are payable monthly or annually.
ClearView ClearChoice Super Rollover ¹	Open to new members	Allows you to pay your annual life insurance premium via a tax paid rollover from a complying superannuation fund. In order to do this, you must have an interest in the HUB24 Super Fund. Rollover monies in ClearView ClearChoice Super Rollover are invested in a life investment policy which, after the deduction of insurance premiums and any taxes that are immediately payable, issues units in the ClearView ClearChoice Super Cash Fund. The life investment policy is issued to us by ClearView Life.
ClearView LifeSolutions Super Rollover ¹	Closed to new members, ² except existing customers of LifeSolutions.	Allows you to pay your annual life insurance premium via a tax paid rollover from a complying superannuation fund. In order to do this, you must have an interest in the HUB24 Super Fund. Rollover monies in ClearView LifeSolutions Super Rollover are invested in a life investment policy which issues units in the ClearView Life Super Cash Fund. The life investment policy is issued to us by ClearView Life.

Members of the ClearView Insurance Plan should note the following information which replaces, or supplements, information contained in other sections of this Annual Report.

¹These products are collectively referred to as the ClearView superannuation products.

²These products were closed to new customers on 5 October 2022.

ClearView Insurance Plan (continued)

Clearview Life

ClearView Life Assurance Limited ABN 12 000 021 581, AFS Licence No 227682 (ClearView Life) has been appointed to carry out the day-to-day administration for the ClearView superannuation products.

In addition, ClearView Life issues to the Trustee:

- life risk insurance policies in relation to insurance cover provided to members under ClearView ClearChoice Super and ClearView LifeSolutions Super; and
- life investment policies in relation to the Investment of rollover monies from a complying superannuation fund made by ClearView ClearChoice Super Rollover and ClearView LifeSolutions Super Rollover members.

ClearView Life is a subsidiary of ClearView Wealth Limited ABN 83 106 248 248.

For the avoidance of doubt, the Trustee is not a registered life insurer and is not able to issue life insurance policies; and ClearView Life is not an RSE licensee and is not able to issue an interest in the HUB24 Super Fund.

ClearView Life is committed to ensuring the confidentiality and security of your personal information including sensitive information. All personal information will be handled in accordance with the Privacy Act 1988 (Cth). For a copy of ClearView's Privacy Policy, please call **132 979** or visit clearview.com.au/privacy.

You should refer to the Trustee's Privacy Policy for more details about the personal information the Trustee collects, uses and discloses. The Trustee's Privacy Policy also includes further information regarding when personal information may be transferred by the Trustee to countries outside Australia. The Trustee's Privacy Policy is available at eqt.com.au/global/privacystatement and can also be obtained by contacting the Trustee's Privacy Officer by phone on (03) 8623 5000 or by email to privacy@eqt.com.au.

Investment Option

ClearView ClearChoice Super Rollover provides only one investment option, the ClearView ClearChoice Super Cash Fund, which invests 100% in cash and short-term securities.

ClearView LifeSolutions Super Rollover provides only one investment option, the ClearView Life Super Cash Fund, which invests 100% in cash and short-term securities.

Both are unitised investment options and ClearView Life guarantees the money invested less net withdrawals which include tax, fees and insurance premiums paid for ClearView ClearChoice Super and ClearView LifeSolutions Super cover. No part of your investment return is guaranteed. This guarantee is provided from the assets of the ClearView Life Statutory Fund No. 2.

We may change the investment option in the future. If this occurs, we will notify you.

We do not take into account labour standards or environmental, social or ethical considerations in the selection, retention or realisation of investments in relation to ClearView ClearChoice Super Rollover or ClearView LifeSolutions Super Rollover.



ClearView Insurance Plan (continued)

ClearView ClearChoice Super Cash Fund and ClearView Life Super Cash Fund

Description	A very low risk strategy classification which generally provides exposure to cash and other highly liquid investments.		
Designed for	Investors who are looking for high security in order to fund insurance premiums.		
Investment return objective	To earn returns that match headline CPI increases over rolling one-year periods.		
Strategy benchmark	Funds offered will typically benchmark with reference to the Bloomberg AusBond Bank Bill Index.		
Standard risk measure¹	Risk Band: 1 / Risk Label: Very low Estimated number of negative annual returns over any 20 year period: Less than 0.5		
Minimum suggested investment timeframe	One year		
Allocation to growth assets	0%		
Representative asset allocation range	Asset class	Allocation benchmark	Allocation range
	Money Market	100%	0–100%

¹ For more information, refer to section 6 of the ClearView ClearChoice Super Rollover Additional Information Brochure and ClearView LifeSolutions Super Rollover Additional Information brochure, as applicable, which can be found at www.clearview.com.au/pds

Clearview ClearChoice Super Cash Fund

Investment Performance	1 Year Total Return	3 year Total Return	5 year Total Return	10 year Return	Since Inception (% p.a.)
	2.25%	N/A	N/A	N/A	1.42%

Clearview Life Super Cash Fund

Investment Performance	1 Year Total Return	3 year Total Return	5 year Total Return	10 year Return	Since Inception (% p.a.)
	1.41%	1.07%	0.31%	0.43%	0.63%

The performance returns are calculated net of fees and taxes. All returns were calculated for the relevant period ending 30 June 2023. Performance returns for periods greater than one year are annualised. Past performance is not a reliable indicator of future performance.

While past performance is not an indicator of future performance, investment history has shown:

- investments with potentially higher long-term returns tend to have more variable returns and have a greater chance of negative returns in the short-term; and
- investments that provide more stable returns, with less chance of negative returns, have tended to produce lower returns over the long-term and would expect less fluctuation in returns and less chance of capital loss.

ClearView Insurance Plan (continued)

Fees

Please refer to the ClearView ClearChoice Super Rollover Product Disclosure Statement (PDS) and LifeSolutions Super Rollover PDS, as applicable, which can be found at www.clearview.com.au/pds to understand the fees and costs payable.

We may increase existing fees and charges or impose additional fees at our discretion (without your consent) with at least 30 days' advance notice.

In addition, ClearView Life may vary the fees or introduce new fees or charges for the services that it provides to us by varying the fees under the policy it issues by notification to us (and without your consent). We will consider the actions available to us in respect of any proposed fee variation.

If ClearView Life increases or varies the fees or costs under the policy held by us and we determine to pass the fee increase or variation on to the HUB24 Super Fund members or if we otherwise decide to introduce any additional fees or increase existing fees and charges, then we will give you at least 30 days' advance notice. We may at our discretion reduce or waive any of the fees and costs disclosed in the PDS or the Additional Information brochure.

Allocation of investment earnings

The investment option is divided into notional units. A unit represents a proportion of an investment option.

The price of a unit is calculated by dividing the net market value of the assets of an investment option by the number of units issued in the investment option.

The gross market value of the assets of an investment option includes provision for the relevant investment expenses (which includes indirect costs, any applicable tax provisions, transaction costs and government duties and charges) before the unit price is declared. These allowances are indirectly borne by all investors in each investment option. The gross market value less these investment expenses equal the net market value.

The number of units you will be allocated will be dependent on the amount you have to invest and the unit price on the date of investment.

The number of units allocated to your account will change with each transaction performed on your account.

Unit prices fluctuate on a daily basis, in line with changes in the market value of the assets held in the investment option. The value of your investment in an investment option will also fluctuate.

Except as otherwise specifically stated above, neither we nor ClearView Life guarantees the repayment of capital or any particular rate of return.

For more information on how unit prices are calculated, please refer to the Product Disclosure Document and Additional Information Brochure available at www.clearview.com.au/pds-and-brochures/

The latest unit prices are available at www.clearview.com.au or by calling us on **132 979**.

ClearView Insurance Plan (continued)

Complaints

Please note the complaint details for the period ending 30/06/2023:

Number of Complaints Received	Complaints Outstanding	AFCA Referred Complaints
87	12	3

Complaints Summary

Complaints during the period were largely concerned with Insurance claims (Income Protection & Death Benefit Claims) and standard of service.

Our customers are important to us. If something goes wrong, we're determined to make it right. If you have an experience with us that you are not satisfied with, we're here to resolve the issue. If you have a complaint, please call us on **132 979** or write to:

Complaints Resolution Manager ClearView

Reply Paid 4232

Sydney NSW 2001

Email: complaints@clearview.com.au

We will acknowledge your complaint within one business day (being Monday to Friday except for public holidays in Sydney NSW) of receiving it, or as soon as practical.

We aim to address your complaint within 45 calendar days and will provide a final response to your complaint in writing or via electronic communication:

- for complaints about superannuation death benefit distributions, within 90 calendar days after the expiry of the 28-day calendar period for objecting to a proposed death benefit distribution; and
- for all other complaints, within 45 calendar days of receiving your complaint.

If you make a complaint and the Trustee resolves it within 5 business days from receipt to your satisfaction, we are not required to send you a written response, unless you request one; or your complaint relates to hardship, a declined insurance claim, the value of an insurance claim or for any decision of a trustee (or failure by the trustee to make a decision) relating to a complaint.

In exceptional cases where there is no reasonable opportunity for us to respond within the applicable timeframe because resolution of the complaint is particularly complex and/or because of circumstances beyond our control which cause complaint management delays, we will need more time to respond to your complaint.

In these cases, before the applicable timeframe expires, we will provide you with a notice:

- telling you that we need more time setting out our written reasons for the delay;
- clearly communicating our revised expected timeframe; and
- setting out information about your right to take your complaint to the Australian Financial Complaints Authority (AFCA) if you are dissatisfied and the contact details for AFCA.

You can contact AFCA at:

Australian Financial Complaints Authority

GPO Box 3

Melbourne VIC 3001

Phone: 1800 931 678

Email: info@afca.org.au

Website: afca.org.au

Contact Us

ClearView Life

GPO Box 4232

Sydney NSW 2001

Phone: 132 979

Email: life@clearview.com.au

Website: clearview.com.au

HUB²⁴

Want to learn more?

Call our team on **1300 854 994**
or visit **HUB24.com.au**

GPO Box 529, Sydney NSW 2001
admin@hub24.com.au