



Rest's retirement income strategy

Helping all members achieve their best possible retirement outcome.

For more than 30 years, Rest has been looking after Australians and their super. With around 1.9 million members, we're proud to be one of Australia's largest super funds by membership. We use our size and expertise to deliver long-term investment performance, low fees and simple, easy services that matter to our members.

Around 60 per cent of Rest's members are women, 50 per cent are under 30 years old, and many are working in part-time and casual jobs. This means our members typically have a lower average account balance. We want to ensure more money stays in members' accounts, during their working life, so we can help our members achieve their best possible retirement outcome.

The Retirement Income Covenant

The Federal Government's Retirement Income Covenant effective from 1 July 2022 requires super funds like Rest to formulate, implement and regularly review a retirement strategy to achieve and balance three objectives.



1. Maximise members' expected retirement incomes
2. Manage risks that may impact retirement incomes
3. Provide flexible access to income in retirement

We've developed a Retirement Income Strategy (retirement strategy) to help our members approaching, or in retirement, achieve their best possible retirement outcome.

We'll review our retirement strategy regularly to ensure we're delivering good outcomes for our members.

This document summarises Rest's Retirement Income Strategy and the products, tools and support we offer to our members approaching, or in retirement.

Our retirement strategy objectives

-  Assist members approaching or in retirement achieve their personal best retirement outcome
-  Empower members to take actions that will lead to better retirement outcomes

Our retirement strategy is based on member research and experience, which not only tells us that all members are different, but also that their needs change through life.

That's why our approach to retirement is tailored for individuals to reflect their varying needs and provide the right support for them.

Due to the different needs of members at different ages and phases of life, and the opportunities available, we've identified four key life stages which influence how we engage with our members along the journey to, and in retirement.

Our approach will be different for each life stage in terms of how we engage, the information and education we provide, advice topics and channel of delivery, and the support we'll provide to members looking to take specific action.

The diagram below shows the four life-stages and how we'll engage with members at each stage.

Guiding members to retirement solutions that suit them



Engage	Timely prompts and reminders on key issues for members to consider at each stage of their retirement journey.
Build knowledge & understanding	Simple, self-paced learning resources, seminars and interactive tools available through our retirement hub on rest.com.au for members to explore at each stage of their journey
Seek advice	Help for members to make the right choices for retirement, delivered online, or by phone-based financial advice or specialist support services
Take action	Easy ways for members to take the steps needed to put their plans into action

Eight key beliefs

Our retirement income strategy is based on eight key beliefs, which influence how we will design our products, how we will provide a simple and easy member experience, and how we work with our service providers.

Belief	What it means for Rest, our members and our service providers
① Every member's retirement journey is different	There's significant variation across Rest members in terms of their retirement expectations and personal circumstances.
② Members have different attitudes to retirement income	Everyone thinks differently about managing the money they'll live on in retirement, particularly around attitudes to risk. Some members are more risk averse and look to maintain a stable retirement income with little volatility, while others look to maximise returns over the long term and are comfortable with a higher level of risk.
③ Earlier actions lead to better outcomes	We'll help members have a clear understanding of the options available to them, so they're motivated and confident to take early positive action leading to improved retirement outcomes.
④ Financial literacy builds confidence	We'll help members understand and engage with their super. With simple communications and products, our guided interactions will help members their decisions today can lead to better retirement outcomes.
⑤ All members can improve their retirement outcomes	We'll offer realistic and achievable solutions to improve a member's retirement outcome, no matter what their situation may be.
⑥ Financial advice adds value	We'll offer a range of affordable, easy-to-access personal financial advice solutions so all members – especially our older members – can benefit from the improved financial outcomes that access to advice brings, as well as greater peace of mind and an increased sense of security about their day-to-day finances.
⑦ External factors significantly impact retirement outcomes	We'll always consider external, and broader-market factors, such as housing, that can impact retirement outcomes. We'll never take a set-and-forget or one-size-fits-all approach.
⑧ Fees and other costs significantly impact retirement outcomes	We'll work to keep fees and other costs low to reduce the impact on retirement savings, to help ensure there's more money in a member's account at retirement.

Our retirement income strategy and how we can help is based on four key elements:



Understanding our members and their needs, and providing solutions that meet these needs, are the main components driving Rest's retirement income strategy.

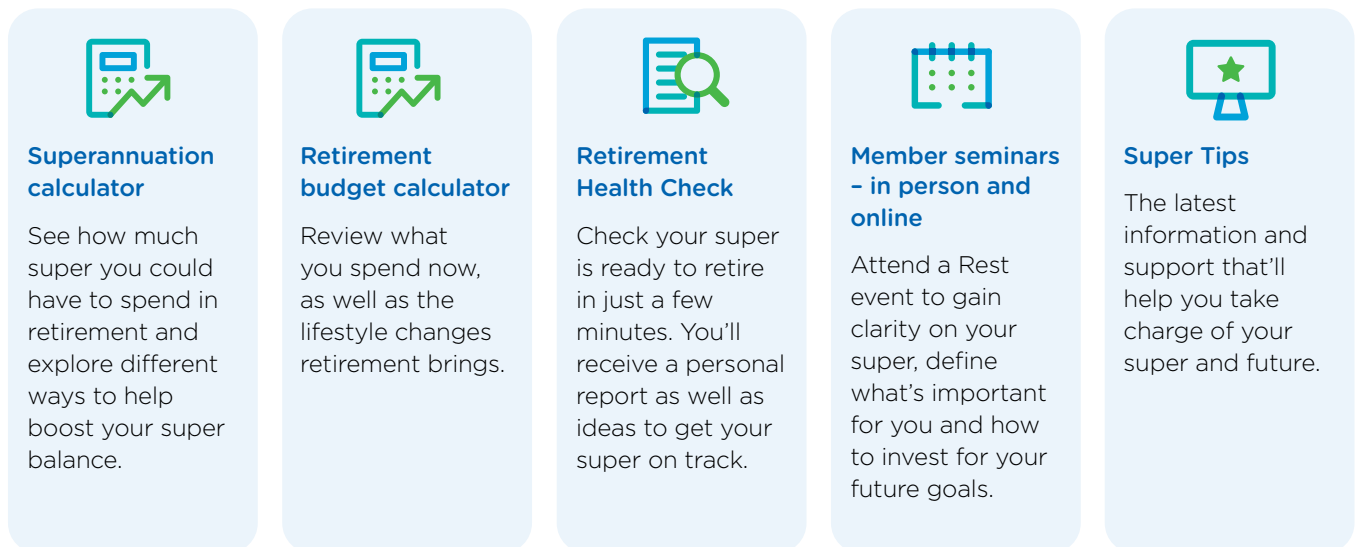
Rest can help members through:

- Member education and support, including educational content, tools, calculators and other services to help navigate retirement
- The Rest App, so members can keep track of their balance
- Financial advice when members need it, and
- Relevant product solutions with low fees, competitive long-term performance and flexible options.

These are explained in more detail below.

Rest helps members with member education & support

We offer a range of calculators, online content and seminars (delivered online and in person) through the Rest Retirement Hub. There's loads of helpful information to help members plan for retirement, maximise their super, review their spending habits or manage their account.



For more information, go to rest.com.au/retirement

Rest helps members through the Rest App

The Rest App lets members access their account, check their balance, and more. It also provides access to member rewards and benefits, including competitions, special offers, shopping discounts and more.

- View and update your beneficiaries
- Manage your investments
- Access statements and transaction history
- Contact us via messenger.

Scan to download
the Rest App



Rest helps members by offering financial advice when its needed

We believe everyone should be able to access quality advice that makes a difference, and that getting advice shouldn't be daunting, or just for people who are already financially well-off. In fact, we're guided by our principles of creating a financial advice experience that is:

- Simple
- Cost-effective
- Convenient
- Value-adding to a member's financial position.

Rest Advisers are a team of qualified financial advisers who are salaried staff and do not receive a bonus or commission for providing advice. That means our members can feel comfortable that any recommendations made will always have their best interests at heart. Rest is here to help its members - whether it's for advice about retirement planning, or it's for help with weighing up options, or it's for information on more complex subjects like transitioning to retirement.

We understand that everyone is different and wants to do things in their own way and at their own pace. So, we've developed a flexible advice service that puts members in the driver's seat. Rest members can talk to a Rest Adviser over the phone about their Rest Account. For simple personal advice, this will be at no additional cost.

Appointments can be booked online at rest.com.au/member/advice/restadvice-phone

Or simple personal advice can be obtained online from a desktop or mobile via our Digital Advice solutions - go to rest.com.au/tools-advice to get started.

If you're not a Rest member you can still get advice over the phone from one of our Rest Advisers, but there will be a cost to you. The Rest Adviser will confirm the cost with you before providing any personal advice.

To find out more visit rest.com.au/advice or call us on 1300 305 778.



Retirement Health Check

Check your super is ready to retire in just a few minutes. You'll receive a personal report as well as ideas to get your super on track.



Investment Choice Solution

Within your super you can choose how your money is invested. You'll be asked some short and simple questions. Based on your answers, we recommend how your money held with Rest should be invested. If you're happy with that recommendation, you can switch straight away.



Contributions Optimiser

Work out whether you should be salary sacrificing or contributing after-tax dollars. On completion you'll get a recommended amount to salary sacrifice and/or contribute after-tax each payday along with instructions on how to do it.



Super Health Check

Get everything in order to maximise your super. Check if we have a record of your Tax File Number and beneficiaries, as well as how much you are contributing to super and if you have any personal insurance within super.

Rest helps members with flexible product solutions with competitive fees & strong long-term performance

Rest's products feature a combination of low fees and competitive long-term performance, so members can tailor their account based on their individual needs.

In addition to this, the Rest Pension also offers flexible payments and beneficiary nominations to help members reach their goals. New members can choose our quick and easy Rest Pension set-up, and manage their Rest Pension anytime, with MemberAccess, or check their account balance and details in the Rest App.

For more information, go to rest.com.au/retirement/retirement-with-rest



Maximise returns while keeping costs low

We aim to maximise returns after carefully considering risks and costs. Being efficient helps us keep costs low.



Keep a long-term focus

Super is for life. So while we seek out opportunities to grow your savings today, we stay focused on delivering long-term results.



Customisable portfolio

Creating your own investment portfolio is easy. Choose from a range of investment options including Rest's flagship investment option, Core Strategy. The default investment option is the Balanced option.



Flexible payment options

Once retired, you can transition to an account-based pension, which provides regular income payments or have full access to your super balance.



Rest Retirement bonus

Start your Pension with a little extra. You could be eligible for a boost to your account balance when you transfer your existing Rest Super, Rest Corporate or Rest TTR account to a Rest Pension Retirement Account.



Other Services

We will also be looking to partner with organisations that can provide valuable services to Rest members to assist in preparing for retirement, and during retirement. Along with our regular publication of new materials, information on this can be found at rest.com.au/retirement as we launch these services.

Implementing the Rest retirement income strategy

Our retirement income strategy will evolve as we adapt to the changing needs of our members. That's why we're continuing to:

- Gather deeper insights to inform our retirement strategy
- Investigate potential product solutions
- Further enhance our tools and support available to members, and
- Improve the delivery of member services.


We'll review our strategy and assess performance of our retirement products and services each year to make sure we're meeting the needs of our members, and as part of our existing operating frameworks and procedures. We'll also review our retirement income strategy every three years to ensure it remains relevant.



We're here to help

 rest.com.au

 **Live Chat at rest.com.au**
Monday to Friday 8am - 10pm AEST
Saturday 9am - 6pm AEST
Sunday 10am - 6pm AEST

 **1300 305 778**
Monday to Friday 8am - 6pm AEST

Download the Rest App 

by scanning the QR code with your smartphone camera.



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