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# Let's talk super – Q&A

Superannuation Annual Members' Meeting  
Financial year 21/22

Thanks very much to those members who asked questions about their AMP super or pension for the superannuation Annual Members' Meeting (AMM).

## What's in this document

The answers in this document are in response to a combination of questions submitted by members on the day of the AMM, plus questions submitted beforehand, that weren't covered in the AMM.

Many of the questions are about similar topics, so to make it easier to find the answers, we've grouped related themes and topics together. We've also included some examples of specific questions from members, which appear exactly as they were sent to us.

As the meeting was held for members of two different funds – AMP Superannuation Fund and Wealth Personal Superannuation and Pension Fund – this document includes questions from members of both funds. Most answers are generic to both funds, but there are some which are specific to a fund. We've made sure this is clear in the answer.

Please check the **contents page** to find the topic you asked about or are interested in.

## Find personalised tailored help

For privacy reasons, we haven't answered any personal super questions here. Instead, we've tried to get in touch with these members to discuss their super or pension questions separately.

Here's where you can access support:

### Book a super health check

If you're a SignatureSuper®, CustomSuper® or AMP Flexible Super® member and would like to know more about your super, book a complimentary 20-minute super coaching session. These 1:1 appointments can help you get financially fit and understand your super better.



Book now at [ampcorpsuper.i-events.info/super-health-check](https://ampcorpsuper.i-events.info/super-health-check)

### Simple super advice

Complimentary simple phone-based advice on select topics at no extra cost. Available to members of the Super Directions Fund and limited to advice about your super within the Fund.



Book now at [amp.com.au/financial-advice/simplesuper-options](https://amp.com.au/financial-advice/simplesuper-options) or call **131 267** to book a complimentary chat with a qualified financial adviser.

### Your financial adviser

If you have an adviser, they can help with questions about your personal circumstances.



Find an adviser at [amp.com.au/financial-advice](https://amp.com.au/financial-advice)

Any advice and information provided is general in nature, hasn't taken your circumstances into account, and is provided by N.M. Superannuation Proprietary Limited, which is part of the AMP group. It's important you consider your personal circumstances, read the product disclosure statements and financial services guides, and consider speaking to a professional before deciding what's right for you.

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Q&A

CATEGORY	INVESTMENTS
<b>Question 1</b>	<b>How is AMP's investment strategy considering new opportunities?</b>
Example questions:	<ul style="list-style-type: none"> <li>➤ What other investments are AMP looking at to invest our super?</li> <li>➤ What are the investment options for my super and what investments are you putting my super into? And what are my benefits?</li> </ul>
Answer	<p>We consider opportunities across all asset classes within the context of our long-term investment strategy. Diversification is a key aspect of our strategy and we continually look to improve the resilience and risk/return profile of our portfolio.</p> <p>For example, this year we introduced private debt and a new unlisted infrastructure investment, both of which have helped reduce the impact of market volatility. Our investment managers also continue to look for profitable, sustainable and growing companies that consciously strive to make positive contributions to their shareholders, their community and their employees.</p>
<b>Question 2</b>	<b>Can members invest 100% of super into real estate?</b>
Example question:	<ul style="list-style-type: none"> <li>➤ Can I invest my super 100% in real estate property?</li> </ul>
Answer	<p>Most of our SignatureSuper investment options have some property exposure as part of their diversified investment strategies and are consistent with their investment objectives.</p> <p>We also offer members two single-sector property investment options – Australian Property Index and Global Property Index (Hedged).</p> <p>We'd encourage any member considering this investment approach to speak with one of our specialists at no additional cost, or with their financial adviser if they have one.</p>

**Question 3**

**Why aren't there more ways to invest in infrastructure?**

Example question:

➤ Why is there only one infrastructure option (an index fund) in AMP Flexible Lifetime allocated pension?

Answer

The Trustee Board approved a simplified investment menu of 27 open choice investment options for SignatureSuper to reduce complexity and improve member engagement. The new menu included an infrastructure option.

The simplified menu helps to improve scale, reduce expenses and operational risk, and pass on lower investment fees and costs to improve members' retirement outcomes.

We consider the 27-option menu to be diverse enough for SignatureSuper members, based on existing balances and member demand, with only one infrastructure investment option (index).

Advisers and members can find a wider range of investment options, including single manager and single-sector options, on MyNorth.

**Question 4**

**Are investment options benchmarked?**

Example question:

➤ Can you explain why not all investment options are benchmarked? An example is Pental Sustainable within SignatureSuper. As far as I'm aware, since being added to the investment menu, its performance has never been compared to similar investment funds.

Answer

The Trustee's investment governance framework includes monitoring investment capability and performance to ensure the best possible outcome for members. This includes monitoring investment options to make sure they continue to meet member needs and expectations. We'll take your feedback on board and consider how we can improve the benchmarking of our investment options.

CATEGORY	PERFORMANCE
<b>Question 5</b>	<b>Why was the performance of some funds poor last year?</b>
Example questions:	<ul style="list-style-type: none"> <li>➤ Why has my conservative super investment performed worse than higher risk investments?</li> <li>➤ What restitution can be made to members when the AMP Super Fund underperforms other funds in the same category?</li> <li>➤ Why has the performance of iPathways 30 and 70 been so bad? Can you tell us when these platforms are being closed and what options will members be offered? Why is the fund underperforming and reporting negative growth? Does AMP use an auditor to ensure management of the super fund is above board?</li> </ul>
Answer	<p>Conservative options have a high weighting to bonds, which are usually a defensive asset class because they typically deliver less volatile returns.</p> <p>The past financial year was a historical outlier for local and international bond markets, impacted by the rapid rise in interest rates from a very low base. This affected all funds and investment options with a high weighting to these assets.</p> <p>With interest rates now higher, the bond market is starting to return to lower levels of volatility and we'd expect these returns to stabilise and return to historical norms.</p> <p>It was a tough year on investment markets for all super funds but super is a long-term investment and members should consider returns within this context. Please refer to our latest <a href="#">quarterly video and quarterly report</a> with our 'house view' on performance attribution and markets.</p> <p>AMP engages independent auditors to assess the ongoing management of funds.</p>
<b>Question 6</b>	<b>What sort of return is the Future Directions Balanced investment option aiming for?</b>
Example question:	<ul style="list-style-type: none"> <li>➤ What are the projections for personal net rate of return for the Future Directions Balanced investment option?</li> </ul>
Answer	<p>The objectives of the option are to exceed inflation by 3% before tax, after management fees with a moderate level of volatility and to exceed the median of the Chant West Multi-Manager Survey (growth segment) after tax, after management fees, over the suggested minimum investment timeframe.</p> <p>This product is likely to be appropriate for members seeking capital growth as either a satellite, core or standalone holding within a portfolio where they have a medium to long investment timeframe and a high risk/return profile.</p>

## Question 7

## How do I know where my super is invested and can I change where it's invested?

## Example questions:

- How do I know how my super is invested?
- Can I change it myself?
- What's the performance of AMP super? It's been seven years since I joined AMP, how do I check how much I've deposited and how much I've earned?
- How is super invested – which type of businesses?

## Answer

You can see how your super is invested, your net investment earnings and your super contributions in [My AMP](#) or the My AMP app. You can view a breakdown of your investment options and how your super is allocated to different asset classes, including shares, property and cash. You can also track the performance of your super and change your investment mix but we'd encourage you to speak to one of our experts first. The **Account at a glance** feature allows you to see customised date ranges and detailed reports about employer and personal contributions.

Your annual statement also provides a breakdown of your investments.

We invest in a wide variety of businesses across an array of asset classes. In the Australian share market this would include banks, telcos and resource companies. In global markets, there's a greater selection of companies involved in technology and healthcare.

Through our private equity program, we invest in start-up companies and businesses looking to expand and grow, while in infrastructure we invest in airports and toll roads, social infrastructure and utilities.

Our investment managers are looking for companies with profitable and growing businesses that consciously strive to make positive contributions to their shareholders, their community and their employees.

## Question 8

## Why is the North Super return lower than other AMP Funds?

## Example question:

- Why has my AMP North Super fund returned only 5.5% since inception compared to funds getting an ROI of 10.5%?

## Answer

Working with an adviser, MyNorth Super gives members control over how their super's invested with a diverse choice of investments. Returns will depend on the chosen investment options, all of which have different risk/return characteristics.

As a general principle, members should expect higher risk investments, such as shares, to deliver stronger returns over the long term, but be more volatile over the shorter term.

**CATEGORY****PERFORMANCE** CONTINUED**Question 9****Can super members invest directly in shares?**

Example question:

- Has any thought been given to adding an option to SignatureSuper that would mean members could invest directly in shares listed on the ASX?

Answer

We have no plans to introduce direct shares to the AMP Super Fund investment menu. AMP MyNorth Super does offer direct shares as part of its investment menu – you can find out more at [northonline.com.au](http://northonline.com.au).

**Question 10****How do you manage geopolitical risk?**

Example question:

- How much is invested in countries that engage in aggressive actions and what's the exposure?

Answer

In 2022, to support international and Australian government policies, AMP Investments determined to exit small exposures to Russia in an orderly fashion, where this has been possible.

A strengthened automated solution for systematic post-trade monitoring for exposures to sanctioned and high-risk investments was also developed and deployed during the year, enhancing risk management processes.

The MySuper 1970s fund, for example, has exposure to Russia of less than 0.01% at the end of February 2023.



CATEGORY	PRODUCT FEATURES
<b>Question 11</b>	<b>Can I use North if I don't have an adviser?</b>
Example question:	<ul style="list-style-type: none"> <li>➤ Why isn't North available to members who are entering the retirement phase without paying for the services of an adviser?</li> </ul>
Answer	<p>North has been designed to help advisers implement and manage more complex investment strategies for their clients.</p> <p>The platform provides access to an extensive range of investment choice – advisers can help members select investment options consistent with their investment strategy and risk appetite.</p>
<b>Question 12</b>	<b>Are member funds secure in the lifetime defined benefits pension?</b>
Example question:	<ul style="list-style-type: none"> <li>➤ With the lifetime defined benefits pension, which entity of AMP makes sure the plan is adequately funded, and what happens if that entity (or the whole of AMP) collapses?</li> </ul>
Answer	<p>The AMP entity issuing the defined benefit plans is the Trustee, N.M. Superannuation Proprietary Limited. Employers are responsible for funding the plans, which are monitored on behalf of the Trustee via regular internal and independent actuarial reviews to assess the ongoing funding capability. When we take on a defined benefit plan, we agree on a shortfall limit that a plan's funding level must meet or exceed at all times which we continually monitor and are required to report on quarterly to the regulator.</p> <p>This money, like all super funds, is invested and held in a trust structure which is kept entirely separate from the Trustee's and any other AMP entity's own money. This ringfencing means that if the Trustee or any other AMP entity collapsed, your money would be protected. Your money is also protected by strict regulation and is subject to Commonwealth laws, to protect customers' interests.</p>

## Question 13

## How are you working to consolidate your platform offer?

## Example questions:

- What are the Trustee's intentions for the *PortfolioCare* suite of products – there seems to have been a loss of focus from the Trustee around the APL and internal operations of this product.
- I've heard that some iAccess super products are to be closed eg: iAccess Pathway 70. If this is correct when will this be done and what impact will this be on clients?

## Answer

The Trustee continues to maintain the *PortfolioCare* suite of products, working with its service providers to provide administration and technology services. *PortfolioCare* Elements closed to new members in October 2016 while *PortfolioCare* eWRAP and Service remain open. The Trustee is not in a position to comment on the AMP Advice Licensees approved product and services list (APSL).

On 30 September 2022, we closed iAccess super and pension products to new members. iAccess members will commence transferring to MyNorth in May and the ipac Pathways 70 option will be made available on the MyNorth investment menu.

**CATEGORY****GENERAL****Question 14****What are you doing to improve AMP's business and culture?**

## Example question:

- What are you doing to manage business performance, misconduct and risks in the future?

## Answer

AMP has undergone transformational change in recent years across every aspect of the organisation, including leadership, governance, structure and operations.

We've made major improvements to the products and services that we offer to our members, led by Australia Wealth Management CEO Scott Hartley and AMP CEO Alexis George.

We've undertaken significant work to transform AMP's culture, with a Board-initiated plan implemented to prevent and respond to misconduct. All these changes are designed to deliver the best possible outcomes for our members, customers, clients and partners.

AMP is in now in much better shape, with a strong focus on members and customers.

**Question 15****Has there been any consideration given to linking fees to incentives?**

## Example question:

- Have you considered linking your fees to returns to provide a greater incentive to your financial advisers, particularly when returns are low? Alternatively, could you perhaps offer a fee reduction in low return years?

## Answer

Many of our super investment options have performance targets that investment managers have to achieve to receive a fee.

The servicing costs for other fees like administration fees are incurred by AMP regardless of what's happening on the markets. Over the past few years, we've focused on simplifying our portfolio and pass on fee reductions to members.

Advice fees are agreed between the member and the adviser and may include:

- a one-off amount paid as a lump sum, and/or
- an ongoing fee, paid monthly, which is either:
  - a fixed amount, or
  - a set percentage of your account balance.

Advice fees for personal advice can only be charged for services provided on your particular account and cannot be used to pay for any other products or advice.

## Question 16

## What is AMP doing to increase fee transparency?

## Example question:

- How has the fund increased transparency of not only fees charged to members but investment fees that may be hidden or harder to assess for members?

## Answer

You can see the fees and costs of your super on our website, in your product disclosure statement (PDS) and on your annual statements.

Our Investment Guide has detailed information on investment charges. [Click here](#) for more information about SignatureSuper fees.

Administration fees and any insurance premiums will be deducted from your account monthly as direct fees.

The investment fee and other indirect costs are a percentage-based fee.

While they're not reflected in your transaction history, they are in your annual statement, where we'll show the dollar amount that was deducted from the unit price or crediting rate of your investment option.

CATEGORY	SUPER
<b>Question 17</b> <b>What are the tax implications of super withdrawals?</b>	
Example question:	<ul style="list-style-type: none"> <li>➤ What are the tax implications of super withdrawals from the fund in the near future?</li> </ul>
Answer	<p>The amount of tax members pay on withdrawals depends on whether super is withdrawn as a super income stream or a lump sum. Everyone’s financial situation is different, especially when it comes to tax. We encourage our members to make informed decisions about their super and recommend you get financial advice before you decide to withdraw your super.</p> <p>You can access complimentary retirement planning advice from our Simple Super Advice Team. Please call <b>131 267</b> to book a <b>Retirement Health Check</b> with one of our retirement specialists.</p>
<b>Question 18</b> <b>How do I access super if I live overseas?</b>	
Example questions:	<ul style="list-style-type: none"> <li>➤ I’m living outside Australia; how do I access my super?</li> <li>➤ How can I collect my superannuation in my country?</li> <li>➤ I have to go overseas and live there permanently. What happens to my super?</li> <li>➤ I still have super with other companies, and I need to consolidate my accounts. How can I do it from overseas?</li> </ul>
Answer	<p>If a member moves overseas, it’s likely their employer will have no legal obligation to make contributions to their Australian super fund on their behalf. But members can still contribute 10% of their overseas income into their super account, bearing in mind that contribution caps still apply.</p> <p>Members who live overseas will need to follow the same withdrawal process to receive their super benefit at preservation age, as if they were living in Australia.</p> <p>More information on the implications for super and how to consolidate accounts when members live overseas is available <a href="#">here</a>.</p>
<b>Question 19</b> <b>What happens to my super if my circumstances change?</b>	
Example questions:	<ul style="list-style-type: none"> <li>➤ Do I need to update my Temporary Salary Allowance every time my salary changes?</li> <li>➤ What about a person who’s unemployed due to disability – what will be my situation?</li> </ul>
Answer	<p>Members need to update their details if there’s any change in circumstance, whether employment, disability or address. If you need help with this process please call our Contact Centre on <b>131 267</b>.</p>

## Question 20

## What is AMP's view on recent Government changes to super?

Example question:

- What is AMP's opinion regarding the recently announced changes to super by the Federal Government and what impact will this have for members in AMP accumulation and defined benefit funds?

Answer

This proposal is yet to be legislated and we'll need to see more detail before we can provide a view.

## Question 21

## Can I use my super as a pension?

Example question:

- Am I able to use my super as a pension?

Answer

There are different ways members can access their super at different phases – before and during retirement. When you're eligible, you can access your super via a TTR (**transition to retirement**), **allocated pension**, **annuity** and/or a **lump sum withdrawal**. Each option has different potential benefits and disadvantages. A financial adviser can help you decide which option may be best for your personal circumstances and financial goals.

You can find more information about your options [here](#).

## Question 22

## Where can I find out more about super regulations?

Example questions:

- Where's the best online summary of today's super rules that you can recommend?
- Do you know if the Federal Government is going to continue with the 50% minimum drawdown on allocated pensions?

Answer

The latest changes and updates about super regulations are available on our super change's web page: [amp.com.au/superannuation/super-basics/super-changes](https://amp.com.au/superannuation/super-basics/super-changes).

You can also access notifications here: [amp.com.au/superannuation/amp-super-member-notifications](https://amp.com.au/superannuation/amp-super-member-notifications).

These Government sites are also helpful:

- [ato.gov.au/individuals/super](https://ato.gov.au/individuals/super)
- [moneysmart.gov.au/how-super-works](https://moneysmart.gov.au/how-super-works)

The Federal Government has not yet made any announcement as to whether the temporary drawdown reduction on pensions will continue into 2023–24. But super rules do tend to change often, so it's a good idea to check regularly.

## Question 23

## Can members continue making contributions to super in retirement?

Example question:

➤ If you're on a disability support pension (DSP) or age pension, can you continue putting money into your super?

Answer

You can continue making personal contributions to your super until you turn 75.

You can't make personal contributions beyond that age, except for 'downsizer' contributions if you sell a home that you've owned for at least 10 years.

## Question 24

## Can I invest in exchange traded funds (ETFs)?

Example question:

➤ Can I invest in ETFs?

Answer

A wide range of ETFs are available through the North platform, covering a variety of asset classes. You can access more information [here](#).

## Question 25

## Does the Government match super contributions?

Example question:

➤ Is the Government still offering dollar-to-dollar matching?

Answer

If you're a low to middle-income earner and make a contribution to your super fund, you might be eligible for a co-contribution of up to \$500 from the Government. You can find out more here: [amp.com.au/insights-hub/super/growing-your-super/super-co-contributions-from-the-government](https://amp.com.au/insights-hub/super/growing-your-super/super-co-contributions-from-the-government).

## Question 26

## How do I contribute to my super?

## Example question:

- How do I contribute to super by myself without my company's assistance?

## Answer

Whether you're employed, self-employed, or even unemployed or retired, you may be able to claim a tax deduction on certain after-tax super contributions you've made.

These don't include compulsory super guarantee (SG) contributions your employer might be required to make into your super fund under the super guarantee, nor does it include salary sacrifice contributions, which are additional extra contributions you can ask your employer to make into your super fund out of your pre-tax income. You can learn more about how to do this [here](#).

You can also make non-concessional contributions, which include personal contributions, by transferring funds from your bank account into super. You can't claim a tax deduction for these.

Some people may choose to make non-concessional contributions when they've reached their yearly concessional contribution cap, following an inheritance or sale of a large asset, or to receive a Government co-contribution. You can learn more about how to do this [here](#).

## Question 27

## Why are you making changes to investment options?

## Example questions:

- Why can AMP convert or replace an option without our consent?
- Is SignatureSuper going to be terminated soon?
- Why are the options getting fewer and fewer? What about our interests as AMP members?

## Answer

The aim of the Trustee's simplification strategy is to deliver a competitive product with a streamlined investment menu, to maximise scale and efficiency benefits, and pass on these benefits to all members of the fund.

We previously offered an investment menu of around 100 options and members' investments were concentrated in a small number of these—generally multi-manager and passive. This meant many single-manager, single-sector options were not well utilised by members, yet drove higher costs and operational risk, which in turn resulted in higher fees and costs for all members. By reducing the Choice investment menu to 27 options we are looking to improve scale with a smaller number of options and pass on lower fees and costs to all members.

The Trustee will only endorse changes to investment options if they determine they're in the best financial interests of members in the fund as a whole.

There are no plans to terminate the SignatureSuper product range.



## Question 28

## Will the Government extend the reduction in the minimum drawdown rate?

Example question:

- Will there be a step out of the current 50% reduction on superannuation minimum drawdown rates (eg 2.5% instead of 5%) like after the GFC?

Answer

No announcement has been made by the Federal Government (at the time of writing) as to whether the current 50% reduction will be extended to the 2023–24 financial year.

CATEGORY	SERVICE
<b>Question 29</b>	<b>How are you improving customer service?</b>
Example question:	<ul style="list-style-type: none"> <li>➤ What steps have been taken to improve customer service?</li> </ul>
Answer	<p>We're constantly looking to improve our customer service.</p> <p>One way we do this is by seeking feedback from our customers to understand how we can better service you.</p> <p>After any interaction with AMP, we encourage you to share how we've done to help us evaluate our services and improve the way we operate.</p> <p>Our customer feedback allows us to develop more innovative processes, interactions and products.</p> <p>If you have a pending service request you'd like to track or would like to find out more information about your account or perform a transaction, you can log into <b>My AMP</b> or use our My AMP app.</p>

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### **Simple super advice**

Simple super (intrafund) advice is provided by AWM Services to eligible members of the AMP Super Fund.

### **Retirement health check**

The retirement health check is a general advice conversation only, provided by AWM Services to eligible members of the AMP Super Fund.