

Annual report



2018

Super/Pension

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About this annual report

This Annual Report is for members of Complete Super and Complete Pension (brightday) Pension, sub plans of MAP Superannuation Plan (Div II) ABN 71 603 157 863, APRA Registrable Superannuation Entity No R1001587 and MAP Pooled Superannuation Trust (Div IV) ABN 92 209 339 241, APRA Registrable Superannuation Entity No R1001563; collectively referred to in this annual report as the Fund or the Plan.

This Annual Report has been issued by Diversa Trustees Limited (the Trustee or Diversa Trustees or We) ABN 49 006421 638, AFSL 235153, RSE Licence L0000635 as Trustee of Complete Super and Complete Pension. Complete Super and Complete Pension are distributed by Yellow Brick Road Wealth Management Pty Limited (ABN 93 128 650 037 AFSL 323825) and its authorised representatives.

The information in this document is intended to provide you with general information only and does not take into account one or more of your personal objectives, financial situation and needs. Before making any financial decisions about Complete Super or Complete Pension (brightday), it is important that you consider the current product disclosure statement (PDS) relevant to your membership and consider your particular circumstances and whether the particular financial product is right for you. The current PDS for each product is available online at www.brightday.com.au. You should consult a financial adviser if you require personal advice.

“It has been a busy year with sound investment returns, and superannuation being at the forefront of Government review.”

On behalf of the Board, I welcome you to our Annual Report for the year to June 2018. Once again it has been a busy year with superannuation making front pages of the newspapers more times than usual. I am pleased to report positive outcomes this year that have been the culmination of several years of progress.

Outcomes of the Royal Commission

The Royal Commission focussed on a number of areas including misconduct, overcharging of fees and fees for no service. At times the revelations of the Royal Commission were shocking and deeply disappointing, for both the industry and every Australian.

We have been committed to improving the outcomes for members with a well performing and competitive offering. 2018 saw the reward for these efforts.

Performance

The year to June was sound for investment returns for Complete Super members. All of the investment options, outperforming their investment objective over the 12 month period. The Balanced option returned 7.2% against the stated return objective of 4.7%.

The year ahead

We have been working towards further improvements in the way your retirement savings are managed. Mercer Investments (Australia) PL was appointed by the Trustee as the Funds Asset Consultant and Investment Manager on 1 July 2018. Mercer will apply its knowledge and expertise to advise on the appropriate mix of passive and active investment options, including the selection, appointment, replacement and ongoing evaluation of investment managers within these options.



Vin Plant

Chair Diversa Trustees Board

Governance

The Trustee

Diversa Trustees Limited (the Trustee) ABN 49 006 421 638, AFSL 235153, RSE Licence Number L0000635, is the Trustee of Complete Super and Complete Pension (brightday). The Trustee is responsible for the ongoing management of the Fund. Diversa Trustees is a wholly owned subsidiary of OneVue Holdings Limited (OneVue). The Trustee employs specialist providers to help look after the Fund and its investments, which are outlined in the 'Directory' section at the end of this report.

The Trustee Board

The Board provides leadership and vision for the organisation and monitors investment strategies and returns for each product. It ensures compliance with all legislative and regulatory requirements, to give brightday members security and peace of mind about their investments.

Board members

As at 30 June 2018, the composition of the Board is as follows.



Vin Plant – Chairman

BBus Fin, MBA, F Fin, MAICD

Vin Plant is a Sydney based financial services specialist and the chairman of the Diversa Trustees Board. Vin was appointed to the Diversa Trustee Board on 4 May 2017. He has served as a non-executive director on the PayPal Australia Board since 2009 and has been Chairman of PayPal's Audit & Risk Committee since 2010. A former investment banker, he was a Partner at HSW Capital from 2009 to 2010 and held various senior positions at Standard Chartered Bank from 1991 to 2008. Vin is a fellow of FINSIA and a member of the Institute of Company Directors



Murray Jones – Director

Murray has worked within the financial services industry for over 20 years. He has provided advice on corporate governance and strategic planning issues to institutions; acted as an independent expert under ASIC enforceable undertakings; chaired audit risk and compliance committees; been appointed as a responsible manager for a number of AFS Licence holders spanning listed and unlisted fund managers and financial advisory businesses.

He is currently Managing Director of Compliance & Risk Services Pty Ltd which has acted for over 150 financial institutions in establishing and supporting financial services businesses. His company has also developed a web based software solution, CRSCertus, which is used by a number of prominent financial institutions to manage their risk and compliance obligations.

Murray's expertise spans retail and wholesale funds management, securities operations, superannuation, insurance, corporate advisory and financial planning.



Garry Wayling – Director
BCom (Acctg), GAICD, ACA

Garry Wayling brings more than 30 years' experience in a professional services career to the Diversa Trustees Board. Gary was appointed to the Diversa Trustee Board on 4 May 2017. He is also a Director of OneVue and is widely regarded as a specialist in business planning, initial public offerings, due diligence and Sarbanes Oxley reviews.

His industry experience is broad encompassing large manufacturers, steelworks, major hotel chains, technology companies and IT start-ups. He has held various executive positions including Chief Financial Officer at Aston Resources Limited and Managing Director of CoalWorks Limited. Garry has also worked in external audit and advisory roles with Arthur Andersen and Ernst and Young where he was the Oceania Markets IPO Leader.

Garry is an independent Director of several companies including Eaton Vance Australia, AppDynamics Australia and Odyssey House. He is also an ex-officio member of the Board Audit Risk Committee for Mission Australia. An Associate Chartered Accountant, Garry is a Graduate of the Australian Institute of Company Directors.



Robyn FitzRoy – Non-Executive Director (Diversa Trustees only)
BA, MA, FAICD

Robyn was appointed to the Diversa Trustee Board on 21 December 2017. Robyn is a former Executive Director of Macquarie Bank Group where she initiated and ran a profitable direct distribution business for which she set up a business development call centre, a marketing intelligence/data analysis unit, an e-commerce platform and product development and management. She has an extensive background in marketing, business and governance with over 20 years' experience in the financial services industry.

. She is also a non-executive director of the Self-Managed Super Fund Association and Gateway Bank. Committee involvement includes Chair of the Nominations & Remuneration Committee, and membership of Risk Committees and Audit Committees.

Robyn founded and is principal of her own governance consultancy which specialises in board and CEO performance evaluations. She is a former non-executive director of CUSCAL, Habitat for Humanity Australia and MLC School. Robyn is also an accredited facilitator and author of courses for the Australian Institute of Company Directors.

Note: Karen Gibson ceased to act as Director (Diversa Trustees only) on 20 December 2017. Vincent Parrott ceased to act as Director on 13 June 2018.

Remuneration

The directors of the Board did not receive and are not due any remuneration from the Fund in connection with the management of the Fund. Any Directors fees are paid by Diversa Trustees Limited.

Board committees

The Board of the Trustee is committed to strong principles of corporate governance, including continuous improvement of its performance and processes.

The following committees assist the Board, which in some cases involves engagement of external experts:

Investment Committee

Audit, Compliance and Risk Committee

No penalties were imposed this year on any responsible person under Section 38A of the Superannuation Industry (Supervision) Act 1993.

Professional Indemnity Insurance

Diversa Trustees has professional indemnity insurance to protect the Trustee, its directors and the Fund against certain losses or liabilities. The indemnity insurance cover is subject to the terms and conditions of the relevant policy and comply with the requirements of Section 912B of the Corporations Act 2001.

The Trust Deed

The governing rules of the Fund are set out in the MAP Master Superannuation Plan Trust Deed. The Board has some powers to alter the Trust Deed. A copy of the Funds Trust Deed can be found online at mapfunds.com.au.

Compliance

Complete Super and Complete Pension (brightday) are regulated and comply with the Superannuation Industry (Supervision) Act (1993) (SIS Act). The Fund lodges a return with APRA every year and has not received a notice of non-compliance from APRA. No penalties have been imposed in respect of the Fund under the relevant superannuation legislation.

Investments: the year in review

Financial year 2018 in review

The year to 30 June 2018 delivered good returns for investors. Asset class returns for the 12 months to 30 June 2018 were as follows:

ASSET CLASS	RETURN (%)
Cash	1.8
Australian bonds	3.1
International bonds (hedged)	1.9
Australian shares	13.0
Australian property securities	13.0
International shares (hedged)	10.8
International shares (unhedged)	15.0
Emerging share markets (unhedged)	12.3

Global economies accelerated for most of the financial year. The US economy particularly performed strongly, leading to robust jobs growth and the unemployment rate declining to just 3.8%, a 48-year low.

This robust global growth supported corporate earnings, especially in the US where substantial corporate tax cuts became law. As a result, share market returns were broadly positive, including Australia's, where high returns by the resources, energy and healthcare sectors helped offset subdued bank and telecommunication performances.

Returns from unhedged international shares were slightly higher than hedged returns as the Australian dollar weakened against the world's major currencies. When the Australian dollar decreases, the value of overseas assets increases.

The emerging markets sector performed well for much of the financial year as the momentum in global growth during 2017 benefitted emerging market exports and commodity producers. However, weakness emerged later in the year as fears of a trade war between the US and China plus growing protectionism have prompted

some investors to move away from riskier investments such as emerging markets.

Cash and fixed income market returns remained very subdued. The first half of the year saw an upward move in yields as bond prices fell due to accelerating global growth, heightened inflation concerns and the US Federal Reserve continuing to raise rates. Central bank policies in many parts of the world continue to shift from easing to tightening. Signs of this include central banks either raising official interest rates, reducing their massive bond holdings following large scale purchases over a number of years, or a mix of both.

The Australian Reserve Bank kept the cash interest rate on hold at 1.5% - unchanged for a record 22 months. Commentary by RBA officials suggest it will remain on hold well into 2019 unless the labour market tightens and wages growth picks up.

Trade tensions and geopolitical risks worsened late in the financial year. While markets welcomed the successful passage of President Trump's large corporate and personal tax cuts late in December, their reaction to the decision to impose tariffs on a range of products explicitly targeting Chinese imports has been negative.

While there are few signs that global growth is set to slow materially in the current financial year, the rising global tensions around trade and generally higher level of short and long term interest rates are likely to constrain returns from asset markets in 2019. Investors should be prepared for lower returns than delivered in financial 2018.

Vincent Parrott

Executive General Manager Investment Consulting



Investment options

The tables following contain information regarding the investment options of the Fund for the year ended 30 June 2018. Details of investment options shown are not a guarantee of any particular benefit or return. The investment option objectives are used by the Trustee to measure the performance of the Fund's investments.

The investment objectives and strategies of the investment options available to members of the Pension Product are the same as the objectives and strategies of the investment options available to accumulation members, however no tax is applicable to pension assets (except effective 1 July 2017 for transition to retirement pensions).

Complete Super and Complete Pension (brightday) offer a range of investment choices.



Investment options as at 30 June 2018

	DEFENSIVE	DEFENSIVE PLUS INVESTMENT	BALANCED INVESTMENT PLUS
WHO IS THIS INVESTMENT OPTION DESIGNED FOR?	Members who prefer low risk and a high level of security on their account balance and prefer a lower cost option.	Members who prefer low risk and a high level of security on their account balance.	Members who seek high returns over the medium to long term in a diversified investment option, and who are comfortable accepting fluctuations in their account balance over the medium to long term. These members will also prefer a return that tracks relevant stock market indices.
INVESTMENT RETURN OBJECTIVE	RBA Cash Rate	RBA Cash Rate + 0.25%	CPI +2.5% p.a.
MINIMUM SUGGESTED INVESTMENT TIME FRAME	1 year	1 year	5-7 years
STANDARD RISK MEASURE#	Very Low	Very Low	Medium to High
INVESTMENT OPTION ASSET ALLOCATION RANGE	Cash 100%	Cash 80 – 100% Diversified fixed interest 0 - 20%	Cash 10 - 60% Australian equities 10 - 30% International equities 10 - 35% Diversified fixed interest 10 - 45% Diversified property 0 - 20% Alternative assets 0 - 20%
DEFENSIVE VS GROWTH ASSET ALLOCATION RANGE	Defensive 100% Growth 0%	Defensive 100% Growth 0%	Defensive 40 - 60% Growth 40 - 60%

	BALANCED PLUS INVESTMENT	GROWTH INVESTMENT	GROWTH PLUS INVESTMENT
WHO IS THIS INVESTMENT OPTION DESIGNED FOR?	Members who seek high returns over the medium to long term in a diversified investment option, and who are comfortable accepting fluctuations in their account balance over the medium to long term. These members will also prefer an active style of investment management.	Members who seek to maximize returns over the long term in a diversified investment option, and who are comfortable accepting fluctuations in their account balance over the long term. These members will also prefer a return that tracks relevant stock market indices.	Members who seek to maximize returns over the long term in a diversified investment option, and who are comfortable accepting fluctuations in their account balance over the long term. These members will also prefer an active style of investment management.
INVESTMENT RETURN OBJECTIVE	CPI +2.5% p.a.	CPI +3.5% p.a.	CPI +3.5% p.a.
MINIMUM SUGGESTED INVESTMENT TIME FRAME	5-7 years	7 years	7 years
STANDARD RISK MEASURE [#]	Medium to High	High	High
INVESTMENT OPTION ASSET ALLOCATION RANGE	Cash 10 - 60% Australian equities 10 - 30% International equities 10 - 35% Diversified fixed interest 10 - 45% Diversified property 0 - 20% Alternative assets 0 - 20%	Cash 5 - 25% Australian equities 10 - 45% International equities 15 - 50% Diversified fixed interest 0 - 20% Diversified property 0 - 25% Alternative assets 0 - 25%	Cash 2.5 - 25% Australian equities 10 - 45% International equities 15 - 50% Diversified fixed interest 0 - 20% Diversified property 0 - 25% Alternative assets 0 - 25%
DEFENSIVE VS GROWTH ASSET ALLOCATION RANGE	Defensive 40 - 60% Growth 40 - 60%	Defensive 5 - 25% Growth 75 - 95%	Defensive 5 - 25% Growth 75 - 95%

Standard risk measure guidance: The standard risk measure is based on industry guidance to allow you to compare investment options that are expected to deliver a similar number of negative annual returns over any 20 year period. The standard risk measure is not a complete assessment of all forms of investment risk, for instance it does not detail what the size of a negative return could be or the potential for a positive return to be less than a customer may require to meet their objectives. Further, it does not take into account the impact of administration fees and tax on the likelihood of a negative return. Customers should still ensure they are comfortable with the risks and potential losses associated with their chosen investment option(s).

Investment allocation

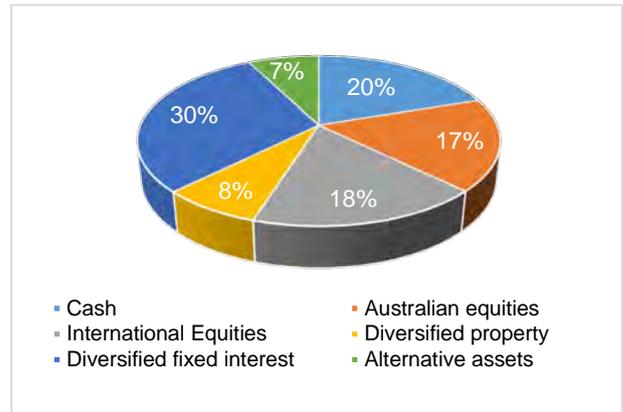
The following table provides information on the portfolio allocation for all of the brightday options as at 30 June 2018.

Asset allocation by asset class as at 30 June 2018

Defensive



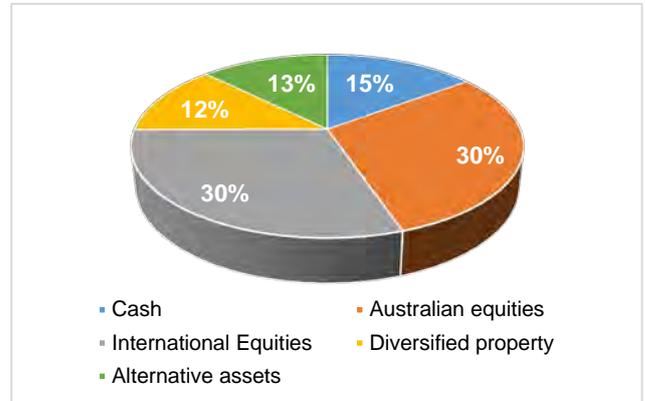
Balanced Plus



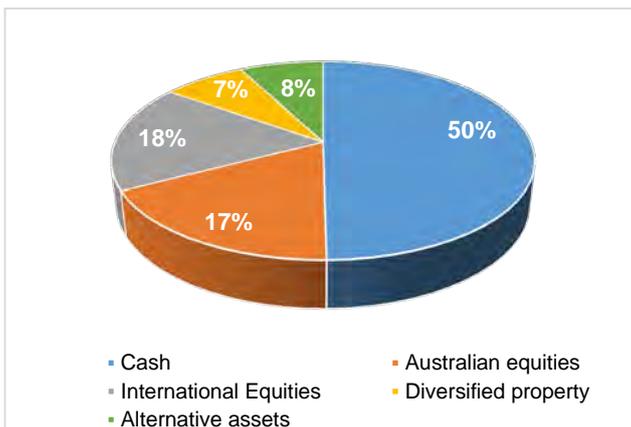
Defensive Plus



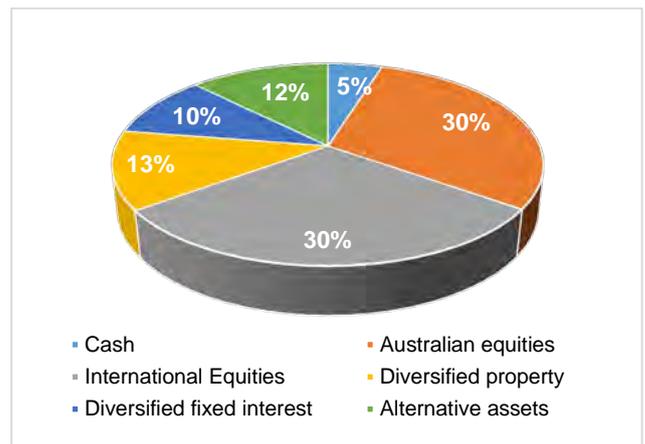
Growth



Balanced



Growth Plus



Further information regarding the Fund's investment options for accumulation and pension members is available in the current PDS and Guides relevant to your membership in the Fund. These documents are available by phoning Adviser Services on 1800 857 680 or at www.brightday.com.au.

You should consider the most up to date PDS and Guides where applicable, Annual Report and any Significant Event Notices provided to you when choosing an investment option.

Using derivatives

The trustee may use derivatives to manage risk or gain exposure to types of investments where we believe it is appropriate. Derivatives include a wide assortment of instruments such as forwards, futures, options, swaps, and warrants. Derivatives are used to control risk, improve returns or to change asset class weightings as part of an overall investment strategy. Derivatives are not used for speculation. All derivatives are cash or security backed and no gearing of positions is allowed. The fund exposure was less than 5% of total assets over the reporting period.



Investment performance

A superannuation funds investment performance typically varies over time. Because superannuation is a long term investment, longer term returns (such as 5 and 10 investment returns) smooth out short term results. Depending on the nature of each investment option (including its risk profile), an investment option may experience negative returns from time to time and it is generally not appropriate to assess the performance of an investment option by the return for a single year or other short term periods.

Actual returns will be determined by the investment strategy adopted and prevailing market conditions. The Fund's monthly investment performance information is also made available by phoning 1800 857 680 or online at www.brightday.com.au.

Information on investment performance relating to your Member Account specifically is provided in your annual Member Statement for the year ended 30 June 2018.

For fair comparison purposes, the following returns shown are net of all investment fees, administration fees and taxes. Past performance should not be relied upon as an indication of future returns.

Complete Super Returns (%)

INVESTMENT OPTION*	2018 ¹	2017 ¹	2016 ¹	5 YEAR COMPOUND RETURN ²	10 YEAR COMPOUND RETURN ²	RETURN SINCE INCEPTION ³
DEFENSIVE	1.6	1.7	2.0	N/a	N/a	1.9
DEFENSIVE PLUS	1.6	2.2	2.3	N/a	N/a	2.1
BALANCED	7.2	6.2	1.7	N/a	N/a	5.0
BALANCED PLUS	7.6	6.1	2.0	N/a	N/a	5.5
GROWTH	10.9	8.7	1.2	N/a	N/a	7.1
GROWTH PLUS	12.0	8.4	1.8	N/a	N/a	8.3

¹ One year returns are to 30 June and net of all investment fees, administration fees and taxes.

² Compound returns are compound annualised averages to 30 June 2018 and net of all investment fees, admin fees and taxes.

³ When the 5 or 10 years compound return is unable to be determined, the since inception return is provided.

* The Fund and the investment options opened from 31 December 2014. Subsequently 5 and 10 year compound returns are unable to be determined.

Past performance is not a reliable indicator of what may happen in the future. Neither capital nor returns are guaranteed.

Past performance is calculated pre-tax and after fees and expenses, assumes distribution reinvestment but

Investment managers

The assets of the Fund are invested in a range of investment funds or products. The table below provides information regarding the Fund's total holdings in the investment funds or products of the underlying fund managers managed the investment funds or products in which assets of Complete Super and Complete Pension (brightday) were invested as at 30 June 2018.

- BlackRock Investment management (Australia) Limited
- Cor Capital Pty Ltd
- Macquarie Investment Management Limited
- Magellan Financial Group
- Vanguard Investments Australia Ltd

Note: the underlying fund managers utilised by the Trustee for investment of the Fund's assets may be changed from time to time at the absolute discretion of the Trustee. They are shown in this report to provide historical information about the investments of the Fund during the year. You have no ability to choose the underlying fund managers utilised by the Trustee.

Concentration of assets

As at 30 June 2018, the following underlying investments exceeded 5% of the total assets of the Complete Super and Complete Pension (brightday).

	2018	2017
Cor Capital Pty Ltd	17.6%	N/a
Australia and New Zealand Banking Group Limited – Cash Account	13.86	N/a
Vanguard Investments Australia	11.1%	N/a
Macquarie Investment Management Limited	8.3%	8.79%

Other considerations

Labour standards, environmental, social or ethical considerations are not taken into account in making investment decisions or selecting underlying investment managers or investment funds.

What's new in superannuation

This update was compiled as at September 2018 and is subject to change. For up to date information relating to taxation of superannuation, go to ato.gov.au or contact the Fund.

Superannuation changes announced in the 2018 Federal Budget

Superannuation related changes announced in the recent May 2018 Federal Budget are designed to increase member protection and the flexibility of rules around superannuation. Some of the proposed changes (which have not yet been legislated) are:

- insurance in superannuation will move from default to an opt-in basis for any member with a balance below \$6,000, or who is under 25 years or with an inactive account (with no contributions in 13 months). These changes are to take effect from 1 July 2019. Members who are impacted have until then to decide whether to opt-in to their existing cover or allow it to terminate
- administration and investment fees charged by super funds will be capped at 3% pa of accounts with balances below \$6,000. Exit fees will be banned for all super accounts. These changes are to take effect from 1 July 2019
- individuals with multiple employers and with income exceeding \$236,157 will be able to nominate that wages from certain employers are not subject to SG from 1 July 2018 in order to avoid unintentionally breaching the \$25,000 concessional cap
- an exemption from the work test for voluntary contributions for individuals aged 65 to 74 with balances below \$300,000 in the first year they do not meet the work test requirements. (The contribution caps will still apply to the contribution.) These changes are to take effect from 1 July 2019
- superannuation fund trustees will be required to develop a retirement income strategy for fund members, which is aimed at supporting the Government's proposed comprehensive income product for retirement (CIPR) framework
- all inactive superannuation accounts (where no contribution has been received for 13 months) with a balances below \$6,000 will be required to be transferred to the Australian Taxation Office (ATO). ATO data-matching will be expanded to pro-actively reunite these with members' active accounts, where possible. The changes take effect from 1 July 2019
- the ATO will be provided additional funding to develop new integrity models and undertake additional compliance activity to alert individuals to the requirement that they comply with Notice of Intention to Deduct (NOI) requirements. This measure is proposed to commence from 1 July 2018.

Highlights of key superannuation changes from 1 July 2018

The Government has made a number of significant reform proposals in relation to superannuation, some of which have since been legislated and took effect (generally) from 1 July 2018.

Key changes include:

- from 1 July 2018, superannuation fund members will be able to 'carry-forward' any unused amount of the concessional contributions cap. Members will be able to access their unused concessional contributions cap on a rolling basis for five years. Amounts carried forward that have not been used after five years will expire. The first year in which superannuation fund members can access unused concessional contributions is 2019–20 (when unused concessional contributions for the 2018 – 19 year can be carried forward). Members will only be able to carry-forward their unused concessional contributions cap if their total superannuation balance at the end of 30 June of the previous financial year is less than \$500,000

- first home buyers will be able to withdraw voluntary superannuation contributions made from 1 July 2017 for a first home deposit. From 1 July 2017 individuals can contribute up to \$15,000 per year (subject to contribution caps). They will be able to withdraw up to \$30,000 (plus associated earnings) per person in total under the scheme. Withdrawals of contributions (and any associated deemed earnings) may be made from 1 July 2018
- a person aged 65 or over can contribute up to \$300,000 from the proceeds of the sale of their home as a non-concessional contribution into superannuation, from 1 July 2018. This is in addition to the maximum contribution otherwise permitted in super (but the transfer balance cap for conversion from the accumulation to retirement phase will still apply). This measure will apply to sales of a principal residence owned continuously by you and/or your spouse for the past 10 or more years and both members of a couple will be able to take advantage of this measure for the same home
- reforms to dispute handling arrangements have been legislated where the current external dispute resolution body for superannuation, the Superannuation Complaints Tribunal will be replaced with the Australian Financial Complaints Authority from 1 November 2018.

Superannuation changes revisited from 2017 Federal Budget

Total superannuation balance

The total superannuation balance cap was introduced on 30 June 2017, as a test to determine an individual's non concessional contributions cap and bring forward period. Essentially it is the total value of your accumulation and retirement phase interests including any rollover amounts across all of your superannuation providers calculated as at 30 June of each financial year. Excluding any contributions made with the proceeds of a personal injury compensation payment, it is indexed annually, and is \$1.6m for the year ending 30 June 2018.

Your total super balance is relevant when working out your eligibility for the:

- unused concessional contributions cap carry-forward
- non-concessional contributions cap and the two or three year bring-forward period
- government co-contribution
- tax offset for spouse contributions.

Concessional and non-concessional contribution caps

2018/2019 financial year

Concessional cap (CC)

\$25,000*

Since the 1st July 2017, you have been able to claim a tax deduction for your personal voluntary contributions to a complying superannuation fund up to the CC. Certain eligibility rules apply. Further guidance can be found at ato.gov.au.

Non-Concessional cap (NCC)

Annual (1 year) \$100,000**
3 year bring forward \$300,000***

* Caps are (indexed in line with the average weekly ordinary time earnings (AWOTE), and rounded down to the nearest \$2,500).

** Available if you are aged 65 or under. (indexed to four times the annual concessional contributions cap). If total superannuation balance at 30 June 2018 is \$1.6m or more, NCC cap is nil.

*** This maximum amount will decrease if your total superannuation balance is over \$1.4m.

Non-concessional contribution restrictions

Members with a total super balance of \$1,400,000 or more on 30 June 2017 have restrictions on the amount that can be contributed to super. This includes:

- a reduced NCC
- a shorter bring forward period
- the inability to make any contributions if your total super balance is over \$1,600,000.

The bring-forward arrangement

If you are under 65 years of age, you may make non-concessional contributions of up to three times the annual non-concessional contributions cap in a single year by bringing forward your non-concessional contributions cap for a two or three-year period. If eligible, you automatically gain access to future-year caps known as the bring-forward arrangement.

Going forward into the 2018-19 financial year, to access the bring-forward arrangement:

- you must be under age 65 years of age for at least one day during the triggering year (the first year)
- your total superannuation balance must be less than \$1.5 million as at 30 June 2018
- the remaining cap amount for years two and three of a bring forward arrangement will be reduced to nil for a financial year if your total super balance is greater than or equal to the general transfer cap of \$1.6 million as at 30 June of the previous financial year.

The bring forward applies from 1 July of the first financial year where NCC's exceed \$100,000. Transition rules apply where bring forward was triggered in 2016/17 and total NCC's up to 30 June 2017 were less than \$540,000.

How the bring-forward arrangement works

TOTAL SUPER BALANCE AT 30 JUNE 2017	MAX. NON-CONCESSIONAL CONTRIBUTIONS CAP FOR FIRST YEAR AVAILABLE	BRING-FORWARD PERIOD
Less than \$1.4m	\$300,000	3 years
\$1.4m to less than \$1.5m	\$200,000	2 years
\$1.5m to less than \$1.6m	\$100,000	No bring-forward period, general concessional contribution cap applies
\$1.6m	Nil	N/A

Transfer balance cap

The transfer balance cap introduced a new limit on the amount of your accumulated super benefits that you can transfer or hold in retirement phase to support an income stream over the course of your lifetime. Starting at \$1.6m and in place since 1 July 2017, it is indexed in line with the consumer price index (CPI). However, the indexation is based on the amount remaining of available cap space.

The transfer balance cap does not include transition to retirement (TRR) accounts, and there is no limit on the amount you can have in your accumulation super accounts.

The transfer balance cap works in a similar way to a bank account. Amounts transferred to the retirement phase give rise to a credit (an increase), and certain transfers out of the retirement phase give rise to a debit (a decrease) in your transfer balance account. You will be able to make multiple transfers into retirement phase accounts, as long as you have available cap space. After 1 July 2017, if your pension account(s) grow over time (through investment earnings to more than \$1.6 million), you will not exceed your cap. However, if your pension accounts go down over time, you cannot 'top up', if you have already used your cap.

What counts towards your transfer balance cap?

- The combined value of all superannuation pension accounts held in retirement phase.
- The value of other pensions or annuities must also be counted towards your cap, for example:
 - a superannuation pension you start to receive from a deceased spouse's superannuation account
 - a pension income you receive from a former spouse's superannuation pension as part of a family court settlement.

Although there is a limit on the amount of assets you can transfer into a tax free retirement phase (pension) account, this does not affect the amount you can have in the accumulation of taxable income phase of a super fund. Any amount can be held in super accumulation (taxable) phase, and/or be taken as lump sum payments.

Consider obtaining financial advice to assess your closeness to the total super balance and transfer balance cap, and to assist you to determine your ability to make further non-concessional contributions.

This superannuation legislation update is a broad summary for general information purposes only. The application of some of the legislative changes can be complex. Further information on superannuation legislation changes can be found at ato.gov.au. We recommend that you speak to your financial adviser about how these and any other relevant superannuation changes may affect you. The implications depend on your personal circumstances.

Important information

Abridged financial information

Set out below is the abridged financial information relating to Complete Super and Complete Pension.

Statement of financial position (at 30 June 2018)

	2018 \$'000	2017 \$'000
OPENING NET ASSETS	10,802	8,254
INCREASE (DECREASE)	2,727	2,548
CLOSING NET ASSETS	13,529	10,802

The Funds financial accounts have been prepared in accordance with accounting standard AASB1056 Superannuation Entities applicable to reporting periods on or after 1 July 2016. The Funds financial accounts and audit report can be made available to Members on request by phoning Member Services (Refer Directory on the back page).

Reserves

The Trustee maintains the following reserves in the Fund for the benefit of members. Reserves are held to meet licence conditions, facilitate administration efficiency and are invested for the benefit of members.

Operational Risk Financial Requirement

Trustees of super funds are required to establish and maintain an Operational Risk Financial Reserve (ORFR) which complies with prudential requirements to ensure that the Trustee has sufficient financial resources to provide for member and/or beneficiary losses arising from an operational risk event such as incorrect benefit payments due to human or system error, unit pricing errors and loss of data. The reserve is funded from fees and other costs. Expense recovery fees may include a transfer to the ORFR to meet this regulatory requirement. Please refer to the current PDS and Guides for more information.

Expense reserve

The Trustee maintains an expense reserve (ER) for costs not related to the administration of the fund. The expense reserve complies with prudential requirements and is utilised for the payment of fund fees, costs, tax and levies. Please refer to the current PDS and Guides for more information.

Fund Reserves MAP as at 30 June 2018

Fund Reserves MAP Superannuation Plan (Div 11) ORFR 2018

	2018	2017	2016
	\$'000	\$'000	\$'000
OPENING BALANCE	1,526	1,317	0
INCREASE (DECREASE) IN RESERVES	0	209	1,317
CLOSING BALANCE	1,526	1,526	1,317

Allocating net earnings to members' accounts

Your account balance is equal to the amount of units held multiplied by the applicable unit price(s). The value of each unit held and the unit price for each investment option changes with the value of the underlying assets of the investment option.

The unit pricing process

- We calculate the value of the underlying assets of each Pooled Investment option once every day.
- The value of the underlying assets is divided by the number of units on issue for that investment option.
- This is the unit price that will be applied to your transaction request.

Unclaimed money

Superannuation legislation requires the Trustee of the fund to transfer information and superannuation benefits to the Australian Taxation Office (ATO) when member benefits are classified as Unclaimed Super. There are two ATO reporting periods each year (by 31 October for the 30 June six month

period, and by 30 April for the 31 December six month period).

1. **Age 65** – your account has been inactive for two years or more, and we have not been able to make contact with you for five years.
2. **Deceased member** – the trustee is unable (after reasonable endeavour) to locate a beneficiary to pay your benefit to.
3. **Temporary residents** – temporary residents permanently leaving Australia have up to six months to claim their super and if not claimed the amount will be transferred to the ATO.
4. **Former temporary resident member** and you have not claimed your benefit after six months from your visa expiry or cancellation date and you are not Australian or New Zealand citizen.
5. **Small and lost member** – when your balance is less than \$6,000 (small lost member account), and you are considered as:
 - uncontactable – two pieces of mail sent to you have been returned undelivered, no contributions or rollovers have been received within the last 12 months, and the fund is satisfied that it will never be possible to pay an amount to the member (insoluble lost member account)
 - inactive member (no rollovers or contributions received from you in the last five years), and there has been no positive act from you, such as contacting the fund, advising that you wish to stay with the fund
 - to ensure your super member benefits are not transferred to the ATO, contact the Fund and advise of any change in your personal contact details by phoning Member Services (Refer to the Directory on the back page).

Member statements

Your annual member statement is published online within your Member account. Additionally, product updates and personalised communications are also published to you online.

Superannuation surcharge tax

While the superannuation surcharge was abolished with effect from 1 July 2005, the ATO may still issue assessments in relation to previous years. Any amounts deducted by the Fund in relation to the superannuation surcharge tax payable will be reflected in the transaction section of your annual member statement.

Eligible rollover fund

Subject to any obligation to pay lost member benefits to the ATO, in situations where your member benefit is classified as lost super monies, there are circumstances in which the Trustee would pay a member benefit to an eligible rollover fund (ERF). An ERF receives and invests the entitlements of superannuation fund members in certain circumstances

The Trustee may transfer your superannuation benefit to the Plan's ERF if you become:

- an inactive member (that is, you joined the Plan more than two years ago, but in the last two years there have been no contributions or rollovers credited to your account)
- a lost member (that is, two items of written communication from the Plan have been sent to your last known address and have been returned unclaimed)

Being transferred to an ERF may affect your benefit because:

- you will cease to be a member of the Plan
- any insurance cover you had with the Plan will cease
- you will become a member of SMERF and be subject to its governing rules.

The ERF currently selected by the Trustee is:

Super Money Eligible Rollover Fund (SMERF)

Phone: 1800 114 380
Write: PO Box 1282, Albury NSW 2640
Visit: www.smerf.com.au

The Trustee is also the Trustee of SMERF and receives remuneration in this capacity.

Conflicts

The Trustee's approach to conflicts management is governed by its Conflicts Management Policy, which sets out the principles and the minimum requirements of the Trustee. Conflicts are identified, recorded and managed on an ongoing basis via the Trustee's registers of relevant duties and interests and via other related Trustee policies, systems and processes. Training and awareness with respect to the Trustee's Conflicts Management Framework is undertaken annually.

Complaints

The Trustee has set up a formal procedure for dealing with complex enquiries and complaints about brightday or your brightdayaccount, including insurance. You can make an initial enquiry by phoning Member Services, or you can formally register your complaint by email or by writing to the Complaints Officer: A summary of the enquiries and complaints process will be provided with an acknowledgement at the time of your enquiry or complaint.

Phone: 1800 857 680

Email: help@brightday.com.au

Write: Complaints Officer
Complete Super or Complete Pension (brightday)
PO Box 1282
Albury NSW 2640

We aim to resolve all complex enquiries and complaints quickly and fairly. If you are not satisfied with the final decision, or we have not responded within 90 days from the date that your complaint is received, you may lodge a complaint with the Australian Financial Complaints Authority (AFCA), our external dispute resolution (EDR) scheme.

Commencing from 1 November 2018, AFCA is an EDR scheme that deals with complaints from consumers in the financial system.

Strict time limits apply for lodging certain complaints with AFCA; otherwise AFCA may not be able to deal with your complaint.

To find out if AFCA can handle your complaint and determine the type of information you need to provide, AFCA contact details are as follows:

Phone: 1800 931 678

Email: info@afca.org.au

Write: Australian Financial Complaints Authority (AFCA)
GPO Box 3
Melbourne VIC 3001

Visit: Afca.org.au

Access to AFCA is free of charge. You can also find out more about brightday enquiries and complaints procedures at the Funds website.

Note: The Superannuation Complaints Tribunal was replaced with the Australian Financial Complaints Authority (AFCA) from 1 November 2018.

Information on request

The following information is available on the Fund website, via the Secure Online Portal or online at www.brightday.com.au and/or by contacting Member Services (refer to the Directory on the back page):

- the Fund's various PDS (including Investment Guide, Insurance Guide and Additional Information Guide which are incorporated by reference, where applicable)
- the Fund's regular investment performance
- recent member newsletters
- the Fund's Trust Deed and Rules
- all forms, e.g. the Nomination of Beneficiaries Form
- information about your benefit entitlements
- any other information that may help you understand particular investments of the Fund or its management.

Directory

Obtaining further information

Member and Adviser Services

Phone: 1800 857 680

Website: brightday.com.au

Mail: PO Box 1282 Albury NSW 2640

Trustee

Diversa Trustees Limited

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AFSL No 235153

RSE Licence No L0000635

GPO Box 3001

Melbourne VIC 3001

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PricewaterhouseCoopers

ABN 52 780 433 757

Freshwater Place

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Southbank VIC 3006

Custodian

JP Morgan Nominees Australia Limited

ABN 75 002 899 961

Level 21, 55 Collins Street

Melbourne VIC 3000

Promoter

Yellow Brick Road Financial Planners Pty Limited

ABN 42 124 553 206 CAR 001240326

Mezzanine Level, 1 Chifley Square

Sydney NSW 2000

Administrator

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