



LifeFocus eWRAP – Super/Pension

Annual Report Financial Year ended 30 June 2024



LifeFocus

LifeFocus eWRAP – Super/Pension

Annual Report Financial Year ended 2024

Introduction	1
Understanding your investment	2
Performance information	3
Investment information	4
News in super	6
Fund Governance	7
Other important information	10
Reserve Management Strategy	13

Important information

CCSL Limited is the Trustee of the LifeFocus eWRAP Super/Pension Accounts, LifeFocus Private eWRAP Super/Pension Accounts and LifeFocus Wholesale eWRAP Super/Pension Accounts, which are part of the LifeFocus Superannuation Fund ("Fund") ABN 94 579 217 553.

Asgard Capital Management Ltd ABN 92 009 279 592 AFSL 240 695 ("Asgard") is the Custodian and Administrator of the LifeFocus eWRAP Super/Pension Accounts, LifeFocus Private eWRAP Super/Pension Accounts and LifeFocus Wholesale eWRAP Super/Pension Accounts.

In this Annual Report:

'Account' or 'Accounts' refers to either or all of the:

- LifeFocus eWRAP Super/Pension Accounts, LifeFocus Private eWRAP Super/Pension Accounts and LifeFocus Wholesale Super/Pension Accounts ('eWRAP Super/Pension' or 'eWRAP').

'Super Account' refers to the:

- LifeFocus eWRAP Super Account, LifeFocus Private eWRAP Super Account and LifeFocus Wholesale eWRAP Super Account.

The investment information or general advice provided in this publication does not take into account your personal objectives, financial situation or needs and because of that you should consider the appropriateness of the information or advice having regard to these factors.

In deciding whether to open, or to continue to hold, an Account, you should consider the relevant Product Disclosure Statement (PDS) for that Account. Copies can be obtained from Asgard or your financial adviser.

Introduction

Dear member,

We're pleased to present you with the LifeFocus eWRAP Super/Pension Annual Report for the financial year ended 30 June 2024. This report is issued by the Trustee in accordance with the Corporations Act 2001 and contains general information, including an update on product and regulatory changes that may affect your account, abridged financial information and more. The report also details how you can obtain additional information about your account.

The LifeFocus Accounts form part of the LifeFocus Superannuation Fund ABN 94 579 217 553, a complying superannuation fund.

Any information you may require (including the LifeFocus Superannuation Fund Trust Deed, financial statements and the auditor's report) is available on our website at diversa.com.au/funds/ or is available on request by contacting us at:

Asgard

PO Box 7490

Cloisters Square WA 6850 Telephone: 1800 731 812

Understanding your investment

The Trustee offers a range of superannuation and pension investment options to suit your investment needs. You can take advantage of wholesale management fees offered by the industry's top investment managers and can change managed investments at any time without incurring any switching fees.

All administrative, accounting, reporting and audit requirements of the investment are provided for investors through the LifeFocus Accounts.

The Trustee is responsible for the day-to-day management of the LifeFocus Accounts, however the Trustee engages Asgard to perform the administration duties of the fund including administering individual investor Accounts, organising the payment of benefits, dealing with tax matters relating to your investments and providing you with regular, consolidated reports. When necessary, the Trustee will engage external experts, such as accountants and solicitors, to provide assistance.

The Trustee will provide you with detailed information on the individual investment performance of your account, the overall performance and the individual exposure to asset classes within each investment portfolio in consolidated investor reports. Other information is available on request.

The Trustee also provides you with detailed information of the performance of all investments available in your account. You can access the LifeFocus Investment Monthly performance tables via Investor Online at <https://investoronline.info>. You should note that past performance is not a reliable indicator of future performance.

LifeFocus eWRAP Super/Pension

LifeFocus eWRAP Super/Pension is an administration facility. It allows you to wrap all of your investments (cash, term deposits, managed investments and shares) into the one simple retirement account.

As a member of LifeFocus eWRAP Super/Pension, you and your financial adviser can determine the investments that best suit your investment objectives, financial goals and particular needs.

Performance information

Performance as at 30 June 2024

For actual performance of your LifeFocus eWRAP Super and Pension account, please refer to your Investor Report for the period ending 30 June 2024.

For more recent performance information, you can access Investment Monthly performance tables via Investor Online.

Investment information

Investment choice

As a member of one of the LifeFocus Accounts, you have access to a diverse range of investment options, such as managed investments, direct shares, term deposits and a cash account. If you would like to change your investments, you should contact Asgard or your financial adviser and complete the necessary forms.

Investment strategy and objectives

Investment options available through the Fund are disclosed to Members in the PDS for the Fund. You can download the latest copy from Investor Online. Simply log in to Investor Online <https://investoronline.info>

and select the 'PDSs' link from the Information tab. Alternatively, call our Customer Relations team and one can be sent to you free of charge.

The Trustee aims to offer Members a range of different investment options both by risk profile and style

to suit their individual circumstances and promote diversification of Member strategies. The Trustee does this by selecting an appropriate range of managed funds and listed securities within each asset class.

Members may direct the Trustee to invest in one or more investment options on their behalf. You should ask your financial adviser if you have any questions about the relevant managed investments or listed securities

in terms of whether they suit your financial objectives, situation and needs before deciding to invest.

Asset allocations

The Trustee provides you with detailed information on the asset allocations of the investments in the Fund via Investor Online.

Earnings paid to your account

Earnings, in the form of capital growth, income distributions or dividends, received from your investments are credited to your account.

Your investment earnings will depend on the:

- performance of the investments you choose, and
- the amount of money invested in each.

Gains and losses are reflected through changes in the value of your investments. Dividend or distribution payments from your direct investments are credited to your transaction account when received. All income and capital growth is credited when it is received from the investment managers in all accounts.

Investments exceeding 5%

The following investments exceeded 5% of the Fund's total assets at 30 June 2024:

Managed by	
Cash accounts	10.54
Centric Capital	24.56
Vanguard Investments Australia Limited	7.52
Mutual Limited	7.21
AFIM Limited	6.92
Fidante Partners Limited	5.00

Investment managers

The Fund offers a wider range of investment options, managed by the following investment managers:

Aberdeen Standard Investments Australia Limited
AFIM Limited
Alphinity Investment Management Pty Ltd
Ausbil Investment Management Limited
AXA Investment Managers Asia (Singapore) Limited
BetaShares Capital Limited
BlackRock Investment Management (Australia) Limited
Centric Capital
Channel Investment Management
Colonial First State Investments Ltd
Cromwell Property Securities Ltd
DFA Australia Limited
Fidante Partners Limited
FIL Investment Management (Aust) Ltd
First Sentier Investors
Franklin Templeton Investment Australia Limited
Freehold Investment Management Ltd
GSFM Responsible Entity Services Limited
Investors Mutual Limited
JamiesonCooteBonds Pty Ltd
Janus Henderson Investors (Australia) Funds Management Limited
Kapstream Capital
Lazard Asset Management Pacific Co
Macquarie Investment Management Global Limited
Magellan Asset Management Limited
Mercer Investments (Australia) Limited
MFS Investment Management Inc
MLC Investments Ltd
Mutual Limited
Pendal Institutional Limited
Pengana Capital Ltd
Perpetual Investment Management Limited
PIMCO Australia Pty Ltd
Platinum Asset Management Limited
Plato Investment Management
RARE Infrastructure Ltd
Renaissance Smaller Companies Pty Ltd
Resolution Capital Ltd
Schroder Investment Management Australia Limited
UBS Global Asset Management (Australia) Ltd
Vanguard Investments Australia Limited

News in super

The 2024 financial year was marked by the Federal Government's ongoing commitment to ensure superannuation funds continue to deliver positive outcomes for members. Reforms to superannuation were announced during the year including enhancements to the quality of financial advice, the introduction of paid parental leave and payday super. A number of other changes also came into effect on 1 July 2024, to help members put more money into superannuation savings.

Superannuation Guarantee on Paid Parental Leave

From 1 July 2025, a new superannuation initiative has been introduced by the government, ensuring that superannuation guarantee contributions are now paid on Government Paid Parental Leave.

With this change now in effect, members of superannuation funds will benefit from superannuation contributions during periods of government-paid parental leave, helping to boost retirement savings during time taken off work to care for a new child (including an adopted child). PayDay Super

From 1 July 2026, a new superannuation initiative called Payday Super will come into effect, aimed at improving the frequency and visibility of superannuation contributions. Under this new system, employers will be required to pay superannuation guarantee contributions at the same time as wages, rather than quarterly.

This change is designed to ensure that superannuation contributions are paid more regularly, making it easier for fund members to track their super and ensuring contributions are invested sooner.

Superannuation Guarantee Rate

Effective 1 July 2024, the SG rate increased from 11% to 11.5%. A further increase will take effect on 1 July 2025, raising the SG rate to 12%. The 12% rate is set to remain in place unless further changes are announced by the government in the future.

Concessional Contribution Cap

Effective 1 July 2024, the concessional contributions cap increased from \$27,500 to \$30,000. This change allows individuals to contribute more to their superannuation at concessional tax rates, supporting increased retirement savings.

Additionally, under the carry-forward rule, individuals can use up to five years of unused concessional contribution caps if their total superannuation balance is less than \$500,000 at the end of the previous financial year. With the increase in the concessional contributions cap, the carry-forward amount for unused contributions has also increased, providing greater flexibility for individuals to increase their superannuation savings.

Non-Concessional Contribution Cap

From 1 July 2024, the non-concessional contributions cap increased from \$110,000 to \$120,000 per financial year. Consequently, the bring-forward arrangement amount also increased, allowing eligible members to contribute up to \$360,000 (up from \$330,000) over a three-year period. These changes are still subject to the member's total superannuation balance threshold, which determines eligibility to use the bring-forward rule.

These adjustments provide greater opportunities for individuals to maximize their retirement savings through non-concessional contributions.

For more information on superannuation caps and thresholds, including additional changes, please visit the ATO website.

Financial Advice

The Australian Government has introduced the first tranche of updates to financial advice in Australia. These changes are based on the recommendations of the Government's Quality of Advice Review, aimed at improving the accessibility and quality of financial advice.

For superannuation members, the changes should mean that superannuation members should now experience a more straightforward and efficient process when it comes to ongoing fee arrangements and when receiving certain documents from an adviser (e.g. financial services guides).

Retirement Income

The Government has recently announced a package of reforms to help retirees get the most from their superannuation. These reforms form part of the Federal Government's "Delivering Better Financial Outcomes" package and seek to provide people with better service, support and product options as they enter into retirement. These reforms will be considered by the industry in 2025 before the reforms are implemented. In the meantime, the superannuation industry is working to enhance the retirement products and services offered to members, including more guidance and support. This might include offering members personalised advice options, new or changed retirement products, and educational resources to help members make informed decisions about how to manage

their savings.

Important Information: The information provided here is general in nature and has been prepared without taking into account your own objectives, financial situation, and needs. Before making decisions based on the information provided, you should consider how appropriate this information is for your individual circumstances, consider doing your own research, and consider seeking independent professional advice.

Fund Governance

Trustee

The Trustee of the Master Plan, under the Trust Deed governing the rules of the Plan, is Diversa Trustees Limited ABN 49 006 421 638, RSEL L0000635, AFSL 235153 (Diversa).

Directors of the Trustee during the year ending 30 June 2024 were/are:

Current as at 30 June 2024	
Name	Date Appointed
Vincent Plant, Chair	4 May 2017
Fiona Margaret McNabb	28 June 2019
Andrew John Peterson	28 June 2019
Ronald Peter Beard	18 February 2019, Resigned 27 July 2024
Sue Thomas	15 August 2022
Mark Walter	26 June 2023

Ronald Peter Beard resigned as a non-executive Director on 27 July 2024.

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

The Trustee has agreed to act as the independent corporate Trustee.

Trustee Committees

The Board has established four Committees and appoints all members. The Trustee's committees are Audit and Compliance Committee, Investment Committee, Risk and Member Best Interests Committee and Remuneration and Nominations Committee:

Current as at 30 June 2024	
Board Audit and Compliance Committee	
Name	Role
Fiona Margaret McNabb	Chair
Mark Walter	Committee Member
Vincent Plant	Committee Member

Current as at 30 June 2024	
Remunerations and Nominations Committee	
Name	Role
Sue Thomas	Chair
Mark Walter	Committee Member
Vincent Plant	Committee Member

Current as at 30 June 2024	
Investment Committee	
Name	Role
Vincent Plant	Chair
Andrew John Peterson	Committee Member
Fiona Margaret McNabb	Committee Member
Rachel Griffith	Committee Member

Current as at 30 June 2024	
Risk and Member Best Interests Committee	
Name	Role
Mark Walter	Chair
Sue Thomas	Committee Member
Andrew John Peterson	Committee Member

Board and Key Management Personnel as at 30 June 2024

The list of key management personnel for CCSL Limited at the date of this annual report are detailed below, along with their qualifications, and a summary of their experience as a trustee or board member, including the periods during which each served as a trustee or board member.

Non-Executive Directors

Vincent Plant (4 May 2017 – Present) Independent Director, Chair

Vincent Plant was appointed to the Board in May 2017. He was appointed Chair of the Board on 28 June 2023. Vincent is Chair of the Investment Committee and is a member of the Remuneration and Nominations Committee and Audit & Compliance Committee.

Vincent served as a Non-Executive Director on the PayPal Australia Board from 2009 to 2016 and was Chairman of PayPal's Audit & Risk Committee between 2010 and 2016. A former investment and consumer 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.

Vincent is a fellow of FINSIA and a member of the Institute of Company Directors. He holds a Bachelor of Business Administration from George Washington University and a Master of Business Administration from Columbia University.

Fiona McNabb (28 June 2019 – Present) Independent Director

Fiona McNabb was appointed to the Board in June 2019. Fiona is Chair of the Audit & Compliance Committee and a member of the Investment Committee.

Fiona is an experienced Non-Executive Director with over 25 years' corporate experience in actuarial consulting, financial markets, derivatives pricing and trading, treasury, investments, risk management, compliance, and governance.

Fiona has experience as a director in a wide range of industries, including agriculture, forestry, health, education, sport, superannuation and investments.

Fiona holds a Bachelor of Science (Mathematics) degree, is a Fellow of the Australian Institute of Company Directors, a Senior Fellow of the Financial Services Institute of Australasia, a Graduate of the Australian Institute of Superannuation Trustees and is RG146 compliant for superannuation.

Susan Thomas (15 August 2022 – Present) Independent Director

Susan Thomas was appointed to the Board in August 2022.

Susan is the Chair and non-executive director of Raritan Rivers Holdings Limited, and a non-executive director of Diversa Holdco Pty Limited. Susan Chairs the Remuneration and Nominations Committee and is a member of the Risk & Members Best Interest Committee.

Susan is an experienced company director and currently serves on a number of listed boards including Maggie Beer Holdings Limited and Fitzroy River Holdings Limited. With a career spanning law, corporate finance, IT and financial services, Susan brings strong commercial, technology, compliance and regulatory skills to her board positions.

Susan holds a Bachelor of commerce and a Bachelor of Laws and is a fellow of the Australian Institute of Company Directors (AICD).

Mark Walter (26 June 2023 – Present) Independent Director

Mark Walter was appointed to the Board in June 2023. Mark is Chair of the Risk & Members Best Interest Committee, and a member of the Audit and Compliance Committee and the Remuneration and Nominations Committee.

Mark is an experienced commercial lawyer and executive with more than 30 years of experience in the legal profession as a lawyer, director and executive. Mark has extensive experience in consumer and regulatory law, financial services, and commercial litigation in all jurisdictions. Mark was a Partner of Australia's leading Plaintiff law firm for over 20 years before founding his own Commercial Law firm in 2021, currently holding the position of Managing Director of Walter Grant Legal.

Mark holds a Bachelor of Commerce and a Bachelor of Laws from the University of Melbourne and is a graduate of the Australian Institute of Company Directors (AICD).

Ronald Beard (18 February 2021 – 27 July 2024)
Independent Director

Ronald was appointed to the Board in February 2021 and resigned in July 2024. Ronald has in excess of 30 years' experience in financial services and has held consulting, executive and senior management positions with leading wealth management institutions in Australia.

His experience includes operations management, project management and governance of super funds, investment platforms and employee benefit programs.

Ronald holds a Bachelor of Business (Insurance), Diploma of Financial Services (Financial Planning). He is a Trustee Fellow of The Association of Superannuation Funds of Australia (TFASFA) and Member of the Australian Institute of Company Directors (AICD).

Management

Andrew Peterson (28 June 2019 – Present)
Executive Director, CEO

Andrew was appointed to the Board as an Executive Director in June 2019. Andrew is a Director of Diversa Holdco Pty Limited, and a member of the Investment Committee and Risk & Member Best Interests Committee.

Andrew has more than 25 years' experience in the financial service industry, holding roles in executive leadership, law, sales, research, compliance, and product development roles across the retail and wholesale sectors at organisations such as Required Financial Services, Aviva Investors/Antares Equities, Timbercorp and IOOF.

Andrew holds a Bachelor of Economics/Bachelor of Law degree from Monash University.

Rachel Griffith (28 June 2019 – Present)
Company Secretary and General Manager Investment Oversight

Rachel has over 20 years' experience in the financial services industry across investment banking, funds management and financial advice. Rachel also has expertise in investment research and compliance. She has held senior leadership positions and has previously held the company secretary role within a listed company.

Rachel is a member of the Investment Committee and the Company Secretary.

Rachel holds a Bachelor of Economics, a Master of Economics, and a Graduate Diploma of Applied Corporate Governance.

Joshua Haymes (1 September 2018 – Present)
Responsible Manager - General Manager, Strategy and Clients

Josh has had almost 20 years' experience in the superannuation industry and has been with the Trustee since 2007. Josh has held leadership roles since 2018, leading a team of Account Executives focused on driving better member outcomes for members of high growth platform clients.

Josh is highly experienced in superannuation wrap platforms, product management, client service management, fund administration and investment governance.

Josh holds a Bachelor of Commerce/Arts Marketing and Psychology degree from Deakin University.

Johanna Hartnett (4 February 2022 – Present)
General Manager – Office of the Superannuation Trustee

With a career over 20 years dedicated to financial services, Johanna has worked across the wealth management, banking and payments industries.

A specialist in governance, risk and compliance, Johanna spent several years working for the prudential regulator and has proven experience in innovating and implementing strong risk and control frameworks across organisations.

Results-driven and collaborative, Johanna has proven experience working with Boards and Senior Management to ensure the delivery of key strategic and business outcomes.

Johanna holds bachelor's degrees from Melbourne University in Commerce and Arts, a Diploma of Financial Services and a Diploma of Management.

Directors Board Meeting Attendance

As at 30 June 2024 for the last seven years: FY18-FY24

Director Name	Board Meeting Attendance for Financial Year ending 30 June							Date Appointed	Date Retired
	2018	2019	2020	2021	2022	2023	2024		
Meetings Held	11	13	20	10	6	7	6		
Murray Jones	11	13	15	6				13/04/2005	18/02/2021
Vincent Parrott	10							15/04/2011	13/06/2018
Vincent Plant	8	13	20	10	6	7	6	04/05/2017	-
Garry Wayling	10	10						04/05/2017	28/06/2019
Andrew Peterson			20	10	6	7	6	28/06/2019	-
Fiona McNabb			20	10	6	6	6	28/06/2019	-
Mike Terlet				4	6	6		18/02/2021	30/06/2023
Ron Beard				4	6	6	5	18/02/2021	27/07/2024
Sue Thomas						6	6	15/08/2022	-
Mark Walter						1	6	26/06/2023	-

Personal Indemnity Insurance

The Trustee 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 complies with the requirements of Section 912B of the Corporations Act 2001.

Trust Deed

The governing rules of the Fund are set out in the LifeFocus Trust Deed. The Board has some powers to alter the Trust Deed. During the year, the Trustee did not amend the Trust Deed.

Compliance

The Trustee believes that the Fund has satisfied the requirements of the Superannuation Industry (Supervision) Act 1993 (SIS) for the year ended 30 June 2024, and that the Australian Prudential Regulation Authority (APRA) will be satisfied that the Fund is operating in accordance with SIS.

Audit

PricewaterhouseCoopers (pwc) has completed an audit for the Fund. A full copy of the audited financial accounts, directors report and auditor's report for 2024FY LifeFocus Annual Financial Report, accessible on the Trustee's website at diversa.com.au/funds/.

Material Service Providers

Material outsourced service providers for FY2024 were as follows:

Provider	Service Provider	ABN
Promoter	Alliance Capital Management Pty Ltd	29 128 576 072
Administrator	Asgard Capital Management Ltd	92 009 279 592
Custodian	Asgard Capital Management Ltd	93 009 279 592

Other important information

Always speak to your financial adviser

Before making any investment decisions, always speak with your financial adviser who will help you make an assessment of your financial goals and attitude to risk to determine which investment strategy best suits your investment needs.

Use of derivative financial instruments

LifeFocus Accounts are not directly exposed to, or involved in, the use of derivative financial instruments. However, some of the LifeFocus Accounts' underlying investments are in externally managed funds which may, as part of that fund manager's investment strategy, be involved in derivative financial instruments to hedge or partially hedge specific exposures. The investment strategy of the LifeFocus Accounts is not to enter, hold or issue derivative financial instruments for trading purposes.

Providing information to you electronically

We're progressively increasing the range of reporting, transaction and product information you can access electronically through Investor Online <https://investoronline.info>.

Through Investor Online you can currently electronically access PDSs for the managed investments in your portfolio. We'll also provide you with the following information electronically:

- Notification of any adverse changes and significant adverse events affecting your managed investments.
- Notice of any proposal by us to introduce new fees and/or other costs, or to increase current fees or costs, affecting your Account. This includes notice of our intention to receive and retain, as an additional fee for our services, any rebate, fee, commission or other payment in relation to an investment in your Account.
- This annual report.

We may also use Investor Online in the future to provide you with any information (including Investor Reports) which may be required to be sent, given or made available to you under the Trust Deed or superannuation law.

You can access the following information on

Investor Online at <https://investoronline.info> any time:

- Your account balance and transaction history
- A list and value of investments held at any point in time
- Your pension details and a Centrelink Schedule (if applicable)
- Your insurance details (if applicable)
- Account actions.

You can also:

- change your address, contact and email details
- change your PIN
- submit your Tax File Number (TFN)
- download Product Disclosure Statements
- access all your Investor Reports
- download a range of forms
- view tax and distribution information.

You will continue to have access to all of this information through your financial adviser and we may still choose to send some or all of this information to you. Additionally, unless you've previously agreed to receive this other information and other notification electronically, you can ask us to send the required information to you in paper-form free of charge, by contacting us in advance.

Superannuation surcharge

Any surcharge amounts will be deducted from your account.

Temporary residents

A temporary resident is a holder of a temporary visa under the Migration Act 1958.

From 1 April 2009, if you are, or were, a temporary resident and are not an Australian citizen, New Zealand citizen or permanent resident of Australia, or a holder of a retirement visa (Subclass 405 or 410), you can generally only access your preserved super benefits if you become permanently incapacitated, have a terminal medical condition, or have departed Australia permanently and your visa has ceased, or your beneficiaries may access your benefits if you die. You may also be able to access your benefit if you satisfied another condition of release under superannuation law before 1 April 2009.

The Australian Government also requires us to pay temporary residents' unclaimed super to the ATO after at least six months have passed since the later of:

- the date a temporary resident's visa ceased to be in effect, and

the date a temporary resident permanently left Australia.

Applications to claim your benefit can be made using the ATO Departing Australia Superannuation Payment ('DASP') online application system. To access this system and full information regarding DASP procedures and current tax rates visit ato.gov.au.

We are permitted under, and rely on, the Australian Securities and Investments Commission (ASIC) relief under ASIC Corporations (Unclaimed Superannuation –

Former Temporary Residents) Instrument 2019/873 to not notify or provide an exit statement to a non-resident in circumstances where we pay unclaimed superannuation to the ATO under Division 3 of Part

3A of the Superannuation (Unclaimed Money and Lost Members) Act 1999.

Do we have your Tax File Number (TFN)?

If your TFN hasn't been provided to us by 30 June of a financial year, we may be required to deduct additional tax, at a rate of 32% (includes Medicare Levy), from any employer contributions made to your account during that financial year. This additional tax, commonly referred to as 'No-TFN tax', may have been deducted from employer contributions made to your account since 1 July 2007. We are unable to accept any personal contributions if you have not provided your TFN.

You are not required to supply your TFN to us, however if you provided your TFN to us before 30 June 2024:

- you will not have additional tax deducted from employer contributions made to your account during the 2023/24 financial year, and
- you may be eligible for a refund of any additional tax that may have been paid on employer contributions made to your account in the last three financial years (2021/22, 2022/23, 2023/24).

You can provide us with your TFN online through Investor Online. Alternatively, you can send us a TFN Notification Form, available from your financial adviser or our Customer Relations team.

Product Disclosure Statement ('PDS')

The latest version of the PDS will explain how your account currently works and the features and benefits available to you. If you don't have a copy, you can download the latest copy from Investor Online at <https://investoronline.info>. Simply log in to

Investor Online and select the 'PDSs' link from the Information tab. Alternatively, you can contact your financial adviser for a copy of the PDS or you can call Customer Relations on 1800 731 812 to request a copy.

Reserve Management Strategy

Operation Risk Reserve

The Trustee has established an operational risk reserve (ORR) in response to the operational risk financial requirement introduced by APRA Prudential Standard SPS 114 Operational Risk Financial Requirement (ORFR) effective from 1 July 2013. The ORR is maintained by the Trustee via a separately identifiable Fund reserve which provides an unrestricted commitment of funds to address losses arising from operational risks in a timely manner and is operated in accordance with the ORFR Strategy. The ORFR may be funded from the financial resources of the Trustee, the Plan assets or a combination of both.

The Trustee has determined it will address part of this requirement from its own resources by including it within its Net Tangible Asset obligation under Corporation Law.

The level of the reserve is determined by the Trustee based on an assessment of the risks faced by the Fund. The ORR was established on 30 June 2014 and the balances for the past three financial years are as below:

	Year ended 30 June 2024	Year ended 30 June 2023	Year ended 30 June 2022
Operational risk reserve	\$327,000	\$327,000	\$683,000

To ensure the ORR remains at an adequate level, it is invested separately by the Trustee in assets that are in line with the Fund's ORFR strategy of the entire Fund.

Expense Recovery Reserve

The fund maintains an Expense Recovery Reserve for the purpose of meeting various operating costs of the Fund. The balances for the past three financial years are as below:

	Year ended 30 June 2024	Year ended 30 June 2023	Year ended 30 June 2022
Expense recovery reserve	\$35,000	\$152,000	-

Please refer to the 2024 Annual Financial Report available on diversa.com.au/funds/ for more details on the movements in reserves.

Enquiries and complaints

Further financial information, including information about fees and charges and other effects arising from a rollover or transfer of your benefit entitlements, not contained in this Annual Report is available on request. If you have any enquiries or complaints about the operation or management of one of the Accounts, please contact us.

The details are:

Asgard

PO Box 7490

Cloisters Square WA 6850

Telephone: 1800 731 812 Email:

ewrap@asgard.com.au

Complaints can be made in writing or by telephone and will be reviewed in accordance with the Trustee's Enquiries and Complaints procedures to ensure that all complaints are answered within 45 calendar days of receiving your complaint (unless the complaint relates to a death benefit distribution, in which case we'll respond no later than 90 calendar days after the expiry of the 28 calendar day period for objecting to a proposed death benefit distribution).

If you are not satisfied with the Trustee's handling of your complaint or decision, or you do not receive a reply from the Trustee within the legislated timeframe, you may contact the Australian Financial Complaints Authority (AFCA).

AFCA is a body established by the Commonwealth Government to assist members or beneficiaries to resolve certain types of disputes with fund trustees. They may be able to assist you to resolve your complaint but only if you have utilised the Trustee's internal complaints mechanism and you are not satisfied with the response received.

If you wish to find out whether AFCA can handle your complaint and the type of information you would need to provide you can contact them on 1800 931 678 or in writing to:

Australian Financial Complaints

Authority GPO Box 3

Melbourne VIC 3001

Website:

www.afca.org.au Email:

info@afca.org.au



Contact details

Asgard
PO Box 7490
Cloisters Square WA 6850

Telephone: 1800 731 812 Email:
ewrap@asgard.com.au

Issued by CCSL
Limited
ABN51 104967964
RSE L0000758 AFSL
287084

Level 9
2 Southbank Boulevard
Southbank VIC 3006