

HUB24 SUPER FUND: ANNUAL MEMBER MEETING

Date & Time	Thursday 6 February 2025	4:30pm – 5:30pm
Virtual venue	Meeting held online	
Attendees	<p>HTFS Nominees Pty Ltd (HTFS) Board: Catherine Robson (Chair), Mick O'Brien, Steven Carew</p> <p>Adam Kuziow, Fund Auditor, Deloitte</p> <p>David Warren, General Manager, Superannuation Services, Equity Trustees, Craig Lawrenson, Chief Operating Officer, HUB24.</p> <p>Attendees: 231 members of 242 attendees</p>	
Apologies	Sue Everingham (Director, HTFS Board); David Coogan (Director, HTFS Board); Suzanne Holden (Director, HTFS Board)	
1. Commencement	At 4:30pm, Catherine Robson welcomed all attendees, provided an overview of the Agenda for the meeting and noted details of how to lodge questions and who to call to address any technical difficulties.	
2. Welcome and Year in Super	<p>The Chair noted that a quorum of HTFS Directors, Craig Lawrenson, Adam Kuziow and David Warren were present.</p> <p>The Chair welcomed all members and attendees to the Annual Member Meeting of the HUB24 Super Fund (Fund).</p> <p>The Chair spoke about the role of an independent trustee and focus on member outcomes within the operation of a superannuation fund. This discussion included:</p> <ul style="list-style-type: none"> • Ongoing regulatory change and upcoming reforms; • Retirement solutions and support; • Key changes in claims and member experience; and • The rationalisation of funds and products. 	
3. Fund update	<p>Craig Lawrenson provided an overview of the Fund including offers for existing members. The overview also included:</p> <ul style="list-style-type: none"> • Commentary regarding the Fund's size and scale; • Divisions of the Fund; • Noting of the product offers, insurance and investment options provided to members; • Continued investment in innovation to meet member needs; • HUB24 awards and adviser ratings; and • WORK180 endorsement. 	
4. Trustee Fund Review	<p>David Warren addressed the following key themes:</p> <ul style="list-style-type: none"> • Key deliverables; • Investment market performance and outlook for 2025; • Fund performance example; and • Member Outcomes Assessments. 	



5. Looking Forward

Craig Lawrenson provided an update on the Fund's priorities, successes and outlined further enhancements for members of the Fund covering:

- Snapshot of HUB24 group strategy;
- Initiatives delivering further value and support for members and advisers; and
- Improvements including technology and creating smarter super solutions.

6. Questions & Answers

David Warren and Craig Lawrenson responded to 4 questions asked by members:

- How does the Trustee plan to mitigate volatile markets and potential downturn in the Australian Market?
- Can you tell the members the history of HUB24, when you were established and where you are located?
- What makes HUB24 Super different from other super funds? and
- Are there any plans for the Trustee to offer exposure to Crypto (including via ETFs) in the future?

It was noted that it was not possible to respond to questions about a member's personal account or circumstances due to privacy reasons. The Fund's administrator would seek to contact these members directly to address their questions.

Written responses to these and all general questions posed by members are attached to these Minutes.

7. Closing remarks

The Chair thanked all those in attendance and noted that a video of the meeting, the Meeting Minutes and written responses to the general questions submitted by members would be available online within 4 weeks of the meeting.

The meeting was closed at 5:16pm.



QUESTIONS AND ANSWERS

Members provided a range of questions, most were submitted prior to the meeting and others during the meeting. Below is the list of the general questions from members.

QUESTIONS SUBMITTED PRIOR TO THE MEETING

1. How does the Trustee plan to mitigate volatile markets and potential downturn in the Australian Market?

Investing across different asset classes invariably involves taking some risk in order to achieve returns. It is always very difficult to predict what investment markets will do in coming periods. Some of the risks which will likely influence markets in due course include (but are not limited to) widening global conflict, a slowing of economic growth, sustained inflation and a global credit crunch. It is important that members select investment options that reflect their risk appetite and investment horizon.

Looking forward, many economists and market commentators are pointing out areas of risk and concern that could have impacts on future investment returns.

The Trustee is unable to predict or comment on future returns that may be achieved but notes that market volatility is a part of the economic cycle and returns are unpredictable.

To assist members, the Trustee seeks to provide a diverse range of investments with different risk profiles to enable members to select investment options that are right for them and their personal circumstances.

If you have concerns about selecting the investment strategy that is right for you, it's important to consider seeking professional financial advice tailored to your personal needs.

2. Can you tell the members the history of HUB24, when you were established and where you are located?

HUB24 Group leads the wealth industry as the best provider of integrated platform, technology and data solutions. At HUB24, we believe in the value of advice and by collaborating with the industry and leveraging our technology and data expertise, we're helping to solve key challenges to enable the delivery of accessible financial advice, and empower better financial futures for more Australians.

HUB24 was established in 2007 by a team with a strong track record of delivering market-leading solutions in the financial services. With advisers and customer experience in mind, we sought to leverage technology to make the delivery of financial advice easier.

HUB24 listed on the ASX in 2010, and in 2024 was added to the ASX 100 which tracks the largest 100 listed companies in the Australian share market.

Through innovation, customer service excellence and strategic acquisitions to broaden our offer and to deliver scale, HUB24 continues to grow as a leader in the wealth industry, as the best provider of integrated platform, technology and data solutions.

Our solutions include Australia's best platform HUB24 which supports the HUB24 Superfund, leading SMSF software Class, and myprosperity's innovative client portal technology.



We have our head office in Sydney and offices in all major capitals across Australia to ensure that we can continue to support you and your advisers.

3. What makes HUB24 Super different from other super funds?

Hub24 and therefore the HUB24 Super fund differentiates itself in the market through several key aspects:

Firstly. Through our investment in Technology and Innovation:

- Superior user interface and functionality – with your online portal InvestorHUB
- Continuous platform innovation with product enhancements and digital solutions

Secondly. We're proud of the Investment Flexibility that HUB24 Super provides:

- Extensive investment menu which is being constantly reviewed and added to
- Market leading Managed portfolios capabilities – support efficient investment implementation

Also, and most importantly our leading customer service, with competitive fees and a range of solutions to support all member account types.

So in a nutshell, we don't take our competitive position for granted and we continue to invest in HUB24 Super to help ensure that it remains a market leading superannuation fund, supporting all members on their retirement journey.

4. Are there any plans for the Trustee to offer exposure to Crypto (including via ETFs) in the future?

The Trustee doesn't offer direct investment options for cryptocurrency, including Bitcoin, as these investments are outside of the Fund's investment risk profile at this point in time.

Due to its high market volatility and inability to provide dividends or a running yield, we think it is high risk and will not offer the investment via the Fund.

We note that there are now Exchange Traded Funds listed on the Australian Stock Exchange which invest into cryptocurrencies like Bitcoin and we are monitoring such evolutions.

This is a fast-moving area of the market and we will continue to monitor regulatory and other developments as they arise.

5. What do you predict for 2025 in the financial market?

The Trustee is unable to predict or comment on future returns that may be achieved but notes that market volatility is a part of the economic cycle and returns are unpredictable.

To assist members, the Trustee seeks to provide a diverse range of investments with different risk profiles to enable members to select investment options that are right for them and their personal circumstances.

If you have concerns about selecting the investment strategy that is right for you, it's important to consider seeking professional financial advice tailored to your personal needs.



6. Can we have refreshment of policy and cover updates?

The Trustee and HUB24 have commenced a review the group insurance offer and will provide an update as this review progresses.

7. I retire in 4 years, what is the average super needed per year to retire comfortably for a couple? Wife retires in 7 years.

The Association of Superannuation Funds (ASFA) estimates that the lump sum needed at retirement to support a comfortable lifestyle is **\$690,000 for a couple and \$595,000 for a single person**. Please refer to the ASFA Standard. We encourage members to review their superannuation savings and, where appropriate, contact the Fund for information and seek professional advice.

8. What has the annual return percentage wise for the super fund?

Performance depends on each member's investment strategy and the portfolio of investments they hold, as this is individual to each member.

It's important for members to recognise that for most investment options, there is a strategy that is set and asset allocation decisions are made to support the stated return objectives, usually over periods of 3 years or more.

Your annual statement will give you more details on the return on your account over the year. The Fund's annual report can provide further information on the Fund's overall performance.

9. Taxation on super if still working? And wishing to withdraw funds?

Please refer to the HUB24 Additional Information Booklet (AIB) for a guide on the taxation of superannuation and access to your superannuation. The AIB is available on hub24.com.au or call our Customer Service on 1300 854 994.

10. How does HUB24 compare with other leading funds? What makes HUB24 different to other funds?

HUB24 operates an investment platform providing a large range of investment options for members (in conjunction with their financial adviser) to select from. Many members create a personalised investment portfolio incorporating a diverse range of options. As such, investment performance for a member will depend on their individual investment selections.

The Fund does not offer a range of trustee directed investment options (such as Growth, Balanced, Conservative) which are commonly used for comparison tables between Funds and so a direct comparison of investment performance with other Funds options is not available. Hub24 and therefore the HUB24 Super fund differentiates itself in the market through several key aspects:

Firstly. Through our investment in Technology and Innovation:

- Superior user interface and functionality – with your online portal InvestorHUB
- Continuous platform innovation with product enhancements and digital solutions

Secondly. We're proud of the Investment Flexibility that HUB24 Super provides:

- Extensive investment menu which is being constantly reviewed and added to
- Market leading Managed portfolios capabilities – support efficient investment implementation



Also, and most importantly our leading customer service, with competitive fees and a range of solutions to support all member account types.

We continue to invest in HUB24 Super to help ensure that it remains a market leading superannuation fund, supporting all members on their retirement journey.

11. What strategies are in place to minimise losses during periods of market negativity?

The Trustee does not provide forward looking investment outlooks, advocate a particular investment strategy, nor provide investment advice and we are unable to predict or comment on future investment returns that may be achieved or individual member strategies.

Members, in conjunction with their advisers, determine their own investment strategy which may include consideration of rising, falling or volatile markets. The HUB24 Super platform offers access to a significant range of investments that meets specific strategy requirements.

12. Does the government looking like taxing our super?

The Government has taken the opportunity to review equity measures across tax treatments within the super system for members with account balances in excess of 3 million dollars. This review was announced under the 'Better Targeted Superannuation Concessions' Bill and may potentially see an increase in the concessional tax rate applied, from 15 percent to 30 percent, to future earnings for balances above 3 million dollars. This proposed change, is subject to Parliamentary approval and legislation, and being targeted to take effect from 1 July 2025.

Information on the current tax treatments in superannuation is covered in the Fund's Product Disclosure Statement (PDS) and Additional Information Booklet (AIB). Changes in rates and thresholds can be overwhelming, and we encourage members to review their superannuation savings and contact the Fund for information and seek professional advice on how these changes may impact you.

13. How well is the fund going in 2025?

Performance depends on each member's investment strategy and the portfolio of investments they hold, as this is individual to each member.

It's important for members to recognise that for most investment options, there is a strategy that is set and asset allocation decisions are made to support the stated return objectives, usually over periods of 3 years or more.

14. How does HUB24 perform compared to industry super funds?

HUB24 operates an investment platform providing a large range of investment options for members (in conjunction with their financial adviser) to select from. Many members create a personalised investment portfolio incorporating a diverse range of options. As such, investment performance for a member will depend on their individual investment selections.

The Fund does not offer a range of trustee directed investment options (such as Growth, Balanced, Conservative) which are commonly used for comparison tables between funds and so a direct comparison of investment performance with other funds' options is not available.

You can access the 12-month performance of your HUB24 Super account from your most recent annual super statement for FY24 by logging into your account on InvestorHUB or alternatively, speak to your adviser to discuss further.



**15. Will HUB24 ever be exposed to Cryptocurrencies?****16. Will HUB24 ever be exposed to Cryptocurrency?****17. Is the fund considering a more bullish approach in crypto now that the USA has announced treasury changes?**

The Trustee doesn't offer direct investment options for cryptocurrency, including Bitcoin, as these investments are outside of the Fund's investment risk profile at this point in time.

Due to its high market volatility and inability to provide dividends or a running yield, we think it is high risk and will not offer the investment via the Fund.

We note that there are now Exchange Traded Funds listed on the Australian Stock Exchange which invest into cryptocurrencies like Bitcoin and we are monitoring such evolutions.

This is a fast-moving area of the market and we will continue to monitor regulatory and other developments as they arise.

18. What is HTFS doing to protect member funds from possible negative impacts of world and USA changing economic environment?

The Trustee does not directly predict or react to changes in the global or US economic environment. However, the strategy for protecting member funds typically involves diversification and ongoing portfolio management in conjunction with an adviser.

By offering a range of investment options, the Trustee aims to offer flexibility to members and advisers in adjusting to economic changes. If you're concerned about potential impacts, your financial adviser can assist in evaluating your portfolio and help tailor strategies to mitigate risks based on the current economic landscape.

19. What risk appetite for equities?

The Trustee does not provide forward looking investment outlooks, advocate a particular investment strategy, nor provide investment advice and we are unable to predict or comment on future investment returns that may be achieved of individual member strategies.

Members, in conjunction with their advisers, determine their own investment strategy which may include consideration of rising, falling or volatile markets. The HUB24 Super platform offers access to a significant range of investments that meets specific strategy requirements.

20. How has this fund performed compared to a standard industry fund such as Hostplus? A direct comparison is preferred for a full financial year. Or this financial year up to now?

HUB24 operates an investment platform providing a large range of investment options for members (in conjunction with their financial adviser) to select from. Many members create a personalised investment portfolio incorporating a diverse range of options. As such, investment performance for a member will depend on their individual investment selections.

The Fund does not offer a range of trustee directed investment options (such as Growth, Balanced, Conservative) which are commonly used for comparison tables between funds and so a direct comparison of investment performance with other funds' options is not available.



You can access the 12-month performance of your HUB24 Super account from your most recent annual super statement for FY24 by logging into your account on InvestorHUB or alternatively, speak to your adviser to discuss further.

21. How safe is HUB24 from scammer illegal access?

Protecting our members' personal information and financial information remains a high priority and during the financial year, HUB24 continued to invest in and take a proactive approach to managing cybersecurity threats and ensuring data security for the HUB24 Platform, including HUB24 Super and its members.

We have implemented multi-factor authentication (MFA) measures on an opt-in basis for members. By providing an extra layer of security, MFA makes significantly more difficult for attackers to get access to your account.

22. Are your investments ethical? I want to make sure there is no association with any anti-life policies, ie euthanasia and abortion. This can be hidden as "Women's health" and "end of life options". Thank you

The Trustee or its delegates do not take into account labour standards or environmental, social or ethical considerations when selecting, retaining or realising investments. Some managed funds, managed portfolios and longevity products available to you may take these factors into account. For more information, refer to the applicable disclosure document for the managed fund, managed portfolio or longevity product.

23. The HUB24 App could do with some improvements as it not very user friendly and would be great to have access to transaction statements and retirement planning tools tailored to individual portfolios. Are there improvements planned or being undertaken?

Thank you for your valuable feedback. We understand the importance of a user-friendly experience and the need for personalized tools like transaction statements and retirement planning resources. Rest assured, we are committed to continually improving our mobile application. We are actively exploring options for new features and enhancements, and your suggestions will certainly be considered as part of our ongoing development process to better serve our members.

24. As residential real estate becomes increasingly prohibitive to younger people, how is Hub24 help guide younger investors into solid, wealth preserving investments?

HUB24 operates an investment platform providing a large range of investment options for members (in conjunction with their financial adviser) to select from. Many members create a personalised investment portfolio incorporating a diverse range of options. As such, investment performance for a member will depend on their individual investment selections.

25. How are AI strategies being harnessed to support investment decisions?

At HUB24, we operate an advised platform where members work closely with their financial advisers to make investment decisions. We do not directly influence or make investment choices for our members. The platform offers a wide range of investment options, and members can create personalized portfolios based on their preferences and goals, with guidance from their financial adviser. As such, any AI strategies or technologies that may be used would typically be implemented by advisers or third-party service providers to support informed decision-making, rather than by HUB24 or the Trustee.



26. What are the annual percentage net returns for members after fees for the last 12 months?

HUB24 operates an investment platform providing a large range of investment options for members (in conjunction with their financial adviser) to select from. Many members create a personalised investment portfolio incorporating a diverse range of options. As such, investment performance for a member will depend on their individual investment selections.

You can access the 12-month performance of your HUB24 Super account from your most recent annual super statement for FY24 by logging into your account on InvestorHUB or alternatively, speak to your adviser to discuss further.

27. Can you provide your thoughts and any strategy relating to the falling Australian dollar (especially vs US dollar). What are the implications and potential strategies for individuals mix of Australian vs International investment mix?

The Trustee does not provide specific forecasts or advice on currency movements, such as the falling Australian dollar. However, a financial adviser can help you understand the potential implications of such changes and how they may affect your investment strategy.

When considering an investment mix between Australian and international assets, it's important to weigh the potential impacts of currency fluctuations.

Your adviser can help you develop a strategy that takes into account the current currency environment, your risk tolerance, and your long-term investment objectives to create a well-diversified portfolio that suits your needs.

28. Please explain what we do to ensure we have ethical investments. This includes all spheres from environmental, civil, social, human rights etc. I'd like to understand how actively we work to ensure my money is causing minimal harm?

The Trustee or its delegates do not take into account labour standards or environmental, social or ethical considerations when selecting, retaining or realising investments. Some managed funds, managed portfolios and longevity products available to you may take these factors into account. For more information, refer to the applicable disclosure document for the managed fund, managed portfolio or longevity product.

29. How HUB24 plans to mitigate the volatile market and a recession in the Aussie market?

Investing across different asset classes invariably involves taking some risk in order to achieve returns. It is always very difficult to predict what investment markets will do in coming periods. Some of the risks which will likely influence markets in due course include (but are not limited to) widening global conflict, a slowing of economic growth, sustained inflation and a global credit crunch. It is important that members select investment options that reflect their risk appetite and investment horizon.

Looking forward, many economists and market commentators are pointing out areas of risk and concern that could have impacts on future investment returns.

The Trustee is unable to predict or comment on future returns that may be achieved but notes that market volatility is a part of the economic cycle and returns are unpredictable.



To assist members, the Trustee seeks to provide a diverse range of investments with different risk profiles to enable members to select investment options that are right for them and their personal circumstances.

If you have concerns about selecting the investment strategy that is right for you, it's important to consider seeking professional financial advice tailored to your personal needs.

30. How does the fund "go to cash" when a significant downturn is forecast?

HUB24 Super is a member choice fund. This is different to other super funds where you invest in a pool of assets used by all members.

That means each member works with their financial adviser to construct a tailored investment solution that meets their specific needs. All investment decisions are made by the member and not the trustee based on their individual needs.

31. Likely scenarios in 2025 for Hub24 or changes?

The key drivers of financial markets in the coming year are expected to be inflation, interest rates, economic growth expectations and geopolitical risk.

The Reserve Bank of Australia is balancing its interest rate response between the desire for economic growth and the fear of inflation. There is an increasing expectation that interest rates will be cut in 2025, which would be a positive driver for the domestic equity market.

The big unknown for investors is how major geopolitical risks will unfold over the year. From conflicts in the Middle East and Eastern Europe to the possible foreign and domestic policy changes in the US, uncertainty is still present. Investment markets tend to not like uncertainty and this could lead to periods of volatility and lower returns.

32. Your outlook for 2025?

The key drivers of financial markets in the coming year are expected to be inflation, interest rates, economic growth expectations and geopolitical risk.

The Reserve Bank of Australia is balancing its interest rate response between the desire for economic growth and the fear of inflation. There is an increasing expectation that interest rates will be cut in 2025, which would be a positive driver for the domestic equity market.

The big unknown for investors is how major geopolitical risks will unfold over the year. From conflicts in the Middle East and Eastern Europe to the possible foreign and domestic policy changes in the US, uncertainty is still present. Investment markets tend to not like uncertainty and this could lead to periods of volatility and lower returns.

33. Hub24 performance and future proposed earnings?

HUB24 operates an investment platform providing a large range of investment options for members (in conjunction with their financial adviser) to select from. Many members create a personalised investment portfolio incorporating a diverse range of options. As such, investment performance for a member will depend on their individual investment selections.

The Fund does not offer a range of trustee directed investment options (such as Growth, Balanced, Conservative) which are commonly used for comparison tables between funds and so a direct comparison of investment performance with other funds' options is not available.



34. Is growth going to improve?

The Trustee is unable to predict or comment on future returns that may be achieved but notes that market volatility is a part of the economic cycle and returns are unpredictable.

To assist members, the Trustee seeks to provide a diverse range of investments with different risk profiles to enable members to select investment options that are right for them and their personal circumstances.

If you have concerns about selecting the investment strategy that is right for you, it's important to consider seeking professional financial advice tailored to your personal needs.

35. How do HUB24 returns compare to the top Super funds for retirees drawing down their super?

HUB24 operates an investment platform providing a large range of investment options for members (in conjunction with their financial adviser) to select from. Many members create a personalised investment portfolio incorporating a diverse range of options. As such, investment performance for a member will depend on their individual investment selections.

The Fund does not offer a range of trustee directed investment options (such as Growth, Balanced, Conservative) which are commonly used for comparison tables between funds and so a direct comparison of investment performance with other funds' options is not available.

You can access the 12-month performance of your HUB24 Super account from your most recent annual super statement for FY24 by logging into your account on InvestorHUB or alternatively, speak to your adviser to discuss further.

36. Is there any plans to offer exposure to Crypto market ETFs in the future?

The Trustee doesn't offer direct investment options for cryptocurrency, including Bitcoin, as these investments are outside of the Fund's investment risk profile at this point in time.

Due to its high market volatility and inability to provide dividends or a running yield, we think it is high risk and will not offer the investment via the Fund.

We note that there are now Exchange Traded Funds listed on the Australian Stock Exchange which invest into cryptocurrencies like Bitcoin and we are monitoring such evolutions.

This is a fast-moving area of the market and we will continue to monitor regulatory and other developments as they arise.

37. How does HUB24 compare with returns from the S&P 500 ETF? Over a 12 month, 3-, 5-, 10- and 20-year period?

HUB24 operates an investment platform providing a large range of investment options for members (in conjunction with their financial adviser) to select from. Many members create a personalised investment portfolio incorporating a diverse range of options. As such, investment performance for a member will depend on their individual investment selections.

You can access the 12-month performance of your HUB24 Super account from your most recent annual super statement for FY24 by logging into your account on InvestorHUB or alternatively, speak to your adviser to discuss further.

38. New 2 Hub! Pls advise how long est! Etc! Based?



HUB24 Group leads the wealth industry as the best provider of integrated platform, technology and data solutions. At HUB24, we believe in the value of advice and by collaborating with the industry and leveraging our technology and data expertise, we're helping to solve key challenges to enable the delivery of accessible financial advice, and empower better financial futures for more Australians.

HUB24 was established in 2007 by a team with a strong track record of delivering market-leading solutions in the financial services. With advisers and customer experience in mind, we sought to leverage technology to make the delivery of financial advice easier.

HUB24 listed on the ASX in 2010, and in 2024 was added to the ASX 100 which tracks the largest 100 listed companies in the Australian share market.

Through innovation, customer service excellence and strategic acquisitions to broaden our offer and to deliver scale, HUB24 continues to grow as a leader in the wealth industry, as the best provider of integrated platform, technology and data solutions.

Our solutions include Australia's best platform HUB24 which supports the HUB24 Superfund, leading SMSF software Class, and myprosperity's innovative client portal technology.

We have our head office in Sydney and offices in all major capitals across Australia to ensure that we can continue to support you and your advisers.

39. Why is it that HUB24 never shows up in Rankings of best performing superannuation?

HUB24 operates an investment platform providing a large range of investment options for members (in conjunction with their financial adviser) to select from. Many members create a personalised investment portfolio incorporating a diverse range of options. As such, investment performance for a member will depend on their individual investment selections.

The Fund does not offer a range of trustee directed investment options (such as Growth, Balanced, Conservative) which are commonly used for comparison tables between Funds and so a direct comparison of investment performance with other Funds options is not available.

40. What effect will A.I. have with every day operations and my personal participation?

At HUB24, we operate an advised platform where members work closely with their financial advisers to make investment decisions. We do not directly influence or make investment choices for our members. The platform offers a wide range of investment options, and members can create personalized portfolios based on their preferences and goals, with guidance from their financial adviser. As such, any AI strategies or technologies that may be used would typically be implemented by advisers or third-party service providers to support informed decision-making, rather than by HUB24 or the Trustee.

41. What is the expected return in 2025? Media reports are for a reduced return?

The key drivers of financial markets in the coming year are expected to be inflation, interest rates, economic growth expectations and geopolitical risk.

The Reserve Bank of Australia is balancing its interest rate response between the desire for economic growth and the fear of inflation. There is an increasing expectation that interest rates will be cut in 2025, which would be a positive driver for the domestic equity market.



The big unknown for investors is how major geopolitical risks will unfold over the year. From conflicts in the Middle East and Eastern Europe to the possible foreign and domestic policy changes in the US, uncertainty is still present. Investment markets tend to not like uncertainty and this could lead to periods of volatility and lower returns.

ONLINE QUESTIONS:

42. How does the fund consider / react to potential financial impacts related to global events such as the latest changes in USA government and events in Ukraine and Israel / Gaza?

The Trustee maintains an awareness of global events and economic matters as part of its oversight of investments and returns.

43. How do cash interest rates apply to cash account reserves as opposed to cash portions of the investment funds?

The cash interest rate of the Cash holding in your account, and the cash portion of any managed portfolios you hold is the same, the current target interest rate can be found on InvestorHUB. Any cash held within a managed fund is determined by the fund manager.

44. Does HUB24 do any market analysis or benchmarking with respect to fees and charges relative to other funds?

HUB24 does competitive benchmarking to ensure its fees and services remain market competitive. We continue to invest in HUB24 Super to help ensure that it remains a market leading superannuation fund, supporting all members on their retirement journey.

45. What are the Trustee's concerns or otherwise of the appointment of Trump in the USA?

The Trustee maintains an awareness of global events and economic matters as part of its oversight of investments and returns. The Trustee has no further comment to make in relation to Trump's appointment.

46. How can i easily see how my portfolio is performing on a monthly and yearly basis?

You can access the 12-month performance of your HUB24 Super account from your most recent annual super statement for FY24 by logging into your account on InvestorHUB or alternatively, speak to your adviser to discuss further.

47. Are the Board and Senior Executives of HUB24 satisfied with the performance of the return on investment in superannuation funds when compared with other "like" funds?

HUB24 operates an investment platform providing a large range of investment options for members (in conjunction with their financial adviser) to select from. Many members create a personalised investment portfolio incorporating a diverse range of options. As such, investment performance for a member will depend on their individual investment selections.



The Fund does not offer a range of trustee directed investment options (such as Growth, Balanced, Conservative) which are commonly used for comparison tables between Funds and so a direct comparison of investment performance with other Funds options is not available.

48. Do you believe HUB24 provides "the best" return on superannuation comparing to other super funds in Australia?

HUB24 operates an investment platform providing a large range of investment options for members (in conjunction with their financial adviser) to select from. Many members create a personalised investment portfolio incorporating a diverse range of options. As such, investment performance for a member will depend on their individual investment selections.

The Fund does not offer a range of trustee directed investment options (such as Growth, Balanced, Conservative) which are commonly used for comparison tables between funds and so a direct comparison of investment performance with other funds' options is not available.

49. Protection mechanisms / insurance against fraud / "unauthorised" transfers from the fund?

Protecting our members' personal and financial information remains a high priority and during the financial year, HUB24 continued to invest in and take a proactive approach to managing cybersecurity threats and ensuring data security for the HUB24 Platform, including HUB24 Super and its members.

We have implemented multi-factor authentication (MFA) measures on an opt-in basis for members. By providing an extra layer of security, MFA makes it significantly more difficult for attackers to get access to your account.

MEMBER PERSONAL QUESTIONS

Any questions relating to a member's personal situation or account have been managed directly with the member and noted in the Appendix. HUB24 has been requested to contact and assist these members with their questions.

Disclaimer:

Issued by HTFS Nominees Pty Ltd (ABN: 78 000 880 553 AFSL 232500 RSEL 0003216) Trustee of HUB24 Super Fund (ABN 60 910 190 523).

The information provided in this presentation is given in good faith and is current at the time of the presentation. Past performance is not a reliable indicator of future returns. All information contained in this presentation is general in nature only and should not be relied upon as personal advice. You should speak with your financial adviser for information tailored to your specific objectives, financial situation and needs. To get a copy of the Product Disclosure Statement and Target Market Determination, go to the fund website at hub24.com.au or call our Customer Service on 1300 854 994.

This communication is intended as a source of information only and should not be construed as legal advice.

Copyright © 2025 Equity Trustees. All rights reserved.



APPENDIX

My superannuation balance keeps decreasing when many other funds have had good returns. Why is this?

HUB24 is making direct contact to address this question for the member.

I am interested to attend and listen?

We welcome your interest and participation in the HUB24 Super Fund Annual Member Meeting.

As the financial situation moves how quickly do you change your investments?

HUB24 is making direct contact to address this question for the member.

Why are you going to start charging me a fee or get a financial planner who doesn't do anything for me and only sees me when they want a fee form signed?

HUB24 is making direct contact to address this question for the member.

The government was inferring they were looking to use super funds for housing. Is this something that is on agenda, what if we don't want that and want to access our super at any time?

HUB24 is making direct contact to address this question for the member.

Just looking to understanding process?

We welcome your interest and participation in the HUB24 Super Fund Annual Member Meeting.

How can I retire early @ 60 years and 56 now?

HUB24 is making direct contact to address this question for the member.

Don't quite understand the impact of recent changes?

HUB24 is making direct contact to address this question for the member.

Is there any way we can see what shares make up individual funds in our super portfolios?

HUB24 is making direct contact to address this question for the member.

Why did the annual fee for non-financial planner clients need to double from \$160pa to \$320pa? I suspect many of us don't ring or ask questions very often and so don't require a lot of additional work? With small investors like Robyn and I the fees a planner charge outweigh the benefit they may generate? Thanks for considering our question. Kevin and Robyn



HUB24 is making direct contact to address this question for the member.

At what age can I access any funds. How much can I withdraw?

HUB24 is making direct contact to address this question for the member.

Maximum asset level for couple to receive part pension?

HUB24 is making direct contact to address this question for the member.

Why have our premiums been increasing so much?

HUB24 is making direct contact to address this question for the member.

How often do you update the balances? Sometimes international market changes appear quickly, other times it seems to take weeks?

HUB24 is making direct contact to address this question for the member.