

# HEJAZ ISLAMIC PENSION

## MEMBER OUTCOMES ASSESSMENT

### INTRODUCTION

In this report, Equity Trustees Superannuation Limited publishes the results of our annual assessment of how well the Hejaz Islamic Pension product (the **product**) issued from AMG Super (the **fund**) provides member outcomes and promotes members' financial interests. The assessment is based on information as at 30 June 2025.

### METHODOLOGY AND STRUCTURE

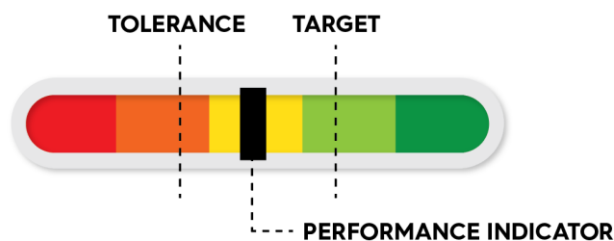
In conducting this assessment, we compared the product to other choice superannuation products included in statistical data published by the Australian Prudential Regulation Authority (**comparable products**) using the criteria in Part 6 of the *Superannuation Industry (Supervision) Act 1993* and Prudential Standard SPS 515 *Strategic Planning and Member Outcomes*.

This report includes:

- our overall assessment of whether the product provides optimal member outcomes and promotes their financial interests;
- a dashboard that depicts our assessment of the product's market-relative performance for each outcome we aim to provide members;
- a table summarising the key metrics that we relied on when making this assessment; and
- our commentary on this performance that includes action items to improve suboptimal performance.

For each member outcome, the dashboard presents the relevant segment of market performance. The width of each segment is based on the range of market performance for each outcome and is specific to each outcome. The positioning of the black performance indicator bar against the colour coding is our assessment of how well the outcome has been delivered. The colour coding gives a visual representation of performance that moves from neutral (yellow) through orange to least tolerance (red), and in the opposite direction from yellow to the target (or green) area of the dashboard. The assessment of each member outcome is based on several equally-weighted metrics. Accordingly, if one metric is outside our tolerance level it doesn't automatically mean the entire member outcome is outside our tolerance level.

*Example dashboard for illustrative purposes only*



The target is generally the average position of the comparable products while the tolerance level is the trigger for us to consider any necessary actions to improve member outcomes.

Please visit our [website](#) to view a short video that provides more information about the operation of the dashboard.



## OVERALL ASSESSMENT

Having carefully considered the comparisons of the product with comparable products set out in this report, including the dashboards, metrics, commentary, and other relevant information available to us at the time of writing, we have concluded that as a result of the following factors the product is promoting members' financial interests:

1. the net returns for the product (i.e. returns after deducting all fees, costs and taxes) are consistent with market rates;
2. the investment strategy for the product is appropriate;
3. the level of investment risk for the product is acceptable in relation to the net returns generated;
4. the fees and costs that affect the return to members are not appropriate having regard to their financial interests;
5. the options, benefits and facilities offered in the product are appropriate for members;
6. the scale of the product and the fund does not disadvantage members; and
7. the liquidity management of the product under stressed market conditions is appropriate to ensure members' financial interests are protected.

## DASHBOARD

### STRATEGIC CONTEXT

Working together with the Plan's promoter, Hejaz Asset Management, our purpose is to provide quality and cost-effective superannuation products directly to members of the Australian Muslim community (members of other backgrounds are not precluded from accessing the fund) with sharia compliant alternatives to conventional superannuation and pension products.

To support this purpose our goals for the Fund are to provide quality services to members to achieve positive sharia compliant member outcomes, enhance member outcomes through improved scale benefits and Fund sustainability, maintain effective compliance and strong governance and continuously improve services to enhance the member proposition.

The product is a pension product.



## INVESTMENT RETURN

**Outcomes** Investment return for a \$50,000 account balance in the product<sup>1.0</sup> is consistent with market indexes.



Metrics	Ref	Metric Label	Value	Tolerance	Target
	1.1	1-year actual net return	10.24%	9.04%	9.62%
	1.5	Investments passing the Performance Test	100.00%	63.00%	100.00%

1.0 Investment returns and associated targets and tolerance levels are weighted averages for the product. The weighted averages are based on the performance, asset allocation and funds under management of the investment options available in the product. The table in Appendix 1 provides more information.  
1.1 The product's fee structure leads to different net returns for different account balances. The table in Appendix 2 provides more information.

### Commentary

The performance indicator measures the weighted average investment return of all investment options in the product over 1-year period and is based on an equal weighting of all the metrics in the above table.

Appendix 1 displays the investment returns for each investment option available in the product and the weighted average investment returns for the product over these periods. All the diversified options listed in Appendix 1 have passed the performance test in APRA's Comprehensive Product Performance Package.

This commentary focuses on the 1-year weighted average return to 30 June 2025. When reading this commentary, it's important to bear in mind that past performance is not a reliable indicator of future performance.

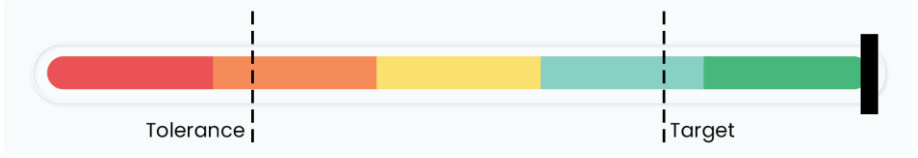
Over the 1-year to 30 June 2025 the product's weighted average investment return was within our target level. No action is required as a result of this assessment.

The Trustee notes issues relating to investment options made available within some products of the AMG Super Fund notably Shield Master Fund and First Guardian Master Fund. These options were not available within this product and have no bearing on the Member Outcome Assessment.

The investment strategy for the Fund is reviewed annually, which includes the risk return profile of the investment options, and we are comfortable it is appropriate for members.



## INVESTMENT RISK

Outcomes	Investment risk for a \$50,000 account balance in the product is consistent with the Standard Risk Measure (SRM) <sup>2.0</sup> .				
Our product's performance relative to comparable products					
Metrics	Ref	Metric Label	Value	Tolerance	Target
	2.1	Negative annual net returns over last 10 years	0.00	2.00	1.00
	<p>2.0 Negative annual returns and associated targets and tolerance levels are weighted averages for the product. The weighted averages are based on the performance, SRM and funds under management of the investment options available in the product. Portions of years have been rounded up or down to a whole year.</p>				

### Commentary

The performance indicator measures the weighted average number of negative annual returns since the product's inception.

When reading this commentary, it's important to bear in mind that past performance is not a reliable indicator of future performance.

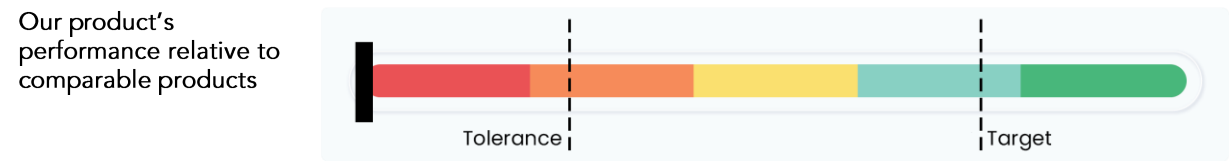
Since inception the weighted average number of negative returns for the product was within our target level.

The investment strategy for the Fund is reviewed annually, which includes the risk return profile of the investment options and we are comfortable it is appropriate for members.



## FEES AND COSTS

**Outcomes** Fees (gross of tax) for a \$50,000 account balance are consistent with market rates.<sup>4.0</sup>



Metrics	Ref	Metric Label	Value	Tolerance	Target
	4.1	Total fees (ESG)	2.11%	1.80%	1.32%

4.0 The product's fee structure leads to different net returns for different account balances. The table in the Appendix 2 provides more information.

4.1 These fees include a weighted average investment fee that is based on the investment fees and funds under management of the investment options available in the product.

### Commentary

This table lists the product's total fees and costs (administration and investment fees and costs). Other fees may be payable which are set out in the product's disclosure documents.

The performance indicator measures total fees and costs together against comparable products.

Total fees were outside our tolerance level. As a result, we are not comfortable that fees and costs are consistent with market rates and therefore are not appropriate having regard to members financial interests.

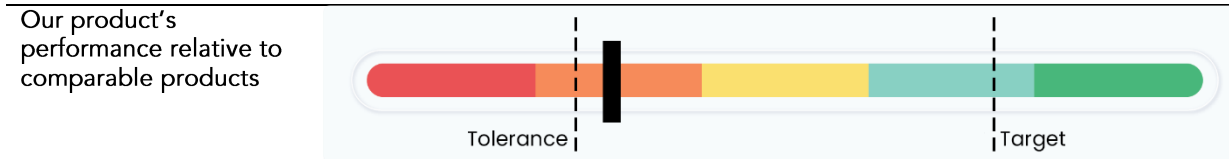
The Fund is a sharia compliant superannuation fund and distinct from all other super funds in Australia as it needs to comply with additional Islamic rules and standards beyond those imposed by any regulator in Australia. These standards impose additional requirements on any Islamic financial institution, from the types of assets and companies they can invest in, to the financial screens they employ to assess each company, and ongoing compliance, audit and income purification conditions.

The process of complying with Islamic rules and standards for finance and investments involves several additional requirements which significantly increases the fees and costs of sharia compliant institutions.



## MEMBER SERVICES

**Outcomes** Administration services satisfy member expectations.



Metrics	Ref	Metric Label	Value	Tolerance	Target
	8.1	Administration-related EDR complaints	7.84	3.50	1.50
	8.2	Service Level Achievement	94.00%	80.00%	95.00%
	8.3	Administration fees	0.62%	0.62%	0.40%
	8.4	Information security controls	Partially Effective	Partially Effective	Effective
	8.5	Retirement education services	Partially Effective	Partially Effective	Effective

8.1 EDR means "External Dispute Resolution". This is the annual number of administration-related complaints to the Australian Financial Complaints Authority per 10,000 member accounts.

8.2 Service level achievement measures the portion of new member, contribution and benefit payment transactions that were processed within our service level.

8.4 This is our view of the effectiveness of the Administrator's information and cyber security controls based on an independent review completed during the year.

8.5 The metric rates how effective the retirement guidance and tools are in helping members plan for retirement.

### Commentary

The performance indicator, which is within our tolerance level, is based on an equal weighting of the above metrics.

The number of EDR complaints about administration services that have been made to the Australian Financial Complaints Authority is outside our tolerance level. We review all complaints to make sure that valid complaints are upheld, and the member receives appropriate remediation and compensation. For the year ended 30 June 2025 there were 23 EDR complaints of which 30% related to processing delays. Many of the complaints also arose due to the successor fund transfer of Raiz Invest Super into the fund, and investments of the NQ super and pension product.

Service Level Achievement and information security controls were within our tolerance level, and we continue to work with the administrator to strengthen cyber security practices in line with better practice standards.

Retirement education services were assessed as partially effective, indicating that some initiatives are in place to support members in understanding their retirement needs and the Fund's Retirement Income Strategy. We are working with the Fund's administrator to improve the availability, comprehensiveness and timeliness of educational resources to better support members in planning for retirement.

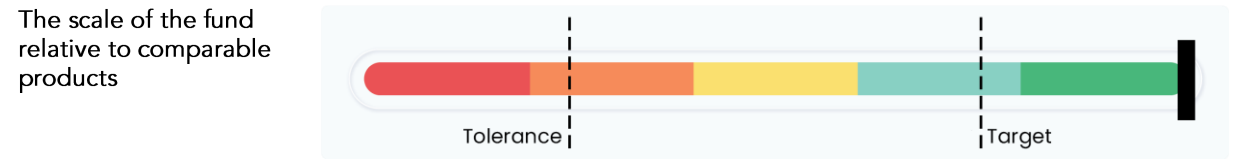
As a result of these assessments, we are comfortable that administration services generally satisfy member expectations, noting the areas identified for further development in retirement education and information security.

Therefore, we consider the options, benefits and facilities offered in the product to be appropriate for members.



## SCALE

**Outcomes** The fund is sustainable and likely to deliver optimal outcomes in the future.



Metrics	Ref	Metric Label	Value	Tolerance	Target
	9.1	RSE adjusted total accounts growth rate	9.33%	-5.00%	3.00%
	9.2	RSE Net Cash Flow Ratio	9.69%	-6.00%	4.00%
	9.3	RSE Net Rollover Ratio	6.75%	-9.00%	-1.00%

9.1 The RSE adjusted total accounts growth rate is the average annual percentage change in member accounts averaged over the three year period, excluding Successor Fund Transfers (SFTs) and account consolidations.  
 9.2 The RSE Net Cash Flow Ratio is members' benefits flows in less members' benefits flows out as a percentage of cash flow adjusted net assets averaged over the three year period, excluding SFTs.  
 9.3 The RSE Net Rollover Ratio is rollovers in less rollovers out as a percentage of cash flow adjusted net assets averaged over the three year period, excluding SFTs.

### Commentary

The performance indicator measures the fund’s growth and ability to deliver scale benefits to members against other funds.

The performance indicator, was above our target level and is based on an equal weighting of the above metrics. No action is required as a result of this assessment.

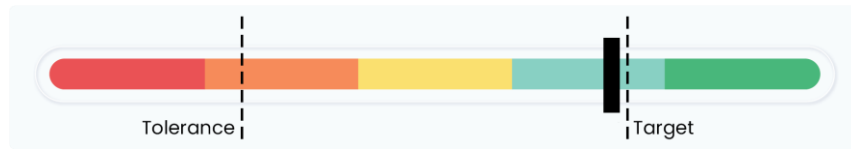
Therefore, we are comfortable that the scale of the product and the fund does not disadvantage members.



## LIQUIDITY

**Outcomes** Benefit and rollover requests can be met in a timely manner from investments

Our product's performance relative to comparable products



Metrics	Ref	Metric Label	Value	Tolerance	Target
	10.1	Investment liquidity in a GFC scenario	99.20%	80.00%	100.00%

10.1 Liquidity is a weighted average that is based on the liquidity in a Global Financial Crisis scenario and funds under management of the investment options available in the product. The table in Appendix 1 provides more information.

### Commentary

The performance indicator measures the fund's ability to meet benefit requests in a timely manner.

We regularly monitor whether the investments would be able to meet cash requirements in extreme situations. Based on our analysis, we consider that benefits are supported by liquid investments.

As a result, we are comfortable that the level of liquidity risk for the product is acceptable.



## APPENDIX 1

### INVESTMENT OPTION INFORMATION

Investment Option	Inception Date	Growth Ratio	Member Assets	Investment Period			
				1 Year	3 Years	5 Years	10 Years
Hejaz Equities Fund (Wholesale Class)	2024-10-01	100%	\$0.0M				
Hejaz Income Fund (Wholesale Class)	2024-10-01	25%	\$0.0M				
Hejaz Islamic Pension - Balanced	2023-08-08	69%	\$0.2M	11.39%			
Hejaz Islamic Pension - Conservative	2023-08-08	49%	\$0.2M	9.1%			
Hejaz Islamic Pension - Growth	2023-08-08	80%	\$0.0M	12.69%			
Hejaz Islamic Super Cash Account	2025-01-01	0%	\$0.0M				
Hejaz Property Fund (Wholesale Class)	2024-10-01	88%	\$0.0M				
Weighted Average		59%	\$0.4M	10.24%			

This table provides information about the asset allocation, size and performance of the investment options available in the product.

## APPENDIX 2

### ACCOUNT BALANCE-BASED INVESTMENT METRICS

Time Frame	Account Balance Value					
	\$10,000	\$25,000	\$50,000	\$100,000	\$250,000	\$500,000
1	9.7%	10.1%	10.2%	10.3%	10.4%	10.4%

This table illustrates how the product's fee structure affects net returns for different account balances. The illustration is based on historic returns and the current fee structure.

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