



Jonathan
Spirit Super member

Our Retirement income strategy

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At Spirit Super we know our members are all different and every retirement is unique. We want to ensure we have the right products and services available to help.

We have a *Retirement income strategy* to help us identify the needs of our members who are retired or approaching retirement. We want to help our members achieve and balance the following three objectives:

- maximise retirement income over the period of their retirement
- manage risks that they're most concerned about – eg making sure their income can cover their expenses and doesn't run out
- having flexibility in how they can access their retirement funds.

Our strategy aims to boost retirement outcomes and we've identified three key areas we'll focus on:

- having the right retirement products that meet the needs of our members
- making it easier for our members to engage with us
- making sure our members are well prepared for retirement.

Get to know our members better

Every member is different, with unique goals and lifestyles.

We're gathering information from our pre-retirees and retirees to better understand their circumstances and preferences, how prepared they are for retirement and how best to engage with them.

We use this information to identify different groups of members which allows us to provide products, services and information that's relevant to them.

Review and tailor our current offerings

A review of our full suite of retirement products and associated investment strategies will be completed to ensure there are retirement income solutions available to meet our members' differing needs.

Make it easy for members to engage with us

Each member may require a different level of support from us. We'll expand and find new ways to provide our members with help and information so they can make informed choices about their retirement, in a way that works for them. This will include:

- **keeping it simple** – giving relevant information at the right time
- **digital guidance** – improving the 'self-service' methods we offer members to explore their options
- **helping our members** – providing information, education and personal advice, face to face, over the phone or online.

Make sure our members are well prepared for retirement

Retirement can be a period filled with leisure, and at the same time it can be daunting for lots of members who are moving from relying on a regular income to a combination of income from their assets and support from the government to cover expenses in retirement.

We want to help our members be prepared for the changes retirement will bring.

Regularly monitor and improve

We understand that the needs and circumstances of our members may change over time and as they continue their journey in retirement. As our members needs change, we'll regularly monitor the products and services we're offering to make sure we're continuing to provide the right support to our members.

For more information, please visit spiritsuper.com.au. You can also call us on **1800 005 166**. We're here to help.

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