

Colonial First State Annual Member Meeting 2025

Member questions

What is the average percentage growth of member's portfolios during the last financial year?

There isn't one fund wide average because members hold different investment options. To see the exact return for your fund [visit the fees and performance page of our website](#). You can also see how your fund is performing through the CFS app.

In comparison to the corresponding Index, how has Colonial First State performed. Eg, "FSI concentrated Aust Share"

Performance varies by option, but overall CFS has delivered strong results relative to benchmarks. For example, our FirstChoice Employer Lifestage series achieved the highest aggregated MySuper outcomes over 1, 3, and 5 years to 30 June 2025, according to Chant West. Specific options like FSI Concentrated Australian Share are actively managed and aim to outperform the S&P/ASX 200 Accumulation Index over the long term. You can view detailed performance comparisons for each option on our website under the fees and performance section.

How does CFS perform compared against the other super companies and where can I see a comparison of investment returns?

Performance varies by the option you are invested in. CFS Lifestage has delivered the best overall MySuper performance for our members over one, three and five years to 30 June 2025, according to new industry rankings announced by independent research firm Chant West. [You can find more information here](#). Independent investment return comparisons can be found on the websites of ratings firms Chant West and Super Ratings. [You can view detailed performance comparisons for each option on our website](#).

Why does FirstChoice Employer Super have lower returns than FirstChoice Personal Super?

Differences in returns are usually due to variations in investment options, cash flows and fee structures. Employer plans often use default MySuper Lifestage options designed for simplicity and broad suitability, while personal super accounts allow members to choose from a wider range of investment options, including higher-growth strategies. Over time, these choices can lead to different performance outcomes.

When you retire, should you transfer money to a personal account? What are the pros and cons?

Many retirees move their super into a personal pension account because it allows regular income payments and may offer tax advantages. However, this decision depends on your financial goals, age, and whether you need flexible access to funds. It's best to seek financial advice before making changes to understand any pros or cons relative to your individual circumstances.

Can I extend or change my term deposits while I am online?

Yes. You can manage term deposits through the CFS online portal, including extending or reinvesting at maturity. Log in to your account and follow the prompts under "Manage Investments." If you work with a financial adviser, they can also help you with this.

What are the costs of financial advice?

CFS offers general guidance at no cost and personalised super advice through CFS Super Advice for members of FirstChoice Super, with no additional charge to members who use this service. Comprehensive advice from independent advisers may involve fees, which vary by adviser and the services they provide.

Is it possible to see a comparison of Vanguard Lifestage products with CFS Lifestage products?

CFS does not provide direct competitor comparisons. However, you can review CFS Lifestage performance on our website and compare it with publicly available Vanguard data.

What changes does CFS plan to make based on APRA Annual Superannuation Performance Test?

CFS passed the 2025 Your Future Your Super performance test for its MySuper and Trustee Directed Product options. As the test considers both administration fees and performance outcomes, passing the test shows we've delivered relatively strong returns for members this financial after fees.

CFS closely monitors APRA's annual performance test to ensure its products are expected to meet or exceed regulatory benchmarks, while managing the products in the best interests of members. Our investment team regularly reviews portfolio construction, fees, and risk management to maintain strong outcomes for members. While no major changes have been announced, we continue to refine strategies to deliver strong returns for our members.

Why are we being charged a service fee on term deposits? These are simple transactions and the trustee should look into this?

We apply a small administration (service) fee to term deposits on our FirstChoice super and pension platform because offering bank-issued term deposits inside super is not the same as a simple bank account - it requires partner-bank integration, custody and recordkeeping, interest accrual and maturity processing, compliance reporting, audit controls, and cybersecure systems. The fee helps cover these necessary operating costs so we can keep offering term deposits sustainably to members.

What are your annual fees?

This depends on the product you are invested in. You can find the exact fees for the product in which you are invested in the product disclosure statement or in the CFS app

Why do you charge administration fees?

Administration fees pay for the essential day-to-day costs of safely running your super account and the fund. That includes secure technology and cyber protection, keeping accurate records, customer service, regulatory reporting, audits, custody of assets, and the insurance and communications needed to operate responsibly. You can find out more about fees on this page of our website - [Understanding fees and costs of super.](#)

Why are the fees so high?**Do you consider lowering your fees from time to time?**

We review our fees regularly, against internal and external benchmarks, with proposals reviewed to make sure fees remain fair, competitive and in the best financial interests of members. Our administration fees are among the lowest in the market, and we keep checking them against industry averages to ensure we remain competitive. [You can find out more about how our fees compare to other funds on this page of our website.](#)

How is the gearing exposure managed on the CFS geared funds?

Our geared funds are internally geared. This means that the fund borrows (not the investor), so there are no margin calls and all borrowing costs are met inside the fund. This approach uses borrowing from institutions and doesn't ask investors to provide extra money if markets move.

We target a gearing ratio around 55%, giving roughly 2.2x exposure to the underlying shares. The ratio is actively monitored and adjusted as markets change. We use dynamic gearing - managing the

level of borrowing so that, as far as possible, income (like dividends) covers interest and expenses, helping preserve franking credits passed through the fund.

Why doesn't CFS have a wide range of ETFs in its products?

We provide access to a number of ETFs through the FirstChoice platform, particularly where there is not an equivalent managed fund available. However, our focus is on offering a broad range of managed funds and diversified portfolios. This approach provides access to institutional-quality investments and active management strategies, which many members prefer for long-term retirement savings. However, we continually review our product range to meet member needs.

What changes, if any, from an investment perspective will be made to the Lifestage 60–65 Portfolio allocation?

The Lifestage 60–65 option follows a “glidepath” approach, which gradually reduces exposure to higher-risk assets like equities as members near retirement. This means the portfolio shifts toward more defensive assets such as fixed income and cash to help protect capital and reduce volatility. While adjustments occur automatically based on age, there are no planned structural changes beyond this standard glidepath process.

Will you be adding any gold allocations to the portfolios?

We offer access to gold through specific investment options, such as exchange-traded funds (ETFs) on our FirstChoice platform. For members who want gold exposure, these options are available and can be included as part of a broader strategy.

Cyber Security. How are you keeping one step ahead of the criminals?

What are CFS doing to protect members funds from current and emerging online crime/fraud/scams?

Account security is paramount - what extra measures are CFS taking to protect its members?

We implement technical measures that align with international cybersecurity and data protection standards, and we regularly evaluate these capabilities through testing and independent reviews.

We also work closely with government and industry cybersecurity experts to ensure we're using the most effective strategies to protect against cyber threats. Additionally, every CFS employee follows strict protocols with immediate escalation if anything looks suspicious.

When you use CFS digital services, layers of cybersecurity and data protection measures are at work to protect your account - from the way we grant access to how we store data and monitor activity.

As cybersecurity threats evolve, we will expand these measures in line with industry best practice. This includes introducing multi-factor authentication on our platforms and adding AI tools to quickly spot and stop any threats to account security.

The [Staying Safe Online](#) section on our website, which has practical tips for spotting scams and keeping your information secure.

In light of major cyber breaches at Qantas, Optus and Medibank Private key personal information has now been compromised. How has CFS Edge enhanced its call centre identification procedures to address this?

CFS has strengthened call centre identification procedures by introducing multi-factor authentication, requiring callers to verify their identity using additional factors such as one-time codes and secure device checks. Email addresses are no longer used as login credentials. Instead,

each user has a unique username, reducing the risk of compromised accounts and ensuring a more secure experience. We use robust fraud detection models to identify high-risk activity on customer accounts, and the CFS contact centre is trained to recognise suspicious behaviour and escalate concerns to the CFS fraud team for investigation and intervention if necessary.

In the event that CFS release my funds to a person who uses fraudulent documentation to impersonate me, who bears that liability, CFS or me?

CFS follows strict ID verification and fraud prevention protocols. If fraud occurs despite these measures, liability depends on investigation outcomes and law. The [Staying Safe Online](#) section on our website has practical tips for spotting scams and keeping your information secure

Are reforms being planned for the early release of super, in particular in regards to homeowners struggling financially?

Superannuation release rules are set by the government, not CFS. Currently, access is limited to severe financial hardship, temporary/permanent incapacity, medical conditions or compassionate grounds. [You can find more information on the ATO website.](#)

Is CFS backed by the government so that we don't have our super disappear like recently reported in the news?

CFS is APRA & ASIC-regulated which provides strong regulatory oversight to protect members' interests. Fiduciary obligations also require us to prioritise members interests and act with the utmost integrity, care, and diligence in all decisions affecting members.

In lieu of a number of high profile super fund crashes and subsequent loss, how safe is our money?

CFS has never offered the Shield Master Fund or the First Guardian Master Fund through our platforms. We are also not among the platform trustees under investigation by ASIC on this matter. CFS has a robust investment governance and adviser governance frameworks that we continuously strengthen to protect your super and retirement savings.

Can the government take our super?

No. Super is your money, held in trust for your retirement under Australian law.

What concerns are held regarding the probability of Labor changing Super Laws and impacting profitability medium to long term?

CFS continuously engages with government to ensure members' interests are represented. We also monitor policy, legislative and regulatory changes to adapt to changes

What investment options in renewables and industries 'identified as ethical' investments is planned for the future?

We've committed to responsible investing, with our FirstChoice portfolio on a pathway to net zero emissions by 2050 and a 30% reduction in Greenhouse Gas emissions intensity by 2030. We offer 12 sustainable investment options, including our Thrive+ Sustainable Growth Fund, which invests in companies tackling climate change, waste, diversity, healthcare and sustainable communities.

Across all FirstChoice portfolios, we apply exclusions for controversial weapons manufacturers and tobacco producers, and all new options are subject to a thorough analysis before being added to the investment menu.

Looking ahead, we're exploring renewable energy and related industries, particularly through infrastructure and private equity investments, as part of our strategy to support the transition to a low-carbon economy.

How does Colonial First State consult members on ethical divestment, and will it engage members concerned about investments linked to Israel's settlements?

CFS currently has exclusions across the FirstChoice portfolios for companies involved in tobacco production or controversial weapons manufacturing. Any exclusions will be decided on through referring to our exclusions framework in the Responsible Investment Policy, which gives priority to the best financial interest of our members.

Is Colonial First State concerned about the financial risks of continuing to hold Israeli-linked investments given the increasing likelihood of sanctions?

CFS monitors geopolitical risks and will comply with sanction laws as they arise. We have a structured compliance framework that includes risk assessment.

What process does Colonial First State use to decide when an investment breaches Environmental, Social, Governance (ESG) policies?

CFS issue our investment managers with the exclusion list and any breaches trigger review. The investment manager involved will be instructed to sell the holding in an orderly manner

If the International Court of Justice (ICJ) rules Israel guilty of genocide, what will Colonial First State do with related holdings?

Decisions will align with legal obligations, our responsible investment policy, and fiduciary duties.

How will Colonial First State use ESG stewardship to ensure Israeli banks are not contributing to human rights violations in Palestine?

CFS engages with fund managers and applies ESG criteria to monitor compliance with global human rights standards.

In terms of investments made by the fund, what ethical parameters are considered?

CFS applies a Responsible Investment Policy that includes ESG considerations. Across all FirstChoice portfolios, we apply exclusions for controversial weapons manufacturers and tobacco producers, and all new options are subject to a thorough analysis before being added to the investment menu. We offer 12 sustainable investment options, including our Thrive+ Sustainable Growth Fund, which invests in companies tackling climate change, resource efficiency, diversity, healthcare and sustainable communities.

Can CFS provide information about the value of companies with fossil fuel holdings within a CFS fund?

CFS offers sustainable investment options that may limit exposure to fossil fuels, such as the Thrive+ Sustainable Growth Fund. While we disclose holdings for our investment options, specific valuations of fossil fuel-related companies are not published individually. Members can review portfolio holdings and sustainability reports on our website.

There have been reports of Australian companies abandoning diversity policies. Does CFS have any plans to water down diversity policies?

No. CFS remains committed to diversity and inclusion as part of our responsible investment policy and corporate values.

What are the main focus development points for 2026 in terms of managing existing super and investment

What strategies are CFS implementing to minimise the impacts of global market fluctuations on super balances?

Market ups and downs are part of investing, but we know they can feel unsettling. We keep your super on track for the long term through diversification, risk management, and cost efficiency. Your money is spread across shares, bonds, and assets like private credit and infrastructure, so if one market falls, others help balance returns. We monitor markets daily, run stress tests, and include defensive assets that behave differently from shares to smooth volatility. While short-term fluctuations are normal, history shows markets recover, and our strategies are designed to protect your retirement savings and help them grow over time.

Are we immune from AI bubble in stock markets?

What are your views on the so-called tech bubble and how will that affect your investment choices for members?

Technology stocks have surged on the back of innovation in areas like artificial intelligence and cloud computing, but rapid price rises naturally raise questions about a bubble. While valuations in parts of the sector are high, many companies have strong earnings, global reach, and solid cash flows, so we don't see this as a single bubble.

We manage concentration risk by broadening exposure to smaller global businesses and sectors beyond major tech firms, balancing technology with growth areas like infrastructure and private markets, and defensive assets such as fixed income and private credit. Active management is critical—our team monitors valuations closely and adjusts positions when risks rise. Technology will remain an important growth driver, but we won't let it dominate your portfolio. Our approach is to stay diversified, avoid unrewarded risks, and invest for the long term so your super remains resilient through market cycles.

Are the tariffs imposed by the US affecting Colonial First State's investments?

Tariffs and trade tensions can cause short-term volatility, but our portfolios are built to manage this uncertainty. We hold a mix of global and Australian shares, fixed income, and alternative assets like infrastructure and private credit to cushion sudden market moves.

We've reduced concentrated exposure to high-risk areas, such as large U.S. technology companies, and broadened investments across regions and sectors. Our investment team monitors developments daily and adjusts positions when needed. While tariffs can trigger short-term swings, they don't change our long-term strategy.

How does Colonial First State believe Australian shares will perform next to international shares?

International shares have had a very strong run, especially in the US, driven by technology and innovation. Global equities were up more than 30% last year, helped by a weaker Australian dollar, which boosted returns for unhedged investments. Australian shares also delivered solid results, up around 11% over the same period. They tend to offer attractive dividends and franking credits, which are valuable for many members, especially those in retirement.

Looking ahead, we expect global markets to remain more volatile, with big swings in sectors like tech. Australia's market is more concentrated in banks and resources, so its performance will depend on commodity prices and the domestic economy.

Will the USA still be the fastest growth economy for the next 10-15 years?

The US economy has been a major driver of global growth in recent years, thanks to strong

innovation in technology, healthcare, and energy. But looking 10 to 15 years ahead, it's unlikely that the US will always be the fastest-growing economy.

The US will remain influential, with deep capital markets, world-leading companies, and strong productivity. But its growth rate will probably slow compared to emerging economies because it's already a very mature market. Emerging markets like India and parts of Southeast Asia are expected to grow faster, driven by younger populations and rising middle classes. China will also remain significant, though its growth is moderating.

Very turbulent year ending with negative return. What is the dynamic response to such results?

CFS actively manages risk during volatile periods. We diversify across shares, bonds, and alternatives, run stress tests, and adjust portfolios when needed. Defensive assets like fixed income and private credit help smooth returns. Despite market volatility in 2025, we are pleased to have delivered resilient performance with returns remaining robust throughout the calendar year.

How safe is my Super and my Pension when there are volatile times. Is there a plan B if my savings are dwindling.

Your super is held in an APRA-regulated fund with strict governance and risk controls. CFS uses diversification, liquidity buffers, and dynamic asset allocation to manage downturns.

Given projections concerning commodities, do you have any plans to increase investment in this sector.

Commodities remain part of our diversified strategy, particularly through Australian equities and global resources. We also invest in infrastructure and private markets to capture long-term growth opportunities.

Do you have a prediction for returns in the next few years?

How is the outlook for the future going to be?

While short-term volatility may persist, CFS expects opportunities in areas such as infrastructure, technology, and private credit. Global monetary easing and diversification strategies should support long-term returns.

Are overall shares staying stable in this current climate?

Shares remain volatile due to inflation and geopolitical risks. Diversification across global and Australian equities, plus defensive assets, helps manage this uncertainty.

Can members decide not to invest their super money in share markets?

Yes. CFS offers conservative and cash-focused options for members who prefer less exposure to shares.

Is there an AI bubble?

Valuations in some tech sectors are high, but not all companies are overvalued. CFS avoids concentration risk by diversifying beyond mega-cap tech and monitoring valuations closely.

What will things look like in the next 5 years?

We expect growth in infrastructure, technology, and sustainable investments, alongside continued diversification into private markets. Returns may normalize after recent strong years.

Do you expect a major change in returns over the next few years?

Returns are likely to move closer to historical averages after three exceptional years. Diversification and active management remain key to long-term growth.

What plans are in place to minimise the damage of the next stock market crash?

CFS uses diversification, defensive assets, and active risk management to reduce the impact of market downturns. We also maintain liquidity buffers and conduct stress testing.

With a trillion-dollar debt next year, do you expect a recession to follow?

Economic conditions remain uncertain, but CFS portfolios are diversified to manage risks from debt and potential slowdowns. We monitor global trends daily.

Why aren't we investing in small towns between big regional towns?

CFS focuses on investments that deliver strong, sustainable returns for members. While regional development is important, our strategy prioritizes diversified assets across listed markets and infrastructure.

Why isn't our super keeping up with the high cost of living?

Super is a long-term investment, and short-term inflation can occasionally outpace returns. Over the long term, CFS Lifestage Funds have consistently delivered returns above the Consumer Price Index, helping members grow their retirement savings faster than inflation and maintain purchasing power despite cost-of-living pressures.

What are the risks in super funds offering private credit?

Private credit offers diversification and attractive returns but carries risks like liquidity, valuation, and borrower default. CFS mitigates these through strict due diligence and diversification.

How is AI shaping CFS's investment choices? What measures protect members from AI infiltration?

AI helps improve risk analysis and efficiency, but investment decisions remain human-led with strict governance. Cybersecurity protocols protect against AI-driven threats.

US credit crisis - has it moved on?

Global credit markets remain volatile, but CFS actively monitors developments and diversifies into high-quality credit and defensive assets to manage risk.

What are your forecasts for the fund's future?

Looking ahead to 2026, global monetary easing is expected as major economies shift away from tight policy, likely lowering bond yields and supporting risk assets such as shares. Inflation is also expected to remain more variable than in the past decade, creating interest rate volatility and opportunities in fixed income and credit markets.

Overall, we anticipate a rotation toward private credit, infrastructure, and global high-yield bonds as investors adapt to changing conditions, and our investment team is actively positioning portfolios to navigate these dynamics and capture opportunities for members.

If I find a great performing fund and pass it to CFS, why is CFS disinterested in adding it?

CFS applies strict due diligence and governance before adding new options to ensure they meet quality, risk, and compliance standards for members.

In comparison to the corresponding index, how has CFS performed?

Performance varies by the option you are invested in. To see the exact return for your fund visit the fees and performance page of our website. You can also see how your fund is performing in the CFS app.

With global trade tensions ongoing, what steps has CFS taken to protect investments?

We reduce concentrated exposure to high-risk sectors and diversify across regions, sectors, and defensive assets to manage geopolitical uncertainty.

How exposed is CFS to the US economy?

CFS invests globally, including the US, but manages exposure through diversification across regions and asset classes to reduce risk.

What are the projections for 2026 and 2027?

We expect returns to normalize, with opportunities in infrastructure, technology, and private credit. Diversification remains key amid geopolitical and inflation risks.

Does CFS invest in cryptocurrency?**Is there any plan to invest in Bitcoin?****Now that crypto ETFs are listed in the US, will CFS offer a crypto product?**

At CFS, we take a cautious approach to cryptocurrency. We do not invest directly in cryptocurrencies like Bitcoin or Ethereum within our superannuation portfolios. These assets are highly volatile, difficult to value, and rely more on momentum than investment fundamentals. However, we do recognise the potential of the blockchain technology that sits behind cryptocurrency and its applications. That's why we have exposure to companies developing blockchain solutions through our equity portfolios, rather than holding cryptocurrency assets themselves

Do we invest with Vanguard or BlackRock?

Yes, CFS partners with leading global managers, including Vanguard and BlackRock, to provide members access to high-quality investment options.

Can you outline your approach to ensuring costs are controlled while continually improving the platforms and service.

CFS is extremely conscious of our cost base and expenses. We know that keeping costs low while improving our services is very important to our members. One of our key objectives is to be the most efficient superannuation provider in the market. We regularly review our operations to remove unnecessary complexity.

For example, when we built the CFS Edge platform, we partnered with specialists rather than building large internal teams. This gave us access to advanced technology and expertise without adding significant overheads.

We also practice careful cost management. Every dollar we spend is monitored to ensure it delivers value.

An example of this our marketing expenditure. We believe that some level of marketing and promotion is important to ensure members are kept up to date with developments about their super. Our marketing and related-party costs are much lower than most other funds. Because we're committed to keeping fees as low as possible, we plan to keep it that way.

We're also investing in improvements that make things better for members, such as personalised features on our apps and improved online tools, while using our technology partnerships to keep costs down.

How is CFS different from funds like First Guardian and Shield, which collapsed earlier this year?

CFS has never offered the Shield Master Fund or the First Guardian Master Fund through our platforms. We are also not among the platform trustees under investigation by ASIC on this matter.

CFS has a robust investment governance framework and we're continuously strengthening and uplifting that framework to protect your super and retirement savings

Our FirstChoice investment options are different to those two funds. This is because the assets are held by a professional custodian, separate from the investment manager, and the securities we invest in are transparent and traded on recognised markets. Cash is reconciled daily, and unit prices reflect market valuations.

Why spend so much on advertising? What is the Return on Investment (ROI)?

What was the individual aggregate promotion, marketing, or sponsorship expenditure

Our marketing and related-party costs are much lower than most other funds. As stated in the FY25 annual member meeting notice, our aggregate promotion, marketing or sponsorship expenditure for FY25 was \$5.1 million. This is down from \$7.2 million in FY24.

The decrease in FY25 reflects a reduction in advertising so we could focus on digital engagement and giving members more personalized experiences. We very carefully assess the amount of marketing expenditure we undertake and note that this figure also includes amounts we spend on preparing member communications for our more than 900,000 members.

We believe that some level of marketing and promotion is important to ensure members are kept up to date with developments about their super but also to encourage more members to join CFS – allowing us to keep our costs down and provide even better services.

[You can view the aggregate promotional, marketing and sponsorship expenditure for FY25 on this page of our website.](#)

What is CFS doing to assist members in planning for retirement?

The Retirement Hub on our website has a range of videos, calculators, and guides tailored to your stage of life - whether you're planning ahead, transitioning, or already retired. Our website also has helpful tools, including a retirement calculator to help you estimate how much you'll need, and the Age Pension Eligibility Calculator, which is provided through our partnership with Retirement Essentials.

We also offer personalised guidance and advice. Last year, our retirement team handled over 22,000 calls and one-on-one consultations to help our members understand their options and feel confident about their decisions. A starting point is to book a free phone appointment with one of our experienced retirement guidance consultants who can get you started. You can do this on the CFS website.

What happens to your superannuation when you die?

When a member passes away, their super becomes a death benefit, which includes the account balance and any linked insurance cover. If you have a binding beneficiary nomination, your super will be paid to your nominated dependants, such as a spouse, partner, children. If no binding nomination exists, the Trustee will distribute the benefit according to superannuation law and any will. To make things easier for your loved ones, we strongly recommend keeping your beneficiary nominations up to date, which you can do online or by contacting us directly.

What benefit do you get from a financial adviser, and do you have to have one?

You don't have to have a financial adviser, it's completely your choice. Many members manage their own super and investments confidently, but our research shows that those with an adviser are more likely to feel secure and have clear goals. Advisers can simplify complex decisions, create tailored

plans across super, investments, insurance, and retirement, and help avoid costly mistakes. You can choose one-off advice for specific needs or ongoing support for complex situations. CFS offers options from general guidance and digital tools to personalised super advice, and we can connect you with independent advisers if required.

For superannuation, will Colonial First State introduce a 'retirement bonus' when starting an income stream?

We currently have a project team focused on introducing this feature.

Do you have plans to offer lifetime annuities and if so, what will they look like?

CFS currently has strategic partnerships with key annuity providers, offering lifetime annuities through our platform to help members manage longevity risk and complement their account-based pensions. [You can find more information on this page of our website.](#) We are reviewing these solutions with a view to introducing innovative new features help our members their retirement income.

Will the retirement age be pushed back soon?

Currently, the Age Pension eligibility age is 67, and there are no confirmed changes beyond that.

When will it be easier to update beneficiaries?

We've made improvements to our online portal and mobile app, and members will soon be able to update beneficiary nominations digitally. This enhancement is part of our commitment to making account management simpler.

Will there be alternatives for seniors who have limited computer skills?

CFS understands that not all members are comfortable with digital tools, so we provide phone-based assistance and paper forms for those who prefer traditional methods. Our retirement guidance team can help over the phone and mail forms on request, and we're also expanding access to affordable, topic-based advice to ensure members receive the support they need—whether digitally or through personal interaction

I switched my entire life savings to CFS 6 months ago. I cannot see the amount I am paying in fees, only a net balance going up and down with no reference to fees charged. Why is there not more transparency? I would like to see overall fees charged on my CFS App every month.

You can view this information by logging into the CFS app. On the home screen, scroll to the bottom and select the Fees section. This will show your total fees, and by tapping on it, you'll see a detailed breakdown of each fee charged to your account.

When will I receive my annual statement for the 24–25 financial year?

Annual statements are typically issued after the end of the financial year and once all investment earnings and tax calculations are finalised. You'll receive an email notification when it's ready, and you can access it via the CFS app or online portal.

The annual member statement sent on June 30, 2025 did not have a clear calculation to report super return percentage. Can this be added to year-end and interim statements

Thank you for the feedback. CFS is reviewing ways to improve transparency, including clearer return calculations in future statements and app updates.

Are there plans to improve the timeliness of the deposits for the payroll super contributions moving forward?

CFS is fully committed to meeting the new payday super requirements which come into effect on 1

July 2026. This reform means employers must pay super at the same time as wages, rather than quarterly.

How can I understand the amount of taxes on Super Earnings paid in a year as part of the annual statement

The tax shown on your annual super statement generally relates to two components:

1. Contributions tax: 15% applied to employer and salary-sacrifice contributions.
2. Investment earnings tax: up to 15% on earnings within your super account.

On your statement, look for sections labelled “Tax on Contributions” and “Tax on Earnings.” These amounts are deducted before your net investment return is calculated, so your balance reflects tax already paid. For more detail, you can review the ATO’s rules or [CFS’s tax information page on our website](#).

Why is the Annual Tax Statement for managed funds always issued late in October?

For FirstChoice investments, we send out annual tax statements by the end of July each year.

For managed funds, tax statements are issued after all income, distributions, and tax components are finalized for the financial year. This requires receiving data from third parties which can take time and may impact statement delivery in some cases.

I would like to ask if CFS can offer a nominal insurance system which is cost effective

CFS offers a comprehensive range of insurance options within super, provided by AIA Australian with premiums negotiated to remain competitive and affordable. Earlier this year we turned on the CFS Insurance Portal available via the CFS App which makes it simple and easy for our members to apply for insurance cover and change the amount of cover they have with CFS. Through the CFS Insurance Portal, members are also able to access educational material to learn more about the types of cover available as well as a calculator to help them determine how much cover they may need.

Would it be possible to include a graph in the app?

Members can already view personalised performance chart including returns and fees, and more visual features are being considered as part of ongoing enhancements.

Can Essential Super clients use the CFS app?

No. Essential Super members access the CBA mobile app to view their account balance, as well as investment performance, fees, and insurance details via the Simplenet portal.

Is CFS a recognised fund by HM Revenue & Customs (HMRC) as a “Recognised Overseas Pension Scheme”, to enable me to repatriate pension funds back home to Australia and roll into my fund?

CFS is not currently listed as a Recognised Overseas Pension Scheme (ROPS) with HMRC. This means UK pension funds cannot be transferred directly into a CFS super account under UK rules. If you wish to move UK pension savings to Australia, you’ll need to use an Australian super fund that is registered as a ROPS. We recommend seeking advice from a licensed financial adviser experienced in UK pension transfers to ensure compliance and avoid tax penalties.

For non-adviser accounts, when will the capability to auto-invest be introduced on the new platform?

CFS Edge is an investment platform which was designed to be accessed through an authorised financial adviser, who can actively manage client accounts and monitor client investments. If you wish to auto-invest and/or set up a new investment strategy in CFS Edge or make changes to an

existing strategy, you'll need to appoint an authorised financial adviser. [The Find An Adviser tool on the CFS website can help you locate a financial adviser in your area.](#)

With the ATO's Small Business Superannuation Clearing House (SBSCH) closing, does CFS provide clearing house services for CFS Edge super accounts?

CFS Edge doesn't offer an employer-sponsored superannuation product and so there isn't a dedicated clearing house on the platform. However, CFS provides a clearing house service via FirstChoice for those employers who provide FirstChoice Employer Super as the default super fund for their employee.

As a non-advised member of CFS Edge Pension, trade requests are done using paper trade forms. Can this process be automated?

For those members who are not aligned with an adviser, will CFS Edge be able to offer a paperless 'trade request' process

CFS Edge is an investment platform which was designed to be accessed through an authorised financial adviser, who can actively manage client accounts and monitor client investments. Trade requests are required to be submitted through the existing manual form. [The Find An Adviser tool on the CFS website can help you locate a financial adviser in your area.](#)

When will CFS Edge Super to SMSF IDPS Investment in specie transfer be available?

This is targeted for release in the first half of calendar year 2026.

What is the development roadmap for the Edge platform? There are many areas where it is lacking: custom reporting, etc.

The Edge platform is constantly undergoing development with many items prioritised for release in either quarterly or monthly releases. Reporting is a priority and you will see releases throughout 2026.

When will reports across multiple accounts be available - as they were in First Wrap

Advisers will be able to run reports across accounts and family groups after a release scheduled for the first half of next year.

There was an article published in The Australian newspaper with regards to CFS selling off Edge, true or false?

This is incorrect. CFS is making a significant ongoing investment into the Edge platform, with a clear roadmap of enhancements and new features designed to evolve the platform in line with the needs of financial advisers and their clients.

I am concerned about the media reports as recent as yesterday's report in the Australian newspaper about issues with Edge.

We acknowledge that some users have experienced challenges with Edge during the transition from the Wrap platform. These issues are temporary and transition-related, and we remain committed to improving the Edge experience through significant investment and a clear roadmap of enhancements.

When will the payout be for the second tier of the court proceedings against Colonial?

We cannot provide a specific timeline. Payouts depend on court schedules and legal processes outside CFS's control. Updates will be communicated directly to affected parties

Will the lawsuit affect our premiums?

No. Insurance premiums are based on age, cover type, and insurer agreements, not litigation outcomes.

Will you be selling off all or more of the business to KKR? Not feeling confident in CFS after class action settlement.

There are no confirmed plans to sell all or more of CFS. Our priority remains delivering strong investment outcomes and low fees for members. Any future changes would be communicated openly and transparently. The recent class action settlement relates to historical matters and does not impact the security of your investments. CFS denies any wrongdoing and has made no admission of liability. Importantly, the settlement amount and costs are not passed on to members. Your money and investments continue to be managed under Australian laws and overseen by independent boards.

What is CFS' plan to continue to grow?

CFS plans to grow by focusing on strong investment performance, competitive fees, and innovation. We're investing in technology to make member experiences simpler and smarter through enhanced digital tools, personalized support, and improved advice accessibility.

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