



2018 OLD MUTUAL SUPERFUND MEMBER REPORT

1 JULY 2017 TO 30 JUNE 2018

OLDMUTUAL



THE TIME IS NOW TO LEAD THE WAY

Every person who is working towards retirement and wants to achieve the best outcomes needs to be a self-leader. In the case of Old Mutual SuperFund members, this self-leadership is enabled and supported by a fund that genuinely cares about members' retirement goals and offers the industry leading solutions and strong partnerships they need to enable and maximise their chances of retirement success.

MESSAGE FROM THE CHAIRMAN



The 2017/18 financial year once again brought its fair share of local and global economic challenges. While there are numerous glimmers of positive change in various sectors of the country, many socio-economic challenges remain. In this environment, it is easy for employees to experience fear or concern regarding their financial futures, particularly in terms of their prospects for a financially secure retirement. Old Mutual

SuperFund seeks to allay those fears amongst all our fund members by delivering consistent long-term investment growth and providing members with a sense of comfort that their retirement savings and risk cover needs are in safe hands that they know they can trust fully during their pre-retirement and post-retirement journeys.

Bertie van Wyk

FUND GROWTH

R110 BN IN TOTAL ASSETS UNDER MANAGEMENT	R11 BN IN CONTRIBUTIONS TO THE FUND	R11 BN IN CLAIMS PAID
R54 BN IN PENSION FUND ASSETS	R5 BN IN PENSION FUND CONTRIBUTIONS	
R56 BN IN PROVIDENT FUND ASSETS	R6 BN IN PROVIDENT FUND CONTRIBUTIONS	
427 660 MEMBERS AS AT 30 JUNE 2018	R799 M TOTAL ASSETS IN DEFERRED RETIREMENT OPTION	R2 BN TOTAL ASSETS IN OLD MUTUAL SUPERFUND PRESERVER
5 523 PARTICIPATING EMPLOYERS	247 DEFERRED RETIREMENT MEMBERS AS AT 30 JUNE 2018	27 599 OLD MUTUAL SUPERFUND PRESERVER MEMBERS AS AT 30 JUNE 2018

HIGHLIGHTS 2017/2018



GOOD PERFORMANCE FROM DEFAULT INVESTMENT PORTFOLIO

The Old Mutual Absolute Stable Growth Fund has delivered **12.4%** annualised return (gross of fees) over the 5-year period ending 30 June 2018, outperforming CPI by **6.9%** per annum

MEMBER SUPPORT SERVICES

- Over **7 200** new members and **5 100** exiting fund members received retirement support from Member Support Services
- 1 114** members benefited from at-retirement counselling



SIMPLIFIED MEMBER BENEFIT STATEMENT

- Easy to understand and provides a clear view of retirement savings and fund benefits

POPULAR FINANCIAL WELLBEING PROGRAMME (FWP)

- Enhanced e-Learning FWP website attracted over **160 000** users
- More than **600** face-to-face education sessions delivered, with almost **18 000** attendees, in the past financial year

INDUSTRY RECOGNITION AND ACCOLADES

Old Mutual Corporate won three Imbasa Yegolide Awards (hosted by the Batseta Council of Retirement Funds)



Investment / Asset / Solutions Consultant Of The Year



Technology Provider Of The Year



Old Mutual Multi-Managers named Manager Of Managers Of The Year (For The Third Consecutive Year)

Old Mutual SuperFund is the largest independent umbrella fund arrangement in South Africa* as at January 2018

Assets in R' Billion / Market Share Percentage



Old Mutual SuperFund
R99 BN
10,64%

Fund A **R71 BN** **7,63%**
Fund B **R47 BN** **5,04%**
Fund C **R41 BN** **4,46%**
Fund D **R38 BN** **4,16%**



Old Mutual SuperFund
418 206

Fund A **358 593**
Fund B **347 941**
Fund C **337 946**
Fund D **205 331**

*A review of FSCA Data is done annually in January

COMMITTED TO TRANSFORMATION

Old Mutual SuperFund embraces its responsibility to be a leader when it comes to helping to address the many socio-economic challenges facing South Africa and its people. Leading at transformation is considered a key component of this responsibility and, as such, is a strategic priority that underpins everything the Fund does. The Fund aligns itself to the transformation commitment and approach of the greater Old Mutual Group and also recognises that it has many unique opportunities to deliver the benefits of socio-economic transformation and black economic empowerment directly to a large proportion of South Africa's population.

STAKEHOLDER ENGAGEMENT HIGHLIGHTS



ANNUAL OLD MUTUAL SUPERFUND SUMMIT

Our Annual Old Mutual SuperFund Summit has evolved from a "Fund Report-Back" to a more "Thought Leadership" event. The Summit provides a platform for stakeholders to ask questions, raise any challenges and provide the Fund with valuable feedback. The information gathered is used as the basis for the Fund's future development and strategic planning.



EDUCATIONAL COMMUNICATION IN FIVE LANGUAGES

Educational communication is distributed to members on a regular basis. The communication covers and repeat key core messages that encourage behavioral changes aimed at empowering members. The communication is available in English, Afrikaans, Xhosa, Zulu and Sesotho and is designed in a newsflash format.



IMPROVED MEMBER ENGAGEMENT

In order to improve the Fund's ability to contact and engage with its members, a feed was set up between the Old Mutual Group customer database and the Fund's administration platform. The enhancement has resulted in the Fund being able to reach an additional 65 000 members via their mobile phone numbers that were previously not updated, and approximately 47 000 members via their most recent e-mail addresses.



ENHANCED CLAIMS PROCESS

Fund members have been enabled to take control of their benefit payout by enabling them to engage directly with the Old Mutual Corporate Call Centre in order to provide instructions on how, where and when they want their benefit paid.



ENHANCED SECURITY

The newly launched Identity Access Management (IAM) enhances security when members access their fund information. The IAM system also modernised the Fund's IT infrastructure and improved both application security and the quality of user data.



MEMBER SELF SERVICE PORTAL

A new online member self-service portal was launched. The focus of the new portal was on driving an enhanced, converged experience for each member. The new portal has replaced the previous Member Web platform and will also eventually form part of the My Old Mutual platform.

OUR VISION & STRATEGY

First choice for the provision of retirement funds services – achieved through Member, Participating Employer and Intermediary delight



MEMBER EMPOWERMENT



TREATING CUSTOMERS FAIRLY



SERVICE EXCELLENCE



GOOD GOVERNANCE



FINANCIAL SECURITY



VALUE FOR MONEY



MEMBER EDUCATION

Old Mutual SuperFund recognises that the route to effective financial, investment and retirement self-leadership is paved with a commitment to lifelong learning. So, to help its members achieve the futures they deserve, the Fund places a priority on providing them with good, unbiased financial education and trusted support on every step of their journey approximately 47 000 members via their most recent e-mail addresses.

- 600** face-to-face education sessions delivered
- 56** wellness days presented to employees of participating employers
- almost 18 000** attendees
- 6000+** requests for advice
- 160 000+** users of the new open-access financial education e-learning website

HIGH LEVELS OF CLIENT SATISFACTION:

88% satisfaction score in annual client survey (end-2017)
Net Promoter Score of **65%** by attendees of education sessions

