



OLD MUTUAL SUPERFUND MEMBER REPORT 2020

“When Covid-19 first arrived in South Africa, the government responded with the hard lockdown. The Trustees of Old Mutual SuperFund recognised the need to develop a comprehensive plan, not only to secure the stability of the Fund itself, but more importantly to assist our members through the crisis. We also prioritised the delivery of relief options and solutions to support our participating employers through these difficult times.”



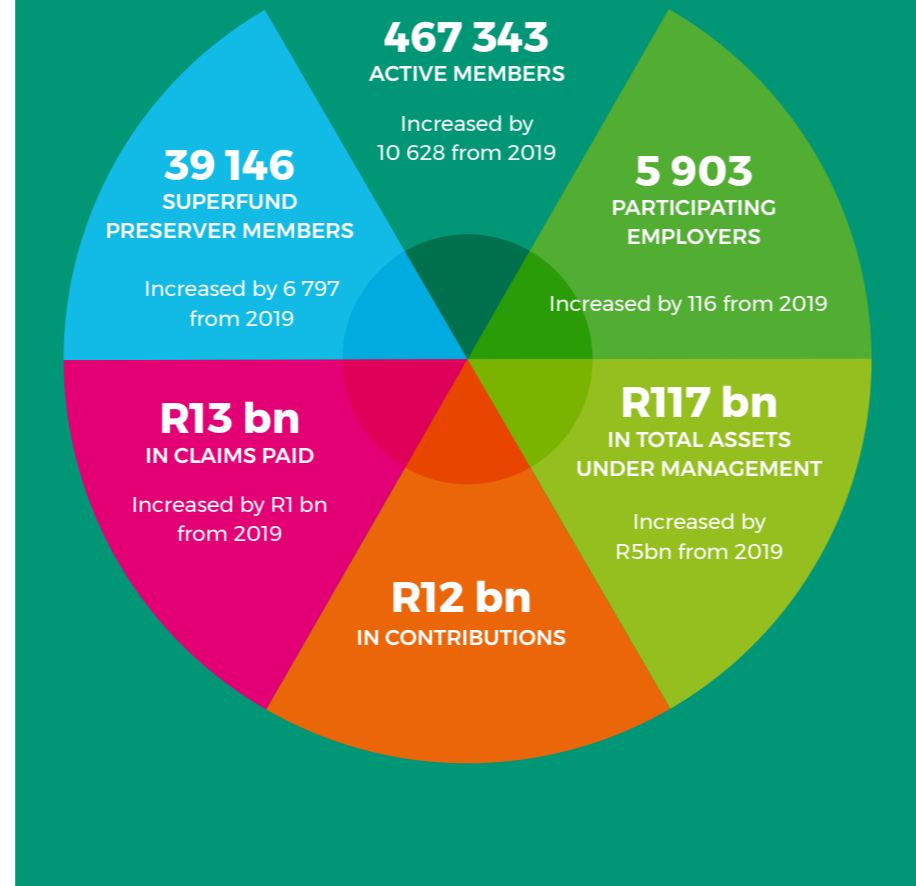
Bertie van Wyk
Chairman: Old Mutual SuperFund Management Board

Despite the challenges of Covid-19 during the year under review, Old Mutual SuperFund has remained steadfast in its promise to its members and other stakeholders, with a continued focus on the following priorities:

KEY MATERIAL PRIORITIES

- Reliable retirement outcomes for members
- Responsible investment
- Effective risk protection benefits for members
- Fair treatment of all stakeholders
- Good governance
- Value creation for all stakeholders
- Regulatory compliance
- Alignment with retirement reforms
- Contributing to transformation
- Effective communication
- Sustainable, optimal financial and investment performance
- Education for member financial wellbeing

2020 FUND GROWTH AT A GLANCE



TREATING MEMBERS FAIRLY

SuperFund:

- Is committed to member centricity
- Fully supports Treating Customers Fairly (TCF) principles and outcomes
- Applies rigorous TCF governance processes including ongoing self-assessment
- Aligns with TCF outcomes

DEFAULT PORTFOLIO INVESTMENT PERFORMANCE

The spread of COVID-19 led to markets across the world falling drastically in the first half of 2020, and South Africa was no exception. The Johannesburg Stock Exchange All Share Index (JSE ALSI) dropped by 26% over the first quarter of 2020 alone. The fund's default, the Old Mutual Absolute Growth Portfolio, has significant exposure to the JSE. As a result, the value of the assets underlying AGP also fell. However, overall performance of the Old Mutual Absolute Stable Growth Portfolio, relative to its smoothed bonus peers in the market has been satisfactory over various longer-term periods.

“We are very aware that the most concerning financial aspect of Covid-19 for most of our members is the impact the global crisis has had, and might continue to have, on their retirement savings. Fortunately for most of our SuperFund members, the Fund's primary default investment methodology, which harnesses smoothing and capital guarantees, helped to limit the impact of Covid-19 on their Fund values.”

Bertie van Wyk
Chairman: Old Mutual SuperFund Management Board

MEMBER EDUCATION AND SUPPORT

SuperFund provides an extensive programme of education and support that gives members access to an array of learning materials, workshops, online modules and financial management tools, and also ensures they benefit from appropriate at-decision input and information throughout their retirement journey. In the year under review, the following highlights were achieved:

- The Financial Wellbeing Programme content was refined using behavioural economics and the member journey framework.
- Learning content was made more relevant and applicable.
- Prompted members to take action.
- Produced induction videos and ran on-line sessions for use during lockdown.

FUND EDUCATION	FINANCIAL EDUCATION
550 sessions	30 sessions
140 employer sites 13 500 attendees	20 employer sites 700 attendees
E-LEARNING	WELLNESS DAYS
240 000 users	>18 events 1100 attendees
Main education topics Investment planning Home and vehicle purchasing	

ENHANCING SERVICE THROUGH DIGITISATION

Technology is a key enabler of enhancing the member experience and the Board recognises that it is critical to leverage every opportunity to engage, educate and empower its members. The technological developments of the last two years, combined with more recent delivery of additional digital capabilities has created a strong digital foundation that allows the Fund to achieve its vision of delivering a cohesive, multi-channel, digital member experience. Specific highlights in this regard include the following:

- The Fund's **Call Centre** provides a digital service enabling:
 - receipt of account balances;
 - redirection to the WhatsApp service
- Web functionality**
 - Member Web account statements have been enriched
 - A bulk download capability added to My Corporate Service
- The **WhatsApp** platform enables mobile self-service for:
 - Account balances
 - Claims status
 - Document downloads
 - Member education
 - Annual Member Benefit Statements
- Increased use of robotics**
 - Uses Robotic Process Automation in seven of its processes.
 - A further three processes are in various phases of development.

GOVERNANCE

Everything that Old Mutual SuperFund does is undertaken with the purpose of contributing towards helping members achieve the best possible retirement outcomes. In the year in review the Fund:

- implemented the Default Regulations guidelines that protect member interests on retirement and when leaving the Fund
- implemented the new Section 14 process to ensure members are adequately protected when transferring their employer fund
- prioritised and accelerated the digitisation of many processes
- continued to support the prioritisation of effective industry regulations

“SuperFund continued to run like clockwork over the financial year under review. The Fund experienced no significant interruptions to its management functions, investment processes or, most importantly, its member service levels. The prioritisation of good governance by the Fund over the years has been a major contributor to its ability to make a relatively seamless transition into the so-called ‘new normal’ global environment.”



Fiona Reynolds
Principal Officer: Old Mutual SuperFund