

# Retirement Income Strategy Summary

1 July 2025

Supporting our  
retired members  
and members who  
are approaching  
retirement



---

## Our vision and purpose

For over 30 years, we've been helping Australians work towards a better financial future. Supporting them through their working lives and into a secure, enjoyable retirement.

Our vision is to be Australia's first choice for retirement and investment savings. Our purpose is to help Australians achieve financial freedom. We believe that everyone is entitled to a dignified retirement and having access to quality, affordable advice is an important part of this.

### Our strategic objectives are to:

- Provide outstanding products and services to our members and the advisers who support them,
- Help make advice affordable and accessible for Australians, and
- Be the most efficient provider of super and investment products and services.

## About our Retirement Income Strategy

Everything we do revolves around one thing – helping our members achieve financial freedom.

Avanteos Investments Limited (AIL) is one of the subsidiaries of Colonial First State (CFS), and the trustee for three super funds (see the end of this document for details). The Strategy covers all members across these funds. As at 31 March 2025, AIL's membership base comprises more than 780,000 member accounts totalling over \$120 billion in funds under administration (FUA).

This large membership base positions AIL as one of the largest payers of retirement pensions in Australia.

The Strategy has been designed to help our members approaching and in retirement achieve their retirement goals through appropriate guidance and support, access to relevant products and services, and informed financial advice. We aim to make the retirement process personalised, clear and simple, all supported by digital enhancements and future plans for different levels of advice offerings.

We recognise members' needs are unique and our Strategy aims to balance the following objectives to support our members in achieving their retirement goals:

- Maximising expected retirement income,
- Managing expected risks to the sustainability and stability of members' expected retirement income, and
- Having flexible access to expected funds during retirement.

### What is retirement income?

We have defined retirement income as the after-tax sum of:

- income received from a CFS pension, and
- income received from the Age Pension.

The period of retirement is defined, for each retirement member group, as the difference between the average age that members meet retirement and the average age at life expectancy.

---

## Supporting members at different stages

To help target our Strategy we have defined three primary groups:

### Pre-retirement

Members in accumulation phase aged between 50 and 64, or older than 65 and still contributing to superannuation. Members in a Transition to Retirement (TTR) product.

### Early retirement

Members in an account-based pension product aged below 75. Members in accumulation phase aged between 65 and 74 and not contributing to superannuation.

### Later retirement

Members in an account-based pension product aged above 75. Members in accumulation phase aged above 75 and not contributing to superannuation.

Within each of these three primary groups we have further considered members' demographics and defined cohorts of members with likely similar needs before and into retirement. For example, we have considered how to best support both those members currently working with an adviser and those who are tailoring their own retirement journey.

We have also considered how different account balances and gender may impact a member's needs at different stages of their retirement. This recognises that members have different circumstances and allows our Strategy and specific strategic goals to be more tailored to each group's likely needs.

## Ongoing improvement

In formulating the Strategy, we conduct retirement surveys and member interviews, and analyse members' likely needs and preferences to better understand the makeup of our members. We monitor the effectiveness of our Strategy in supporting members before and into retirement and where appropriate make adjustments to enhance the outcomes for our members.

---

## Focus areas of our Strategy

Through in-depth analysis of internally and externally available data and research to better understand how members plan and prepare for retirement, we have considered the likely different needs of our members and the role we can play in helping to meet these now and in the future.

We have identified the following three key areas that we are focusing on to help our members successfully navigate their retirement journey:

### Retirement Products & Features:

- Access to Account Based Pension (ABP) and Transition to Retirement (TTR) products to allow members to draw down their retirement savings and retain flexible access to their funds,
- Access to growth-oriented investment options that members can select depending on their approach to risk, to help maximise funds in the lead up to and throughout retirement,
- Access to lower volatility options, including cash, to help members manage risks to the sustainability and stability of their retirement income,
- Simplified Account Based Pension offering that enables unadvised retiring members to begin access to a retirement income, and
- Access to third party annuity style products to help our members to manage inflation and longevity risk.

### Planned Enhancements:

- Enhanced product capability to assist members with better access to a range of retirement income solutions, and
- Improved communication and education to help members understand different products or investment strategies in the context of their retirement objectives.

### Member engagement:

- Supporting members with access to a broad range of financial advice options to meet varying levels of support needs at any stage of life, such as digital advice, one-off advice and comprehensive advice services.
- Segmented member education, communications and campaigns with cohort tailored messaging, and
- Provision of phone-based educational support and guidance to members on how our retirement offerings work and an affordable option to access topic-based financial advice.

### Planned enhancements:

- Expanded tailored communication and education at scale across all channels to support key decision-making,
- Enhanced member journey through member live-chat support, and
- Integrated financial health check into members' retirement journeys.

### Member experience:

- Access to a centralised online information hub that includes education contents, supporting materials and services to help our members to better understand their choices before and into retirement,
- Access to a range of online tools and calculators such as the CFS Retirement Calculator and Risk Profiler tool to assist members to better understand their risk tolerance and plan their likely income and capital needs in retirement, and
- Access to CFS' retirement ecosystem of service providers to assist member lifecycle needs such as Age Pension and Aged Care support.

### Planned enhancements:

- Further arrangements to provide relevant education, assistance and experience (e.g. wellness package and estate planning support).

We appreciate that it's often a combination of these focus areas at different stages that will help our members to fulfil their goals. Our Strategy spans these areas as needed to help meet different members' needs as they evolve over time.

---

## Managing Risks

In developing the Strategy, and when identifying future enhancements to our retirement offering, we have considered the key risks that may affect members' retirement outcomes. Our Strategy includes product solutions, guidance and support services to assist members to manage or mitigate these risks:

### Longevity risk

A risk associated with members outliving their retirement savings.

### Inflation risk

A risk that inflation may erode the value of retirement income.

### Investment risk

A risk that includes market risk, which is the risk of variable or negative investment returns and sequencing risk, which is the risk of loss due to converting assets to income at a disadvantageous time.

These risks are reviewed as part of our ongoing strategy evaluation to ensure our retirement solutions remain aligned to members' retirement needs, market conditions, and regulatory expectations.

## Funds included in the Strategy

AIL has developed the Strategy for the following superannuation funds:

- **Colonial First State FirstChoice Superannuation Trust**  
(ABN 26 458 298 557, RSE number R1056150)
- **Essential Super**  
(ABN 56 601 925 435, RSE Number R1075199)
- **Avanteos Superannuation Trust**  
(ABN 38 876 896 681, RSE number R1056594)

Information current as at 31 August 2025. Colonial First State (CFS) is Superannuation and Investments HoldCo Pty Limited ABN 64 644 660 882 and its subsidiaries which include Avanteos Investments Limited ABN 20 096 259 979, AFSL 245531 (AIL). AIL is the Trustee and issuer of products for the following funds: Colonial First State FirstChoice Superannuation Trust, Essential Super, and Avanteos Superannuation Trust. Information on this page is general in nature and does not take into account your individual objectives, financial situation, needs or tax circumstances. You can find the target market determinations (TMD) for our financial products at [www.cfs.com.au/tmd](http://www.cfs.com.au/tmd), which include a description of who a financial product might suit. Before making any financial investment decision or a decision about whether to acquire a product offered by AIL, please obtain and consider the Financial Services Guides (FSG), applicable Product Disclosure Statement (PDS), and/or relevant offer documents relating to AIL products. You can get the PDSs and the FSG from [www.cfs.com.au](http://www.cfs.com.au) or by calling 13 13 36, download the Essential Super PDS and Reference Guides at [commbank.com.au/essentialsuper-documents](http://commbank.com.au/essentialsuper-documents) or call us on 13 4074 for a copy. Originally published 1 July 2022, revised 31 August 2025. 31110/FS8149/0925