

Reporting Standard SRS 332.0

Expenses

Objective of this reporting standard

This Reporting Standard sets out requirements for the provision of information to APRA relating to expense reporting of each registrable superannuation entity, defined benefit registrable superannuation entity, pooled superannuation trust and eligible rollover fund.

It includes Reporting Form SRF 332.0 Expenses and associated specific instructions.

Authority

1. This Reporting Standard is made under section 13 of the *Financial Sector* (*Collection* of *Data*) Act 2001.

Purpose

2. Information collected under this Reporting Standard is used by APRA for the purposes of prudential supervision and publication. It may also be used by the Australian Securities and Investments Commission.

Application

3. This Reporting Standard applies to each registrable superannuation entity (RSE) licensee (RSE licensee) in respect of each RSE, defined benefit RSE, pooled superannuation trust (PST) and eligible rollover fund (ERF) within its business operations¹.

¹ For the purposes of this Reporting Standard, an 'RSE licensee's business operations' includes all activities as an RSE licensee (including the activities of each RSE of which it is the licensee), and all other activities of the RSE licensee to the extent that they are relevant to, or may impact on, its activities as an RSE licensee. For the avoidance of doubt, if the RSE licensee is trustee of more than one RSE, defined benefit RSE or

Commencement

4. This Reporting Standard commences on the day it is registered on the Federal Register of Legislation.

Reporting periods

5. Reporting periods under this Reporting Standard are each year of income of the entity.

Information required

- 6. RSE licensees must provide information required under this Reporting Standard for reporting periods ending on or after 30 June 2023.
- 7. An RSE licensee to which this Reporting Standard applies must provide information required under paragraph 6 for the reporting period ending on 30 June 2023, by 31 December 2023
- 7.8. An RSE licensee to which this Reporting Standard applies must provide information required under paragraph 6, within 3 months after the end of the relevant reporting period.

Notices

- 8.9. If, having regard to the particular circumstances of an RSE, defined benefit RSE, PST or ERF, APRA considers it necessary or desirable to obtain information more or less frequently than as provided by paragraph 5, APRA may, by notice in writing, change the reporting periods for the particular RSE, defined benefit RSE, PST or ERF.
- 9.10. Where APRA has changed the reporting periods under paragraph <u>89</u>, the RSE licensee must provide the relevant information within the time specified by the notice in writing.
- 10.11. APRA may grant, in writing, an RSE licensee an extension of a due date with respect to one or more RSEs, defined benefit RSEs, PST or ERFs within its business operations, in which case the new due date for the provision of the information will be the due date specified on the notice of extension.

Note: For the avoidance of doubt, if the due date for a particular reporting period falls on a day other than a usual business day, an RSE licensee is nonetheless required to submit the information required no later than the due date.

Form and method of submission

11.12. The information required by this Reporting Standard must be given to APRA in electronic format using an electronic method available on APRA's website or by a

ERF, the RSE licensee must separately provide the information required by the form for each RSE, defined benefit RSE or ERF within its business operations. An RSE licensee that does not have any RSEs, defined benefit RSEs or ERFs within its business operations is not required to provide information under this Reporting Standard.

method notified by APRA prior to submission.

Quality control

- 12.13. The information provided by an RSE licensee under this Reporting Standard must be the product of systems, procedures and internal controls that have been reviewed and tested by the RSE auditor of the RSE, defined benefit RSE, PST or ERF to which the information relates². This will require the RSE auditor to review and test the RSE licensee's systems, procedures and internal controls designed to enable the RSE licensee to report reliable information to APRA. This review and testing must be done on:
 - (a) an annual basis or more frequently if necessary to enable the RSE auditor to form an opinion on the reliability and accuracy of information; and
 - (b) at least a limited assurance engagement consistent with professional standards and guidance notes issued by the Auditing and Assurance Standards Board as may be amended from time to time, to the extent that they are not inconsistent with the requirements of *Prudential Standard SPS 310 Audit and Related Matters* (SPS 310).
- 13.14. All information provided by an RSE licensee under this Reporting Standard must be subject to systems, processes and controls developed by the RSE licensee for the internal review and authorisation of that information. It is the responsibility of the Board and senior management of the RSE licensee to ensure that an appropriate set of policies, procedures and controls for the authorisation of information submitted to APRA is in place.

Authorisation

- 14.15. When an officer or agent of an RSE licensee provides the information required by this Reporting Standard using an electronic format, the officer or agent must digitally sign the relevant information using a digital certificate acceptable to APRA.
- <u>15.16.</u> If the information required by this Reporting Standard is provided by an agent who submits the information on the RSE licensee's behalf, the RSE licensee must:
 - (a) obtain from the agent a copy of the completed form with the information provided to APRA; and
 - (b) retain the completed copy.
- <u>16.17.</u> An officer or agent of an RSE licensee who submits the information under this Reporting Standard for, or on behalf of, the RSE licensee must be authorised by either:
 - (a) the Chief Executive Officer of the RSE licensee; or
 - (b) the Chief Financial Officer of the RSE licensee.

² Refer also to *Prudential Standard SPS 310 Audit and Related Matters* (SPS 310).

Minor alterations to forms and instructions

<u>17.18.</u> APRA may make minor variations to:

- (a) a form that is part of this Reporting Standard, and the instructions to such a form, to correct technical, programming or logical errors, inconsistencies or anomalies; or
- (b) the instructions to a form, to clarify their application to the form,

without changing any substantive requirement in the form or instructions.

18.19. If APRA makes such a variation, it must notify each RSE licensee that is required to report under this Reporting Standard.

Interpretation

<u>19.20.</u> In this Reporting Standard:

APRA means the Australian Prudential Regulation Authority established under the Australian Prudential Regulation Authority Act 1998.

Chief Executive Officer means the chief executive officer of the RSE licensee, by whatever name called, and whether or not he or she is a member of the Board of the RSE licensee³.

Chief Financial Officer means the chief financial officer of the RSE licensee, by whatever name called.

defined benefit RSE has the meaning of defined benefit fund in subsection 10(1) of the SIS Act.

due date means the relevant due date under paragraph 7, $\underline{8}$, 9 or, if applicable, paragraph $\underline{1211}$ of this Reporting Standard.

eligible rollover fund (ERF) has the meaning given in subsection 10(1) of the SIS Act.

pooled superannuation trust (PST) has the meaning given in subsection 10(1) of the SIS Act.

reporting period means a period mentioned in paragraph 5 or, if applicable, paragraph <u>109</u> of this Reporting Standard.

RSE means a registrable superannuation entity as defined in subsection 10(1) of the SIS Act that is not a defined benefit RSE, pooled superannuation trust, ERF, small

³ Refer to *Prudential Standard SPS 510 Governance*.

APRA fund or single member approved deposit fund⁴.

RSE auditor means an auditor appointed by the RSE licensee to perform functions under this Reporting Standard.

RSE licensee has the meaning given in subsection 10(1) of the SIS Act.

SIS Act means Superannuation Industry (Supervision) Act 1993.

- 20.21. In this Reporting Standard, unless the contrary intention appears, a reference to an Act, Regulation, Prudential Standard, Reporting Standard, Australian Accounting Standard or Auditing Standard is a reference to the instrument as in force or existing from time to time.
- 21.22. Where this Reporting Standard provides for APRA to exercise a power or discretion, this power or discretion is to be exercised in writing.

⁴ For the purposes of this Reporting Standard, 'pooled superannuation trust' has the meaning given in section 10(1) of the SIS Act, 'small APRA fund' means a superannuation entity that is a regulated superannuation fund, within the meaning of the SIS Act, which has fewer than five members and 'single member approved deposit fund' means a superannuation entity that is an approved deposit fund, within the meaning of the SIS Act, and has only one member

Reporting Form SRF 332.0

Expenses

Instruction Guide

This instruction guide is designed to assist in the completion of Reporting Form SRF 332.0 Expenses (SRF 332.0).

General directions and notes

Reporting level

SRF 332.0 must be completed by the RSE licensee for each RSE, defined benefit RSE, PST and ERF.

Reporting tables

Tables described in this reporting form list each of the data fields required to be reported. The data fields are listed sequentially in the column order that they will appear in the reported data set. Constraints on the data that can be reported for each field have also been provided.

The Unique identifier column indicates which field or fields form the primary key of the table. Where a field has 'Y' in the Unique identifier column, this denotes that this field forms part of the primary key for the table. A blank cell in the Unique identifier column means that the field does not form part of the primary key for the table. Any specific combination of values in the fields that form the primary key of a table must not appear on more than one row in that table when reported.

Reporting basis and unit of measurement

RSE licensees must report all items on SRF 332.0 in accordance with the Australian Accounting Standards unless otherwise specified.

The total service arrangement cost amounts and total service arrangement investment cost amounts reported in SRF 332.0 should reflect the total

SRF 332.0 Instructions - 1

expenses in the RSE, defined benefit RSE, PST or ERF's financial statements. Amounts in SRF 332.0 should and are to be reported on an accrual's basis.

Amounts in SRF 332.0 are to be reported on an APRA look-through basis.⁵ The look-through chain will end with the expenses from the last *related connected entity* to the first entity that is not a *related connected entity*.

Amounts in SRF 332.0 are to be reported as percentages or whole numbers. Percentages are to be reported as an unconverted number to two decimal places. For example, 12.34 per cent is to be reported as 0.1234.

Items on SRF 332.0 must be reported as at the end of the reporting period or with respect to transactions that occurred during the reporting period. Unless otherwise specified, report information with respect to transactions that occurred during the reporting period.

These instructions specify the reporting basis and unit of measurement that applies to each item.

⁵ APRA look-through means where the expense is in relation to any money, consideration or other benefit given to an entity (the *receiving entity*):

- where the *receiving entity* is the RSE licensee: by the RSE (the *paying entity*);
- where the *receiving entity* is a *related connected entity*: by the RSE; RSE licensee or a *related connected entity* (the *paying entity*); or
- where the *receiving entity* is not a-*related connected entity*: by the RSE or RSE licensee (the *paying entity*);

APRA expects RSE licensees to obtain information about the following in order to report *service provider* details in Table 1 and classify relevant cost amounts under the relevant *expense group type*-and, *expense type* and *service arrangement engagement type* categories for reporting in Table 2 and Table 3 of SRF 332.0 details of the *receiving entity*; the relationship between the *receiving entity* and the RSE licensee; the purpose for which the money consideration or other benefit is given (the purpose of the service provided to the RSE); and the way in which the money, consideration or other benefit is used by the *receiving entity*, and any entity with which that entity deals, including the extent to which, for the RSE licensee or a *related connected entity*, the *receiving entity*'s profit is attributable to that money, consideration or other benefit in order to classify relevant amounts under the relevant *expense group type*-and, *expense type* and *service arrangement type* categories.

Definitions

Terms highlighted in *bold italics* indicate that the definition is provided in *Reporting Standard SRS 101.0 Definitions for Superannuation Data Collections* (SRS 101.0).

Specific instructions

Table 1: Service Payees and service providers

Report all service provider and other payee expenses paid over the reporting period in Table 1 on a look-through basis.

Where a payment is made by the entity or on behalf of the entity to an industrial body, report the details of the industrial body as the service provider for that expense in Table 1, and report the service provider type as '*Industrial Body*'.

For all other expenses, if there is no *related connected entity*, report the receiving entity. If expenses are with a *related connected entity*, report the last *related connected entity* in the look-through chain[®].

RSE licensees do not need to report individual payees and may report one service provider identifier with the Service Provider Name Text as 'multiple payees' where the following conditions are met:

- Service Provider Type is '*Other Payee*';
- Service Provider Relationship Type is 'None';
- Responsible Person Service Provider Relationship Indicator is 'No'; and
- There are no expenses with the payee which are classified as:
 - Expense type is *Political Donation*; or
 - Expense group type is *Marketing* expenses (excluding expense type *Sponsorship*) of more than \$10,000

For accounting adjustments, where the payee of the associated expense can be identified, report the payee, otherwise report the RSE licensee as the payee.

⁶ In accordance with subsection 13(4D)(a) and 13(4D)(c) of the Financial Sector (Collection of Data) Act 2001, report details of the receiving entity; and if the receiving entity is not the RSE licensee--the relationship between the receiving entity and the paying entity.

Column	Field name	Unique identifier	Applicable to	Valid values	Description
1	Service Provider Identifier	Y	All filers	No more than 20 alpha- numeric characters (with no special characters)	Report the <i>service provider identifier</i> .
2	Service Provider Name Text		All filers	Free text	Report the name of the <i>service</i> <i>provider</i> , or for accounting expenses report the name of the accounting <i>expense</i> .
3	Service Provider Australian Business Number		All filers	11 digit valid ABN	Report the <i>service provider ABN</i> .
4	Service Provider Type		All filers	 Industrial Body Industry Association Material Service Provider RSE licenseeLicensee Promoter Other Service Provider Other Payee 	Report the service provider type for the counterparty to the payment.

Column	Field name	Unique identifier	Applicable to	Valid values	Description
5	Service Provider Relationship Type		All filers	 None Parent Indirect Parent Subsidiary Indirect Subsidiary RSEL Group Company Other Related Party 	Report the service providerrelationship type. The serviceprovider relationship type mustreflect any relevant duty or arelevant interest in accordance withPrudential Standard SPS 521Conflicts of Interest other thanwhere responsible persons have arelationship with the serviceprovider, regardless of whether theservice provider or payee is arelated party
6	Service Provider Shareholding Relationship Percent		All filers	Percentage to 2 decimal places	Report the <i>service provider</i> <i>shareholding relationship level</i> (relative to the RSE licensee) as a percentage. <u>Include any indirect</u> <i>shareholding</i> .
7	Service Provider Shareholding Relationship Detail Text		All filers	Free text	Report further detail on the <i>service</i> provider shareholding relationship.
8	Responsible Person Service Provider Relationship Indicator		All filers	YesNo	Report whether any <i>responsible</i> <i>persons</i> of the RSE licensee have a <i>relationship with the service</i> <i>provider</i> which results in a relevant duty or a relevant interest in accordance with <i>Prudential</i> <i>Standard SPS 521 Conflicts of</i> <i>Interest</i>
9	Responsible Person Service Provider		All filers	Free text	If <i>responsible persons</i> have a <i>relationship with the service</i>

Column	Field name	Unique identifier	Applicable to	Valid values	Description
	Relationship Text				<i>provider</i> which results in a relevant duty or a relevant interest in accordance with <i>Prudential</i> <i>Standard SPS 521 Conflicts of</i> <i>Interest,</i> report details of the <i>relationship with the service</i> <i>provider.</i>
10	Service Provider Relationship Other Text		All filers	Free text	Report other relationships.
11	Service Arrangement Outsourced Indicator		All filers	 Insourced Outsourced Not Applicable 	Report whether the <i>service</i> <i>arrangement</i> is <i>insourced</i> or <i>outsourced</i> .

Table 2: Administration and other expenses reporting

Report all administration and other (non-investment management) expenses for the reporting period in Table 2 on a look-through basis. Where a payment is made by the entity or on behalf of the entity to an *industrial body*, report the details of the *industrial body* as the service provider for all expenses in Table 1, and report the service provider type as *industrial body*.

For all other expenses, if there is no *related-connected entity*, report the total expenses with the receiving entity. If expenses are with a *related connected entity*, report the total cost amount from the last *related-connected entity* in the look-through chain to the first entity that is not a *related connected entity*. For each entity in the look-through chain, report any expense not on paid to a further *related connected entity*. Classify the amount for each relevant *expense group type-and, expense type and service arrangement engagement type* for which the entity provides a service to the RSE, including the extent to which, for each *related connected entity* in the look-though chain, that entity's profit is attributable to that expense amount.

For *accounting adjustments*, where the associated purpose can be identified, report the purpose and the engagement type of *accounting adjustment*, otherwise report the purpose as *accounting adjustment*. For example, report depreciation against expense type *capital expenditure* with the *service arrangement engagement type* as *accounting adjustment*. Where the payee of the associated expense can be identified, report

the payee, otherwise report the RSE licensee as the payee.

Where *staff wages*, *travel*, *training*, *entertainment* or *conference expenses* are incurred by the RSE licensee specifically in relation to another expense type such as *call centre services* or *account administration*, report the expense against the relevant *expense type* with *service arrangement engagement type* of *RSE licensee travel entertainment and conferences*.

Where *travel*, *training*, *entertainment* or *conference* expenses are incurred by the RSE licensee in relation to central functions, report the expense against the *travel*, *training*, *entertainment* or *conference fund operations and corporate overheads expense type* with *service arrangement engagement type* of *RSE licensee*-travel entertainment and conferences.

Where *capital expenditure* expenses are incurred by the RSE licensee specifically in relation to another expense type such as *call centre services* or *account administration*, report the expense against the relevant *expense type*. Where *capital expenditure* expenses are incurred by the RSE licensee in relation to central functions, report the expense against the *capital expenditure expense type*.

Where *IT services* expenses are incurred by the RSE licensee specifically in relation to another expense type such as *call centre services* or *member account administration*, report the expense against the relevant *expense type*. Where *IT services* expenses are incurred by the RSE licensee in relation to central functions, report the expense against the *IT services expense type*.

Column	Field name	Unique	Applicable to	Valid values	Description
		identifier			
1	Service Provider	Y	All filers	No more than 20 alpha-numeric	Report the <i>service provider</i>
	Identifier			characters (with no special	identifier.
				characters)	5
2	Superannuation Fund Or	Y	All filers	• RSE	Report the RSE , DB RSE , PST or
_	Licensee Type	-		• DB RSE	<i>ERF</i> indicator.
	Licensee Type				EKI malcator.
				• PST	
				• ERF	

Column	Field name	Unique identifier	Applicable to	Valid values	Description
3	Expense Group Type	Y	All filers	 Administration Services Advice Member Services Marketing Trustee Board Fund Operations and Corporate Overheads Profit Other 	Report the <i>expense group</i> . Where the expense is paid to the RSE licensee or a related connected entity, and the expense is for the purpose of multiple expense group types, the expense must be apportioned across the expense groups to which it relates.
4	Expense Type	Y	All filers	See Lists at the end of these Instructions	Report the <i>expense type</i> . Where the expense is paid to the RSE licensee or a related connected entity, and the expense is for the purpose of multiple expense types, the expense must be apportioned across each the expense type to which it relates.
5	Service Arrangement Inclusions Exclusions Text	Y	All filers	Free text	Report the detail of how the <i>service</i> <i>arrangement</i> differs with particular inclusions or exclusions. For example, if the general administration service provider excludes the call centre function, highlight this here and include a separate row for the call centre function service provider under 'member services' service type category.

Column	Field name	Unique identifier	Applicable to	Valid values	Description
					If there are no inclusions or exclusions applicable to the expense, report 'Not applicable'.
6	Service Arrangement Engagement Type		All filers	 Other <u>Payments</u> <u>Ongoing</u> Payment To Service Provider Consultant Fees <u>RSE Licensee</u> Staff Wages Accounting Adjustments <u>RSE Licensee</u> Travel Entertainment And Conferences Director Remuneration <u>Executive Remuneration</u> <u>Donation To Political Party</u> 	Report the <i>engagement type</i> .
7	Proportion Of Assets Service Provided Percent		All filers	Percentage to 2 decimal places	Report the <i>proportion of assets to</i> which service is provided.
8	Proportion Of Members Service Provided Percent		All filers	Percentage to 2 decimal places	Report the <i>proportion of members</i> to which service is provided.
9	Service Arrangement Registrable Superannuation Entity Or Member Cohort Different Cover Text		All filers	Free text	If the <i>proportion of members to</i> <i>which service is provided</i> is not 100%, report the description of the member cohort covered and / or not covered under this <i>service</i> <i>arrangement</i> .
10	Payment SPS 515 Materiality Indicator		All filers	YesNo	Report whether this expense is material for the purposes of <i>SPS</i>

Column	Field name	Unique	Applicable to	Valid values	Description
		identifier			
					515 materiality.
11	Service Arrangement Cost		All filers	Whole dollars	Report the <i>total cost of the service</i>
	Amount				arrangement.
12	Related Party Indicator		All filers	• Yes	Report whether the expense is
				• No	classified as an <i>expense with a</i>
					related party.

Table 3: Investment management expenses

Report all investment related expenses for the reporting period in Table 3 on a look-through basis. If there is no *related connected entity*, report the total cost amount with the receiving entity. If expenses are with a *related connected entity*, report the total cost amount from the last *related connected entity* in the look-through chain to the first entity that is not a *related connected entity*. For each entity in the look-through chain, report any expense not on paid to a further *related connected entity*. Classify the amount for each relevant *expense service type* and *asset class sector type* for which the entity provides a service to the RSE, including the extent to which, for each *related connected entity* in the look-though chain, that entity's profit is attributable to that expense amount.

Column	Field name	Unique identifier	Applicable to	Valid values	Description
1	Service Provider Identifier	Y	All filers	No more than 20 alpha-numeric characters (with no special characters)	Report the <i>service provider identifier</i> .
2	Superannuation Fund Or Licensee Type	Y	All filers	 RSE DB RSE PST ERF 	Report the RSE , DB RSE , PST or ERF indicator.

Column	Field name	Unique identifier	Applicable to	Valid values	Description
3	Investment Expense Service Type	Y	All filers	 Investment Administration Investment Consulting Investment Management Brokerage Custody Asset Consultant Implemented Consultant Investment Research Profit Valuation Other 	Report the <i>expense service type</i> .
4	Investment Asset Class Sector Type	Y	All filers	 Cash Fixed Income Equity Property Infrastructure Alternatives Not Applicable 	Report the <i>asset class sector type</i> .
5	Investment Listing Type	Y	All filers	 Listed Unlisted Not Specified Not Applicable 	Report the <i>listing type</i> of the investment.
6	Investment Domicile Type	Y	All filers	 Australian Domicile International Domicile Not Specified Not Applicable 	Report the <i>domicile type</i> of the investment.
7	Asset Class Description	Y	All filers	Free text	Report the asset class further

Column	Field name	Unique identifier	Applicable to	Valid values	Description
	Text				description.
8	Service Arrangement Inclusions Exclusions Text	Y	All filers	Free text	Report the detail of how the <i>service</i> <i>arrangement</i> differs with particular inclusions or exclusions. For example if the general administration service provider excludes the call centre function, highlight this here and include a separate row for the call centre function service provider under 'member services' service type category. If there are no inclusions or exclusions applicable to the expense, report 'Not applicable'.
9	Service Arrangement Engagement Type		All filers	 Other <i>PaymentsOngoingPayments</i> <u>Ongoing</u> Payment To Service Provider Consultant Fees RSE Licensee Staff Wages 	Report the <i>engagement type</i> .
10	Investment Market Value Amount		All filers	Whole dollars	Report the <i>market value of investments</i> .
11	Proportion Of Assets Service Provided Percent		All filers	Percentage to 2 decimal places	Report the <i>proportion of assets to</i> which service is provided.
12	Proportion Of Members Service Provided Percent		All filers	Percentage to 2 decimal places	Report the <i>proportion of members</i> to which service is provided.
13	Service Arrangement		All filers	Free text	If the proportion of members to

Column	Field name	Unique identifier	Applicable to	Valid values	Description
	Registrable Superannuation Entity Or Member Cohort Different Cover Text				<i>which service is provided</i> is not 100%, report the description of the member cohort covered and / or not covered under this <i>service arrangement</i> .
14	Payment SPS 515 Materiality Indicator		All filers	YesNo	Report whether this expense is material for the purposes of <i>SPS</i> <i>515 materiality</i> .
15	Service Arrangement Investment Management Cost Amount		All filers	Whole dollars	Report the <i>total cost of the service arrangement</i> .
16	Related Party Indicator		All filers	YesNo	Report whether the expense is classified as an <i>expense with a related party</i> .

Table 4: Related Party reporting

Report all profit attributable to RSE expenses for the reporting period in Table 4 for each related connected entity on a look-through basis⁷ where the related connected entity's dividend payments or retained earnings are attributable to RSE expense amounts.

⁷ In accordance with subsection 13(4D)(a) and 13(4D)(c) of the Financial Sector (Collection of Data) Act 2001, report details of the receiving entity; and if the receiving entity is not the RSE licensee--the relationship between the receiving entity and the paying entity.

Column	Field name	<u>Unique</u> identifier	Applicable to	Valid values	Description
1	Service Provider Identifier	Y	<u>All filers</u>	No more than 20 alpha-numeric characters (with no special characters)	<u>Report the service provider</u> <u>identifier.</u>
2	Expense Category Type		<u>All filers</u>	Administration And Other <u>Expenses</u> Investment Management <u>Expenses</u>	Report the <i>Expense Category Type</i> .
3	Profit Attributable To <u>RSE</u> Expense <u>Amounts</u>		All filers	Whole dollars	• <u>Report the <i>profit</i></u> <u>attributable to RSE expense</u> <u>amounts.</u>

Lists

Expense type	The expense type options when Administration Services is selected as the
	expense group option are:
	Complaints And Feedback Handling
	Member Communication
	Insurance Administration
	Member Account Administration
	• Other
	The expense type options when Advice is selected as the expense group
	option are:
	Intra Fund Advice

•	Financial Planners
•	Financial Planning Payments To Externals
	cpense type options when Member Services is selected as the expense
	option are:
	Call Centre Services
•	Development And Maintenance Of Website And Other Dig
	Tools
•	Research and Data Analytics
•	Member Education
•	Member Wrap Platform
•	<u>Other</u>
The <i>e</i> .	<i>spense type</i> options when <i>Marketing</i> is selected as the <i>expense</i>
	option are:
•	Advertising Or Marketing
•	Consumer Testing
•	<u>Member Campaigns</u>
•	Research and Data Analytics
•	<u>Sponsorship</u>
•	Other
The <i>e</i> .	<i>xpense type</i> options when <i>Trustee Board</i> is selected as the <i>expense</i>
<u>group</u>	option are:
•	Board And Board Committees
•	Training
•	<u>Other</u>
The <i>e</i> .	xpense type options when Fund Operations and Corporate
<u>Overh</u>	eads is selected as the expense group option are:
•	Accounting and Finance

Actuarial Services
Accounting Adjustments
• Capital Expenditure
• Conferences
<u>Research and Data Analytics</u>
• Entertainment
• External Audit
• Internal Audit
• IT Services
• Human Resources
• Legal
• <u>Memberships</u>
Merger Investigation
Merger Implementation
Motor Vehicles Political Donations
• Premises
Professional Indemnity
<u>Regulatory Levies</u>
<u>Risk and Compliance</u>
Strategy And Planning
• Training
• Travel
• Other
The expense type option when Other is selected as the expense group
option is:
• Other