

buying your
first home?
FIND OUT MORE

UniSteps
Our new 'set and forget'
investment option
FIND OUT MORE

helpline
0800 864 724
hours
9am to 7pm
monday to friday

see the
latest returns

benefit payments over
the holidays

Total savings per year (net)
\$8,819.00
Extra savings over \$10k/year
\$2,809.00

Take a look at UniSteps

UniSteps is now available. UniSteps is a 'set and forget' investment option that shifts your savings to a more conservative mix of investments as you get closer to retirement. Up until age 45, your savings are invested to approximately 80% in growth assets. From then, the percentage of growth assets is reduced gradually so that your savings are invested in predominantly income assets from age 69. The mix of growth and income assets changes automatically, which means there's less need for you to review your investment choice as you get older.

Please make time to read about this new investment option on our website. You can switch to UniSteps at any time. Sign in to your member account and make the change online or download a *Change of investment* form. As with any investment change you make, it won't take effect until the 1st of the following month.

New asset classes on their way

In our last newsletter, we reported our decision to introduce two new asset classes to the portfolio: global listed infrastructure and global high-yield debt. The intention is to diversify the portfolio further and improve the risk/return relationship of Growth, Balanced and Conservative. We had hoped to introduce the new asset classes on 1 November 2017. However, we are currently working through a number of technical issues, which will delay implementation until early 2018.

Updated disclosure documents

All issuers of investment products are required to produce a range of documents in a prescribed format to make it easier for investors to compare investments. We updated this material on 1 November principally to reflect the introduction of UniSteps. We updated the *Statement of Investment Policy and Objectives (SIPO)*, *Product Disclosure Statement (PDS)* and other material information documents. You can view the documents at www.companiesoffice.govt.nz/disclose. The new SIPO and PDS are available on the website under 'Documents and forms'.

Brickbats and bouquets

We're always happy to hear from members whether it's to comment on the strengths of the scheme or to point out something we could be doing better. We do have a formal process in place if you have a complaint or concern. Contact the trustee, and we will work with you to resolve the issue. If we are unable to settle the matter to your satisfaction, Financial Services Complaints Limited (FSCL) will be able to consider your complaint. FSCL operates an approved dispute resolution scheme of which UniSaver is a member. FSCL will not charge a fee to any complainant to investigate or resolve a complaint.



Benefit payments over the holidays

Remember, the last payment date for benefits for 2017 will be Thursday 21 December. This applies to all benefits including partial withdrawals, first-home benefits, leaving service payments and withdrawals from deferred member accounts. For a pre-Christmas payment, Mercer needs to receive the completed form from you (or Payroll in the case of leaving service payments) by **Friday 15 December**. Payment requests received after this date will be processed from Wednesday 3 January. If you want to change your investment choice over this period, please request your change by Friday 29 December. Your change will then be processed in January 2018, and any request for an investment switch will occur once the crediting rates for the month of December 2017 have been determined (in line with normal monthly investment-switching practices).

Get your account statement online

We send you an account statement each year. Statements for the year to 31 December 2017 will be sent out at the end of March. If you like, we can email you a link rather than post it. You just need to change your communication preferences online. When you sign in to the website, you'll be prompted to update your details. You'll see your current 'Communication preferences' listed at the top of the 'Personal details' screen. Your email address is shown on the same screen. Choose the 'Update your current details' link at the bottom of the page to change your preferences.

About 70% of members choose to get their statement online.

Latest returns (after tax and expenses)

Interest rates are declared at the end of each scheme year based on investment returns and investment and operating expenses. Estimated returns are used to calculate account balances and benefit payments throughout the year.

	Estimated returns % October 2017	Estimated returns % 10 months to 31 October 2017	Declared returns % Year to 31 December 2016
Growth	3.66	15.67	5.66
Balanced	2.69	11.92	5.27
Conservative	1.21	6.10	4.02
Cash	0.15	1.41	1.86

The latest returns are published on the website each month (usually about the 20th of the month following). Look for the 'Latest returns' link on the home page.

Got a question?

Visit our website unisaver.co.nz or call our helpline team on 0800 864 724

The helpline hours are 9am to 7pm, Monday to Friday (except public holidays).

