



Annual Report



**New Zealand Fire Service
Superannuation Scheme**

for the year ended 31 March 2022



Scan with your
smartphone to visit
www.firesuper.org.nz

Year snapshot

for year ended 31 March 2022

Money facts

\$530.4m

net assets at year end

\$8.6m

member contributions

\$0.3m

voluntary member contributions

\$13.1m

employer contributions

\$24.8m

benefits paid

\$15.1m

growth for the year

Member facts

1,884

contributing members at year end

96

new members joined

33

net member growth

277

non-contributory (including deferred) members at year end

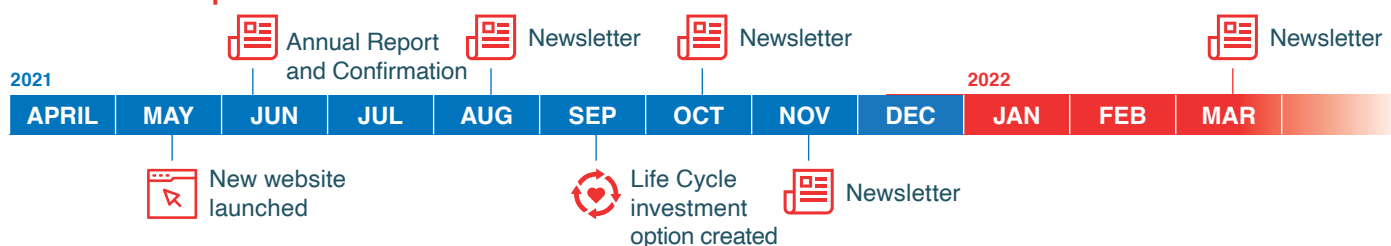
9

members retired

211

deferred members

Scheme developments



| Year ended 31 March | 2022 | 2021 | 2020 |
|---------------------------|--------|--------|--------|
| Investment option* | | | |
| Growth | 6.13% | 29.46% | -5.96% |
| Balanced | 3.10% | 20.82% | -3.01% |
| Conservative | -0.87% | 9.17% | 0.71% |
| Cash | 0.37% | 0.53% | 1.26% |
| Scheme net assets | | | |
| 01 April (millions) | \$515 | \$429 | \$449 |
| 31 March (millions) | \$530 | \$515 | \$429 |

This report has been produced by the Trustee to provide you with an understanding of how the Scheme has operated over the 12 months to 31 March 2022. It should be read in conjunction with the Scheme's Product Disclosure Statement and the information available at www.firesuper.org.nz and www.disclose-register.companiesoffice.govt.nz. Online tools can help you plan for your future retirement, and www.Sorted.org.nz has a good Retirement Planner that shows you what your future retirement may look based on information you enter.

*Earnings credited after expenses and tax

Chairman's report

As Chairman of the Trustee Directors, I am pleased to present the FireSuper Annual Report for the year ended 31 March 2022.

Financial year

For the first half of the year, the post-lockdown economic recovery was accompanied by strong equity market performance but more muted returns from bonds. However, inflation fears, concerns about the China property market and further lockdowns due to the spread of the omicron COVID-19 variant rattled markets towards the end of 2021. The Russian invasion of Ukraine in February 2022 added to concerns, resulting in sharp falls in share and bond prices over the first three months of 2022.

The surge in inflation was the main surprise over the past year, driven by disruptions in global supply chains, ultra-accommodative monetary and fiscal policy, combined with very strong consumer demand as economies reopened. This was exacerbated by surging commodity prices, particularly energy and food, as a result of the war in Ukraine.

The relatively strong performance of global share markets between April and December 2021, was followed by a sharp turnaround in the first quarter of 2022. As a result, markets saw a very mixed result for the year to 31 March 2022. Overall, global shares returned around 9% for the year with the US, the UK and Australia, achieving strong returns. However, for emerging markets, in particular China, and in Europe, returns for the year were negative. The New Zealand market was also weak, falling 2.9% for the year. Meanwhile, bond markets, both globally and here in NZ, ended up posting significant losses over the period. You can read an extended investment market commentary at www.firesuper.org.nz/latest-news.

While the Growth option recorded a solid enough outcome, performance for the Conservative option (which posted a small loss for the year) and, to a lesser extent, the Balanced option were more adversely impacted by the negative returns from bond markets.

After the very strong returns that members received for the 2020/21 period, this year has provided a reminder that investment markets can be volatile, especially over shorter timeframes. With saving for retirement, it is important to focus on the long term and not be too alarmed by short term fluctuations, which are a normal part of the investment cycle.

Life Cycle investment option launched

You may recall we launched a new investment option called Life Cycle last year. It works slightly differently to the other four investment options as Life Cycle automatically adjusts (downwards) the risk/return profile as members get closer to retirement age. Life Cycle is open to all members, and you can read more in the Product Disclosure Statement on the

FireSuper website (www.firesuper.org.nz). You can switch to this investment option by signing into your account online.

Your contact details

We have been making various improvements to FireSuper (including launching a new website and introducing a new investment option) over the last year following the Scheme survey we held in January 2021. One of the clearest responses we received is that members prefer to receive Scheme communications by email. To help ensure important information reaches you promptly, please log into your account at www.firesuper.org.nz and check that your contact details, especially your email address, are up to date.

Financial advice resources

Under the 'Resources' tab on our website we have published a 'financial advice' page with links to organisations that offer independent financial education, budget support, and online money planning tools. As seen in recent years, investment markets can be volatile so having a clear investment strategy developed in partnership with a financial adviser could help you achieve the retirement lifestyle you want.

We have also published a glossary of investment terms to help with understanding any unfamiliar words, and a video on how share market cycles work.

Acknowledgements

Thank you to my fellow Trustee Directors and the Scheme's advisers (listed on pages 11 and 13) for their continued support this year. I would also like to take this opportunity to thank Philippa Kalasih for her excellent work as Scheme Secretary over the past 3 years and to welcome her replacement, Jenny Taylor, into this role. Jenny is very familiar with the Scheme, having worked alongside Philippa over recent years.

I highly recommend you read this annual report as it includes important information about your retirement savings, and the Scheme's performance this financial year. We also feature Rick Finlayson, who has been a member of FireSuper for over 30 years. Rick shares his experience of long-term saving and what he looks forward to in retirement.

Give the Helpline team a call on 0800 MY SUPER (0800 69 78737) if you have any questions about this annual report, your annual confirmation, or your account.



Denis Fitzmaurice
Chairman
FireSuper Trustee Limited

Investment expectations

The Scheme offers you a choice of five investment options that have been designed to give you the ability to choose a solution that best matches your personal preferences and life stage. The choices range from a higher-risk Growth option that is invested predominantly in assets such as shares and property, through to the low-risk Cash option. Additionally, you can choose the recently-launched Life Cycle option which uses the Growth, Balanced, and Conservative options as building blocks and progressively reduces your risk/return profile over time.

The Trustee sets investment expectations for each investment option based on the underlying asset allocation. These expectations vary across each investment option according to the characteristics of the underlying investments. For example, the Cash option is constructed with a focus on there being low risk of a member incurring a loss in any year, while other options aimed at potentially higher returns increase the likelihood and magnitude of short-term negative returns ('risk').

The expectations are generally set in relation to changes in consumer prices, because at the end of the day what matters is how your retirement savings have performed in relation to what your money will buy. The more we strive to 'beat' the Consumer Price Index (CPI), the greater the risk, so the Trustee sets those expectations over longer time frames to allow for bad years as well as good.

The expectations are based on what our investment consultant currently believes are the best estimates looking ahead for the returns and risks from investing in the various asset classes.

More information about the Scheme's investments can be found in the Statement of Investment Policy and Objectives (SIPO), available for download from www.firesuper.org.nz and www.disclose-register.companiesoffice.govt.nz.

As at 31 March 2022, our return expectations, after deducting fees, administration expenses and tax, for the four core investment options were:

Growth

CPI plus 3% to 3.5% per annum over 10 years plus

Balanced

CPI plus 2% to 2.5% per annum over 10 years plus

Conservative

CPI plus 0.5% to 1.0% per annum over 10 years plus

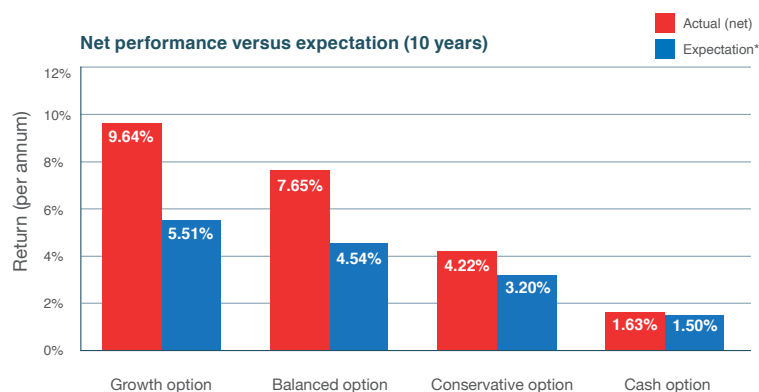
Cash

To perform broadly in line with the after-tax movement of the S&P/NZX Bank Bills 90-Day Index.

(The Life Cycle investment option uses the Growth, Balanced and Conservative investment options as building blocks. As such, there are no specific investment expectations for the Life Cycle investment option.)

The following graph shows each option's net performance against expectation over the last 10 years for each core investment option:

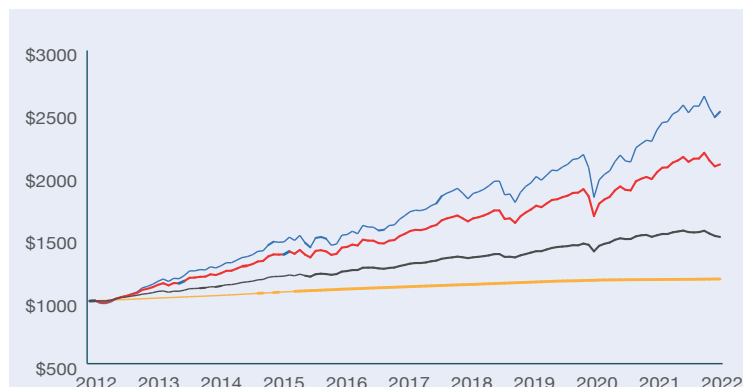
Overall long-term performance for each core investment option



Outcome

Each investment option has exceeded its expectation over the last 10 years. This was primarily due to the strong performance of growth assets (shares and listed property) over the period.

* The Trustee's return expectations are that the Cash option will perform broadly in line with the S&P/NZX Bank Bills 90-Day Index adjusted for tax and for the other options to exceed inflation by various margins. These margins have changed through time but on a forward-looking basis they are currently: 3-3.5% for the Growth option, 2-2.5% for the Balanced option and 0.5-1.0% for the Conservative option. Where applicable, the mid-point of the margin range has been used in the calculations.



How have the investment options performed over the last 10 years?

Growth of \$1,000 (after expenses and tax) over 10 years ended 31 March 2022

— Growth
— Balanced
— Conservative
— Cash

Investment managers

We employ managers for the different asset types and review the performance of each manager each quarter, meet them face-to-face once every two years, or more often if necessary, and change managers if we think that this is in the best interest of members.

The managers and the asset class(es) they manage for the Scheme are:

ANZ Investments

- New Zealand fixed interest and cash/cash equivalents
- International listed property via Resolution Capital

Direct Capital

- New Zealand unlisted equities

First Sentier Investors

- International listed infrastructure

Harbour Asset Management

- Australasian equities

Mercer (N.Z.) Limited

- International equities – via Legal & General Investment Management for developed markets and Blackrock for emerging markets

Russell Investment Group

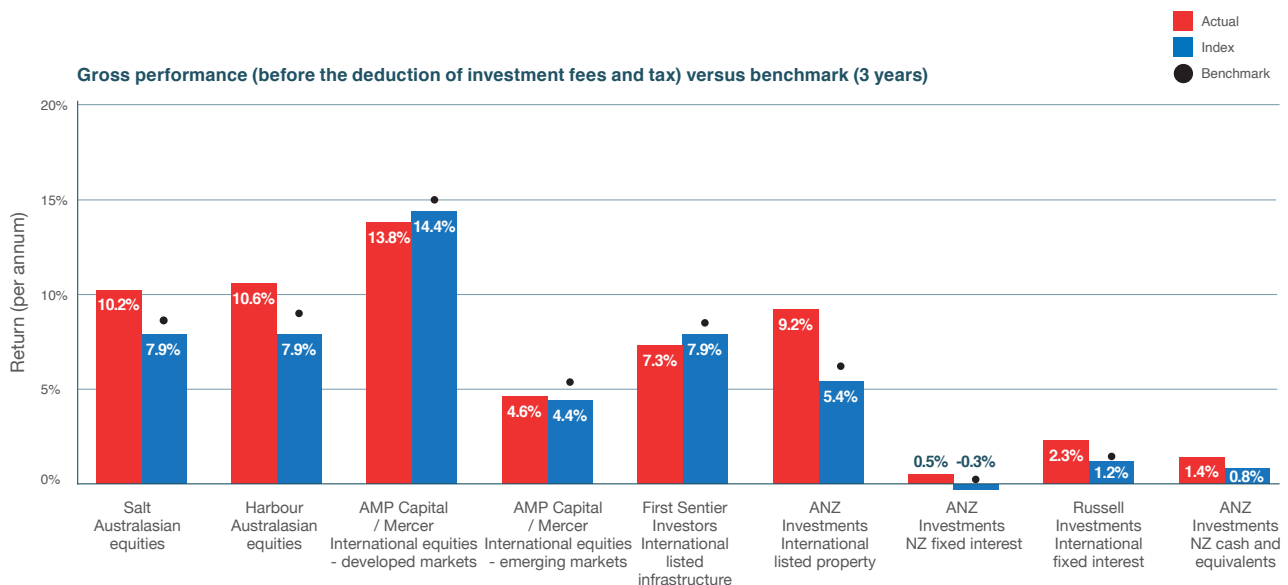
- International fixed interest – manager of managers

Salt Funds Management

- Australasian equities

Performance

The performance of each manager is regularly assessed against a 'benchmark' relevant to the asset class in which it invests. For example, if a manager is investing in fixed interest, its benchmark will be a margin over an appropriate fixed interest index. The following graph shows the managers' performance over the past three years.



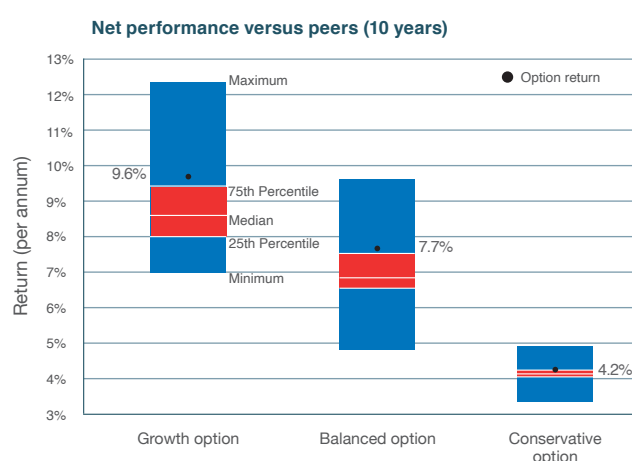
Outcome

Most managers met the targets set by the Trustee over the three-year period, the exceptions being international equities and international listed infrastructure. The Scheme moved to a passive strategy for the developed markets portion of global equities during the year. Emerging markets remain actively managed.

Scheme costs

Investment option performance compared to KiwiSaver schemes

It's also important to know how the Scheme's three diversified, core investment options have performed relative to other schemes with a similar mix of assets. The following graph compares the net performance of the Growth, Balanced and Conservative options against the Morningstar database of KiwiSaver schemes.



For each investment option the chart shows the range of returns by other providers.

Each option outperformed the median fund in their peer universe over the last 10 years, and the Growth and Balanced options sit above the upper quartile.

For further information about each option's investment performance, refer to the fund updates which are available at www.firesuper.org.nz and also on www.disclose-register.companiesoffice.govt.nz.

Overall operational expenses and base investment management fees (excluding performance fees) for the year totalled \$2.562 million, down from \$3.090 million last year. Operational expenses were up \$148,979 to \$865,704 this year.

Some investment managers deduct fees directly from their funds. Others bill the Scheme for fees in accordance with the investment management agreements in place. The Trustee discloses both types of investment fees paid in the expenses section of the Scheme's financial statements.

The Trustee uses an international method of measuring and comparing these expenses from year to year known as the 'Management Expense Ratio' (MER). This ratio shows the level and trend in Scheme expenses for investment and administration as a percentage of the total funds being managed. The MER comparison over the last five years is shown below:

| To 31 March | Investment | Administration | Total |
|-------------|------------|----------------|---------|
| | MER (%) | MER (%) | MER (%) |
| 2022 | 0.419 | 0.166 | 0.585 |
| 2021 | 0.658 | 0.152 | 0.810 |
| 2020 | 0.584 | 0.154 | 0.739 |
| 2019 | 0.389 | 0.129 | 0.518 |
| 2018 | 0.739 | 0.151 | 0.890 |

The total expense ratio for the year decreased from last year. This was a result of the Scheme moving to a passive strategy for the developed markets portion of global equities during the year. This change is also reflected in the investment related costs shown in the table below.

As the table above shows, most of the Scheme's costs are investment related. The current investment related costs for the various investment options are shown below.

| Investment option | Cost per \$100 invested |
|-------------------|-------------------------|
| Growth | 43 cents |
| Balanced | 44 cents |
| Conservative | 34 cents |
| Cash | 17 cents |

Looking forward to retirement

Rick Finlayson has been a member of FireSuper for over 30 years.

A typical day for me starts with truck checks, PT, smoko, drills, lunch, more truck checks, responding to call outs and department work with a few laughs along the way. Outside of work, I enjoy catching up with friends and spending time with my family. We love travelling, camping and generally relaxing around the house.

Saving for my retirement is important, now more than ever. I have been a part of the Scheme since its inception, which was more than 30 years ago. As I have been saving for over 30 years I have done the hard yards and am now looking forward to reaping the rewards. When I do retire, it means we will not have many financial worries as we roll through retirement and we will be able to travel and live comfortable without having to worry about just relying on the Government-provided New Zealand Superannuation.

I am on the home stretch and am only five and a half years away from retirement. I feel I am right on track to saving for when that time comes around. The main things I am looking forward to when I retire is spending time with my wife, looking after my grandchildren and being able to pop away for trips without having to think about a return to work date.

In the last few years there has been quite a bit of market volatility, I generally do not engage with my investments and leave that up to the investment managers of the Scheme. If I need information regarding my account, I will log into my online account on the FireSuper website and usually wait for my end of year statement. I also keep up with Scheme and investment news by reading any online updates and the newsletter we receive each quarter.

I would highly recommend the FireSuper Scheme to new employees of Fire and Emergency New Zealand, joining the Scheme should be a no brainer. As mentioned earlier I have been a member of the Scheme since its inception and I know what a healthy balance looks like when you are closing in on retirement. One of the main things I am looking forward to when I do retire is having the freedom to do what I want when I want and to enjoy a well-deserved retirement.



Statutory information

1. Details of the scheme

This is the annual report for the New Zealand Fire Service Superannuation Scheme (Scheme) for the year ended 31 March 2022. The Scheme is a restricted workplace savings scheme. The manager and Trustee of the Scheme is FireSuper Trustee Limited (Trustee).

As at 31 March 2022, the Scheme's latest Product Disclosure Statement was dated 29 September 2021 and the Scheme remains open for applications.

The fund updates, as at 31 March 2022, will be available by 30 June 2022 on

www.disclose-register.companiesoffice.govt.nz.

The Scheme's latest financial statements as at 31 March 2022, authorised for issue on 23 June 2022 were lodged with the Registrar of Financial Service Providers on 28 June 2022.

Copies of the financial statements (including the auditor's report) are available on

www.disclose-register.companiesoffice.govt.nz or at www.firesuper.org.nz.

2. Information on contributions and Scheme participants

This section provides a summary of changes in the membership of the Scheme over the year ended 31 March 2022.

Membership details

| | Contributory members | Non-contributory members | Non-contributory Deferred members | Total non-contributory members | Total |
|---|----------------------|--------------------------|-----------------------------------|--------------------------------|--------------|
| At 1 April 2021 | 1,892 | 49 | 187 | 236 | 2,128 |
| New members | 96 | - | - | - | 96 |
| Members transferring from other Schemes | - | - | - | - | - |
| Total new members | 96 | - | - | - | 96 |
| Members transfer to deferred | (38) | - | 38 | 38 | - |
| Contributory Status Change | (54) | 54 | - | 54 | - |
| LESS | | | | | |
| Retirement | (2) | (7) | - | (7) | (9) |
| Resignation | (9) | (24) | (14) | (38) | (47) |
| Death | - | - | - | - | - |
| Loss of physical / medical fitness | (1) | (3) | - | (3) | (4) |
| Transfer to other schemes | - | - | - | - | - |
| Other exits | - | (3) | - | (3) | (3) |
| Total exits | (12) | (37) | (14) | (51) | (63) |
| At 31 March 2022 | 1,884 | 66 | 211 | 277 | 2,161 |

Members' accumulations

At 1 April 2021 = \$515.204 million relating to 2,128 members

At 31 March 2022 = \$530.350 million relating to 2,161 members

Contributions

| Type | Number of members | Total amount |
|---|-------------------|---------------------|
| Member contributions | 1,988 | \$8,598,393 |
| Member voluntary additional contributions | 62 | \$295,561 |
| Employer or other sponsor contributions | 1,988 | \$13,063,813 |
| Government contributions* | 64 | \$29,735 |
| Total | | \$21,987,502 |

* Contributions paid to the Scheme by the Government for members with locked-in funds in the complying fund section.

3. Changes relating to the Scheme

Trust Deed

There were no amendments to the Trust Deed during the year.

The Trust Deed amendment to reflect the legislative change which allows members who meet the life-shortening congenital conditions criteria to make an early access withdrawal of their locked-in funds is still ongoing.

Terms of offer of interests in the Scheme

There were two material changes to the terms of offer of interests in the Scheme during the year, and are as follows;

- 12 May 2021: The Trustee entered into an agreement with Mercer (N.Z.) Limited in relation to the transition of international equities from AMP Capital Investors to Mercer; and,
- 29 September 2021: The introduction of the Life Cycle investment option.

Statement of investment policy and objectives (SIPO)

The SIPO was updated on 12 May 2021 to reflect the transition of international equities from AMP Capital Investors to Mercer (N.Z.) Limited. Also included were changes in the risk expectations for the Conservative option - both the magnitude of "1 in 100 year" real losses (from 7.5% to 10%) and the likelihood of negative returns (from 1 year in every 5, to 1 year in every 4).

The SIPO was further updated on 29 September 2021 to reflect the implementation of the Life Cycle investment option.

There were no additional changes to the SIPO during the year to 31 March 2022.

Related party transactions

In April 2021, the Trustee entered into an agreement with Mercer (N.Z.) Limited in relation to the transition of international equities from AMP Capital Investors.

On 11 June 2021, the Trustee entered into an Agreement with Mercer (N.Z.) Limited to implement a Life Cycle investment option effective from 29 September 2021. If you joined the Scheme after 29 September 2021 and did not choose an investment option you would have been automatically enrolled into the Life Cycle investment option. All other members would have to confirm if they want to switch into this option.

There were no other material changes to the nature or scale of related party transactions and there were no related party transactions that were not on arms-length terms.

4. Other information for particular types of managed funds

Withdrawals

During the year to 31 March 2022, the following withdrawals were made from the Scheme.

| Full withdrawals | Number of members | Partial withdrawals | Number of members |
|----------------------------------|-------------------|----------------------------------|-------------------|
| Retirement | 9 | Early access | 82 |
| Resignation | 47 | KiwiSaver transfer | - |
| Death | - | Relationship property | 4 |
| Loss of physical/medical fitness | 4 | Deferred access | 115 |
| Transfers to other schemes | - | | |
| Other exits | 3 | | |
| Total full withdrawals | 63 | Total partial withdrawals | 201 |

Credited earning rates

The monthly earning rates that were credited to members' accounts over the year ended 31 March 2022 were as follows:

| Monthly earning rate (%) | Growth option | Balanced option | Conservative option | Cash option |
|---------------------------------|---------------|-----------------|---------------------|--------------|
| 2021 | | | | |
| April | 2.47% | 1.80% | 0.68% | 0.02% |
| May | 0.27% | 0.14% | -0.02% | 0.05% |
| June | 2.54% | 1.82% | 0.88% | 0.02% |
| July | 0.89% | 0.84% | 0.44% | 0.00% |
| August | 1.98% | 1.32% | 0.45% | 0.04% |
| September | -2.39% | -1.82% | -0.76% | 0.02% |
| October | 2.14% | 1.19% | -0.17% | 0.02% |
| November | -0.05% | 0.06% | 0.17% | 0.05% |
| December | 3.15% | 2.14% | 0.68% | 0.04% |
| 2022 | | | | |
| January | -3.68% | -2.84% | -1.45% | 0.05% |
| February | -2.81% | -2.18% | -1.17% | 0.04% |
| March | 1.75% | 0.74% | -0.57% | 0.02% |
| Year ended 31 March 2022 | 6.13% | 3.10% | -0.87% | 0.37% |

Manager's statement

The Trustee, as manager of the Scheme, states that:

- All contributions required to be made to the Scheme were made and such contributions were in accordance with the Scheme's Trust Deed.
- All the benefits required to be paid from the Scheme in accordance with the Scheme's Trust Deed have been paid.
- The market value of the Scheme's assets at 31 March 2022 equalled or exceeded the total value of benefits that would have been payable had all members of the Scheme ceased to be members at that date and had provision been made for the continued payment of all benefits being paid to members and other beneficiaries as at 31 March 2022.

On behalf of the Trustee:



Denis Fitzmaurice
Chairman
FireSuper Trustee Limited
23 June 2022

Locked-in complying fund section

This information only relates to the complying fund section:

- At 31 March 2022 the market value of the assets subject to complying fund rules totalled \$7,361,849 relating to 143 members.
- The value of withdrawals subject to complying fund rules made during the year totalled \$81,861.

5. Changes to persons involved in the scheme

Trustee and manager

The Scheme is governed by a special-purpose Trustee company, FireSuper Trustee Limited. FireSuper Trustee Limited is also the manager of the Scheme.

At 31 March 2022, the Directors of the Trustee were:

Appointed by the Professional Firefighters Union

- Denis Fitzmaurice (Chairman)
- Steve Warner
- Reuben Otto

Appointed by Fire and Emergency New Zealand

- Angela Hauk-Willis
- Murray Coppersmith
- Martin Dalgleish

Independent Director and Licensed Independent Trustee

- Andrew Johnson

Trustee Director changes

There were no changes to the Trustee Directors during the year to 31 March 2022.

Administration manager, secretary, investment managers and auditor

During the year the Trustee entered into an agreement with Mercer (N.Z.) Limited in relation to the transition of international equities from AMP Capital Investors. A list of the current providers is in the Directory on page 13.

On 3 March 2022 Jenny Taylor, Mercer, was appointed as Secretary of the Scheme.

No changes were made during the year ended 31 March 2022 to the Administration Manager (which also acts as the Securities Registrar for the Scheme), or to the Scheme's auditor.

Your **Trustee Directors**



Denis Fitzmaurice

Denis began his career with the Fire Service in 1980, having spent the previous five years in the banking industry. His Fire Service career involves 37 years as an operational Firefighter and Officer, with the last five years seconded to a Black Watch role. He is a Life Member of the New Zealand Professional Firefighters Union, and formerly served as South Island President and as a member of the National Committee. Currently he is the Chairman of the Trustee and has been a Board member since 2006.



Andrew Johnson

Andrew Johnson joined the FireSuper Board on 1 April 2019 as the Licensed Independent Trustee. Andrew has extensive and broad investment and superannuation industry knowledge. He has held senior roles with a number of New Zealand's leading financial services organisations, dating back to the 1980s.

Over this time, Andrew has held various associations with FireSuper, including leading Russell Investments' provision of investment consulting services to the Scheme for six years until mid-2018.

Andrew also serves as the Licensed Independent Trustee for two other restricted workplace savings schemes and as an investment committee member for a number of entities, provides ongoing advisory services to a retail managed fund provider, and undertakes ad hoc consulting projects from time to time.



Steve Warner

Steve retired from the New Zealand Fire Service after 42 years' service in 2013. He is a Life Honorary Member of the New Zealand Professional Firefighters Union and served on the National Committee of the Union for 25 years, including two terms as National President. He was appointed as a Trustee by the Union in 1994. Steve had been a Trustee of the Scheme for 20 years and is the past Chairman of Trustees, a position he held for 10 years. He is currently retired and lives in Christchurch, his home town. Steve was reappointed to the Board in September 2015.



Angela Hauk-Willis

Angela has been a Board member of the New Zealand Fire Service Commission and subsequently of Fire and Emergency New Zealand from 2011 to 2018, and brings experience in the establishment, operation, and governance of superannuation schemes. Angela is a former Deputy Secretary at Treasury.



Murray Coppersmith

Murray worked at PwC for 34 years, including 24 years as a partner and has worked in New Zealand and overseas. During his career at PwC Murray's responsibilities included a period on the Board of PwC New Zealand, as well as being lead partner of the Corporate Finance team and, more recently, of the Finance and Economics team. Murray brings experience in governance, business valuation and financial evaluation.



Martin Dalglish

Martin had held board positions with NZL Group Limited, a large transport and logistics company, with the Skylight Trust, a charitable trust providing support to children, families, and whanau going through loss, trauma or grief. Martin is a partner in the law firm, Dentons Kensington Swan, specialising in acquisitions, joint ventures, governance and strategic contracts. He has held positions on the board of the firm and as head of the firms' Advisory practice.



Reuben Otto

Reuben joined the New Zealand Fire Service in 2011 after completing a Bachelor of Business Studies at Massey University. Reuben was originally posted to Auckland where he worked for two years and is now stationed in Whangarei where he is the Local Secretary for the New Zealand Professional Firefighters Union. Reuben was appointed a Trustee Director by the New Zealand Professional Firefighters Union in March 2021.

6. How to find further information

Further information relating to the Scheme, including audited financial statements, annual fund updates, the Trust Deed, Product Disclosure Statement, Other Material Information, and Statement of Investment Policy and Objectives is available on the offer register and Scheme register on www.disclose-register.companiesoffice.govt.nz (search 'NZ Fire Service Superannuation Scheme').

Copies of all Scheme documents are also available at www.firesuper.org.nz.

Information relating to the Scheme is also available from the Scheme Secretary. There is no charge for requesting any of the above information.

7. Contact details and complaints

Contact details for the manager and securities registrar are:



Jenny Taylor

Scheme Secretary and Complaints Officer
New Zealand Fire Service Superannuation Scheme
C/- Mercer (N.Z.) Limited
PO Box 2897
Wellington 6140

P: (04) 819 2600

E: nzfire.super@mercero.com

W: www.firesuper.org.nz

Disputes and complaints

Disputes or complaints should initially be directed to the Trustee, care of the Scheme Secretary at the address above. The Trustee is a member of an independent dispute resolution scheme operated by Financial Services Complaints Limited (FSCL). If you are not satisfied with the Trustee's decision about your complaint, you may refer the matter to FSCL at the following address:

Financial Services Complaints Limited

Level 4, 101 Lambton Quay
Wellington 6011
PO Box 5967
Wellington 6140

P: 0800 347 257 or (04) 472 3725

E: complaints@fscl.org.nz

FSCL won't charge a fee to any complainant to investigate or resolve a complaint.

The disputes resolution procedure is set out in a complaints procedure document available at www.firesuper.org.nz. You do not need to sign in to the website to access this information.

Directory

Trustee Directors

Appointed by the Professional Firefighters Union

Denis Fitzmaurice (Chairman)
Steve Warner
Reuben Otto

Appointed by Fire and Emergency New Zealand

Angela Hauk-Willis
Murray Coppersmith
Martin Dalglish

Independent Director and Licensed Independent Trustee

Andrew Johnson

Administration

Administration manager

Mercer (N.Z.) Limited

Auditor

Deloitte Limited

Investment consultant

Russell Investment Group Limited

Investment managers

ANZ New Zealand Investments Limited
Direct Capital IV Management Limited
First Sentier Investors (Australia) IM Limited
Harbour Asset Management Limited
Mercer (N.Z.) Limited
Russell Investment Group Limited
Salt Investment Funds Limited

Solicitor

DLA Piper Limited

Securities registrar

Mercer (N.Z.) Limited

Custodian

FireSuper Trustee Limited

Scheme Secretary / Complaints Officer / Privacy Officer

Jenny Taylor

Mercer (N.Z.) Limited
PO Box 2897
Wellington 6140

P: **0800 MY SUPER** (0800 69 78737)
or (04) 819 2600

E: nzfire.super@mercerc.com

W: www.firesuper.org.nz





Got Questions?

www.firesuper.org.nz

0800 MY SUPER (0800 69 78737)

nzfire.super@mercero.com