

MEDIA RELEASE

COVID-19 Update: How ASG is supporting members, customers and employees and managing your funds

A message from our CEO

Melbourne, 25 March 2020: As the impact of COVID-19 escalates, we are closely monitoring the situation in line with Government Departments of Health, the World Health Organisation (WHO) and Australian Prudential Regulation Authority (APRA). The safety and health of our members, customers and employees is a top priority. We are implementing measures to ensure we give these stakeholders the support they need at this time, while meeting our core service commitments and providing prudent financial management.

Supporting you in difficult times

We encourage ASG members needing assistance in meeting scheduled contributions to reach out to us by dialling 131 274 if you live in Australia and 09 3667670 if you live in New Zealand or emailing customercare@asg.com.au. If your ability to work or your business operations have been affected by COVID-19, we will work with you to find a suitable solution.

For Tuition Instalment Loan customers

We are here to help. If you are experiencing a loss of income, please contact us to discuss your situation. Based on an assessment we may offer to defer your instalments for up to 3 months, or mutually agree on a reduction to your repayments covering the short to medium term.

Contact the Tuition Instalment Loan team on 1800 337 419 or email us on support@littlebigloans.com.au.

Focussing on investment markets

In this time of heightened investment market volatility, our Investment Management remains focussed and diligent. Global investment markets have been very volatile and are trading sharply lower in a reaction to the possible economic impacts of COVID-19 and the uncertainty it has brought to the world.

ASG is a member owned organisation dedicated to supporting children's education. We have been helping parents plan for their children's education for more than 45 years.

For additional information, please contact ASG Media Relations

Phone: 03 9276 7777 Email: media@asg.com.au

Futurity Investment Group Limited (formerly known as Australian Scholarships Group Friendly Society Limited).

ABN 21 087 648 879 | AFSL No. 236665 | FSP 53922

Australian Credit Licence No. 236665

Registered office: 23-35 Hanover Street Oakleigh Vic 3166

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We continue to review our portfolios and note that with such significant market movements any multi asset portfolio is tested. However, some portfolio actions have assisted: such as being underweight equities, having increased weightings to cash and Australian Fixed Income, increased levels of unhedged global equities and unlisted assets.

It is difficult to predict what will happen in the short term as government and central bank policy responses are delivered and levels of infected cases continue to drive market sentiment. Currently we are moderately underweight equities as COVID-19 has many unknowns for economic growth. Importantly, we remain vigilant in our management of our investment portfolios.

Measures to keep our people safe

ASG has in place a Pandemic Contingency Plan, based on the guidelines of government health authorities, the WHO and Australian Prudential Regulation Authority (APRA), and business continuity plans to minimise the impact of changes in operations.

To protect the health and welfare of our employees and other stakeholders, we have implemented some prudent and practical measures, such as:

- Setting up alternate work arrangements allowing staff to work from home, teleconferencing to avoid face-to-face meetings and rotating shifts
- Insisting on and creating awareness of good hygiene practices and social distancing among employees and everyone who enters our office premises
- Advising employees against international travel
- Insisted on self-isolation for 14 days for employees who have travelled overseas and seeking medical clearance before coming to work
- Advised employees who are unwell or who exhibit symptoms of infection to work from home and to take leave of absence to take care of their health as required
- Deferring or cancelling events, including the Australian edition of the National Excellence in Teaching Awards presentation.

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As of the time of publishing this message, we have had no reports of an employee testing positive for COVID-19.

We are here to support you and will be posting further updates on our website as the situation unfolds.

Warm regards

Ross Higgins

Editor's notes

ASG offers a range of education savings and investment products, which are designed to provide families with a tax-effective means of meeting future education costs.

ASG is a member-owned organisation, helping to create educational opportunities for children. ASG has been helping families and their children for more than 45 years. During this time, more than 557,000 children have been enrolled with ASG and more than \$3.35 billion in education benefits and scholarship payments returned to Members.

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