STAR RATING & AWARD METHODOLOGY

KiwiSaver

September 2026

What are the Canstar KiwiSaver Star Ratings?

Canstar's KiwiSaver Star Ratings use a sophisticated and unique ratings methodology that compares the cost, features and the performance of KiwiSaver funds. Canstar's Star Ratings represent a shortlist of funds, enabling consumers to narrow their search to funds that have been assessed and ranked.

Ratings range from five to one star and are distributed according to their relative position in this assessment, with five star funds assessed as offering the strongest value proposition according to the calculation method outlined in this document. The cost, feature and performance information used to assess each eligible policy was collected during the four month period leading up to the Star Ratings release date.

It's important to understand that our Star Ratings are informed opinions from Canstar's Research Committee and not fund recommendations. Canstar provides general advice based on our comprehensive criteria, we do not recommend that any particular fund is suitable for anyone's individual circumstances. Our Star Ratings are crafted to be as informative and helpful as possible, evolving with the market and continuing to serve as a trusted guide for consumers navigating complex product landscapes.

What types of funds are evaluated?

Eligibility for Canstar's KiwiSaver Star Ratings is overseen by the Research Committee. The following criteria are used to determine policy eligibility:

- Be open to the public (i.e. not restricted funds and must be open for everyone to enrol). This is with the exception of government-appointed default Inland Revenue funds.
- Be a pre-mixed option (excluding Cash funds) that meets the growth asset allocations outlined for the specific profile.
- Have been available for a minimum of five years. However, where a fund has been available for less than five years, an indicative rating will be provided for funds that have been available for a minimum of three years. In these instances these funds are compared against their peers for the period over which they have been available.

The Research Committee can exercise its discretion to determine whether a product is eligible for review.

What are the profiles used for Canstar KiwiSaver Star Ratings?

Canstar recognises that consumers have different appetites for risk for their retirement savings. Hence the Canstar KiwiSaver Star Ratings methodology has aligned the profiles to the fund type by growth asset allocation outlined by the Commission for Financial Capability.

Funds are allocated into a profile based on their **target** growth asset allocation as at the 31st of March, not the **actual** growth asset allocation. Where there has historically been significant differences between a fund's actual growth asset allocation and their target growth asset allocation, the fund's actual asset allocation is then used when determining which profile the fund is rated in. The table below provides a brief description of each fund type:

Profiles

Fund Type	Growth Asset Allocation
Cash	0%
Defensive	0% - 9.9%
Conservative	10% - 34.9%
Balanced	35% - 62.9%
Growth	63% - 89.9%
Aggressive	90% - 100%
Growth asset allocation percentages are based on the growth asset allocations available at https://sorted.org.nz.	

Star Ratings Methodology

Each eligible KiwiSaver fund reviewed is awarded points for its comparative performance, pricing and for the array of features attached to the fund. Points are aggregated to achieve a performance score, price score and feature score.

To arrive at the total score Canstar applies a weight against the Performance Score, Price Score and Feature Score. The method can be summarised as:

Total Score = Performance Score + Price Score + Feature Score

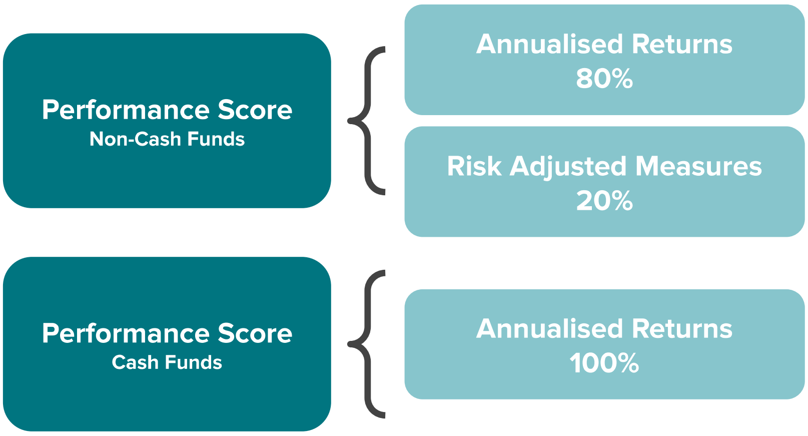
Performance Score 70%

Price Score 10%

Feature Score 20%

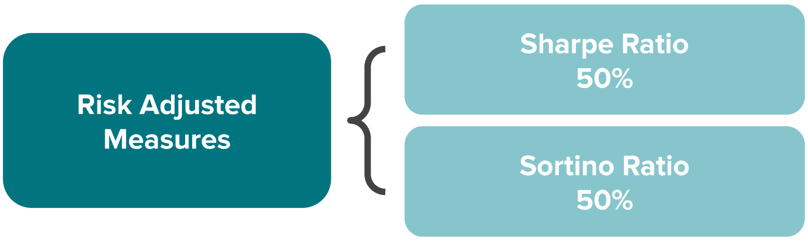
Performance Score

The Performance Score is made up of two components, an annualised returns score and a performance risk score. The Performance Score can be summarised as:



The Annualised Returns score is calculated using the annual investment returns of a fund over the most recent five year period ending on the 31st of March. The Annualised Return is obtained by calculating the geometric mean of annual returns for each of the past five years, capturing the compounding effects of performance over the period. Where a fund has not been available for five years, annualised returns are assessed relative to the length of time the fund has been available. The fund with the highest annualised return score is allocated the maximum score, with all remaining funds within the profile scored against it. Investment returns are net of all fund fees and tax.

The Risk Adjusted Measures Score is made up of two equally weighted components, the Sharpe ratio and the Sortino ratio (defined below):



	Description
Sharpe Ratio	A measure of a fund's excess return relative to the total variability of the fund.
Sortino Ratio	A measure of a fund's excess return relative to the total downside variability of the fund.

Price Score

The total cost to the consumer is calculated over one year using 100 balance scenarios distributed over a range and based on an average KiwiSaver balance. The fund with the lowest annual cost is awarded the full score for that profile (i.e. Cash, Defensive, Conservative, Balanced, Growth or Aggressive) with the remaining funds indexed against it across a normal distribution.

The KiwiSaver balance range is:

Minimum Balance	Average Balance	Maximum Balance
$5,000	$37,000	$100,000

*KiwiSaver average member balance: $36,300 (Melville Jessup Weaver, September 2025).

To arrive at the estimated annual cost to the member, fixed fees are taken into consideration, including the annual member fee, investment management fee, administration fee, trustee fee and expense fee.

Annual Cost

Member Fee
Fee associated with being a member of the fund

Total Fund Charges
Made up of:
Total management and administration charges (including basic management fee and other management and administration charges)

Feature Score

The Feature Score takes into account a number of features within four different categories, with individual features allocated points and each category, and subcategory, assigned a weighting. The Fund with the highest Feature Score is allocated the maximum score, with all remaining funds within the profile scored against it.

The feature categories and subcategories, with assigned weightings, are:

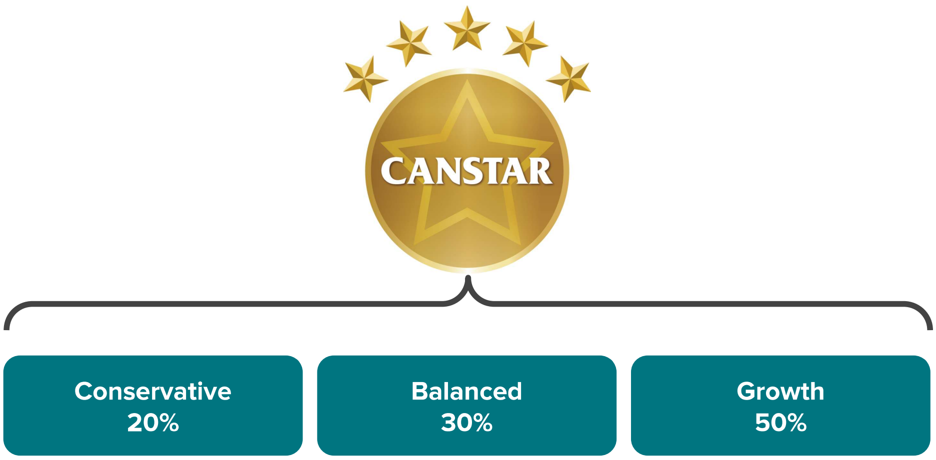
Category	Profile Weights (%)
Opening	**5%**
Investment	**40%**
Contribution Method	10%
Switch And Mix	25%
Pre-Mixed Investment	45%
Sector Funds	20%
Support	**50%**
Tools & Education	45%
Self-Service	15%
Customer Support	15%
Advice	25%
Closing	**5%**

Outstanding Value KiwiSaver Scheme Award

Canstar's Outstanding Value KiwiSaver Scheme Award recognises the provider/s that provide outstanding value through their suite of funds across the Conservative, Balanced and Growth profiles. To be eligible for consideration towards the Outstanding Value KiwiSaver Scheme Award, a provider must be rated in each profile and have been available for a minimum of five years.

It's important to understand that our Awards are informed opinions from Canstar's Research Committee and not product recommendations. Canstar provides general advice based on our comprehensive criteria, we do not recommend that any particular product is suitable for any consumer's individual circumstances. Our Star Ratings and Awards are crafted to be as informative and helpful as possible, evolving with the market and continuing to serve as a trusted guide for consumers navigating complex product landscapes.

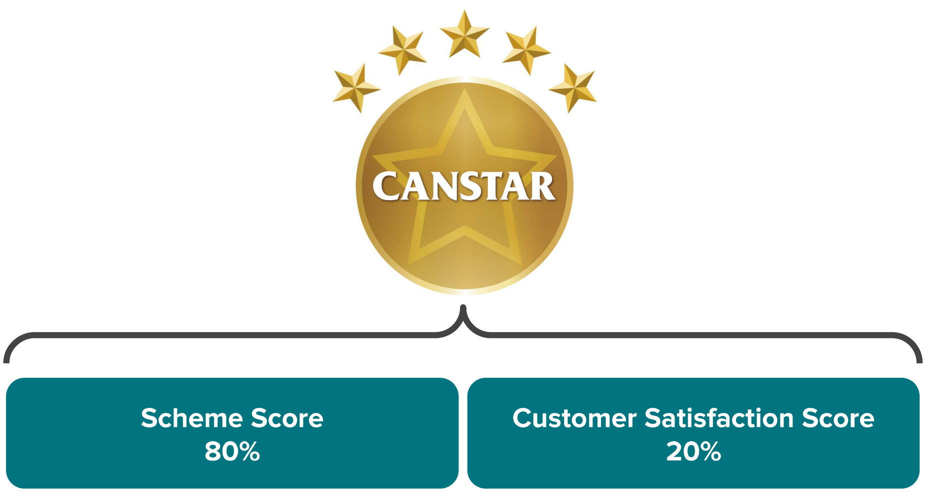
Profiles considered within the award are weighted according to market share.



There are instances where a KiwiSaver scheme may be disadvantaged if they do not offer a product across all investment profiles considered. To overcome these disadvantages and to award KiwiSaver schemes that consistently offer an outstanding value investment product to consumers, Canstar applies an overlay to the Outstanding Value KiwiSaver Scheme Award calculation. An overlay will be applied to the scheme when they offer products in two out of the three profiles considered. An overlay is only applied in instances where a similar product is offered by a provider, and the product that is duplicated into the missing profile has a target growth allocation lower than that of the required profile.

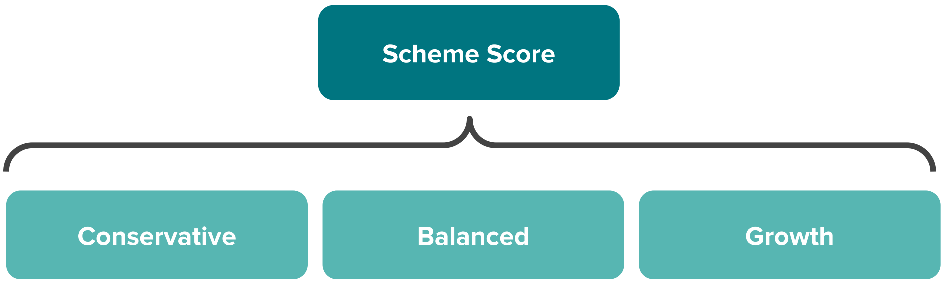
KiwiSaver Provider of the Year Award

Canstar awards a KiwiSaver Provider of the Year award to the best performing KiwiSaver Provider based on their Scheme Score (derived from their strongest performing scheme) and their Customer Satisfaction Score. Where a provider has an insufficient sample of Customer Satisfaction Responses, they are ineligible.



Scheme Score

A Provider's Scheme Score is based on the weighted scores of a scheme's top performing option across the Conservative, Balanced and Growth Star Rating profiles. In the instance where a provider has multiple KiwiSaver Schemes, the scheme with the highest cumulative score will be selected. The provider with the highest cumulative Scheme Score will receive the maximum score with all remaining providers scored against it.

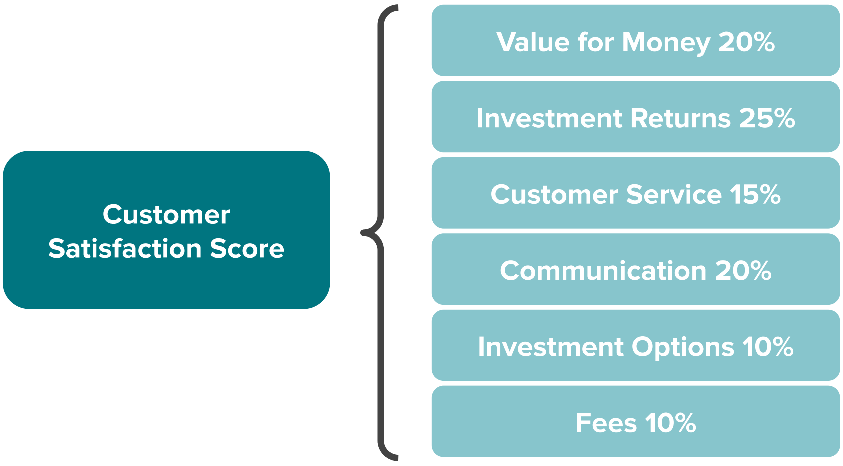


Customer Satisfaction Score

Canstar measures and tracks customer satisfaction amongst New Zealand adults across a range of financial categories via ISO 26362 accredited research panels.

The sample is broadly representative of the New Zealand population in terms of gender, age and location. Only people who have identified their primary KiwiSaver provider are able to answer the questions and be included in the survey results.

The Customer Satisfaction Score is based on weighted scores for the drivers of overall satisfaction. Weights for individual factors are determined by measuring the influence of each factor on overall satisfaction. The weights attributed to these factors are outlined below:



List of Providers Assessed

- AE KiwiSaver Limited
- Amova Asset Management New Zealand Ltd
- AMP Services (NZ) Limited
- ANZ New Zealand Investments Limited
- ASB Group Investments Limited
- BNZ Investment Services Limited
- Booster Investment Management Limited
- BT Funds Management (NZ) Limited
- Fisher Funds Management Limited
- Generate Investment Management Ltd
- Medical Funds Management Limited
- Mercer (N.Z.) Limited
- Milford Funds Limited
- Pathfinder Asset Management Limited
- Pie Funds Management Limited
- QuayStreet Asset Management issued by Smartshares Limited
- Simplicity NZ Limited
- SuperLife managed by Smartshares Limited

How often are policies reviewed for Star Ratings and Award purposes?

Ratings and Awards are recalculated annually based on the latest features offered by each provider. Canstar also monitors changes on an ongoing basis. The results are published in a variety of mediums (newspapers, magazine, television, websites, etc.).

Does Canstar rate all policies available in the market?

We endeavour to include the majority of policy providers in the market and to compare the policy features most relevant to consumers in our ratings. However, this process is not always possible and it may be that not every policy in the market is included in the rating nor every feature compared that is relevant to you.

Does Canstar rate other product areas?

Canstar researches, compares and rates the suite of banking, wealth and insurance products listed below. These Star Ratings use similar methodologies to guarantee quality, consistency and transparency. Results are freely available to consumers who use the Star Ratings as a guide to product excellence. The use of similar Star Ratings logos also builds consumer recognition of quality products across all categories.

Please access the Canstar website at www.canstar.co.nz if you would like to view the latest Star Ratings reports of interest.

- Agribusiness
- Business banking
- Credit cards
- KiwiSaver
- Deposit accounts
- First home buyer
- Home loans
- Online banking
- Personal loans
- Home Insurance
- Term deposits
- Car Insurance

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The ratings and awards results do not include all providers and may not compare all features relevant to you. The rating or award is only one factor to take into account when considering these products. Canstar acknowledges that past performance is not a reliable indicator of future performance.

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