



IOOF

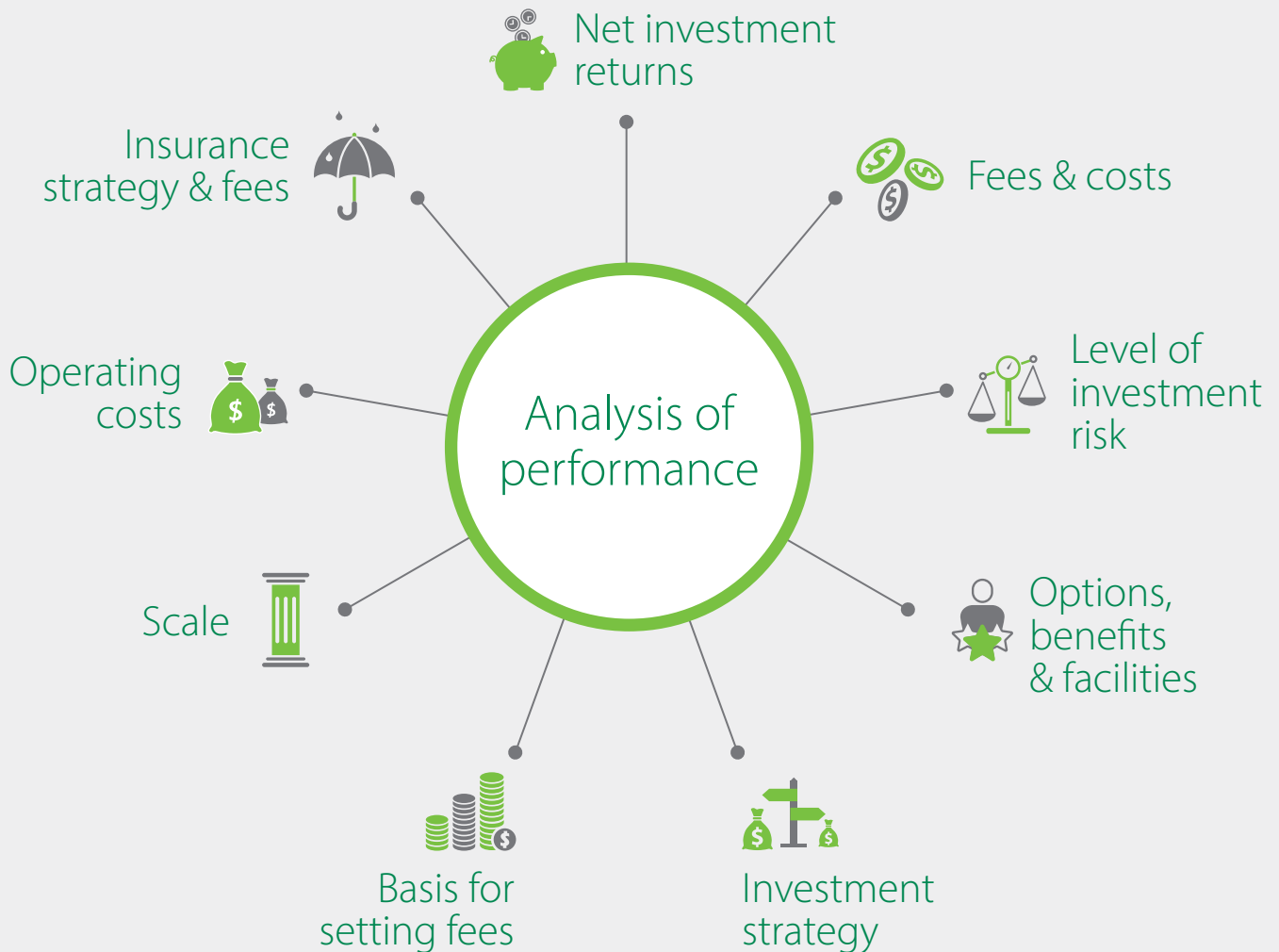
# Member Outcomes Assessment

Year ended 30 June 2023

The information in this document relates to the **IOOF MySuper** product












Each year IOOF Investment Management Limited (IIML) is required to assess whether we've promoted the financial interests of members. The Member Outcomes Assessment is a measure of product appropriateness against key factors – listed in the diagram and table that follow – that can affect a superannuation product. You'll find a simple summary of the product at [www.ioof.com.au/superannuation/tools-and-resources/mysuper-dashboard](http://www.ioof.com.au/superannuation/tools-and-resources/mysuper-dashboard)

IOOF MySuper is the default option of IOOF Employer Super and IOOF Personal Super. Your contributions will be invested in the IOOF Balanced Investor Trust, our MySuper default investment option, and provided a basic level of insurance cover that you can further tailor to meet your needs.



The assessment uses industry benchmarking, comparative data, in-house data, and reviews performed by independent research houses.

# Summary of findings

Factor	Data source/timing <sup>1</sup>	Findings
Overall assessment		
MySuper Performance test	Australian Prudential Regulation Authority (APRA) MySuper Performance Test August 2023	
Net investment returns	APRA Expanded Performance Test 2022-23 APRA MySuper Quarterly Statistics IIML STIC <sup>2</sup> Quarterly Reporting	
Fees & costs	SuperRatings SMART Tool 2023	
Level of investment risk	APRA MySuper Quarterly Statistics	
Options, benefits & facilities	IIML Service Provider Performance Reports FY2023 Product Ratings (SuperRatings and Chant West)	
Investment strategy	IIML Investment Governance Framework – Superannuation January 2024	
Basis for setting fees	IOOF Employer Super Product Disclosure Statement IIML Financial Reports FY2023	
Scale	APRA Fund-level Superannuation Statistics	
Operating costs	IIML Financial Reports FY2023	
Insurance strategy & fees	APRA Life Insurance Claims and Disputes Statistics IIML Risk Appetite Statement July 2023	



'Promoting' the financial interests of members



'Partially promoting' the financial interests of members



'Not promoting' the financial interests of members



Not applicable

<sup>1</sup> Data source/timing as at 30 June 2023 unless otherwise stated

<sup>2</sup> IIML Superannuation Trustee Investment Committee

# Product comparison, performance and ratings

Net investment returns	<b>Net investment return is the return we deliver to you minus administration fees, investment fees and costs, and taxes.</b>
	<p>We've determined that the net investment return for <b>IOOF MySuper</b> is <b>promoting</b> members' financial interests on the basis that it has:</p> <ul style="list-style-type: none"> <li>achieved its stated objective in the Product Disclosure Statement (PDS); and</li> <li>passed the APRA Performance Test.</li> </ul>
Fees & costs	<b>These are the total costs. It includes administration fees, investment fees and all other relevant fees and costs.</b>
	<p>Fees and costs for <b>IOOF MySuper</b> were assessed as above market when compared to peers and therefore considered to be not <b>promoting</b> members' financial interests. However, discounted fees apply to MySuper members in eligible employer plans.</p>
Level of investment risk	<b>This is a measure of the risk profile of your investment in relation to performance, benchmarks and objectives.</b>
	<p>We've determined that the investment risk for <b>IOOF MySuper</b> is <b>promoting</b> members' financial interests on the basis that the MySuper investment option has an appropriate return compared to its risk profile.</p>
Options, benefits & facilities	<b>This evaluates your member services &amp; benefits, your experience in accessing the services, and whether the fees &amp; costs you pay are commensurate to what's offered.</b>
	<p>We've determined that the options, benefits and facilities for <b>IOOF MySuper</b> are <b>promoting</b> members' financial interests on the basis that a standard offering in the marketplace is provided to members.</p>
Investment strategy	<b>This examines the investment objectives, asset allocations and associated risks of the investment options available to you to determine if they're on track to delivering your target returns in the future.</b>
	<p>We have determined that the investment strategy for <b>IOOF MySuper</b> is <b>promoting</b> members' financial interests on the basis that:</p> <ul style="list-style-type: none"> <li>Net investment returns and investment risk are determined to be promoting members' financial interest.</li> <li>The investment strategy for IOOF MySuper is reviewed and approved annually by the IIML Board as continuing to be in members' best financial interests.</li> </ul>
Basis for setting fees	<b>This determines whether the fee structure of the product is appropriate and fair.</b>
	<p>We've determined that the basis for setting fees for <b>IOOF MySuper</b> is <b>promoting</b> members' financial interests on the basis that:</p> <ul style="list-style-type: none"> <li>there is a demonstrated fee equity between members indicating minimal cross subsidisation;</li> <li>large employers may negotiate discounts for members to reflect the benefits of bringing economies of scale to the Fund as a result of efficiencies created; and</li> <li>fees charged to members cover the costs of the Fund to ensure long term sustainability.</li> </ul>
Scale	<b>This measures whether IIML has sufficient scale to promote the financial interests of members.</b>
	<p>We've determined that IIML has sufficient scale to sustain member outcomes into the future and is therefore <b>promoting</b> members' financial interest.</p>
Operating costs	<b>This measures IIML's costs in operating the various superannuation funds.</b>
	<p>We've determined that our operating costs, as the trustee of IOOF Portfolio Service Superannuation Fund, are <b>not promoting</b> members' financial interests on the basis that operation and expense management key performance indicators have not been met. This was largely due to member fee reductions across other IIML products and one-off expenses related to product simplification. These indicators are expected to improve in the near term.</p>

<b>Insurance strategy &amp; fees</b>	<b>This assesses whether IIML's insurance strategy and provision of insurance is appropriate for members and beneficiaries and considers whether the fees (premiums) charged inappropriately erodes members' retirement savings.</b>
	<p>We've determined that insurance strategy and fees for <b>IOOF MySuper</b> are <b>promoting</b> members' financial interests on the basis that:</p> <ul style="list-style-type: none"> <li>• We offer competitive products in the market; terms and conditions of the insurance offer are aligned to or better relative to comparable competitors.</li> <li>• The average claim assessment duration is less than the market average against comparable segments and claim acceptance rates are within expectations.</li> </ul>

## Overall conclusion

**We've determined that, overall, IOOF MySuper is promoting members' financial interests.**

IOOF MySuper has met its stated objective and has passed the APRA Performance Test.

Fees and costs are rated above median, however if you work for a large employer, and we're your default Fund, your employer may have negotiated a discount on the fees you pay to reflect the scale and efficiencies that a large employer may bring. IOOF MySuper offers a standard member service offering, with sufficient scale to continue to support outcomes provided to you.

Default insurance is available and can be customised to meet your individual circumstance. Terms and conditions of the insurance offer are aligned to or of greater benefit to members relative to comparable competitors.

### We're here to help

If you have any questions or would like further information about your account please contact us or your financial adviser.

Telephone **1800 913 118**

Email [clientfirst@ioof.com.au](mailto:clientfirst@ioof.com.au)

Website [ioof.com.au](http://ioof.com.au)