



# IOOF

## Member Outcomes Assessment

Year ended 30 June 2022

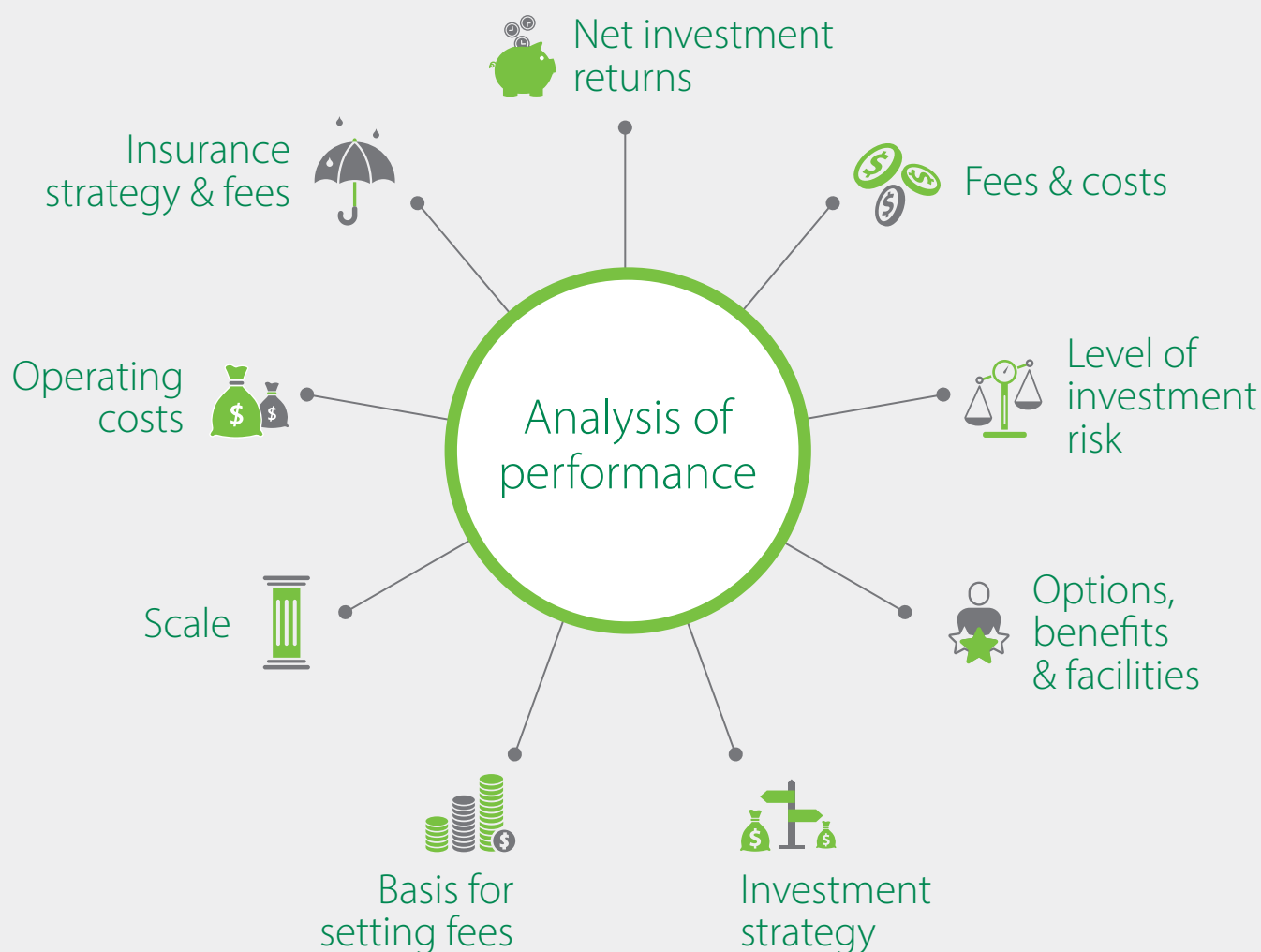
The information in this document relates to the  
**IOOF Employer Super, IOOF Personal Super** and **IOOF Pension** products

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 products at [ioof.com.au](http://ioof.com.au)

IOOF Employer Super provides a default super offering for employers while also providing investments and insurance arrangements to be tailored to employee's needs.

IOOF Personal Super is the retained super plan offer when a member's super is transferred to the Personal plan when they leave their employer.

Due to the extensive menu of investment options available on the IOOF Super wrap platforms, when assessing the key factors related to investments, we've focussed on those investment options that contain 80% of members funds under management.



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>	Employer Super	Personal Super	Pension
Overall assessment				
Net investment returns	SuperRatings Fund Credit Rating Survey (FCRS) SuperRatings Pension Credit Rating Survey (PCRS) IOOF Investment Management Limited (IIML) Investment Committee Quarterly Report			
Fees & costs	SuperRatings SMART Tool 2022			
Level of investment risk	IIML Investment Governance Framework – Superannuation, May 2022			
Options, benefits & facilities	IIML Monthly Service Providers Report Chant West Member Services Benchmarking Report December 2021 IIML Fund Management Fund Reporting			
Investment strategy	IIML Investment Governance Framework May 2022			
Basis for setting fees	Product Disclosure Statements November 2022 IIML Fund Management Fund Reporting			
Scale	IIML Fund Management Fund Reporting			
Operating costs	IIML Fund Management Fund Reporting			
Insurance strategy & fees	APRA <sup>2</sup> Life Insurance Claims and Disputes Statistics IIML Risk Appetite Statement July 2022			



'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 2022 unless otherwise stated.




<sup>2</sup> Australian Prudential Regulation Authority

# Product comparison, performance and ratings

Net investment returns	<b>Net investment return is the return we deliver to you minus investment fees and costs, and taxes.</b>	
		We've determined that the net investment returns for <b>IOOF Employer Super</b> , <b>IOOF Personal Super</b> and <b>IOOF Pension</b> are <b>promoting</b> members' financial interests on the basis that the majority of the investment options in-scope have met their stated objective and have performed above the median for rolling 1, 3 and 5 year periods against their peer median.
Fees & costs	<b>These are the total costs. It includes administration fees, investment fees and all other relevant fees and costs.</b>	
		<b>IOOF Employer Super</b> We've determined that the fees and costs for <b>IOOF Employer Super</b> are <b>promoting</b> members' financial interests on the basis that the product offering has extensive discounts available to large employers, which encompasses the majority of members in this product. 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 consequent efficiencies that a large employer may bring.
		<b>IOOF Personal Super</b> We've determined that the fees and costs for <b>IOOF Personal Super</b> are <b>not promoting</b> members' financial interests on the basis that they are above median compared to peers.
		<b>IOOF Pension</b> We've determined that the fees and costs for <b>IOOF Pension</b> are <b>promoting</b> members' financial interests on the basis that the product offering has extensive discounts available to the majority of members in this product, which continue to be honoured from previous employer plans that members have migrated across from.
Level of investment risk	<b>This is a measure of the risk profile of your investment in relation to performance, benchmarks and objectives.</b>	
		We've determined that the investment risk for <b>IOOF Employer Super</b> , <b>IOOF Personal Super</b> and <b>IOOF Pension</b> is promoting members' financial interests on the basis that the: <ul style="list-style-type: none"> <li>regular monitoring process has been adhered to in accordance with our Investment Governance Framework; and</li> <li>required due diligence has been undertaken, on any investment option that is downgraded below 'investment grade' or any investment options that are not externally rated, to determine if they should remain on the product investment menu or be removed.</li> </ul>
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>	
		We've determined that the options, benefits and facilities for <b>IOOF Employer Super</b> , <b>IOOF Personal Super</b> and <b>IOOF Pension</b> are <b>promoting</b> members' financial interests on the basis that a standard offering in the marketplace is provided to you, with sufficient scale to continue to support outcomes for you.
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>	
		We've determined that the investment strategy for <b>IOOF Employer Super</b> , <b>IOOF Personal Super</b> and <b>IOOF Pension</b> is <b>promoting</b> members' financial interests on the basis that the investment strategy for the Fund is reviewed and approved annually by the IIML Board, ensuring it continues to provide a diversified choice of investment menu options which deliver adequate returns over the long term without exposing members' investment to inappropriate risk.

Basis for setting fees	This determines whether the fee structures of each product is appropriate and fair.	
	 <b>IOOF Employer Super</b> We've determined that the basis for setting fees for <b>IOOF Employer Super</b> is <b>promoting</b> members' financial interests on the basis that: <ul style="list-style-type: none"> <li>• there is a demonstrated fee equity between members indicating minimal cross subsidisation between members through 'user pay' fee structures and fee caps;</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 the efficiencies created; and</li> <li>• fees charged to members cover the costs of the Fund to ensure long term sustainability.</li> </ul>	
	 <b>IOOF Personal Super &amp; IOOF Pension</b> We've determined that the basis for setting fees for <b>IOOF Personal Super</b> and <b>IOOF Pension</b> is <b>promoting</b> members' financial interests on the basis that: <ul style="list-style-type: none"> <li>• there is a demonstrated fee equity between members indicating minimal cross subsidisation between members through 'user pay' fee structures and fee caps;</li> <li>• there is the ability for members to experience the benefits of bringing individual economies of scale to the Fund; and</li> <li>• fees charged to members cover the costs of the Fund to ensure long term sustainability.</li> </ul>	
Scale	This measures whether IIML has sufficient scale to promote the financial interests of members.	
	 We've determined that scale for <b>IOOF Employer Super</b> , <b>IOOF Personal Super</b> and <b>IOOF Pension</b> is <b>promoting</b> members' financial interests on the basis that we've demonstrated sufficient scale to sustain member outcomes into the future.	
Operating costs	This measures IIML's costs in operating the various superannuation funds.	
	 We've determined that our operating costs, as trustee of <b>IOOF Employer Super</b> , <b>IOOF Personal Super</b> and <b>IOOF Pension</b> , are <b>promoting</b> members' financial interests on the basis that operation and expense management Key Performance Indicators have been met.	
Insurance strategy & fees	This assesses whether IIML's insurance strategy and provision of insurance is appropriate for members and considers whether the fees charged (premiums) inappropriately erodes members' retirement saving (not applicable to IOOF Pension).	
	 We've determined that insurance strategy, fees and costs for <b>IOOF Employer Super</b> and <b>IOOF Personal Super</b> are <b>promoting</b> members' financial interests on the basis that: <ul style="list-style-type: none"> <li>• Terms and conditions of your insurance offer are aligned to or of greater benefit to you relative to comparable competitors.</li> <li>• If it comes to the point when you need to make a claim, average claim assessment duration is less than the market average against comparable segments and claim acceptance rates are within expectation.</li> </ul>	

# Overall conclusion

Employer Super	Personal Super	Pension
		
<p><b>IOOF Employer Super</b> has been determined to be <b>promoting</b> members' financial interests.</p> <p>The majority of investment options in-scope have met their stated objective and have performed above the median for 1, 3 and 5 year time periods compared to the peer median investment options in the market.</p> <p>Fees and costs align with a strong investment returns. We provide a standard service offering in the marketplace, with sufficient scale to support and improve long term outcomes provided to you. If you work for a large employer, your employer may have negotiated a discount on the fees you pay to reflect the scale and efficiencies that a large employer may bring to support outcomes for its employees.</p> <p>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.</p>	<p><b>IOOF Personal Super</b> has been determined to be <b>promoting</b> members' financial interests.</p> <p>The majority of investment options in-scope have met their stated objective and have performed above the median for 1, 3 and 5 year time periods compared to the peer median investment options in the market.</p> <p>Fees and costs, while higher than our peers, align with strong above median investment returns. We provide a standard service offering in the marketplace with sufficient scale to support and improve long term outcomes provided to you.</p> <p>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.</p>	<p><b>IOOF Pension</b> has been determined to be <b>promoting</b> members' financial interests.</p> <p>The majority of investment options in-scope have met their stated objective and have performed above the median for 1, 3 and 5 year time periods compared to the peer median investment options in the market.</p> <p>Fees and costs align with strong investment returns. We provide a standard service offering in the marketplace with sufficient scale to support and improve long term outcomes provided to you.</p>

## 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)**