



The letters 'IOOF' are displayed in a large, white, sans-serif font across the middle of the page. The background is a scenic photograph of a bridge over water at sunset, with the sky transitioning from blue to orange and pink, and the water reflecting the colors.

# Member Outcomes Assessment

Year ended 30 June 2023

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

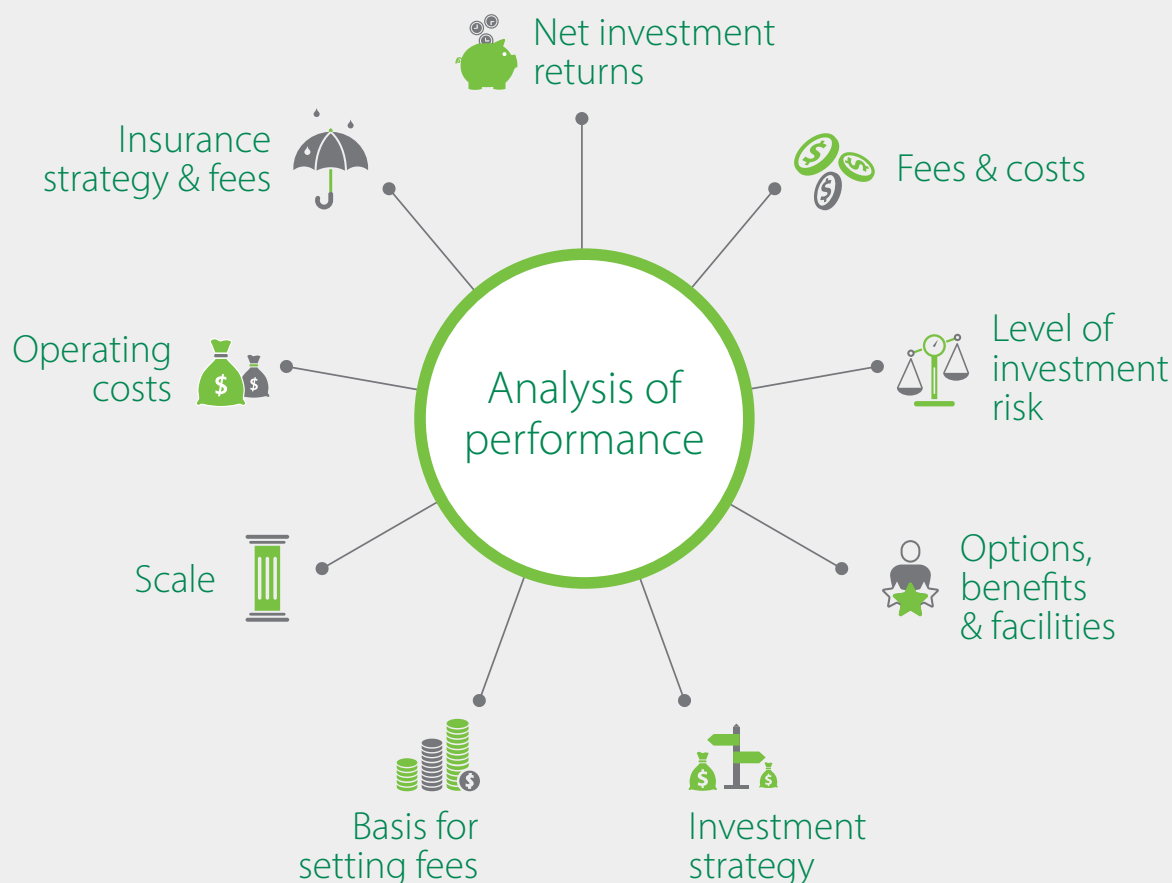
Each year IOOF Investment Management Limited (IIML) is required to assess whether we've promoted the financial interests of members. The Member Outcomes Assessment is a measure of product appropriateness against key factors – listed in the diagram and table that follow – that can affect a superannuation 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.








IOOF Pension provides a tax effective account based pension in retirement with a choice between either Retirement phase pension or a Transition to Retirement (TTR) pension. Existing IOOF Employer Super and IOOF Personal Super members can seamlessly convert their accumulated super across without incurring capital gains tax, other transfer costs or inconveniences.

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) Superatings Pension Credit Rating Survey (PCRS) IIML STIC <sup>2</sup> Quarterly Reporting			
Fees & costs	SuperRatings SMART Tool 2023			
Level of investment risk	SuperRatings Accumulation Volatility and Risk-Adjusted Return Survey Morningstar Sharpe Ratio Report			
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	Product Disclosure Statements IIML Financial Reports FY2023			
Scale	APRA <sup>3</sup> 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

<sup>3</sup> Australian Prudential Regulation Authority (APRA)

# Product comparison, performance and ratings

<b>Net investment returns</b>	<p><b>Net investment return is the return we deliver to you minus investment fees and costs, and taxes.</b></p> <p>We've determined that the net investment returns for <b>IOOF Employer Super, 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:</p> <ul style="list-style-type: none"> <li>• Met their performance objective over their stated time horizon.</li> <li>• Performed above the median for rolling 1, 3, 5, 7 and 10 year periods against their peer median.</li> <li>• For IOOF Employer &amp; Personal Super, passed the annual Your Future Your Super Performance Test.</li> </ul>
<b>Fees &amp; costs</b>	<p><b>These are the total costs. It includes administration fees, investment fees and all other relevant fees and costs.</b></p> <p><b>IOOF Employer Super</b></p> <p>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.</p> <p><b>IOOF Personal Super</b></p> <p>Fees and costs in the product disclosure statement for <b>IOOF Personal Super</b> were assessed as above market when compared to peers and therefore, considered to be <b>not promoting</b> members' financial interests. However, discounts may apply in some members' circumstances when compared to the published fees on the PDS.</p> <p><b>IOOF Pension</b></p> <p>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.</p>
<b>Level of investment risk</b>	<p><b>This is a measure of the risk profile of your investment in relation to performance, benchmarks and objectives.</b></p> <p>We've determined that the investment risk for <b>IOOF Employer Super, IOOF Personal Super</b> and <b>IOOF Pension</b> is <b>promoting</b> members' financial interests on the basis that the in-scope investment options have appropriate returns compared to their risk profile.</p>
<b>Options, benefits &amp; facilities</b>	<p><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> <p>We've determined that the options, benefits and facilities for <b>IOOF Employer Super, 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 members that is appropriately priced.</p>
<b>Investment strategy</b>	<p><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> <p>We've determined that the investment strategy for <b>IOOF Employer Super, 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.</p>

<b>Basis for setting fees</b>	<b>This determines whether the fee structure of each product is appropriate and fair.</b>
	<p><b>IOOF Employer Super</b></p> <p>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:</p> <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>
	<p><b>IOOF Personal Super &amp; IOOF Pension</b></p> <p>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:</p> <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>
<b>Scale</b>	<b>This measures whether IIML has sufficient scale to promote the financial interests of members.</b>
	We've determined that IIML has sufficient scale to sustain member outcomes into the future and is therefore <b>promoting</b> members' financial interest.
<b>Operating costs</b>	<b>This measures IIML's costs in operating the various superannuation funds.</b>
	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.
<b>Insurance strategy &amp; fees</b>	<b>This assesses whether IIML's insurance strategy and provision of insurance is appropriate for members and considers whether the fees (premiums) charged inappropriately erodes members' retirement saving (not applicable to IOOF Pension).</b>
	<p>We've determined that insurance strategy and fees for <b>IOOF Employer Super</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 your 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 expectation.</li> </ul> <p>We've determined that insurance strategy and fees for <b>IOOF Personal Super</b> are <b>promoting</b> members' financial interests as terms and conditions of the insurance offer are aligned to or of greater benefit to the members relative to comparable competitors.</p> <p>While premium rates were higher when compared to competitors during the review period, re-pricing was undertaken on 1 July 2023 resulting in members' premiums now being aligned to or below the median rates of competitors.</p>

# 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, 5, 7 and 10 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 better 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, 5, 7 and 10 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 better 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, 5, 7 and 10 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.

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