

target market determination



30 September 2026

For HESTA Retirement Income Stream product

The HESTA Retirement Income Stream product provides a regular income stream (regular payments) from money accumulated in superannuation, whilst having access to a range of investment options.

Trustee of Superannuation Fund	H.E.S.T. Australia Ltd
Fund name	HESTA
Trustee Australian Business Number (ABN)	66 006 818 695
Unique Superannuation Identifier (USI)	HST0001AU
Australian Financial Services Licence (AFSL)	235249

1. About this document

This target market determination (TMD) seeks to provide consumers and distributors with an understanding of the target market for whom this HESTA Retirement Income Stream product (including its key attributes) has been designed and is likely to be appropriate for, having regard to their likely objectives, financial situation, and needs.

This document is not a full summary of the product's risks and features and is not intended to provide financial advice. Consumers and distributors must refer to the Product Disclosure Statement (PDS) and any supplementary documents when deciding whether to join this product.

Product Disclosure Statement to which this TMD applies

This TMD applies to the HESTA Retirement Income Stream product referred to in the HESTA *Income Stream PDS* available at hesta.com.au/pds.

2. Important dates

Date from when this TMD is effective	30 September 2026
Date when this TMD was last reviewed	30 September 2026
Latest date when this TMD will be next reviewed	30 September 2027

3. Target market

Consumers that fall within this target market

The HESTA Retirement Income Stream product is designed for consumers who:

- have met a condition of release including:
 - reaching preservation age (age 60) and fully retired from the work force; or
 - reaching age 65; or
 - ceasing an employment arrangement on or after age 60; or
 - become permanently incapacitated or terminally ill
- have an opening account balance of at least \$250;
- want the ability to continue to apply an investment strategy (through investment choice), while drawing down from their capital; and
- want the flexibility to withdraw lump-sum amounts from their capital in excess of their regular income payments.

Consumers for whom this product is not appropriate

The HESTA Retirement Income Stream product is not appropriate for consumers who:

- are seeking insurance from this product
- are seeking to make further contributions into this product
- do not meet the conditions of release set out above.

Key product attributes

The key product attributes include:

- access to a tax efficient way to earn and draw an income once a condition of release has been met
- access to a Ready-Made Strategy (our default option in the absence of investment choice) upon joining, where exposure to growth-oriented assets is expected to decline over time without the need to rebalance the portfolio
- the ability to select from 10 investment options allowing members to create their own portfolio to suit their specific investment needs
- the ability to specify an annual income level, subject to a minimum annual payment amount set by government legislation
- access to flexible payment options for regular income payments, including fortnightly, monthly, quarterly, half-yearly and yearly
- the ability to withdraw lump-sum payments in addition to regular income payments
- access to a Retirement Reward for eligible members invested in certain investment options as set out in the HESTA *Income Stream PDS* (subject to eligibility criteria) – a tax saving that may be passed on when a member transfers from one of the eligible products as outlined in the HESTA *Income Stream PDS*.

Objectives, financial situation and needs

Investment options

Refer to the HESTA *Income Stream PDS* at hesta.com.au/pds for detailed information.

The following **Ready-Made options** or default strategy are designed to meet the needs of consumers who want exposure to a diversified portfolio of investments across different asset classes and with different risk/return outcomes. Members can choose one or more options and can switch in and out at any time. In the table below, there are some references to 'long term', which for practical purposes means 10 years.

Ready-Made Strategy (Default)	This Ready-Made Strategy is designed for members who: - are seeking a strategy that initially comprises an investment in 66% Conservative option and 34% Balanced Growth option, with regular income payments drawn from the Balanced Growth option first - are seeking an investment where exposure to growth-oriented assets is expected to decline over time without the need to rebalance the portfolio - are comfortable with their regular income payments being drawn down from the Balanced Growth option first, the higher risk option of the two that is expected to have relatively higher volatility than Conservative in the short term - are comfortable being 100% invested within the Conservative Option once the allocation to Balanced Growth has been exhausted through the drawdown of regular income payments. Note that the Standard Risk Measure is not available as it changes over time for this option.
Balanced Growth	This option is designed for members who: - are seeking to invest in a wide range of asset classes including shares, debt, and infrastructure, with some property, private equity, alternatives, and cash investments - are seeking over the long term, to earn a return after investment fees and indirect costs equivalent to or higher than the Consumer Price Index (CPI) + 4.0% p.a. - are comfortable with a higher exposure to growth assets compared to defensive assets - are comfortable with exposure to a medium to high-risk investment option with a probable number of negative annual returns¹ of between 3 to less than 4 over 20 years - would ideally invest in the option for a minimum investment timeframe of 5 to 7 years.
Conservative	This option is designed for members who: - are seeking to invest in a wide range of asset classes with a higher allocation than Balanced Growth to debt and cash investments, with some shares, property, infrastructure, and alternatives investments - are seeking over the long term to earn a return after investment fees and indirect costs equivalent to or higher than CPI + 2.0% p.a. - are comfortable with less exposure to growth assets and more exposure to defensive assets - are comfortable with exposure to a low to medium-risk investment option with a probable number of negative annual returns¹ of between 1 to less than 2 over 20 years - would ideally invest in the option for a minimum investment timeframe of 1 to 3 years.
Indexed Balanced Growth	This option is designed for members who: - are seeking to invest in lower cost passive investment strategies that aim to closely match index returns - are seeking over the long term, to earn a return after investment fees and indirect costs equivalent to or higher than CPI + 3.5% p.a. - are comfortable with a high exposure to listed shares - are comfortable with exposure to a high-risk investment option with a probable number of negative annual returns¹ of between 4 to less than 6 over 20 years - would ideally invest in the option for a minimum investment timeframe of 5 to 7 years.
Sustainable Growth	This option is designed for members who: - seek to avoid exposure to particular activities and tilt towards companies and assets whose activities are thematically aligned with one or more of the UN Sustainable Development Goals (SDGs). Learn more about these SDGs at hesta.com.au/sustainablegrowth. - are seeking to invest in shares, debt and property with some private equity, alternatives, infrastructure and cash investments - are seeking over the long term to earn a return after investment fees and indirect costs equivalent or higher than CPI + 4.0% p.a. - are comfortable with a higher exposure to growth assets compared to defensive assets

¹ The Standard Risk Measure is based on industry guidance that lets you compare the number of negative annual returns an investment option may experience over any 20-year period.

	- are comfortable with exposure to a high-risk investment option with a probable number of negative annual returns¹ of between 4 to less than 6 over 20 years - would ideally invest in the option for a minimum investment timeframe of 5 to 7 years.
High Growth	This option is designed for members who: - are seeking to invest in a wide range of primarily Australian and international shares, infrastructure and private equity, along with some exposure to alternatives, property, debt and cash - are seeking over the long term to earn a return after investment fees and indirect costs equivalent to or higher than CPI + 4.5% p.a. - are comfortable with the highest exposure to growth assets across our Ready-Made options - are comfortable with exposure to a high-risk investment option with a probable number of negative annual returns² of between 4 to less than 6 over 20 years - would ideally invest in the option for a minimum investment timeframe of 7 to 10 years.

The following **Your Choice options** are designed to meet the needs of consumers who are seeking to create a customised portfolio or would like specific exposure to a certain asset class or asset classes to suit their financial needs and objectives. These investment options have limited diversification in their allocation to asset classes and may not suit members who are looking for their super to be invested across a number of different asset classes. Members can choose one or more options and can switch in and out at any time. In the table below, there are some references to 'long term', which for practical purposes means 10 years.

Cash and Term Deposits	This option is designed for members who: - are seeking a specific exposure to a range of cash products including but not limited to bank deposits, bank bills, debt securities and cash-like instruments with high liquidity - are seeking over the long term, to earn a return, after investment fees and indirect costs, equivalent to or higher than the return of the Bloomberg AusBond Bank Bill Index - are comfortable with exposure to a very low risk investment option with a probable number of negative annual returns² of less than 0.5 over 20 years - would ideally invest in the option for a minimum investment timeframe of less than 1 year.
Diversified Bonds	This option is designed for members who: - are seeking a specific exposure to, Australian and international government bonds and other debt - are seeking over the long term, to earn a return, after investment fees and indirect costs, equivalent to or higher than the return of the combination of: 50% Bloomberg AusBond Composite 0+ Year Index 50% Bloomberg Global Aggregate ex Australia Index Hedged to \$A - are comfortable with exposure to a low to medium risk investment option with a probable number of negative annual returns² of between 1 to less than 2 over 20 years - would ideally invest in the option for a minimum investment timeframe of 1 to 3 years.
Property and Infrastructure	This option is designed for members who: - are seeking a specific exposure to, Australian and global property and infrastructure, along with a smaller allocation to cash - are seeking over the long term, to earn a return after investment fees and indirect costs, equivalent to or higher than CPI + 3.5% p.a. - are comfortable with exposure to a medium-to-high-risk investment option with a probable number of negative annual returns² of between 3 to less than 4 over 20 years - would ideally invest in the option for a minimum investment timeframe of 3 to 5 years.
International Shares	This option is designed for members who: - are seeking a specific exposure to a range of companies listed on the stock exchanges around the world - are seeking over the long term, to earn a return, after investment fees and indirect costs, equivalent to or higher than the return (net of tax) of the MSCI All Country World Ex-Australia Index (unhedged in AUD) - are comfortable with exposure to a high-risk investment, with a probable number of negative annual returns² of between 4 to less than 6 over 20 years - would ideally invest in the option for a minimum investment timeframe of 7 to 10 years.
Australian Shares	This option is designed for members who: are seeking a specific exposure to a range of companies listed on the Australian stock exchange as well as a few that are not

² The Standard Risk Measure is based on industry guidance that lets you compare the number of negative annual returns an investment option may experience over any 20-year period.

- are seeking over the long term, to earn a return (adjusted for tax credits), after investment fees and indirect costs, equivalent to or higher than the return of the S&P/ASX 300 Accumulation Index (adjusted for tax credits).
- are comfortable with exposure to a high-risk investment, with a probable number of negative annual returns² of 4 to less than 6 over 20 years
- would ideally invest in the option for a minimum investment timeframe of 7 to 10 years.

Consistency between target market and the product

HESTA believes that the HESTA Retirement Income Stream product is likely to be consistent with the likely objectives, financial situation and needs of the type of members in the target market. The key terms and attributes of the product have been critically assessed and found to be consistent with the identified target market. This assessment included consideration of the varying levels of choice that members have in the product particularly with the investment features and drawdown options to cater to their personal situation and life stage.

HESTA regularly reviews:

- our investment options to provide members with the opportunity for competitive, risk-adjusted net long-term returns (returns after fees and costs)
- member engagement across the suite of investment options offered to ensure the appropriateness and need for a broad range of investment options appropriate for differing levels of risk tolerance and investment horizons of members
- administration fees and costs, including benchmarking against similar super funds
- the design of this product to ensure it is not complex and allows for a high degree of self-servicing.

4. How this product is distributed

Distribution channels

The HESTA Retirement Income Stream has been designed to be distributed directly to members and on an advised basis through the following means:

- through representatives of the Trustee
- by automatic transfer at age 65 from the HESTA TTR product
- by an online or physical application form
- by third-party financial advisers and other regulated persons (holding an AFSL) who engage in retail product distribution.

Distribution conditions

This product should only be distributed under the following circumstances where:

- the questions and answers in the application form and joining process have confirmed that the member is within the target market
- a member transfers at least \$250 to start their income stream, from a complying superannuation or rollover fund
- The HESTA Retirement Income Stream is not for distribution in jurisdictions outside of Australia.

Adequacy of distribution conditions

HESTA believes that the HESTA Retirement Income Stream distribution conditions ensure that only consumers who meet eligibility conditions enter into this product because:

- the join process requires the individual to answer questions relevant to confirming their eligibility
- contact centre and member facing employees are trained on the key terms and attributes of the product, including the product eligibility.

The Trustee has determined that the distribution conditions make it likely that members who join the product are in the target market for which it has been designed.

5. Reviewing this TMD

The Trustee will review this TMD in accordance with the below:

Annual review	30 September 2027
Periodic reviews	This TMD will be reviewed by 30 September each year.
Review events	An event or circumstances arising that would suggest the TMD is no longer appropriate. This includes: • significant changes in member engagement that suggest the target market is no longer appropriate • material change to the design or distribution of the product, including related documentation • occurrence of any significant dealings having considered reportable incidents defined below as notified by product distributors • an unexpectedly high level of complaints or adverse feedback from members about investment options, fees and costs or the product in general that would suggest that the product is no longer appropriate • notification by the regulator of serious concerns about the distribution and design of the product • indications that the distribution conditions do not make it likely that the members who acquire the product are in the target market • outcomes from Member Outcomes Assessments and Business Performance Reviews, which indicate the product is not meeting stated member outcomes.

Where a review event has occurred, this TMD will be reviewed within 10 business days.

6. Reporting and monitoring this TMD

It is an obligation for a distributor of this product to provide the following information in relation to this TMD.

This information must be sent to HESTA via email at product@hesta.com.au.

Complaints	Distributors must report quarterly (within 10 business days following the end of the quarter) the number and details of complaints received in relation to the product covered by this TMD. This will include the substance of complaints and general feedback relating to the product and its performance. Learn more about HESTA's Complaints Policy at hesta.com.au/complaints.
Reportable Incidents	Distributors are required to report a significant dealing (incident) in the product that is not consistent with this TMD within 10 business days of becoming aware of them to help the Trustee to make timely and appropriate decisions. What is a significant dealing? A significant dealing is a dealing or pattern of dealings of this product that's inconsistent with this TMD. In assessing 'significance', consider the number or proportion of affected members, the actual or potential harm or financial loss to those members, the degree of inconsistency with the target market, and the period over which inconsistent distribution has occurred. A single dealing may be significant where potential member harm is substantial. If you are uncertain, report it to us. Information that distributors must report within 10 business days of becoming aware of an incident: • the number of members who have acquired the product that are not in the target market or have characteristics that are specifically excluded from the target market • actual or potential harm to members who have acquired the product • relevant dates • circumstances where distribution conditions have regularly not been met, and • details of any consistent feature identifying when or how members outside the target market have acquired the product (e.g. at a particular time period; consistently from a particular adviser).

contact us

1300 734 479 | Locked Bag 35007 Collins St West VIC 8007 | hesta.com.au/contact

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