

target market determination

20 December 2024

For HESTA for Mercy Retirement Income Stream product

HESTA for Mercy Retirement Income Stream (RIS) 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
Australian Business Number (ABN)	66 006 818 695
Unique Superannuation Identifier (USI)	64971749321002
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 RIS 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 for Mercy RIS product referred to in the *HESTA for Mercy Income Stream PDS* available at hestaformercy.com.au/ispds.

2. Important dates

Date from when this TMD is effective	20 December 2024
Date when this TMD was last reviewed	20 December 2024
Latest date when this TMD will be next reviewed	20 December 2025

3. Target market

Type of consumers that fall within this target market

The HESTA for Mercy RIS product is designed for consumers who:

- have met a condition of release including through:
 - reaching preservation age 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 accumulated a minimum of \$50,000 within a HESTA for Mercy superannuation account and are looking to convert this into an income stream
- want the ability to continue to apply an investment strategy (through investment choice), whilst 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 for Mercy RIS is not designed for consumers who:

- are seeking insurance from this product, or
- are seeking to make further contributions into this product.

Product key attributes

The key product attributes include:

- access to a tax efficient way to earn and draw an income in retirement if over age 60
- 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 for Mercy Income Stream PDS* (subject to eligibility criteria) – a tax saving that is passed on when a member transfers from HESTA for Mercy Super or HESTA for Mercy TTR products to the HESTA for Mercy RIS product.

Objectives, financial situation and needs

Investment options

Refer to the *HESTA for Mercy Income Stream PDS* at hestaformercy.com.au/ispds for detailed information.

The following Ready-Made options 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.

Balanced Growth	<p>This option is designed for members who:</p> <ul style="list-style-type: none">• 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 CPI + by 3.5% p.a.• are comfortable with a higher exposure to growth assets• 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.
Conservative	<p>This option is designed for members who:</p> <ul style="list-style-type: none">• 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 medium investment option with a probable number of negative annual returns¹ of between 2 to less than 3 over 20 years• would ideally invest in the option for a minimum investment timeframe of 1 to 3 years.
Indexed Balanced Growth	<p>This option is designed for members who:</p> <ul style="list-style-type: none">• 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 or higher than CPI + 2.5% 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	<p>This option is designed for members who:</p> <ul style="list-style-type: none">• seek to avoid exposure to particular activities and tilt investment towards companies and assets whose activities are thematically aligned with one or more of the UN Sustainable Development Goals (SDGs)• 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 + 3.5% p.a.• are comfortable with a higher exposure to growth assets• 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	<p>This option is designed for members who:</p> <ul style="list-style-type: none">• 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 returns¹ 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.

¹ the Standard risk measure

The following Your Choice options are designed to meet the needs of consumers who are seeking to create a 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	<p>This option is designed for members who:</p> <ul style="list-style-type: none"> 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 returns¹ 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	<p>This option is designed for members who:</p> <ul style="list-style-type: none"> are seeking a specific exposure to Australian and international government bonds and other debt 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: <ul style="list-style-type: none"> 50% Bloomberg AusBond Composite 0+ Year Index 50% Bloomberg Global Aggregate ex Australia Index Hedged to \$A are comfortable with exposure to a medium-risk investment option with a probable number of negative annual returns¹ of between 2 to less than 3 over 20 years would ideally invest in the option for a minimum investment timeframe of 1 to 3 years.
Property and Infrastructure	<p>This option is designed for members who:</p> <ul style="list-style-type: none"> 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 returns¹ 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	<p>This option is designed for members who:</p> <ul style="list-style-type: none"> 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 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 returns¹ 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	<p>This option is designed for members who:</p> <ul style="list-style-type: none"> are seeking a specific exposure to a range of companies listed on the Australian stock exchange as well as a few that are not 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 S&P/ASX 300 Accumulation Index are comfortable with exposure to a very high-risk investment, with a probable number of negative annual returns¹ of 6 or greater over 20 years would ideally invest in the option for a minimum investment timeframe of 7 to 10 years.

¹ the Standard risk measure

Consistency between target market and the product

HESTA believes that the HESTA for Mercy RIS 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 our 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 for Mercy RIS has been designed to be distributed directly to HESTA for Mercy Super members and also on an advised basis through the following means:

- through representatives of the Trustee
- directly through a physical application form
- through 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:

- a member has met the eligibility conditions
- a member transfers at least \$50,000 held within their HESTA for Mercy Super account to start their income stream
- a member wants access to investment options
- the join process requires individuals to answer questions relating to the eligibility and the suitability of the product.

The HESTA for Mercy RIS is not for distribution in jurisdictions outside of Australia.

Adequacy of distribution conditions and restrictions

HESTA believes that the HESTA for Mercy RIS distribution conditions and restrictions ensure that only members who meet eligibility conditions enter this product, because:

- it limits distribution to existing members with a HESTA for Mercy Super account
- 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 and restrictions 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	20 December 2025
Periodic reviews	Annually before the 20 December 2025
Review events	<p>An event or circumstances arising that would suggest the TMD is no longer appropriate. This includes:</p> <ul style="list-style-type: none">significant changes in member engagement that suggest the target market is no longer appropriatematerial change to the design or distribution of the product, including related documentationoccurrence of any significant dealings having considered reportable incidents, defined below, as notified by product distributorsan 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 appropriatenotification by the regulator of serious concerns about the distribution and design of the productindications that the distribution conditions do not make it likely that the members who acquire the product are in the target marketoutcomes 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	<p>Distributors must report quarterly (within 10 business days following the end of the quarter) the number and substance of complaints received in relation to the product covered by this TMD.</p> <p>This will include the substance of complaints and general feedback relating to the product and its performance.</p>
Reportable Incidents	<p>Distributors will report incidents relating to the following within 10 business days, to assist the Trustee in its assessment of any significant dealings in relation to this TMD.</p> <p>Information to be reported:</p> <ul style="list-style-type: none">the number of members who have acquired the product that are not in the target marketthe number of members who have acquired the product that have characteristics that are specifically excluded from the target marketdistribution conditions have regularly not been metthere is a consistent feature that identifies when or how a member outside the target market acquire the product (e.g. at a particular time period; consistently from a particular adviser).

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