

# Sunsuper for life Retirement income account

**Target Market Determination**

# 1. About this document

This *Target Market Determination (TMD)* seeks to provide consumers, Sunsuper staff and distributors with an understanding of the class of consumers for which this product has been designed (the target market), having regard to their likely objectives, financial situation and needs.

This document is not to be treated as a full summary of the product's terms and conditions and is not intended to provide financial advice. Consumers must refer to the *Product Disclosure Statement (PDS)* and any supplementary documents when making a decision about this product and to seek financial advice if appropriate.

## Product Disclosure Statement to which this *Target Market Determination* applies

This *TMD* applies to the *Sunsuper for life Retirement income account* referred to in the [Sunsuper for life Product Disclosure Statement](#).

# 2. Class of consumers that fall within this target market

A *Sunsuper for life Retirement income account* is a simple account-based pension product that allows Consumers to access their superannuation savings as regular income payments and lump sums where required. It is not designed for consumers who want to make contributions to a superannuation account or combine their super from multiple funds or accounts. Consumers can use a *Sunsuper for life Super-savings account* to make contributions or combine their super before commencing a *Sunsuper for life Retirement income account*.

The following table describes the overall class of consumers the product is designed for.

Consumer class	Early retirement	Retired or Working past retirement age	Death benefit recipients	Disability benefit recipients
<b>Age range</b>	From preservation age <sup>1</sup> to age 65	Over 65 <sup>2</sup>	Any age, subject to eligibility	15 - 65 <sup>3</sup>
<b>Employment status</b>	Permanently retired	Permanently retired or reached age 65 and still working	Not applicable	No longer able to work due to illness or injury
<b>Likely objectives</b>	Obtain a source of income in retirement or supplement other sources of income with income from super		Obtain a replacement source of income due to death of income provider	Obtain a replacement source of income if no longer able to work
	Preservation of savings/wealth in the concessional tax superannuation environment			
<b>Likely needs</b>	<ul style="list-style-type: none"> <li>Receive regular income payments direct to their bank account from super with flexible frequency and amount options.</li> <li>Ability to access super in the form of lump sum withdrawals when required.</li> <li>Ability to select from a wide range of investment options to suit personal risk/return profile and investment objectives.</li> <li>Ability to nominate beneficiaries for death benefits under a preferred nomination (non-binding), a binding nomination, or as a reversionary beneficiary. Sunsuper does not offer non-lapsing binding death benefit nominations.</li> <li>Ability to leverage scale and group purchasing power for competitive administration and investment fees and costs to help preserve savings in retirement.</li> <li>Assistance for vulnerable consumers.</li> </ul>			

<sup>1</sup> "Preservation age" is the Government-specified age at which an individual can access superannuation benefits, provided they have permanently retired from the workforce, or take a transition to retirement income stream. Preservation age varies between 58 and 60 according to date of birth.

<sup>2</sup> Government regulations permit individuals to access their super if they have reached the age of 65, regardless of their employment status.

<sup>3</sup> Age range limited by disability insurance eligibility criteria in other Sunsuper products that provide the source of capital to commence the pension.

## Product description and key attributes

The key eligibility requirements and product attributes include:

### Investment options

Consumers can choose a mix of investment options that include:

- Actively managed and index investment options;
- Diversified (multi-asset class) and single asset class options;
- Hedged and unhedged options; and
- The *Today and Tomorrow* strategy.

Consumers can draw income payments proportionally from chosen investment option(s) or from one or more specific options and opt for automatic rebalancing every 6 or 12 months.

### Other product features

- Investment earnings are generally tax free.
- Income payments are concessional tax for those under 60 and tax-free from age 60.
- Consumers activating a *Sunsuper for life Retirement income account* may be eligible to earn a tax-free Retirement Bonus of up to \$5,100 (subject to eligibility criteria and other conditions, see [sunsuper.com.au/retirementbonus](https://www.sunsuper.com.au/retirementbonus)).
- Simple financial advice to consumers about their Sunsuper accounts at no additional cost.
- Consumers with more complex advice needs, including those looking for a full financial plan may be referred to an accredited external financial adviser. Advice of this nature may incur a fee.<sup>1</sup> Consumers can link a registered financial adviser to their account and request the advice fee relating to their Sunsuper account(s) to be paid to their financial adviser from their account.
- Access to educational webinars, seminars, podcasts, calculators and tools at no additional cost.
- *Member Online* website and Sunsuper app to check super balance, update details or manage super and investments at consumers' convenience.
- Ability to access discounts on holidays, experiences, and everyday items through Dream Rewards.

<sup>1</sup> Sunsuper employees provide advice as representatives of Sunsuper Financial Services Pty Ltd (ABN 50 087 154 818 AFSL No. 227867) (SFS), wholly owned by the Sunsuper Superannuation Fund. Sunsuper has established a panel of accredited external financial advisers who are not employees of Sunsuper. Sunsuper is not responsible for the advice provided by these advisers and does not receive or pay any referral fees. These advisers will explain to you how their advice fees are determined.

## Product eligibility criteria

- Consumers must be over their preservation age and retired, or over age 65, or be eligible to receive a superannuation disability benefit to open a *Sunsuper for life Retirement income account*. Sunsuper recommends consumers eligible to receive a superannuation disability benefit seek advice from a financial adviser, Department of Veterans Affairs or Centrelink before opening a *Sunsuper for life Retirement income account* as there may be impacts on their social security benefits.
- A *Sunsuper for life Retirement income account* can only be opened by a person eligible to receive a superannuation death benefit if they have been an eligible dependent of the deceased, such as:
  - ✓ a spouse of the deceased, or
  - ✓ a child of the deceased that:
    - is under 18 years old,
    - is between 18 and 25 years old and financially dependent on the deceased, or
    - has a permanent disability.
- A *Sunsuper for life Retirement income account* can only be purchased from funds held in another Sunsuper account, e.g. *Sunsuper for life Super-savings account*.
- A minimum amount of \$60,000 is required to open a *Sunsuper for life Retirement income account*, and a minimum annual pension must be paid from the account each financial year.
- This product is not suitable for a consumer who has already reached their personal Transfer Balance Cap.
- No insurance cover is available in this product.
- This product is only available to people receiving it in Australia. Applications from outside Australia may not be accepted. This product is not available to current or former temporary residents (who are not now a citizen or permanent resident of Australia or a citizen of New Zealand).
- An account can be opened for persons under the age of 15 by their parent/guardian and for persons that do not have capacity to make financial decisions by their attorney, guardian or trustee.

## Objectives, financial situation, and needs

### Investment options

The table below sets out the class of consumers that each **investment option** within the *Sunsuper for life Retirement income account* has been designed for.

Consumer class	Early retirement	Retired or Working past retirement age	Death benefit recipients	Disability benefit recipients
<b>Age range</b>	From preservation age to age 65	Over 65	Any age, subject to eligibility	15 - 65
<b>Likely investment objectives</b>	Generate wealth over the medium (5 years) to long term (10+ years)	Generate wealth over the medium term (5 years)		
<b>Investment risk tolerance</b>	Medium to High	Low to Medium-High		
<b>Investment horizon</b>	5 - 10 years	Less than 7 years		
<b>Likely suitable diversified investment options</b>	Sunsuper's diversified investment options are designed to meet the risk/return needs of the vast majority of consumers and those who want to invest in a diversified portfolio of asset classes based on an investment strategy determined by Sunsuper.			
Growth	✓		✗	
Balanced	✓		✓	
Balanced - Index	✓		✗	
Socially Conscious Balanced	✓		✓	
Retirement	✓		✓	
Conservative	✗		✓	
<b>Single asset class options</b>	Sunsuper's single asset class options are designed for consumers who want to build their own investment portfolio to suit their personal risk/return objectives from a range of asset classes with various investment styles:			
	Shares	Australian Shares		
	Australian Shares - Index	International Shares - Index (hedged)		
	Emerging Markets Shares	International Shares - Index (unhedged)		
	Property	Australian Property - Index		
	Diversified Bonds	Diversified Bonds - Index		
	Cash	Diversified Alternatives		

Sunsuper recommends that consumers seek financial advice when making any investment decision. A *Sunsuper for life Retirement income account* is not designed for consumers who want to select individual assets their super is invested in (e.g. stock selection) or engage in frequent market trading/investment switching.

Refer to the *Sunsuper for life Investment guide* for further information on who the investment options have been designed for, objectives, return targets after fees and costs, strategic asset allocations and risk profiles for all investment options.

## Today and Tomorrow strategy

Consumers can also choose to implement Sunsuper's *Today and Tomorrow* strategy, which is designed to meet the needs of consumers who are nearing retirement.

The *Today and Tomorrow* strategy invests an amount equal to twice the annual income payment in the Cash investment option, and the rest in the Retirement investment option. The maximum allocation to the Cash investment option is 20% of the initial balance.

Income payments are initially paid from the Cash investment option until there are no longer enough funds to make regular payments, and then proportionally across the account. Investments are not rebalanced from the initial allocation.

Consumers can only select the *Today and Tomorrow* strategy at commencement of a *Sunsuper for life Retirement income account* or when restarting a *Sunsuper for life Retirement income account*.

## Automatic portfolio rebalancing service

Sunsuper offers an automatic rebalancing service that reweights the investment options back into line with the original selection. Consumers can choose between an automatic rebalance frequency of twice yearly (31 March and 30 September) or annually (31 March). The automatic rebalancing service is not available to consumers that have chosen the *Today and Tomorrow* strategy.

## Consistency between target market and the product

A *Sunsuper for life Retirement income account* that is distributed to a consumer in accordance with the *Distribution conditions* below will likely be consistent with their likely objectives, financial situation or needs for the following reasons:

### Investment options

Sunsuper's investment goals are to:

- Enable consumers to achieve desired retirement outcomes by offering appropriate investment options for their needs.
- Deliver sustainably high, risk-adjusted net real returns that exceed the objectives set for each investment option.
- Improve the outcome for consumers by obtaining excellent value for money, without compromising the quality of our investment options.
- Perform strongly against our peers through the cycles to help maintain and grow the asset and consumer bases to enable us to continue to efficiently deliver a quality service for consumers.

The diversified multi-asset class options are designed to meet the risk/return needs of the vast majority of consumers. The other options are available for consumers who wish to tailor their asset allocation.

## Other product attributes and features

- Sunsuper is a profit-for-members fund. Any profits made are directed back to consumers in the form of lower fees and improved services.
- Sunsuper's fee structure takes into account the demographics of the fund as well as future projections with the aim to balance a low fee proposition and ongoing funding requirements:
  - ✓ Administration fee structure consisting of a weekly dollar-based component and a per annum percentage of account balance component has been developed with consideration of the membership structure and operating cost and results in an equitable spread of costs between lower and higher account balances.
  - ✓ Sunsuper does not profit from investment fees and costs.
  - ✓ No fees charged for buy-sell spreads or investment switching.
  - ✓ No additional fees for intra-fund advice.
  - ✓ Other fees and costs apply to family law splits and personal advice fees where authorised by consumers.
- Sunsuper offers assistance for vulnerable consumers through translation services, phone assistance, National Relay Service (NRS), physical offices at various locations in Australia, and specialised training for Sunsuper staff.

### 3. How this product is to be distributed

#### Distribution channels

This product is designed to be distributed through the following means:

Consumers can open a *Sunsuper for life Retirement income account*:

- Personally by either:
  - ✓ activating a *Sunsuper for life Retirement income account* in [Member Online](#); or
  - ✓ completing an [Income account request form](#)This includes those implementing a personal financial product advice recommendation from a suitably qualified and accredited financial adviser.
- Via an application completed with the consumer's Financial Adviser via Sunsuper's *Adviser Online* portal under a personal financial product advice arrangement.
- Via application by a parent/guardian for a consumer under 15.
- Via application by an authorised attorney, guardian or trustee to consumers that do not have capacity to make financial decisions.
- By issue directly from Sunsuper to consumers acquiring an interest in Sunsuper due to a successor fund transfer.

Consumers can choose options on their account personally via *Member Online*, the Sunsuper app, over the phone with a Sunsuper representative or by submitting the relevant form to Sunsuper. Registered Financial Advisers may be able to transact on a consumer's account via Sunsuper's *Adviser Online* portal. Not all choices are able to be made via every channel.

#### Distribution conditions

This product should only be distributed under the following circumstances:

- *Sunsuper for life Retirement income accounts* must only be issued via the *Distribution channels* stipulated above.
- This product offer is available only to people receiving it in Australia. Applications from outside Australia may not be accepted.
- This product is not available to current or former temporary residents (who are not now a citizen or permanent resident of Australia or a citizen of New Zealand).

- A *Sunsuper for life Retirement income account* can only be opened by a person eligible to receive a superannuation death benefit if they have been an eligible dependent of the deceased, such as:
  - ✓ a spouse of the deceased, or
  - ✓ a child of the deceased that:
    - is under 18 years old,
    - is between 18 and 25 years old and financially dependent on the deceased, or
    - has a permanent disability.
- An account can be opened for persons under the age of 15 by their parent/guardian by submitting an [Income account request form](#).
- An account can be opened for consumers that do not have capacity to make financial decisions by their appointed attorney, guardian or trustee by using the *Membership application* form at the back of the *PDS*, completing an [Income account request form](#) and supplying suitable evidence of their appointment as attorney, guardian or trustee.
- The product should not be distributed to a person who is not in the target market outlined above, unless under a personal financial product advice arrangement where the client's personal objectives, financial situation and needs have been taken into account and the best interest duty applies.

The following distribution conditions apply to key attributes and features within the product:

- Consumers are limited to selecting up to 10 investment options for either current assets or future income payments. Investment switching may be suspended or restricted in some unfavourable market conditions or where consumers engage in frequent switching activity.
- Registered Financial Advisers can transact on a consumer's account via Sunsuper's *Adviser Online* portal only where explicitly authorised by the consumer.

## Adequacy of distribution conditions and restrictions

Sunsuper has determined that the distribution conditions and restrictions outlined above are appropriate, will make it likely that consumers who acquire a *Sunsuper for life Retirement income account* are in the target market for which it has been designed, and will assist distribution of the product being directed towards the target market for the following reasons:

- The product's eligibility criteria and permitted distribution channels restrict access to the product and make it likely that the product will be distributed to consumers in the target market for which this product is designed;
- The distribution conditions and restrictions applicable to investment and other product options make it likely that the product's key attributes are consistent with the likely objectives, financial situation and needs of the consumers within the target market, and reduces the risks of potential harm to consumers exercising those options and the product being distributed to consumers outside the target market; and
- Distribution of the product to a consumer outside the target market for this product under a personal financial product advice arrangement is permitted as the financial adviser is required to take into account the personal objectives, financial situation and needs of the consumer.

## 4. Reporting and monitoring this *Target Market Determination*

We may collect the following information from our distributors in relation to this *TMD*.

### Complaints

Distributors must report all complaints received in relation to the product(s) covered by this *TMD* on a quarterly basis.

This will include the substance of complaints and general feedback relating to the product and its performance.

Distributors must report complaints information within 10 business days after the end of the relevant quarter.

### Significant dealings inconsistent with this *TMD*

Distributors must report if they become aware of a significant dealing in the product that is inconsistent with this *TMD* within 10 business days.

A significant dealing may include:

- A significant proportion of consumers who have acquired the product but are not in the target market, including consumers who have been specifically excluded from the target market.
- The actual or potential harm and financial loss to consumers that have acquired the product but are not in the target market.
- The nature and extent of any inconsistency of product distribution with this *TMD*.
- A significant amount of funds transferred to the product from consumers outside the target market.

## 5. Reviewing this *Target Market Determination*

This *Target Market Determination* is **effective from 18 October 2021**. We will review this *Target Market Determination* in accordance with the below:

<b>Initial review</b>	By 5 October 2023
<b>Periodic reviews</b>	Within 24 months of last review
<b>Review triggers or events</b>	<p>Any event or circumstances arise that would suggest the <i>TMD</i> is no longer appropriate. This may include (but is not limited to):</p> <ul style="list-style-type: none"><li>• A material change to the design or distribution of the product, including related documentation;</li><li>• Occurrence of an ASIC reportable significant dealing;</li><li>• Distribution conditions found to be inadequate;</li><li>• External events such as persistent and materially adverse media coverage or regulatory attention;</li><li>• Significant changes in metrics, including, but not limited to:<ul style="list-style-type: none"><li>✓ increase in investment option switching;</li><li>✓ increase in consumers exiting the product;</li><li>✓ increase or persistent consumer complaints about investment options or the product in general; and</li><li>✓ persistent underperformance of the product or its key attributes against objectives and benchmarks.</li></ul></li><li>• External events or a change in the underlying assets of the investment options for this product impacts their investment objectives;</li><li>• A change has occurred that effects the likely objectives, financial situation or needs of the target market;</li><li>• Use of Product Intervention Powers, regulator orders or directions in relation to the distribution of this product by ASIC;</li><li>• Significant breach event relating to the design or distribution of this product; and</li><li>• Sunsuper makes a determination for purposes of s52(9) of <i>Superannuation Industry (Supervision) Act 1993</i> that the financial interests of the customers who hold this product are not being promoted.</li></ul>

Where a review trigger has occurred, this *Target Market Determination* will be reviewed within 10 business days.





# What dreams are made of

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