

target market determination

1 December 2022

For HESTA for Mercy Super product

The HESTA for Mercy Super product provides a range of investment options, which incorporates our responsible investment approach. It also provides insurance options that cover income protection, total and permanent disability, and death.

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)	64971749321001
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 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 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 Super product referred to in the HESTA for Mercy Super Product Disclosure Statement and the supplementary documents available at hestaformercy.com.au/pds

2. Important dates

Date from when this TMD is effective	1 December 2022
Date when this TMD was last reviewed	1 December 2022
Latest date when this TMD will be next reviewed	5 October 2023

3. Target market

Type of consumers that fall within this target market

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

- are looking to save for their retirement within the superannuation system
- at any life stage want a product that offers a choice of investment options with different potential risks and returns, allowing a member to choose an option that is likely to suit their age, employment situation and financial situation
- are employees of Mater Misericordiae Ltd or its associates (a Core Participating Employer)
- are a spouse of a member of HESTA for Mercy products
- may wish to access insurance cover in the event of death or disablement.

There is no minimum contribution value or pre-existing superannuation balance requirement to join the product.

The product remains appropriate for members whilst transitioning to retirement, for members who may take career breaks or on the expiry of an employment arrangement with a Core Participating Employer after joining the product.

Product description and key attributes

This product is designed for consumers to save for their retirement and is designed to accept super guarantee (SG) contributions from employers or for members who are a spouse of a member of HESTA for Mercy products, other forms of contributions such as personal or spouse contributions.

The key product attributes include:

- ability to select from 10 investment options allowing members to create their own portfolio to suit their specific investment needs
- ability to increase their retirement savings by making additional contributions on a before or after-tax basis
- access to a tax efficient way to save for retirement
- access to Insurance Cover (if eligible) as well as the option to apply for additional insurance cover to suit their personal financial situations and needs.

Objectives, financial situation and needs

Investment options

Refer to *Investment choices* at hestaformercy.com.au/pds for detailed information.

The following Ready-Made options are designed to meet the needs of members 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.

Balanced Growth (Our default option)	<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 an after-tax return after investment fees and indirect costs equivalent to or higher than CPI + 3.0%• may be comfortable with a higher exposure to growth assets• may be comfortable with exposure to a high-risk investment with a probable number of negative annual returns over 20 years of 4 to less than 6• 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 an after-tax return after investment fees and indirect costs equivalent to or higher than CPI + 1.5%• may be comfortable with less exposure to growth assets and more exposure to defensive assets• may be comfortable with exposure to a medium-risk investment that has a probable number of negative annual returns over 20 years of 2 to less than 3• 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 low-cost investment strategies that aim to closely match index returns• are seeking over the long term, to earn an after-tax return after investment fees and indirect costs equivalent to or higher than CPI + 2.0%• may be comfortable with a high exposure to listed shares• may be comfortable with exposure to a high-risk investment option with a probable number of negative annual returns over 20 years of 4 to less than 6• 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 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 an after-tax return after investment fees and indirect costs equivalent or higher than CPI + 3.0%• may be comfortable with a higher exposure to growth assets• may be comfortable with a high-risk investment with a probable number of negative annual returns over 20 years of 4 to less than 6• 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 an after-tax return after investment fees and indirect costs, equivalent to or higher than CPI + 4.0%• may be comfortable with the highest exposure to growth assets across our Ready-Made Options• may be comfortable with exposure to a high-risk investment option that has a probable number of negative annual returns over 20 years of 4 to less than 6• 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 members 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. Members can choose one or more options and can switch in and out at any time.

<p>Cash and Term Deposits</p>	<p>This option is designed for members who:</p> <ul style="list-style-type: none"> • are seeking a specific exposure to at-call bank deposits and short-dated term deposits, and may have a small allocation to other cash investments • are seeking over the long term, to earn an after-tax return, after investment fees and indirect costs, equivalent to or higher than the return (net of tax) of the Bloomberg AusBond Bank Bill Index • are comfortable with an exposure to a very low risk investment asset class with a probable number of negative annual returns over 20 years of less than 0.5 • would ideally invest in the option for a minimum investment timeframe of less than 1 year.
<p>Diversified Bonds</p>	<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 an after-tax return, after investment fees and indirect costs, equivalent to or higher than the return (net of tax) 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 an exposure to a medium risk investment that has a probable number of negative annual returns over 20 years of 2 to less than 3 • would ideally invest in the option for a minimum investment timeframe of 1 to 3 years.
<p>Property and Infrastructure</p>	<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 an after-tax return after investment fees and indirect costs, equivalent to or higher than CPI + 3.0% • are comfortable with exposure to a medium-to-high risk investment, with a probable number of negative annual returns over 20 years of 3 to less than 4 • would ideally invest in the option for a minimum investment timeframe of 3 to 5 years.
<p>International Shares</p>	<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 an after-tax 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 very high-risk investment with a probable number of negative annual returns over 20 years of 6 or greater • would ideally invest in the option for a minimum investment timeframe of 7 to 10 years.
<p>Australian Shares</p>	<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 an after-tax return, after investment fees and indirect costs, equivalent to or higher than the return (net of tax) 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 returns over 20 years of 6 or greater • would ideally invest in the option for a minimum investment timeframe of 7 to 10 years.

Insurance options

Refer to the *Insurance options guide* at hestaformercy.com.au/pds for detailed information.

The HESTA for Mercy Super product gives members access to the following types of insurance:

Standard Cover	<p>Standard Cover is available to eligible members who are aged at least 15 and under 67, are working for a Core Participating Employer at the time they meet the eligibility requirements for Standard Cover.</p> <p>This option is designed for members who require a minimum cover of \$2,500 per month of Income Protection Cover and 10 units of Death and TPD Cover and who are seeking access to:</p> <ul style="list-style-type: none">• a monthly income benefit to help with ongoing living expenses if they are temporarily or permanently disabled• death cover to assist with the financial impact their death would have on their dependants• a lump sum benefit if they become totally and permanently disabled and unlikely to ever be able to return to work.
Income Protection Cover	<p>This option is designed for members, aged at least 15 and under 67, who are seeking access to:</p> <ul style="list-style-type: none">• a monthly income benefit to help with their ongoing living expenses if they are temporarily or permanently disabled• the ability to apply to increase their Income Protection Cover, up to the maximum monthly cover of \$30,000 (capped at up to 75% of Pre-disability Salary and up to 10% as a superannuation contribution in some circumstances)• flexible cover options with the ability to vary benefit periods and waiting periods. <p>Members who are eligible to receive a benefit, may have the benefit reduced by other income or benefits the member receives during the claim period.</p>
Death Cover	<p>This option is designed for members, aged at least 15 and under 67, who are seeking access to:</p> <ul style="list-style-type: none">• a lump-sum benefit to help their dependants with ongoing expenses and one-off costs if they died or were terminally ill• the ability to increase their Death Cover subject to approval from our insurer. The terminal illness cover component of Death Cover is limited to a maximum cover of \$3 million• available as unitised cover (each unit provides an amount of cover that reduces in value as they age) or fixed cover (specific dollar value of death cover that maintains the benefit amount as they get older in age).
Lump-sum TPD Cover	<p>This option is designed for members, aged at least 15 and under 67, who hold Death Cover, who are seeking access to:</p> <ul style="list-style-type: none">• a lump-sum benefit if they are totally and permanently disabled and unlikely or incapable of ever working again• the ability to increase their TPD cover subject to a maximum cover of \$3 million• available as either unitised cover (each unit provides an amount of cover that reduces in value as they age) or fixed cover (specific dollar value of disability insurance cover that maintains the benefit amount as they get older in age).

The insurance options are subject to the terms, conditions, and eligibility criteria of the insurance policies. Members who have previously claimed a lump sum Total and Permanent Disability (TPD) benefit or Terminal Illness benefit from any super fund or life insurance policy are not eligible to obtain insurance cover, and for income protection purposes, you are not eligible for IP cover if you are in the process of claiming TPD, terminal illness, a total disablement or partial disablement benefit under any other policy. Members can also apply for Voluntary Cover. Where members hold voluntary cover insurance fees (also referred to as premiums) are based on occupational classifications and gender in respect of that cover. For more information on insurance, download the *Insurance options guide*, available at hestaformercy.com.au/pds

Consistency between target market and the product

HESTA believes that the HESTA for Mercy Super product is likely to be consistent with the likely objectives, financial situation and needs of the members in the target market.

To ensure this, 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, including benchmarking against similar leading super funds
- insurance features, fees and costs to minimise the account erosion of our members, while providing appropriate insurance options for members
- 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 to be distributed

Distribution channels

The HESTA for Mercy Super product has been designed to be distributed directly to members and on an advised basis through the following means:

- directly by Mater Misericordiae Ltd or its associates
- directly through physical application form for a spouse of HESTA for Mercy Super members
- through representatives of the fund trustee
- through third-party financial advisers and other regulated persons (holding an AFSL) who engage in retail product distribution.

Distribution conditions

The HESTA for Mercy Super product is distributed under the following circumstances:

- where a member is an existing or past employee of Mater Misericordiae Ltd or its associates and their spouses
- where a member meets the relevant insurance eligibility criteria outlined in the PDS (if a member is provided with Standard Cover or applying for Voluntary Cover).

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

Adequacy of distribution conditions and restrictions

The HESTA for Mercy Super product distribution conditions and restrictions attempt to ensure that only consumers who meet eligibility conditions enter this product:

- contact centre and member facing employees are trained on the product, including the product eligibility.

The trustee has determined that the distribution conditions and restrictions will 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	5 October 2023
Periodic reviews	Annually before the 5th of October
Review events	<p>An event or circumstances arising that would suggest the TMD is no longer appropriate. This may include (but is not limited to):</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, insurance options 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 consumers 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.

Note that these obligations do not apply to employers.

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

Complaints	<p>Distributors must report monthly (within 10 business days following the end of the month) the number and details 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 members outside the target market acquire the product (e.g., at a particular time period; consistently from a particular adviser).

contact us

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