

ngs
Super

Target Market Determination

NGS Accumulation



About this document

This target market determination (TMD) seeks to provide consumers, distributors and staff with an understanding of the group of consumers which this product has been designed for, having considered the objectives, financial situation and needs of the target market.

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 **NGS Accumulation Product Disclosure Statement (PDS)** and other relevant material when deciding about this product.

Product Disclosure Statement for this target market determination

- **NGS Accumulation Product Disclosure Statement**

Other relevant documents

NGS Accumulation is mentioned in the following documents and the TMD applies accordingly:

- **Investment guide**
- **NGS Self-Managed Direct Investment Option guide**
- **Insurance guide**
- **Fees, costs and tax fact guide**

Important dates

This target market determination is effective from	01 November 2023
This target market determination will next be reviewed on	05 October 2024

Target market for NGS Accumulation

NGS Accumulation is an accumulation superannuation product which accepts superannuation guarantee and voluntary super contributions for consumers saving for their retirement.

The table below describes the classes of consumers that the product is designed for.

Typical characteristics	Consumers accumulating retirement savings.
Typical age range	18-65.
Typical employment status	Employed. Not employed.
Likely objectives	To grow their retirement savings over the long term in a tax-effective investment. Manage risks through obtaining insurance cover (Life, Total and Permanent Disablement and Income Protection).
Likely financial situation	An employer is making superannuation contributions on their behalf. Has the capacity to make personal contributions to their superannuation. Requirement for insurance cover for Life, Total and Permanent Disablement and Income Protection.
Likely needs	A complying superannuation account that can receive superannuation guarantee contributions from an employer or any voluntary super contributions. Ability to choose how their retirement savings are invested from a range of investment options with short-term and long-term investment horizons and different risk profiles, to align with their investment needs. Tax-effective insurance cover to meet the need to reduce the financial impact to themselves and/or their dependants in case of death, terminal illness, total and permanent disability or temporary inability to work. Access to general or personal financial advice.

NGS Accumulation is not designed for consumers that require access to funds prior to meeting a superannuation condition of release.

The most common superannuation conditions of release to access superannuation monies include:

- reaching preservation age and retiring permanently
- turning 65 years of age (even if not retired)
- changing jobs on or after reaching age 60
- death.

Preservation age

Consumers born before 1 July 1964	Preservation age has been reached
Consumers born after 30 June 1964	Preservation age is 60

Insurance cover within *NGS Accumulation* is offered as **Default Cover** (automatic cover, subject to eligibility) or **Voluntary Cover** (consumer selected subject to Insurer acceptance). Premiums for insurance cover are based on a consumer's insurance category (NGS Plus, NGS General or NGS Select — see footnote to page 5 of this TMD).

Default Cover is designed for consumers who are eligible members of *NGS Accumulation* and:

- fall within the eligible age range of 15-69 for default Life and terminal illness cover,
- fall within the eligible age range of 15-66 for default Total and Permanent Disablement (TPD) or Income Protection (IP) cover,
- meet the automatic eligibility requirements (have an account balance greater than \$6,000 and are at least 25 years of age), or opt in to receive the cover within 120 days of the Date of their Welcome Letter, which is subject to Insurer acceptance,
- will receive future super contributions from their employer into their *NGS Accumulation* account.

Default Cover is not designed for consumers who:

- are unemployed,
- are in the armed forces (other than the Australian Armed Forces Reserves),
- require a level of cover above the age based cover or maximum amounts provided,
- require IP cover with a benefit payment period longer than 2 years, or a waiting period other than 90 days,
- require cover that is not Life, TPD or IP cover.

Voluntary cover is designed for consumers who are eligible members of *NGS Accumulation* and:

- fall within the eligible age range of 15-69 for default Life and terminal illness cover,
- fall within the eligible age range of 15-66 for default TPD or Income Protection (IP) cover, and
- would like to apply for cover, increase their current level of cover or fix their current level of Default Cover.

Voluntary cover is not designed for consumers who:

- require IP cover and are unemployed,
- are in the armed forces (other than the Australian Armed Forces Reserves),
- require a level of cover above the maximum cover limits for each cover type,
- require cover for an illness or injury that is subject to a special condition and/or exclusion (subject to acceptance by the Insurer) as described in the NGS Super ***Insurance guide***.

For further information on Default Cover or Voluntary Cover, refer to the **Insurance** heading (page 8), within the **Objectives, financial situation and needs** section which commences on page 6.

Product description and key attributes

NGS Super designs its products and services to ensure our members and their families get the most out of their money. We do this by ensuring easy access to the information they need, at the right time and through the channel that suits them (digital, phone, virtual or face-to-face). We believe financial advice empowers members to make decisions that lead to better retirement outcomes.

The key attributes of *NGS Accumulation* are:

- a superannuation account that invests consumers' savings until they reach a superannuation condition of release
- access to a range of pre-mixed and sector-specific investment options
- access to a self-managed direct investment option (DIO) which provides access to shares, exchange-traded funds (ETFs) and term deposits, catering for all risk appetites from very low to very high
- access to automatic Default Cover for eligible consumers, or on application as Voluntary Cover for death and terminal illness, Total and Permanent Disablement (TPD), and Income Protection (IP) insurance, noting:
 - the amount of Default cover provided to consumers who meet the eligibility criteria, will depend on their age and insurance category*
 - eligible consumers can increase, decrease, or cancel their cover based on their financial and health needs at different life stages
 - insurance premiums are deducted weekly from a consumer's *NGS Accumulation account*, and will depend on the type and amount of cover, their age, and their insurance category*
- access to personal financial advice through NGS Financial Planning for an additional fee
- access to complimentary general advice about contributions, investments and insurance needs
- access to education and online account self-service, including:
 - 24/7 online access to view and update account details
 - free webinars, seminars and online financial education.

*Based on type of employer on joining NGS Super.

- **NGS Plus:** lower premium costs and higher sums insured
- **NGS General:** higher premium costs and lower sums insured.

Eligible consumers may be able to change insurance category and/or apply for lower **NGS Select** premium rates — refer to the NGS Super **Insurance guide**.

Objectives, financial situation and needs

Investments

Investment options with higher focus on growth

These options are designed to be invested for the medium to long term and are more likely to be suitable for consumers with a medium to long-term investment horizon, depending on the option.

These options are unlikely to be suitable for consumers:

- with a short-term investment timeframe, such as consumers who are seeking capital preservation in the lead-up to retirement
- who are not willing to accept an increased level of volatility in returns, including a risk that returns may be negative at times.

There are more details in the table below.

Investment option	Consumer investment aim aligned with	Consumer minimum investment timeframe	Consumer risk tolerance based on the expected frequency of a negative return over a 20-year period
Diversified (MySuper) (Investment default option)	Achieving a net investment return 3% above the Consumer Price Index (CPI) p.a. over rolling 10-year periods.	Consumers should be prepared to stay invested in this option for at least 7 years.	3.5 years in 20
High Growth	Achieving a net investment return 4% above CPI p.a. over rolling 10-year periods.	Consumers should be prepared to stay invested in this option for at least 7 years.	3.7 years in 20
Balanced	Achieving a net investment return 2% above CPI p.a. over rolling 10-year periods.	Consumers should be prepared to stay invested in this option for at least 5 years.	2.6 years in 20
Indexed Growth	Achieving a net investment return 3% above CPI p.a. over rolling 10-year periods.	Consumers should be prepared to stay invested in this option for at least 10 years.	5.2 years in 20
Australian Shares	Outperforming the S&P/ASX300 Total Return Index (adjusted for implied superannuation tax and/or franking credits, where applicable) over the medium to long term.	Consumers should be prepared to stay invested in this option for at least 12 years.	6 years in 20
International Shares	Outperforming the MSCI ACWI ex Aust Index (in AUD, adjusted for implied superannuation tax and/or franking credits, where applicable) over the medium to long term.	Consumers should be prepared to stay invested in this option for at least 12 years.	6.4 years in 20
Infrastructure	Achieving the equivalent return of the FTSE Developed Core Infrastructure 50/50 Net Total Return Index (Hedged to AUD, adjusted for implied superannuation tax and/or franking credits, where applicable) over the medium to long term.	Consumers should be prepared to stay invested in this option for at least 12 years.	7.2 years in 20

Investment option	Consumer investment aim aligned with	Consumer minimum investment timeframe	Consumer risk tolerance based on the expected frequency of a negative return over a 20-year period
Property	Outperforming the equivalent return of the FTSE EPRA/NAREIT Developed Net Total Return Index (Hedged to AUD, adjusted for implied superannuation tax and/or franking credits, where applicable) over the medium to long term.	Consumers should be prepared to stay invested in this option for at least 12 years.	7.4 years in 20
Self-Managed Direct Investment Option (DIO)	Investing directly into shares from the S&P/ASX 300 Index and a selection of exchange traded funds and term deposits.	Consumers should be prepared to stay invested in for at least 10 years for ASX listed securities / exchange traded funds and for the full term of any term deposit selected.	Not applicable as member chooses investments.

Note: Investments in the Self-Managed DIO:

- must have a minimum account balance of \$7,000
- must keep at least the higher of \$2,000 or 20% of the total balance in other investment options for each relevant NGS account
- minimum amount in the cash hub is \$500
- the maximum invested is 80% of account balance
- minimum amount transferred is \$500 at any time
- will have a lower focus on growth assets if the consumer only invests in term deposits.

Investment options with a lower focus on growth

These options are unlikely to provide the growth required for consumers to meet their retirement goals over the medium to long-term. Options with a lower allocation to growth assets are more likely to be suitable for consumers with a short-term investment timeframe, such as those who are seeking capital preservation in the lead-up to retirement.

Investment option	Consumer investment aim aligned with	Consumer minimum investment timeframe	Consumer risk tolerance based on the expected frequency of a negative return over a 20-year period
Defensive	Achieving a net investment return 1% above CPI p.a. over rolling 10-year periods.	Consumers should be prepared to stay invested in this option for at least 3 years.	1.5 years in 20
Diversified Bonds	Outperforming a weighted index of 50% Australian - Bloomberg AusBond Composite Bond 0+YR and 50% International - Bloomberg Barclays Global Aggregate Index (hedged to AUD, adjusted for implied superannuation tax and/or franking credits, where applicable) over the medium to long term.	Consumers should be prepared to stay invested in this option for at least 5 years.	2.2 years in 20
Cash and Term Deposits	Achieving a net return that matches or exceeds the RBA cash rate (adjusted for implied superannuation tax and/or franking credits, where applicable).	Consumers should be prepared to stay invested in this option for at least 1 year.	Negligible

Read the **NGS Accumulation PDS**, **Investment guide** and **Self-Managed DIO Guide** available at ngssuper.com.au/PDS for more information.

Insurance

NGS *Accumulation* gives consumers access to aged-based cover provided as Default Cover.

They can vary this cover or apply for Voluntary Cover to suit their personal circumstances. These insurance options are unsuitable for consumers in the armed forces (other than the Australian Armed Forces Reserve).

Insurance through NGS *Accumulation* provides consumers with a lump sum payment or temporary income in the event of their death, illness or disability, where they require access to financial support to meet their ongoing financial commitments, including payment of debts and living expenses.

Consumers can increase, decrease, or cancel their cover to meet their varying financial and health needs at different life stages, and as their access to financial assets and sources of income changes over time.

Cover type	Consumer insurance need
Life cover	Provides a lump sum to the member's dependants and/or estate to reduce the financial impact in the event of the member's death or terminal illness.
Total and Permanent Disablement (TPD) cover	Provides a lump sum to protect themselves from the financial impact, in the event of the member becoming permanently disabled and no longer able to work.
Income Protection (IP) cover	Provides a regular income for a specified period in the event the member is temporarily (or permanently) unable to work due to an illness or injury.

Insurance options	Consumer situation and needs
<p>Default Cover</p>	<p>All Default Cover is unsuitable for new consumers applying for the product if at the time they apply for the product they are unemployed, and will be unsuitable for the period the consumer remains unemployed.</p> <p>Income Protection is unsuitable for existing consumers who currently hold the product during the period they are unemployed.</p> <p>The Default Cover option is designed to provide automatic Life, TPD and IP insurance cover to eligible consumers. <u>Consumers who meet the automatic eligibility criteria for Default cover are not required to complete eligibility questions including in relation to health conditions.</u></p> <p>As default IP cover has a 2-year benefit payment period with 90-day waiting period, it may not be suitable for consumers seeking a specific waiting or benefit payment period(s).</p> <p>Automatic eligibility for Default Cover applies for consumers who:</p> <ul style="list-style-type: none"> • have an account balance greater than \$6,000; and • are at least 25 years of age; and • are below the age of 70 for Life cover, 67 for TPD cover and 67 for IP cover; and • have received a contribution from their employer after the first three eligibility conditions above have been met. <p>Consumers may choose to opt in to receive the Default cover, <u>which is subject to application and completion of health questions</u>, and acceptance by the Insurer.</p> <p>The amount of cover received will depend on the consumer's age at the time they meet eligibility conditions and their occupation. The amount of cover provided at different ages is likely to vary along with the financial needs and ongoing expenses of consumers that apply at key life events, such as starting a family or buying a house. Information on the amount of cover provided for each cover type and occupation category is provided in the NGS Super Insurance guide.</p> <p>Depending on their occupation consumers will be put into one of two categories — NGS General or NGS Plus.</p> <p>A third category, NGS Select, will apply subject to application and approval.</p> <p>Eligible consumers who meet certain criteria may be able to increase their levels of default cover without providing health evidence.</p>
<p>Voluntary Cover</p>	<p>Income Protection is unsuitable for consumers during the period they are unemployed.</p> <p>Voluntary Cover is optional and can provide Life, TPD and/or Income Protection cover to consumers who are not eligible for Default Cover or who wish to vary their cover from what is available as Default Cover.</p> <p>Consumers are eligible for Voluntary Cover where they are below the age of 70 for Life cover, and below the age of 67 for both TPD cover and IP cover.</p> <p>Voluntary Cover will apply to age 75 for Life cover, age 67 for TPD cover and 67 for IP cover.</p> <p>Voluntary Cover provides consumers with the flexibility to choose the type and level of cover that is appropriate to their personal circumstances. All Voluntary Cover is subject to application and approval.</p> <p>Consumers will need to provide details of health and their application <u>including completion of a personal statement</u>, will be assessed <u>and is subject to acceptance</u> by our insurer.</p>

Read the **NGS Accumulation PDS** and **Insurance Guide** available at ngssuper.com.au/PDS for more information and the terms and conditions that apply.

Consistency between target market and the product

NGS Accumulation is regularly reviewed to ensure it provides the investment options, product features and service to meet its target market member needs.

The key *NGS Accumulation* features supporting the target market member needs include:

Consumer target market	NGS Accumulation offer
To grow their retirement savings in a tax-effective investment.	Competitive fees and investment returns, with investment earnings taxed at 15%.
A complying superannuation account that can receive superannuation guarantee contributions from an employer or any voluntary super contributions.	Eligible members can make all contributions permitted by superannuation law.
Ability to choose how their retirement savings are invested from a range of investment options with short-term and long-term investment horizons and different risk profiles, to align with their investment needs.	A range of investment options, including the Diversified (MySuper) default investment option, with varying investment objectives, asset class exposure, investment risk and timeframes, to meet target members' investment objectives. This supports members making an investment selection appropriate to their investment needs and in saving for their retirement.
Tax-effective insurance cover to meet the need to reduce the financial impact to themselves and/or their dependants in case of death, terminal illness, total and permanent disability or temporary inability to work.	Insurance benefits designed to support the characteristics of consumers within the target market in the event of their death, total and permanent disablement or temporary disability.
Access to general or personal financial advice.	A range of education and advice services supporting members understanding of and engagement with the product offer and features available.

Based on our assessment, we believe that *NGS Accumulation* is likely to be consistent with the objectives, financial situation and needs for consumers in the target market.

How this product is to be distributed

Distribution channels

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

- NGS website www.ngssuper.com.au (via Member Join Online or the application form located in the PDS)
- NGS Customer Relationship Managers
- NGS Helpline
- NGS Financial Advice Helpline
- Financial advisers
- Default via employer enrolment.

Distribution conditions

This product should only be distributed under the following circumstances:

- The consumer is an individual who is resident in Australia and is eligible to contribute to, or consolidate their superannuation account
- Consumers join through stated distribution channels
- Financial advisers must be acting in reliance on an appropriate authorisation under an Australian financial services licence and in accordance with code of ethics and legislative requirements.
- Consumers under the age of 18 must be enrolled by their employer or in accordance with the **PDS** eligibility rules.
- Consumers are considered within the target market outlined in this document unless personal advice has been provided
- Product application eligibility terms and conditions stated in the **PDS**, and other related material have been met.

Adequacy of distribution conditions and restrictions

The above distribution conditions and restrictions have been determined as appropriate as they will control the distribution of the product to consumers likely to be in the target market aligned to the *NGS Accumulation* offer.

Reviewing this target market determination

We will review this target market determination as follows:

Next periodic review	5 October 2024
Review period	This target market determination will be reviewed at least every 12 months.
Review triggers or events	<p>There are several events or circumstances that could arise which may trigger a TMD review or update prior to the next periodic review. This may include the following events/ review triggers:</p> <ul style="list-style-type: none"> • material changes to the design or distribution of the product • the occurrence of a significant dealing outside the target market, including sub-markets • distribution conditions found to be inadequate • external events such as adverse media coverage or regulatory attention on the product, and • material changes in metrics which include, but are not limited to: <ul style="list-style-type: none"> - the number of complaints received - investment performance relative to benchmarks - number of members exiting the product - significant proportion of insurance claims being declined - active insurance cancellation rates - erosion of retirement savings from insurance premiums as a % of a member's average lifetime salary.

When NGS Super becomes aware that a review trigger has occurred, or an event/circumstance has occurred that would reasonably suggest that the TMD is no longer appropriate, we will review this target market determination within 10 business days.

Reporting and monitoring this target market determination

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

<p>Complaints</p>	<p>Distributors must report all complaints in relation to the product(s) covered by this TMD on a quarterly basis. This will include written details of the complaints and general feedback relating to the product and its performance.</p> <p>All product related complaints and feedback will be received from all distribution channels within 10 business days after the end of every quarter.</p>
<p>Significant dealings</p>	<p>A significant dealing is an event which has occurred which has resulted in a financial product being sold to consumers who are outside of the product's target market and has impacted a material number of members over an extended time period, causing actual financial harm to the affected members.</p> <p>Distributors will report if they become aware of a significant dealing in relation to this TMD within 10 business days of when the significant event becomes known.</p>

Need more information? Contact us

You can contact us at ngssuper.com.au/contact-us

call us on **1300 133 177**, Monday to Friday, 8am–8pm (AEST/AEDT)

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ngssuper.com.au