

Target Market Determination

For GuildSuper – My Mix Solution

Prepared and issued on 17 April 2023

The GuildSuper MyMix Solution is an accumulation superannuation product that offers three investment options and insurance, including Death, Total and Permanent Incapacity (TPD) and Income Protection. SUPERSUPER, the shop-and-save rewards program is made available to GuildSuper members.

Trustee and Issuer: Issued by Guild Trustee Services Pty Limited ABN 84 068 826 728 AFS Licence No. 233815 RSE Licence No. L0000611 Trustee of the Guild Retirement Fund ABN 22 599 554 834 (which includes GuildSuper and Child Care Super). GuildSuper Insurance is provided by MetLife Insurance Limited, ABN 36 615 958 873. SUPERSUPER is provided by EonX Services Pty Ltd ABN 39 615 958 873.

1. About this document

This Target Market Determination (TMD) is a publicly available document required under section 994B of the *Corporations Act 2001 (Cth)*. It sets out the target market for the product, triggers to review the target market and certain other information. It forms part of Guild Retirement Fund's design and distribution framework for the product.

This TMD seeks to offer consumers, distributors and staff with an understanding of the class of consumers

for which this product has been designed, having regard to 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 Product Disclosure Statement (PDS) and any supplementary documents when making a decision about this product.

Product Disclosure Statement to which this target market determination applies

This TMD applies to the MyMix Solution offered by GuildSuper referred to in the following PDS:

- [GuildSuper PDS](#)

Other documents to which this target market determination applies

This TMD applies to GuildSuper referred to in the following relevant documents:

- [How GuildSuper Works Guide](#)
- [GuildSuper Investment Guide](#)
- [GuildSuper Insurance Guide](#)
- [Financial Services Guide](#)

2. Important dates

Event	Date
Date from which this target market determination is effective	17 April 2023
Date when this target market determination was last reviewed	17 April 2023
Date when this target market determination will be next reviewed	17 April 2024

3. Class of consumers that fall within this target market

The information below summarises the overall class of consumers that fall within the target market for GuildSuper MyMix Solution.

This GuildSuper MyMix Solution **is** designed for consumers who are looking to invest for their retirement within the superannuation accumulation environment who generally meet most of the following criteria:

- Are a resident in Australia and eligible to contribute to or consolidate their superannuation account;
- Are in receipt of ongoing superannuation guarantee contributions from their employer and/or actively make additional contributions (whether pre-tax or post-tax) or have existing superannuation funds to rollover;
- May have been a member of the GuildSuper MySuper product or be employed in the pharmacy, veterinary or allied health sectors;
- Want access to a range of investment options and investment choice (please refer to the 'GuildSuper Product Disclosure Statement' and 'GuildSuper Investment Guide' for the full list of available portfolio investment options);
- Are looking to implement an investment strategy, with or without a financial adviser, that suits their individual goals and objectives by taking into account the likely return, the level of risk and investment timeframe;
- Wish to regularly review their investment portfolio via their financial adviser or directly;
- Understand that investments in superannuation cannot be accessed until a condition of release is met;
- Are seeking to receive consolidated, detailed and transparent reporting for their investments;
- Want to have access to the default insurance cover that is available under both MySuper and MyMix GuildSuper products within the superannuation environment, including Death only cover, Death and TPD cover and Income Protection cover;

- May also want to apply for any additional insurance cover that is available under GuildSuper's MySuper and MyMix products.

This GuildSuper MyMix Solution **is not** designed for consumers who:

- Do not want to manage their own investment risk;
- Are not prepared to pay the additional cost of having the flexibility of a broad range of investment options;
- Are after a retirement product where the Trustee automatically reduces their investment risk as they approach retirement;
- Want access to wholesale managed funds;
- Want direct access to investments such as listed securities.

4. Product description and key attributes

The key product attributes of this GuildSuper MyMix Solution are:

- A long-term superannuation savings vehicle which is, in part, compulsory. It helps members save money while they are working, so they have enough to support their lifestyle when they retire;
- Ability to transfer the superannuation account when members change jobs;
- A choice of three investment options;
- Access to Death only, Death and TPD, and Income Protection insurance cover;
- Access to tools and information to help members grow their super savings;
- 24/7 access to Members Online to check account balance and update details, insurance cover or investments;
- Access to a unique rewards program which puts personal contributions into the member's GuildSuper account when they shop with participating retailers.

Objectives, financial situation, and needs

The table below sets out the class of consumers that each investment option within GuildSuper MyMix Solution has been designed for:

Investment option	Investment objective	Who might it suit?	Minimum suggested timeframe	Risk level
Secure	To provide gross investment returns at least equal to the Bloomberg Bank Bill Index returns over rolling 1-year periods.	May suit investors who are primarily concerned with short-term security of capital.	1 year	Very low
Balanced	To provide net (after investment fees and investment tax) investment returns of at least 1.25% per annum above CPI increases over rolling 10-year periods.	May suit investors who seek to maximise long-term returns without being overly concerned with short-term volatility of returns.	8 years	High
Growth	To provide net (after investment fees and investment tax) investment returns of at least 3.0% per annum above CPI increases over rolling 10-year periods.	May suit investors who want to achieve strong returns over the long term and are comfortable with periods of short-term volatility.	10 years	High

The information below sets out the class of consumers that each insurance option within GuildSuper MyMix Solution has been designed for:

- Under the age of 70 for Death cover and TPD cover that is not fixed cover; under age 60 for default TPD cover; and under age 65 for Income Protection cover (with the maximum entry age for Death cover being 69, for TPD cover being 59 and for Income Protection cover being 64);
- With dependants or who believe that they will have dependants in the near future or are concerned about potential loss of earnings at an important stage of their working life;
- Who want reasonably priced insurance cover;
- Whose balances are on average more than \$6,000 and are aged 25 and above.

Under legislation, default insurance is offered on an opt-in basis for new members under age 25 and to members with account balances under \$6,000.

Automatic default cover is offered on the basis that needs increase with age reaching a peak and begin to thereafter decline. Whilst insurance needs generally decrease over time, voluntary cover is available through underwriting acknowledging that members have varying circumstances.

GuildSuper insurance is unlikely to be suitable for people who work in high-risk occupations, are in military service or need significant amounts of cover later in their working life.

It is also not appropriate for people who have received a TPD or Terminal Illness benefit through a superannuation fund or insurance policy at any time previously or are currently claiming or are eligible to claim a TPD or Terminal Illness benefit.

Types of cover

Insurance option	Who might it suit?
Death cover	If a member dies while an insured member, Death cover pays a lump sum to their beneficiaries, for example, their dependants or estate, who can use it to pay out debts and for everyday expenses.
Total and Permanent Disablement (TPD) cover	TPD cover pays a lump sum to the member if, while they are an insured member, they become totally and permanently disabled and are unable to work. It can be used for medical expenses, home modifications or for everyday expenses.
Income Protection (IP) cover	IP cover protects the member if, while they are an insured member, they have a loss of income and super contributions because they become ill or injured and are temporarily unable to work. Members get regular monthly payments for a period of up to the maximum Benefit Period applicable to the IP cover.

Insurance cover relevant to the member’s lifestyle

When members join GuildSuper and are eligible, they may automatically receive Default Death, Total and Permanent Disablement and Income Protection insurance cover – without filling in a form or providing full health information. Members can apply for additional cover based on certain life events such as marriage, birth of a child, or purchasing a new home.

As GuildSuper was established for the pharmacy, veterinary and allied health industries, there are three occupation categories that apply and if the member is a Pharmacy Assistant, they will be classified as ‘White Collar’, while if they are a Pharmacist, they will be classified as ‘Professional’. Members are required to notify us of their occupation.

Insured benefits to protect members

The objective of providing insured benefits is to protect members against the risk of not being able to accumulate sufficient retirement savings, for themselves or their dependants, due to having to cease work as a result of injury, illness or death.

When determining the kind of insurance benefits to offer, GuildSuper considers factors including the anticipated future needs and benefits required by the membership, the appropriateness of cover amounts versus premium and balance erosion, the terms and conditions of the cover and the ability to make a claim.

Consistency between target market and the product

This product is likely to be consistent with the likely objectives, financial situation and needs of the class of customers in the target market. This is based on an analysis of the key terms, features and attributes of the product and a finding that these are consistent with the identified class of consumers.

The GuildSuper MyMix Solution:

- Fulfils a need for consumers who work in the pharmacy, veterinary and allied health industries;
- Includes features/attributes that are consistent with the objectives, financial situation and needs of the target market including default insurance cover and optional additional insurance cover and investment choice;
- Incurs reasonable fees;
- Includes financial tools and information relevant to the target market; and
- Includes a rewards program that is appropriate for the target market.

The GuildSuper MyMix Solution will be next reviewed in April 2024, unless a review trigger occurs before that time (see Section 6 below for an outline of review triggers). During the review the Trustee will carefully consider whether the GuildSuper MyMix Solution continues to be suitable for consumers in the target market.

5. How this product is to be distributed

Distribution channels

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

- Directly through online application forms, Member Online portal for members switching from a MySuper product, webinars and the Trustee's contact centre;
- Third parties that have been authorised by the Trustee to distribute the product.

Distribution conditions

This product should only be distributed under the following circumstances:

- To consumers that fall within the target market;
- Where the person meets eligibility requirements defined in legislation and the GuildSuper PDS;
- Directly through the Fund by trained staff who utilise distribution materials approved by the Trustee and/or the PDS;
- Through a third-party distributor authorised by the Trustee to distribute the products utilising distribution materials that have been approved for use;
- Where the person has been advised to refer to the PDS.

Adequacy of distribution conditions and restrictions

We have determined that the distribution conditions and restrictions will make it likely that members and prospective members who acquire the GuildSuper MyMix Solution are in the class of consumers for whom it has been designed. The distribution conditions and restrictions attempt to ensure that only individuals that meet eligibility requirements detailed in the PDS will be offered the product.

The following measures are also in place:

- Member Services Team are permitted to provide only Factual Information;
- Authorised staff permitted to give General Advice;
- Product information is provided to members on GuildSuper Online when they elect to switch into the MyMix Solution from the MySuper product;
- GuildSuper website contains product information; and
- Target market information will be included on the GuildSuper website and in promotional material.

6. Reviewing this target market determination

We will review this TMD in accordance with the below:

Last review	17 April 2023
Next annual review	17 April 2024
Review triggers or events	<p>Any event or circumstances arise that would suggest the TMD is no longer appropriate. This may include (but is not limited to):</p> <ul style="list-style-type: none"> ● A material change to the design or distribution of the product, including related documentation such as the Product Governance Framework; ● An event or circumstance arising from the annual Member Outcomes and Business Performance Review assessments; ● Occurrence of a significant dealing; ● Distribution conditions found to be inadequate; ● Identification of significant detriment to consumers if TMD was not reviewed; ● External events such as adverse media coverage or regulatory attention; ● Significant changes in metrics, including, but not limited to, complaints, membership, exits; ● Significant increase in investment option switching; ● Significant increase in members exiting the product; ● Significant proportion of insurance cancellation rates; ● Significant proportion of insurance claims being declined or withdrawn; ● Persistent member complaints about investment options or product; ● Suspicious adverse results from market or different returns from those expected from the market including those detailed in the APRA heatmap; ● Significant change in exposure in products, such as developments in international markets where the product may be overweight; ● Sale or acquisition of an asset that was/is an important part of the investment holdings of a particular investment option; ● A change has occurred that effects the objectives of the target market.

Where a review trigger has occurred and the Trustee becomes aware that a review trigger has occurred or an event or circumstance has occurred that would reasonably suggest that the TMD is no longer appropriate, this TMD will be reviewed within 10 business days.

7. 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 (other than third parties authorised by the Trustee to distribute the MyMix Solution) must report the number of complaints in relation to the product(s) covered by this TMD monthly. Reporting is still required if the number of complaints is zero.</p> <p>This will include the substance of complaints and general feedback relating to the product and its performance.</p> <p>Third parties must report the number of complaints in relation to the product(s) covered by this TMD twice yearly. Reporting is still required if the number of complaints is zero.</p>
<p>Significant dealings</p>	<p>Distributors must report if they become aware of a significant dealing in relation to this TMD within 10 business days.</p> <p>A significant dealing relates to a dealing to individuals outside of the TMD for the MyMix Solution. A significant dealing may include the following circumstances:</p> <ul style="list-style-type: none"> • There is a high likelihood of harm to those consumers outside the target market that acquire the product; • Repeated non-compliance with distribution conditions.