

# Target Market Determination TelstraSuper Personal Plus

## 01

### About this document

This target market determination (TMD) sets out the target market or class of consumers for the TelstraSuper Personal Plus<sup>1</sup> product.

This TMD also summarises some (but not all) of the key features of this product.

This document is not a full summary of the product's terms and conditions, nor is it intended to be a substitute for obtaining your own financial advice.

If you wish to acquire this product, you must first read the **TelstraSuper Personal Plus Product Disclosure Statement** (PDS) and any supplementary documents available at [telstrasuper.com.au/pds](https://telstrasuper.com.au/pds) or by calling **1300 033 166**. You may also wish to obtain financial advice before applying for this product.

- Members can choose from a range of diversified and single asset investment options along with the Direct Access investment option, with varying investment objectives, risk levels and timeframes which best align to their financial goals, personal circumstances and attitude to investment risk
- Members have access to flexible insurance options (Death, Total & Permanent Disablement and Income Protection) to provide financial assistance in the event of illness or injury, with a sustainable premium structure and cover levels considering the impact premiums have on consumer retirement balances.

## 02

### Consistency between the target market and this product

The key terms, features and attributes of TelstraSuper Personal Plus are likely to be consistent with the likely objectives, financial situation and needs of the class of consumers identified in the target market for the following reasons:

- Members can make or receive all contributions permitted by law
- Members can consolidate super from other funds into a TelstraSuper Personal Plus account

## 03

### Important dates

Date from which this TMD is <b>effective</b>	1 July 2024
Date when this TMD was <b>last reviewed</b>	4 April 2024
Date when this TMD will be <b>next reviewed</b>	No later than 1 July 2025

<sup>1</sup> Members of TelstraSuper Personal Plus are also referred to as Division 4 members under the TelstraSuper Trust Deed.

# 04

## Class of consumers that fall within the target market

TelstraSuper Personal Plus is targeted to all eligible<sup>2</sup> consumers who

- are of an age that can open and contribute to a superannuation account, whether or not in paid employment;
- have previously been a contributing member of the TelstraSuper Corporate Plus or Defined Benefit Divisions, or
- are employees of an employer who has nominated TelstraSuper as its default superannuation fund,

and either want or need:

- an account with a complying superannuation fund that can receive superannuation guarantee contributions from an employer and any voluntary super contributions
- the ability to grow their superannuation balance over time through contributions and/or investment earnings to help fund their retirement
- access to a broad range of investment options that have been tailored for a variety of investment objectives and risk appetites
- the ability to change how their superannuation balance is invested
- access to a default level of Death and Total and Permanent Disability (TPD) insurance cover for eligible members with the ability to increase their insurance cover for their personal situation and life stage (noting that an increase in insurance cover is dependent on a health assessment by our Insurer, and the amount of cover and cost of cover will be dependent upon age, gender and occupation)

- access to flexible insurance options, including Income Protection insurance cover, for eligible members with the ability to tailor the cover for their personal situation and life stage (noting that eligibility is dependent on a range of factors including, but not limited to, a person's age, employment, residency, a health assessment by our insurer and occupation), to help better protect their financial wellbeing and their family in the event of:
  - death (or diagnosis of a terminal illness); or
  - permanent inability to earn an income or undertake their domestic duties due to accident or sickness subject to eligibility requirements
  - temporary inability to undertake the regular duties of the regular occupation due to accident or sickness subject to eligibility requirements
- the ability to cancel, apply to change or vary, insurance cover, subject to eligibility requirements and/or a health assessment.

TelstraSuper Personal Plus is not suitable for individuals who:

- have commenced and/or are seeking to commence a retirement income stream;
- have a desire to manage, or are already managing their own superannuation investment and superannuation administration needs through a self-managed superannuation fund and are not seeking a group insurance cover arrangement.

### 4.1 Key attributes

This is a superannuation product designed to enhance members' super entitlements by offering:

- an accumulation account in a superannuation fund designed to invest members' savings until they reach retirement or meet another condition of release
- a broad range of investment options, covering all major asset classes to suit the conservative through to the aggressive investor
- default insurance cover and flexible insurance options to individuals who meet certain eligibility criteria and/or satisfy health assessments.

### 4.2 Investment options

The table below sets out the target member for each investment option within TelstraSuper Personal Plus and the **Investment Guide** available at [telstrasuper.com.au/pds](https://telstrasuper.com.au/pds)

Members transferring from the TelstraSuper Corporate Plus product, will have the option to retain their existing investment options or make their own choices from a range of investment options which include growth and defensive investment options<sup>3</sup>.

<sup>2</sup> Eligible to open a superannuation accumulation account in accordance with the relevant laws and the Trust Deed, and not employed by an employer eligible to participate in TelstraSuper Corporate Plus.

Investment option	Designed for members who:	Standard Risk Measure	Suggested minimum timeframe*
<b>High Growth</b>	<ul style="list-style-type: none"> <li>are looking to include this option as a part of a broader investment strategy</li> <li>have a longer investment timeframe and are seeking high growth and are comfortable with high levels of volatility in returns, particularly over the short-term, through an investment option which is predominantly invested in growth assets, such as Australian and International Shares and Private Markets.</li> <li>are seeking to earn an investment return equivalent to CPI +4.0% p.a. and are willing to accept a high level of risk.</li> </ul>	High	10 years or more
<b>Growth option</b>	<ul style="list-style-type: none"> <li>are looking to include this option as a part of a broader investment strategy</li> <li>are seeking high growth and are comfortable with high levels of volatility in returns, particularly over the short-term, through an investment option which has a strong bias towards growth assets, such as Australian and International Shares, with a smaller allocation towards defensive assets such as Cash</li> <li>are seeking to earn an investment return equivalent to or higher than CPI + 3.5% p.a. and are willing to accept a high level of risk.</li> </ul>	High	7 to 10 years
<b>Balanced option</b>	<ul style="list-style-type: none"> <li>are looking to include this option as a part of a broader investment strategy</li> <li>are seeking growth and are comfortable with volatility of returns, particularly over the short-term, through an investment option which has a moderate bias towards growth assets, such as Australian and International Shares, with a smaller allocation towards defensive assets such as Cash</li> <li>are seeking to earn an investment return equivalent to or higher than CPI + 3% p.a. and are willing to accept a high level of risk.</li> </ul>	High	5 to 10 years
<b>Moderate option</b>	<ul style="list-style-type: none"> <li>are looking to include this option as a part of a broader investment strategy</li> <li>are looking for moderate investment growth but with greater security than the Balanced or Growth options and might be looking to access their super in the short to medium-term while continuing to participate in capital growth</li> <li>are seeking to earn an investment return equivalent to or higher than CPI + 2% p.a. and are willing to accept a medium to high level of risk.</li> </ul>	Medium to High	4 to 10 years

<sup>3</sup> Each investment option has a target for all growth and defensive assets classes. Some assets classes have characteristics of both growth and defensive assets. We call these 'mixed assets'.

\* The timeframes displayed provide an indication of the typical length of time over which investments in each option should be expected to be held.

Investment option	Designed for members who:	Standard Risk Measure	Suggested minimum timeframe*
<b>Conservative option</b>	<ul style="list-style-type: none"> <li>are looking to include this option as a part of a broader investment strategy</li> <li>are looking to maintain some growth, with a lower risk of capital loss than the Balanced or Growth options, through an investment option which has a bias towards defensive assets, in particular a high weighting towards Cash, to reduce short-term fluctuations (risk) but has some exposure to growth assets for long-term growth (return)</li> <li>are seeking to earn an investment return equivalent to or higher than CPI + 1% p.a. and are willing to accept a low to medium level of risk.</li> </ul>	Low to Medium	3 to 10 years
<b>International Shares option</b>	<ul style="list-style-type: none"> <li>are looking to include this option as a part of a broader investment strategy</li> <li>are looking to achieve potentially high returns in the long-term through exposure to International Shares, while being willing to accept a high level of volatility in returns, through an investment option which has 100% exposure to International Shares</li> <li>are seeking to earn an investment return equivalent to or higher than CPI + 3.5% p.a. and are willing to accept a very high level of risk.</li> </ul>	Very High	8 to 10 years
<b>Australian Shares option</b>	<ul style="list-style-type: none"> <li>are looking to include this option as a part of a broader investment strategy</li> <li>are looking to achieve potentially high returns in the long-term through exposure to Australian Shares, while being willing to accept a high level of volatility in returns, through an investment option which has 100% exposure to Australian Shares</li> <li>are seeking to earn an investment return equivalent to or higher than CPI + 3.5% p.a. and are willing to accept a very high level of risk.</li> </ul>	Very High	8 to 10 years
<b>Property option</b>	<ul style="list-style-type: none"> <li>are looking to include this option as a part of a broader investment strategy</li> <li>are looking to generate investment returns through investing in property and accept that this option involves a high level of risk, through an investment option which invests exclusively in property-based assets, including both Listed Property Trusts and Unlisted Property. For diversification reasons, this may include investment in international property and mortgages or loans secured by property assets</li> <li>are seeking to earn an investment return equivalent to or higher than CPI + 3% p.a. and are willing to accept a high level of risk.</li> </ul>	High	5 to 10 years
<b>Diversified Bonds and Credit option</b>	<ul style="list-style-type: none"> <li>are looking to include this option as a part of a broader investment strategy</li> <li>are seeking an investment option where returns are determined by a combination of income payments and changes in capital values caused by changes in interest rates. This option generally provides lower risk and returns than Shares, but can still deliver negative returns, through an investment option which invests primarily in Australian and International Fixed Interest Securities, including fixed, variable and floating interest rate securities issued by government bodies and companies, as well as asset and mortgage-backed securities and mortgages or loans secured by property assets. It may also have exposure to Cash, up to a maximum of 50%</li> <li>are seeking to earn an investment return equivalent to or higher than the Bloomberg AusBond Bank Bill Index, adjusted for tax, +0.5% p.a. and are willing to accept a low to medium level of risk</li> </ul>	Low to Medium	4 to 8 years

Investment option	Designed for members who:	Standard Risk Measure	Suggested minimum timeframe*
<b>Cash option</b>	<ul style="list-style-type: none"> <li>are looking to include this option as a part of a broader investment strategy</li> <li>may require access to cash in the short to medium term or who are seeking a secure, very low risk investment. Over long-term periods, Cash is expected to be the lowest returning asset class, through an investment option which invests 100% in cash and short-term money market securities</li> <li>are seeking to earn an investment return equivalent to the Bloomberg AusBond Bank Bill Index, adjusted for tax, and are willing to accept a very low level of risk.</li> </ul>	Very Low	0 to 2 years
<b>Direct Access option</b>	<ul style="list-style-type: none"> <li>are looking to include this option as a part of a broader investment strategy</li> <li>have a minimum account balance of \$50,000 held in their superannuation account</li> <li>want to invest in any company listed on the S&amp;P/ASX300 index, select Exchange Traded Funds and Term Deposits</li> <li><b>In relation to companies listed on the S&amp;P/ASX300 index and Exchange Traded Funds</b> - are looking to significantly outperform CPI over an investment time horizon, while accepting a higher level of investment risk and higher volatility to achieve greater returns</li> <li><b>In relation to Term Deposits</b> - are looking for a low-risk investment option with the certainty of a fixed return while accepting the funds will be locked away for a fixed period of time.</li> </ul>	Variable depending on individual investments	For Term Deposits: 1 year or less For Exchange Traded Funds: 8 to 10 years For S&P/ASX300: 8 to 10 years

\* The timeframes displayed provide an indication of the typical length of time over which investments in each option should be expected to be held.

### 4.3 Insurance

The table below sets out the target member for each insurance option within TelstraSuper Personal Plus. For further information, please refer to the PDS and the **TelstraSuper Personal Plus Insurance Guide** available at [telstrasuper.com.au/pds](http://telstrasuper.com.au/pds)

Members transferring from the TelstraSuper Corporate Plus product or the TelstraSuper Defined Benefit divisions, are able to retain their existing Death, Total and Permanent Disability insurance cover and in some circumstances, continue their Income Protection cover, which is subject to new premium rates.

<p><b>Death Insurance cover</b></p>	<ul style="list-style-type: none"> <li>• Members transferring from TelstraSuper Corporate Plus (default cover).</li> <li>• Members transferring from TelstraSuper Defined Benefit divisions.</li> <li>• New members who are employed by an employer who has nominated TelstraSuper as its default superannuation fund.</li> <li>• New members who are aged between 15 and 75 and who have completed the relevant questions on the application for membership for default Death insurance cover.</li> <li>• Members who are looking for the security of a death benefit payment to provide financial assistance to their dependants when they die, or to afford settlement of their estate via their legal personal representative.</li> <li>• Members who are looking for the security of a terminal illness benefit payment if they are diagnosed with a terminal illness resulting in a shortened life expectancy of 24 months or less.</li> </ul>
<p><b>Total and Permanent Disability (TPD) cover</b></p>	<ul style="list-style-type: none"> <li>• Members transferring from TelstraSuper Corporate Plus.</li> <li>• Members transferring from TelstraSuper Defined Benefit divisions</li> <li>• New members who are aged between 15 and 65, and who have completed the relevant questions on the application for membership for default Death and TPD insurance cover.</li> <li>• Members who are employed in either a permanent full-time or part-time (including contractors) or casual capacity or who are unemployed or who are in a domestic duties occupation.</li> <li>• Members who are looking for the security of a total and permanent disablement benefit payment to provide financial assistance if they are permanently unable to work or perform domestic duties because of an accident or sickness.</li> <li>• New members who are employed by an employer who has nominated TelstraSuper as its default superannuation fund.</li> </ul>
<p><b>Income Protection cover</b></p>	<ul style="list-style-type: none"> <li>• Members transferring from TelstraSuper Corporate Plus who previously had Income Protection and meet the eligibility requirements to continue this cover.</li> <li>• Members transferring from TelstraSuper Defined Benefit Division 5 who previously had Income Protection and meet the eligibility requirements to continue this cover.</li> <li>• Members, including those employed by an employer who has nominated TelstraSuper as its default superannuation fund, who are aged between 15 and 65, who are employed in either a permanent full-time or part-time (including contractors) or casual capacity and satisfy a health assessment for Income Protection cover.</li> <li>• Members who are looking for the security of a regular partial replacement income payment to provide financial assistance if they are temporarily unable to perform the regular duties of their regular occupation because of an accident or sickness.</li> <li>• Members who are seeking financial and rehabilitative assistance to support their daily expenses and return to work during their temporary disablement.</li> <li>• Members who are either in receipt or not in receipt of other disability income, as defined by the applicable policy, where receipt of other disability income could offset and reduce an Income Protection benefit payment during the eligible benefit period.</li> </ul>

## Exclusions or limitations

While the table above sets out the default or voluntary cover arrangements for Death and TPD cover and voluntary Income Protection cover, certain members do not automatically receive insurance cover and must either complete relevant questions in an insurance declaration and/or complete an application for insurance. For new members who join TelstraSuper Personal Plus via their employer who has nominated TelstraSuper as its default superannuation fund, their employer must have made a superannuation guarantee payment to the fund on their behalf within 120 days of their commencing employment or the Default Plan Commencement Date. Further, these new members must declare that they are in active employment as at the date they join and must opt in to receive member paid default cover.

Voluntary Income Protection cover is acquired by application only and does not apply by default.

Default cover is based on your age next birthday as at the previous 1 July. You may be eligible to apply to increase your cover, but this may be subject to a health assessment by our insurer or time periods. You can apply for any amount of Death cover. TPD cover is subject to an upper limit of \$5million and IP cover is subject to an upper limit of \$30K per month with a 5 year benefit payment period or \$50K per month with a 2 year benefit payment period.

Your continued eligibility for insured cover is dependent on whether your account is active and has received a contribution or rollover in the last 16 months.

Default cover conditions and eligibility requirements are subject to those set out in the PDS and accompanying Insurance Guide. Members transferring from the TelstraSuper Corporate Plus product or certain defined benefit products who are aged under 25 or have an account balance of \$6,000 or less are required to complete an **Opt-in Default insurance cover** form to receive default cover.

# 05

## How this product is to be distributed

### 5.1 Distribution channels

This product will be distributed through the following means:

- TelstraSuper's website
- TelstraSuper's Member Services Team
- TelstraSuper's Business Development/Client Partnership Team
- Telstra Group and eligible participating employers, and/or
- Australian financial advisers, including advisers from Telstra Super Financial Planning Pty Ltd.

### 5.2 Distribution conditions

This product should only be distributed under the following circumstances:

1. the consumer meets the criteria of the target market for the purposes of this product
2. the consumer must be eligible to contribute to a superannuation account, and

3. where a consumer is applying for insurance cover, they must:
  - a. meet the relevant requirements (such as the terms and conditions for transferring members and for new members, the membership application, age, residency, health assessment and occupation) as outlined in the PDS and Insurance Guide, and
  - b. be in an eligible occupation category for Income Protection cover being applied for.

This product should not be distributed to a consumer who is not in the target market, unless under personal financial advice where the consumer's personal objectives, financial situation and needs have been considered.

### 5.3 Adequacy of Distribution conditions and restrictions

TelstraSuper has determined that based on the assessment of the distribution conditions and restrictions outlined above, the distribution of this product will make it likely that consumers who purchase this product are within the target market for which TelstraSuper Personal Plus has been designed for.

# 06

## Reviewing this TMD

We will review this TMD in accordance with the below:

<b>Initial review</b>	5 October 2021
<b>Last review</b>	4 April 2024
<b>Periodic reviews</b>	1 July 2025 (annually)
<b>Review triggers or events</b>	<p>Any 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"><li>• any ruling or notification by a Regulator or Court requiring the TMD to be reviewed</li><li>• a material change to the design or distribution of this product , including key attributes, terms and/or conditions, related documents that would reasonably suggest that this TMD is no longer appropriate for its target market</li><li>• a material or unexpected increase in metrics, including, but not limited to:<ol style="list-style-type: none"><li>1. the number or substance of complaints in relation to the product design, features, availability or distribution of the product measured in a consecutive 6-month period</li><li>2. the number, nature and magnitude of paid, denied and withdrawn claims, measured in a consecutive 12-month period.</li><li>3. changes to insurance claim outcomes, as defined in the relevant insurance policy</li><li>4. the level and cost of insurance premiums, as defined by the Trustee's Insurance Strategy</li><li>5. a significant increase in the number of members exiting this product (greater than 20% increase year on year)</li></ol></li><li>• the occurrence of a significant dealing (see section 6 'Reporting and monitoring this TMD')</li><li>• change in the distribution of the product where a new distribution channel is introduced</li><li>• material changes to the relevant superannuation laws including any applicable regulatory standards and requirements</li><li>• material changes to insurance policies, the Funds' membership demographics including the number of insured members and other terms and conditions captured in the policy.</li></ul>



# 07

## Reporting and monitoring this TMD

<b>Complaints</b>	Distributors must report all complaints (including the occurrence of the number of complaints) in relation to this product within 10 business days of the end of each quarter or as soon as reasonably practicable.  Complaint information should include reasonable details of each complaint including the resolution and the number of member complaints received.
<b>Significant dealings</b>	Distributors must report any significant dealings as soon as practical but no later than 10 business days of becoming aware of a significant dealing.  A significant dealing includes: <ul style="list-style-type: none"><li>• the proportion of consumers within a reporting period who have acquired this product but are not in the target market, including those specifically excluded from the target market, exceeds 20% of the new members for a specific distributor or distribution channel</li><li>• the proportion of the product being distributed to consumers outside the target market within a reporting period exceeds 20% of the total distribution</li><li>• there are 10 or more complaints raised about the product's target market within a reporting period.</li></ul>

This information is general advice only and does not take into account your individual objectives, financial situation or needs. Before acting on any advice you should assess whether it is appropriate for you and consider talking to a financial adviser. Before making any decision or acquiring any product you should obtain and review its product disclosure statement by calling 1300 033 166 or visiting our website at [telstrasuper.com.au](http://telstrasuper.com.au)

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