



Member Outcomes Assessment

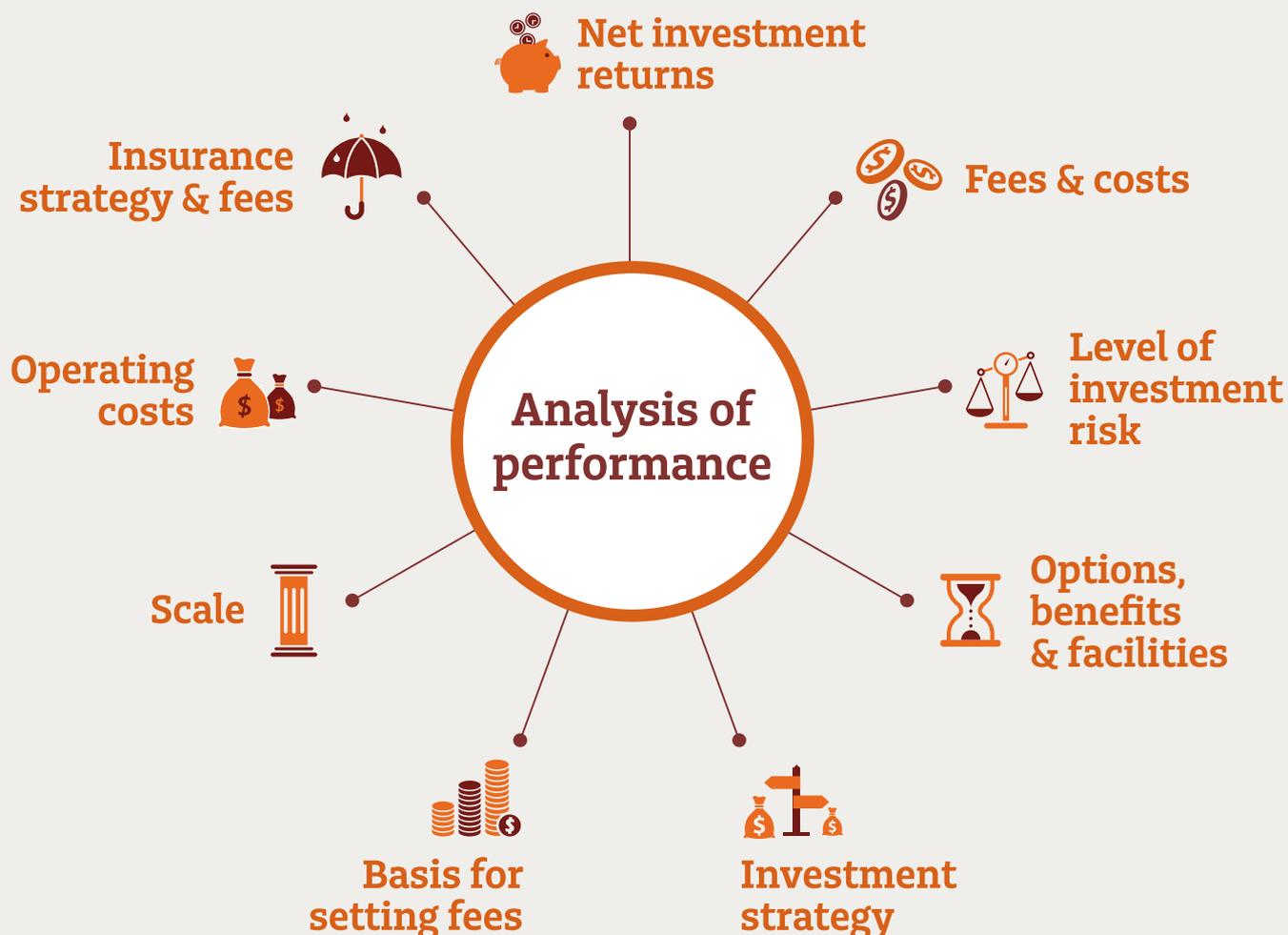
Year ended 30 June 2023

*The information in this document
relates to the MLC MySuper product.*



Each year NULIS Nominees (Australia) Limited (**NULIS**) is required to assess whether we've promoted the financial interests of members. The Member Outcomes Assessment is a measure of product appropriateness against key factors – listed in the diagram and table that follow – that can affect a superannuation product. You'll find a simple summary of the product at mlc.com.au

MLC MySuper is the default option of the MLC MasterKey Business Super, MLC MasterKey Personal Super, Plum Super and Plum Personal Super. It adopts a lifecycle investment strategy. As you get closer to retirement age, we'll gradually replace a portion of the higher growth investments (such as shares and property) with more defensive investments (such as bonds and cash).



The assessment uses industry benchmarking, comparative data, in-house data, and reviews performed by independent research houses.

Summary of findings

Factor	Data source/timing ¹	Findings
Overall assessment		
MySuper Performance test	Australian Prudential Regulation Authority (APRA) MySuper Performance Test August 2023	
Net investment returns	APRA Expanded Performance Test 2022-23 NULIS STIC ² Quarterly Reporting SuperRatings Fund Crediting Rate Survey	
Fees & costs	SuperRatings SMART Tool 2023	
Level of investment risk	APRA MySuper Quarterly Statistics	
Options, benefits & facilities	NULIS Service Provider Performance Reports FY2023 Product Ratings (SuperRatings and Chant West)	
Investment strategy	NULIS Investment Governance Policy September 2023	
Basis for setting fees	MLC MasterKey Business Super Product Disclosure Statement NULIS Financial Reports FY2023	
Scale	APRA Fund-level Superannuation Statistics	
Operating costs	NULIS Financial Reports FY2023	
Insurance strategy & fees	APRA Life Insurance Claims and Disputes Statistics NULIS Risk Appetite Statement July 2023	



'Promoting' the financial interests of members



'Partially promoting' the financial interests of members



'Not promoting' the financial interests of members

¹ Data source/timing as at 30 June 2023 unless otherwise stated

² NULIS Superannuation Trustee Investment Committee

Product comparison, performance and ratings

Net investment returns

Net investment return is the return we deliver to you minus administration fees, investment fees and costs, and taxes.

We've determined that the net investment returns for **MLC MySuper** are **promoting** members' financial interests on the basis that it has:

- passed the APRA Performance Test, and
- performed above the peer median for rolling 1, 3, and 5 year periods.

While the MySuper lifestage investment options failed to meet their performance objectives (since their inception in March 2019), this assessment is over a much shorter timeframe when compared to the stated time horizon of 10 years for these options. Performance over this timeframe has been impacted by a period of heightened and persistent inflation and is expected to improve when inflation returns to longer term norms.

Fees & costs

These are the total costs. It includes administration fees, investment fees and all other relevant fees and costs.

We've determined that the fees and costs for **MLC MySuper** are **not promoting** members' financial interests on the basis that they're above median when assessed against the MySuper universe. If you work for a large employer, and we are your default Fund, your employer may have negotiated a discount on the fees you pay to reflect the scale and consequent efficiencies that a large employer may bring.

Level of investment risk

This is a measure of the risk profile of your investment in relation to performance, benchmarks and objectives.

We've determined that the investment risk for **MLC MySuper** is **promoting** members' financial interests on the basis that in scope investment options have an appropriate return compared to their risk profile.

Options, benefits & facilities

This evaluates your member services & benefits, your experience in accessing the services, and whether the fees & costs you pay are commensurate to what's offered.

We've determined that the options, benefits and facilities for **MLC MySuper** are **promoting** members' financial interests on the basis that a competitive offering in the marketplace is provided to members which is ranked highly by external research firms.

Investment strategy

This examines the investment objectives, asset allocations and associated risks of the investment options available to you to determine if they are on track to delivering your target returns in the future.

We've determined that the investment strategy for **MLC MySuper** is **promoting** members' financial interests on the basis that:

- Net investment returns and investment risk are determined to be promoting members' financial interest.
- The investment strategy for MLC MySuper is reviewed and approved annually by the NULIS Board as continuing to be in members' best financial interests.

Basis for setting fees

This determines whether the fee structures of each product are appropriate and fair.

We've determined that the basis for setting fees for **MLC MySuper** is **promoting** members' financial interests on the basis that:

- there is a demonstrated fee equity between members indicating minimal cross subsidisation;
- large employers may negotiate discounts for members to reflect the benefits of bringing economies of scale to the Fund as a result of the efficiencies created; and
- fees charged to members cover the costs of the Fund to ensure long term sustainability.

Scale

This measures whether NULIS has sufficient scale within the business to promote the financial interests of members.

We've determined that NULIS has sufficient scale to sustain member outcomes into the future and is therefore **promoting** members' financial interests.

Operating costs

This measures NULIS's costs in operating the various superannuation funds.

We've determined that operating costs for NULIS as the trustee of **MLC Super Fund** are **not promoting** members' financial interests due to increases to average costs per member and the impact of integration costs on overall operating expenses. We have initiated strategic initiatives to simplify and rationalise products and service provider arrangements to reduce operating costs over the medium term.

Insurance strategy & fees

This assesses whether NULIS's insurance strategy and provision of insurance is appropriate for members and beneficiaries and considers whether the fees charged (premiums) inappropriately erodes members' retirement savings.

We've determined that insurance strategy, fees and costs for **MLC MySuper** are **promoting** members' financial interests on the basis that:

- We offer competitive products in the market; terms and conditions of the insurance offer are aligned to or better relative to comparable competitors.
- Premiums are competitive with the majority of the scenarios benchmarked in line or lower than competitors' median rates.

Overall conclusion

We've determined that MLC MySuper is promoting members' financial interests.

MLC MySuper has delivered strong investment returns performing above median for 1, 3 and 5 year time periods compared to the peer median of all other MySuper options in the market.

Fees and costs, while not as competitive as some of our peers, align with a strong investment return and competitive service offering in the marketplace with sufficient scale to support long term outcomes for you.

Default insurance is available and can be customised to meet your individual circumstance. Terms and conditions of the insurance offer are aligned to or of greater benefit to members relative to comparable competitors.

We're here to help

If you have any questions or would like further information about your account please contact us or your financial adviser.

Telephone **132 652**
Email **contactmlc@mlc.com.au**
Website **mlc.com.au**

Important information and disclaimer

This document has been issued by NULIS Nominees (Australia) Limited (Trustee, NULIS) ABN 80 008 515 633, AFSL 236465 as Trustee for the MLC Super Fund ABN 70 732 426 024. NULIS is part of the Insignia Financial Group of companies comprising Insignia Financial Ltd ABN 49 100 103 722 and its related bodies corporate.

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