

## Target Market Determination

This Target Market Determination (TMD) has been prepared and issued by IOOF Investment Management Limited (Trustee, IIML) (ABN 53 006 695 021, AFS Licence No. 230524), part of the IOOF Portfolio Service Superannuation Fund (Fund) (ABN 71 815 369 818) as the issuer of Shadforth Portfolio Service - Pension, Unique Superannuation Identifier SMF0126AU.

This TMD seeks to offer clients and distributors an understanding of the class of clients for which Shadforth Portfolio Service - Pension has been designed, having regard to the objectives, financial situation and needs of the target market. It applies to the Shadforth Portfolio Service - Pension product referred to in the Product Disclosure Statement (PDS) available at [portfolio.sfg.com.au](http://portfolio.sfg.com.au)

It is **not** a PDS and is **not** to be treated as a full summary of the product's terms and conditions and is not intended to provide financial advice. This document does not take into account any person's individual objectives, financial situation or needs. Clients must refer to the PDS and any supplementary documents when making a decision about the product.

Shadforth Portfolio Service – Pension is a comprehensive retirement and administration solution designed for clients working with a financial adviser. It offers an extensive range of investments to help the client design a unique portfolio that is tailored to their personal financial objectives.

## Target Market

Suitable for clients who:	Not suitable for clients who:
<ul style="list-style-type: none"> <li>• want to draw down an income stream from eligible superannuation benefits</li> <li>• want the freedom to tailor their retirement solution including the option of a Transition to Retirement (TTR) pension</li> <li>• are receiving personal financial advice from the Shadforth Financial Group</li> <li>• have an understanding of the risks associated with investing</li> <li>• prefer a wide and versatile range of investment choices and want to invest in one or a combination of the investment options which are made available through Shadforth Portfolio Service - Pension</li> <li>• want the flexibility to monitor their pension as much as they'd like by checking their balances and transactions online</li> <li>• want to cap their Administration Fee and/or potentially reduce their Administration Fee through family fee aggregation.</li> </ul>	<ul style="list-style-type: none"> <li>• are totally risk averse and cannot tolerate any losses with their investments</li> <li>• are not receiving personal financial advice from the Shadforth Financial Group when applying for an account</li> <li>• have not received the PDS within Australia</li> <li>• have not satisfied a relevant condition of release</li> <li>• have less than \$30,000 to invest</li> <li>• are a temporary Australian resident (other than New Zealand citizens or New Zealand permanent residents).</li> </ul>

## Likely Objectives, Financial Situation and Needs of Consumers in the Target Market

Shadforth Portfolio Service – Pension has been designed for clients whose likely objectives, financial situation and needs are such that they:

- are retired or have otherwise met a condition of release (and want to draw an income from super)
- are looking for:
  - a comprehensive retirement and administration solution that can be tailored for their needs
  - a TTR pension
  - access to a broad range of managed investments, Separately Managed Account (SMA) Model Portfolios, the majority of listed investments in the S&P All Ordinaries Index plus other listed investments approved by the Trustee from time to time and maturing investments (including term deposits and fixed-term annuities)
  - flexibility to monitor their pension by securely checking their balances and transactions online or via an app
  - a cap on their Administration Fee and/or potentially a reduction in their Administration Fee through family fee aggregation.

**Please note:** Whilst the product is designed to be used with a financial adviser, direct retail members are not excluded from continuing to hold an account in Shadforth Portfolio Service - Pension.

## Key Attributes

### Product attributes

The key attributes of Shadforth Portfolio Service - Pension are as follows:

- the flexibility to commence a pension as a retirement phase or TTR pension
- the ability to move your super account to commence a pension without selling down assets or realising capital gains
- access to a broad range of managed investments (including the Strategic Funds and Specialist Funds), SMA Model Portfolios, the majority of listed investments in the S&P All Ordinaries Index plus other listed investments approved by the Trustee from time to time and maturing investments (including term deposits and fixed-term annuities)
- a fee structure, that includes an Administration Fee cap, and the potential to cap and reduce your Administration Fee through family fee aggregation
- secure online access to account details with simple, fast and effective reporting.

### Investment attributes

Clients have a choice of investment options across 17 investment categories depending on their investment objective, preference for risk and return and investment timeframe.

An individual client, however, should have regard to the information provided in the PDS for this product before making an investment selection. The client may choose to invest in multiple options (with different characteristics) to meet their investment needs. Clients should speak to their financial adviser to determine which best suits their needs (where appropriate).

Investment Category	Usually held for a minimum of:	Investment Objective
Cash Funds	No minimum	To provide a secure return that is consistent with the prevailing market cash rate over any time frame with minimal risk of capital loss through exposure to assets that are predominantly cash and cash equivalents.
Diversified Conservative Funds	Short-Medium Term 2+ Years	To provide a diverse range of multi-asset defensive orientated investment options that offer varied strategies aiming to achieve relatively stable returns (in a risk adjusted manner) through the investment cycles. This can be delivered by investing in a range of income and some growth assets, while providing lower volatility and capital protection through a high weighting to defensive assets.
Alternatives <sup>1</sup>	Medium Term 5+ Years	To provide a diverse range of alternative investment options that offer varied investment strategies aiming to achieve moderate absolute returns with lower correlation to traditional assets (in a risk adjusted manner) through the investment cycles. This can be delivered by investing in a wide range of alternative investment strategies.
Australian Fixed Interest Funds <sup>2</sup>	Medium Term 4+ Years	To provide a diverse range of Australian fixed interest investment options that offer varied investment strategies aiming to achieve a return in excess of the cash rate through the investment cycles by investing in a variety of Australian fixed interest securities. The higher return potential comes with higher short-term volatility of returns.
Diversified Balanced Funds	Medium Term 5+ Years	To provide a diverse range of multi asset balanced orientated investment options that offer varied strategies aiming to achieve above inflation rate growth (in a risk

Investment Category	Usually held for a minimum of:	Investment Objective
		adjusted manner) through the investment cycles. This can be delivered by investing in a balanced exposure across growth and defensive assets.
International Fixed Interest Funds <sup>3</sup>	Medium Term 4+ Years	To provide a diverse range of international fixed interest investment options that offer varied investment strategies aiming to achieve a return in excess of the cash rate through the investment cycles by investing in a variety of international fixed interest securities. The higher return potential comes with higher short-term volatility of returns.
Exchange Traded Funds	Medium to Long Term 3 - 6+ Years	To provide a range of exchange-traded funds aiming to achieve returns in line with market indices through the investment cycles.
Australian Share Funds <sup>4</sup>	Long Term 7+ Years	To provide a diverse range of Australian share investment options that offer varied investment styles aiming to achieve a higher return than fixed interest and property securities through the investment cycles by investing in a variety of Australian listed companies. The higher return potential comes with higher short-term volatility of returns.
Commodities	Long Term 7+ Years	To provide a diverse range of commodities investment options that offer varied investment strategies aiming to achieve absolute returns with lower correlation to traditional asset classes through the investment cycles.
Diversified Growth Funds	Long Term 7+ Years	To provide a diverse range of multi asset growth orientated investment options that offer varied strategies aiming to achieve capital growth (in a risk adjusted manner) through the investment cycles. This can be delivered through a well diversified portfolio of growth assets with higher expected volatility.
Global Infrastructure Funds	Long Term 7+ Years	To provide a diverse range of global listed infrastructure investment options that offer varied investment strategies aiming to achieve a higher return than fixed interest and property securities through the investment cycles. This can be delivered by investing in a wide range of global listed infrastructure strategies. The higher return potential comes with higher short-term volatility of returns.
Global Share Funds <sup>5</sup>	Long Term 7+ Years	To provide a diverse range of international share investment options that offer varied investment styles aiming to achieve a higher return than fixed interest and property securities through the investment cycles by investing in a variety of international listed companies. The higher return potential comes with higher short-term volatility of returns.
Listed Investments - Australian Property Trusts	Long Term 6+ Years	To provide a higher return than cash and fixed interest securities over time through a variety of Australian listed property trusts. The higher return potential comes with higher short-term volatility of returns.
Listed Investments - Australian Shares	Long Term 6+ Years	To provide a diverse range of listed investment options that offer varied strategies aiming to achieve higher returns than fixed interest and property through the investment cycles from a variety of Australian listed companies. The higher return potential comes with higher short-term volatility of returns.
Listed Investments - High Yielding Investments	Long Term 6+ Years	To provide a range of listed high yielding investment options aiming to achieve a higher return than investment grade securities issued by Australian governments and banks through the investment cycles.
Listed Investments - International Shares	Long Term 6+ Years	To provide a diverse range of listed investment options that offer varied strategies aiming to achieve higher returns than fixed interest and property through the investment cycles from a variety of international listed companies. The higher return potential comes with higher short-term volatility of returns.
Property Funds <sup>6</sup>	Long Term 7+ Years	To provide a diverse range of Australian and international property investment options that offer varied investment styles aiming to achieve a higher return than cash and fixed interest securities through the investment cycles by investment in a variety of Australian and international property trusts. The higher return potential comes with higher short-term volatility of returns.

1 Includes hedge funds, private equity, managed futures and multi asset funds.

2 Includes Australian Government, semi Government, corporate, inflation-linked, mortgage securities and high-yielding securities.

3 Includes foreign Government, semi Government, corporate, inflation-linked, mortgage securities and high-yielding securities.

4 Includes large, mid and small caps.

5 Includes large unhedged and large hedged global shares, small caps and regional shares.

6 Includes both Australian and global property exposures.

## Appropriateness of the target market

This product should be consistent with the likely objectives, financial situation and needs of the class of clients in the target market. The key features and attributes of Shadforth Portfolio Service - Pension:

- have previously benefited target market clients in the past and continues to do so; and
- fulfil a need for clients who are looking for a comprehensive retirement solution that offers an extensive range of investments to help construct a unique portfolio.

The Shadforth Portfolio Service - Pension TMD will be reviewed as specified below to ensure it continues to be suitable for clients in the target market.

## Distribution Channels

This product can be distributed only via a financial adviser within the Shadforth Financial Group, with a \$30,000 minimum initial contribution amount.



Financial Adviser

## Distribution Conditions

This product should only be distributed via an application form where the client meets all eligibility criteria.

## Appropriateness of distribution conditions

The distribution conditions and restrictions will make it likely that clients who purchase the product are in the class of clients for which the Shadforth Portfolio Service - Pension has been designed given the distribution conditions and restrictions are appropriate and will assist distribution in being directed towards the target market for whom the product has been designed.

## Review Period and triggers

Review period	Maximum period for review
Issue date	30 September 2024
Version	5
Periodic review	This TMD will be reviewed at least annually and will be updated as and when appropriate.

Review triggers	
	<p>The following events and circumstances would reasonably suggest the TMD should be reviewed to determine if it is no longer appropriate:</p> <ul style="list-style-type: none"> <li>• material changes to key product attributes and the terms and conditions of the product</li> <li>• the issuer determines via its member outcomes assessment that the financial interests of the client are not being promoted</li> <li>• significant dealing outside the TMD</li> <li>• material or unexpectedly high number of complaints about the product</li> <li>• the use of 'product intervention powers', regulator orders or directions that affect the product</li> <li>• regulatory changes that have a significant impact on the attributes of the product</li> <li>• significant number of clients exiting the product</li> </ul>

## Distributor Reporting

### Significant Dealings Reporting

Distributors are required to notify the issuer if they become aware of a significant dealing in the product that is not consistent with the TMD.

The issuer will rely on notifications of significant dealings to monitor and review the product, this TMD, and its distribution strategy, and to meet its own obligation to report significant dealings to ASIC.

Dealings outside this TMD may be significant because:

- they represent a material proportion of the overall distribution conduct carried out by the distributor in relation to the product, or
- they constitute an individual transaction which has resulted in, or will or is likely to result in, significant detriment to the client (or class of client).

In each case, the distributor should have regard to:

- the actual or potential harm to a client,
- the nature and extent of the inconsistency of distribution with the TMD (including an explanation of why the dealings occurred outside the target market),
- the date range of when the significant dealing occurred,
- the number of clients impacted by the significant dealing (i.e. the number of clients who are not in the target market (or who have been excluded from the target market) as a proportion of all clients who have acquired the product), and
- the time period in which these acquisitions outside the target market occurred.

The reporting period is as soon as practicable but no later than 10 business days after becoming aware of the significant dealing.

### Complaints Reporting

The distributor will provide details of the number and nature of complaints relating to product design, product availability and distribution, having regard to privacy.

The distributor should provide details as soon as practicable but no later than 10 business days following the end of the calendar quarter.

### Contact details for distributors

Contact details and reporting instructions are available at [ddo.ioof.com.au](http://ddo.ioof.com.au)

You can also email us at [ddo@insigniafinancial.com.au](mailto:ddo@insigniafinancial.com.au) using the FSC standard template.

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