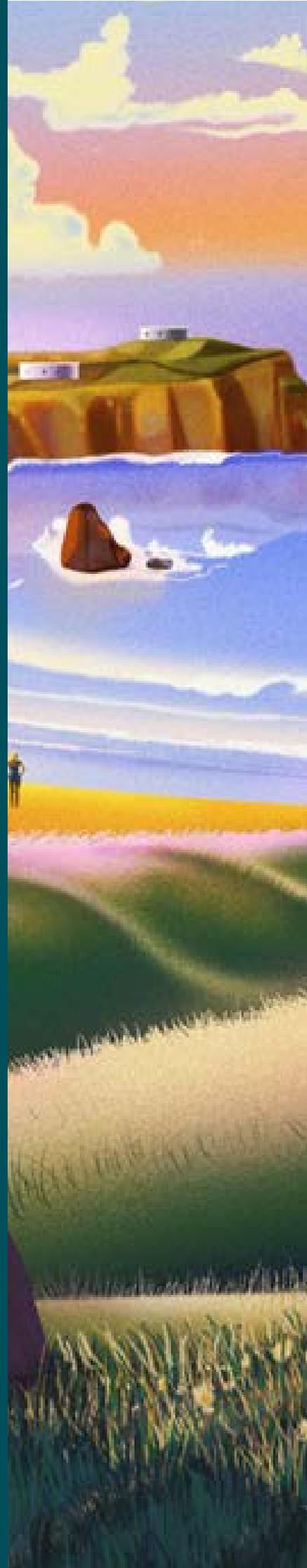


Member Outcomes Assessment

Financial Year ending 30 June 2024

# North<sup>®</sup> Super and Pension

North



### About this document

Issued by N.M. Superannuation Proprietary Limited (**NM Super**) ABN 31 008 428 322 AFSL 234654 RSE L0002523 as trustee for the Wealth Personal Superannuation and Pension Fund (**Wealth Fund**) ABN 92 381 911 598. North is a registered trademark of NMMT Limited ABN 42 058 835 573. Incorporating North Super and North Pension. North Super and North Pension closed to new members in 2016.

### Acknowledgement of Country

N.M. Superannuation Proprietary Limited acknowledges all First Nations Peoples across Australia. We recognise the Traditional Custodians of the land and value the connection to Country, waterways and sky. We pay our respects to the Elders for their resilience, courage and wisdom; for ensuring the survival of this country's rich culture and heritage.



## Purpose of this document

N.M. Superannuation Proprietary Limited (**NM Super**) is the Trustee for AMP's superannuation and retirement savings with over \$115bn in funds under management and approximately 860,000 member accounts across two super funds, making the Trustee one of the largest superannuation providers in Australia.

By law, each year all superannuation trustees must assess their products to ensure it continues to promote the financial interests of members.

The assessment compares how North Super and Pension performed for superannuation and pension members during the financial year ending 30 June 2024 across the following key assessment factors:



**Investment performance**



**Fees and costs**



**Scale and operating expenses**



**Member benefits, options and services**



**Insurance arrangements**

## About North Super & Pension

- North Super and Pension is a wrap platform providing members (via their financial advisers) access to a comprehensive selection of investments and retirement solutions.
- It is a product within the Wealth Personal Superannuation and Pension Fund (**Wealth Fund**), one of Australia's largest super and pension funds with over \$60bn in assets and over 252,000 member accounts.
- North Super and Pension represents \$5.6bn in member assets and 32,000 member accounts within the Wealth Fund.

## Continuing to deliver on our strategic priorities

- As Trustee of your retirement savings, the purpose of NM Super's member & beneficiary strategy is *"to deliver sustainable and enhanced outcomes for all members"*.
- NM Super's vision is to operate with autonomy and objectivity in providing the best possible superannuation and retirement outcomes for individual members.
- During FY23/24 the Trustee continued to progress its strategy for members, including:



Closing legacy style investment options where long-term benchmark outcomes have not been achieved.



Investing in technology and improving digital services for advisers and members.



Continuing to enhance the selection of investments available to members and their advisers, including managed portfolios.



Improving service experiences through the contact centre, transaction processing times, complaints management and claims services standards.

# Summary of the Member Outcomes Assessment

## Trustee determination

NM Super, (**the Trustee**), has determined that it is **promoting the best financial interests** of North Super and Pension members.

The Trustee has used data from the Australian Prudential Regulation Authority (**APRA**) and other external data sources in completing the assessment.

The Trustee has also considered the progress it's made against the strategy and actions being undertaken in making this determination.

## Investments and performance

### Investment outcomes

35 of approximately 500 managed fund investment options available on North were subject to an Annual Performance Test (**APT**) benchmark based on their historical 10 year return.

13 of the 35 managed fund investment options subject to APT did not pass at 30 June 2024 of which, 8 failed for the second time. These investment options represent approximately 2% of managed funds available to investors.

All investment options which did not pass are closed to new members and members will be transitioned to alternative investment options in 2025.

Investment options offered across the platform are also benchmarked across their industry peers using Morningstar peer groups. In the 12 months to 30 June 2024, 40% of the platform investment menu were ranked in the top quartile and second top quartile of Morningstar peer groups based on their asset class classification.

Morningstar peer group quartile analysis was also conducted on 38 externally managed multi sector funds across 1, 3, 5, 7, and 10 year time horizons. Across all time horizons, these funds, on average, sit in quartile one and two.

**Focus** > Transfer members out of underperforming investment options. Continue to enhance the Trustee's performance framework and improve performance against benchmarks and objectives.

## Fees and costs

Using data from Chant West, administration fees for North Super and Pension are considered **appropriate** and competitive across the two investment menus and for all member cohort balances.

Investment option fees vary across the platform with some options receiving a fee rebate.

**Focus** > Continue to ensure fees are competitive.

## Scale and operating expenses

The Wealth Fund is one of the largest APRA regulated wrap platforms in Australia with more than \$60bn in assets and approximately 252,000 member accounts.

The Trustee considers the Wealth Fund's operating costs as **appropriate** at 0.28% of total assets and below the industry median for APRA regulated super funds of 0.34%. Operating expenses are also below peer platform providers in the market.

The Wealth Fund is one of the largest pension providers in the market, paying over \$2.1bn in pension income annually.

**Focus** > Continue growing the membership and cashflows into the Wealth Fund through adviser relationships.

## Member benefits, options and services

Member services are considered **appropriate** for the Trustee's target members and their advisers.

The platform offers a diverse investment menu, comprehensive online reporting and transaction capabilities.

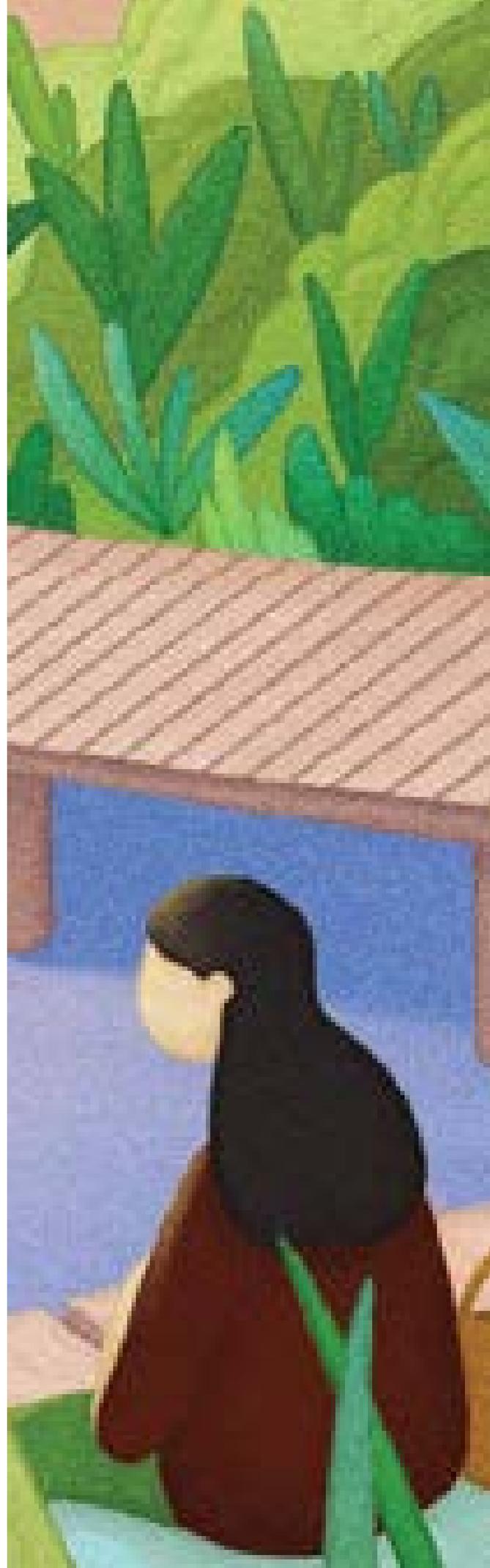
Service standards including first call resolution, transaction processing times including claims handling and complaints resolution have improved throughout the year.

 **Focus** > Continued focus on enhancing digital functionality, reducing complaints and improving claims processing times.

## Insurance arrangements

Retail insurance arrangements are considered **appropriate** with claims acceptance rates and insurance service standards meeting expectations.

 **Focus** > Continue to consider the types of insurance available through the platform and improve claims administration handling times for Total Permanent Disability (**TPD**) insurance.



## Assessment in detail



# Investments and performance

## Investment performance

### APRA performance test outcomes

In FY23/24, the Government's superannuation APT was conducted for platform products for the second time. Investment options classified as Trustee Directed Products<sup>1</sup> (TDPs) are subject to the test.

The number of TDPs available on North and subject to the APT that failed was 13, of which, 8 failed for the second time. This represented approximately 2% of managed funds available to investors on North.

Of the 13 TDPs that failed, all are currently closed to new members with 10 of these failed TDPs also subject to termination in FY24/25. Members will be transferred to alternative investment options. Three failed TDPs related to the North Guardian Funds and only members without the benefit of an accompanying North Guarantee will be transferred to alternative investment options.

### Comparing performance against benchmarks & peers

#### *Managed funds performance against peers*

Analysis using Morningstar peer groups<sup>2</sup> found that 40% of managed funds offered across the platform (or 61% multi-sector funds and 37% single sector funds offered across the platform) performed better than their industry peers in the 12 months to 30 June 2024.

Morningstar peer group quartile analysis was also conducted on 38 externally managed multi sector funds across 1, 3, 5, 7, and 10 year time horizons. Across all time horizons, these funds, on average, sit in quartile one and two.

#### *Performance against APRA benchmark portfolios*

In September 2024, APRA published the performance of each TDP investment option against a Strategic Asset Allocation (SAA) and Simple Reference Portfolio (SRP) benchmarks.

The SRP benchmark comprises of a simple mix of equity and/or bond listed indices for each asset class.

Based on APRA's benchmarks, the majority of TDPs underperformed relative to the SAA and SRP benchmarks ranging from 3 year to 10-year time horizons. The Trustee will terminate 10 of these investment options in 2025.

The majority of the remaining TDPs have experienced an improvement in short-term performance when compared to the SAA and SRP benchmarks and have outperformed their investment objectives over all time horizons.

The Trustee will continue to closely monitor the performance of investment options against these key benchmarks and take necessary actions to improve outcomes.

<sup>1</sup> TDPs are multi-asset investment options where the trustee, or a connected entity of the trustee, has control over the design of the investment strategy of the product. For more information go to the [APRA website](#).

<sup>2</sup> Morningstar Australia (Morningstar) is a data provider to the financial services industry. Morningstar groups managed funds into peer group categories which can be reasonably considered to be close investment alternatives (for example, the tax treatment and legal characteristics of the managed funds are the same, or benchmarks, asset class and/or total exposures to various sectors are similar) and for which performance and other measures, such as fees, are comparable.

## Range of investments

North Super and Pension offers a wide range of investment options including single and multi-sector managed funds (with access to active, passive, and socially responsible investment approaches), managed portfolios, direct shares, exchange traded funds, term deposits, and retirement solutions.

As at 30 June 2024, the North Super and Pension investment menu offered members access to 800+ investment options across managed funds, exchange traded funds, a range of term deposits, and direct shares on the S&P/ASX300<sup>3</sup>. In addition, North offers 130+ different managed portfolios for financial advisers.

## Managed portfolios

Managed portfolios are designed to deliver a flexible and efficient means of investing and gaining exposure to different asset classes and assets.

As at 30 June 2024, there was approximately \$12.8bn in funds under administration in managed portfolios through the Wealth Fund.

There are partnerships with an extensive range of investment managers leveraging their portfolio construction expertise to design unique portfolios that invest in a broad range of assets.

In FY23/24 enhancements have been made to the platform's managed portfolio solutions including portfolio customisation to tailor the portfolio to a member's specific preferences.

## Term deposits and rates

A range of term deposit providers are offered, namely AMP Bank, Adelaide Bank, ANZ, and NAB.

A comprehensive range of term deposit maturities ranging from 1-month terms to 5-year terms are also offered. Term deposit rates are updated regularly.

North Super and Pension accounts use a cash account that operates as a hub for all transactions.

The cash account is used to manage essential functions such as contributions, distributions, withdrawals, pension payments, fees, and insurance premiums.

As at 30 June 2024 the cash account rate was 4.48% pa. This rate is higher than the RBA cash rate of 4.35%. Other similar platform cash rates range between 3.53% to 4.22%.

## Investment strategy and governance

The investment strategy for North Super and Pension is to give members access to leading Australian and international investment markets and investment managers with a range of asset allocations to accommodate varying risk appetites.

There is flexibility to enable members to switch investment options, implement investment strategies that are tailored to their needs, and create portfolios to complement their risk appetites.

The Trustee's investment governance framework outlines the structures, policies and processes for managing investment options. This is supported by expert independent investment advice provided by JANA Investment Advisers.

During FY23/24, we continued to actively assess investment options against a key benchmark and objective measures. These metrics support decision making for the addition and removal of investment options.



### FUND FACT

North Super and Pension offers a **wide range of investment options** including single and multi-sector managed funds.

<sup>3</sup>The number of investment options includes open and closed investment options. Closed investment options are still available for existing investors to use, but no new investors can select them.

## Investment menu monitoring and approvals

In FY23/24, 85 new investment options were added to the North Super and Pension investment menu. There was also three closed and five terminated options from the investment menu.

## Level of investment risk

The North Super and Pension investment menu spans the investment risk spectrum and caters for different risk/return preferences that members may have. Generally, different asset classes and different investment approaches will determine the risk profile of an investment option. Investment risk is monitored using several metrics including volatility, standard risk measure, and liquidity.

Based on the Morningstar peer groups<sup>2</sup>, it was found that 45% of managed funds offered across the platform (or 51% multi-sector funds and 44% single sector funds offered across the platform) have relatively lower risk characteristics compared to industry peers over one year, noting that the peer group may include managed funds with different investment strategies and benchmarks within the same asset class.

Standard risk measure (**SRM**) is an industry metric that shows the expected number of years that an investment may experience a negative return over a 20-year period. An assessment against the SRM indicated that all investment options were within expected ranges for each asset class.

As part of the Trustee's governance processes, the liquidity profile of investment options were assessed to ensure that they continue to meet the needs of members. No material exceptions were identified.

## Retirement solutions

### Guarantee options

Guarantees provide members with the ability to protect their retirement savings from falls in investment markets over 5 or 20 year period.

As at 30 June 2024, North Super and Pension Plan members hold just over 2,500 guarantees protecting approximately \$471m.

During the year to 30 June 2024, North Guarantee holders locked in higher protected balances as a result of favourable market conditions. This means if markets fall, members may receive a higher benefit payment when the guarantee matures.

## Outlook and actions

To ensure continual improvement in members retirement outcomes, the Trustee is focused on ensuring investment options are **appropriate** and perform in line with benchmarks.

<sup>2</sup> Morningstar Australia (Morningstar) is a data provider to the financial services industry. Morningstar groups managed funds into peer group categories which can be reasonably considered to be close investment alternatives (for example, the tax treatment and legal characteristics of the managed funds are the same, or benchmarks, asset class and/or total exposures to various sectors are similar) and for which performance and other measures, such as fees, are comparable.

# Fees & costs

Using data from Chant West, fee and cost arrangements for North Super and Pension are appropriate and one of the most competitive in the wrap platform market.

North Super and Pension has structured its fees on its two investment menus, being a broad “Discounted” menu with 45 investment options and an advanced “Standard” menu with over 730 investment options.

## Basis for setting fees

The basis for setting fees is to meet the operating expenses of the product including establishment and administration of member accounts, member and advice services, product management, technology and functionality on the North Platform.

The basis for setting fees is also formed by the target membership and offer design. The average member balance in North is \$190K.

Wrap platforms are designed for members with typically higher than average account balances with adviser relationships and often complex needs, seeking choice and flexibility in superannuation savings and retirement.

## Administration fee structure

Administration fees paid by members depends on the proportion of their account value in the “Discounted” and/or “Standard” investment menu, each of which has different pricing.

North charges a \$180 per annum account fee for each account held<sup>4</sup>. Members may benefit from account grouping to reduce administration fees paid.

## Administration fee comparisons

Using the analysis from Chant West’s Wrap Comparator Tool, we compared North Super and North Pension administration fees against the benchmark products reported by Chant West.

The assessment included account balances of \$50k, \$100k to \$1m at intervals of \$100k, \$1.2m, \$1.5m and \$2m as at June 2024. It was determined that:

- **North Super “Discounted” and “Standard”** administration fees were competitive (lower than median/lower than competitor averages) for all balances tested when compared to Chant West peer products<sup>5</sup>.
- **North Pension “Discounted” and “Standard”** administration fees were competitive (lower than median/lower than competitor averages) for all balances tested when compared to Chant West peer products.

The following table outlines fee comparison at \$50k, \$200K and \$500K account balances:

MENU	PRODUCT	\$50k representative balance			\$200k representative balance			\$500k representative balance		
		North FEE	MEDIAN	RANK	North FEE	MEDIAN	RANK	North FEE	MEDIAN	RANK
DISCOUNTED	Super	0.74%	0.74%	4/10	0.31%	0.38%	2/10	0.23%	0.30%	2/10
	Pension	0.74%	0.75%	4/11	0.31%	0.41%	2/11	0.23%	0.33%	2/11
STANDARD	Super	0.74%	1.03%	6/29	0.39%	0.52%	3/29	0.30%	0.40%	3/29
	Pension	0.74%	1.02%	6/27	0.39%	0.51%	3/27	0.30%	0.40%	3/27

Source: Chant West Wrap Comparator Tool, June 2024

<sup>4</sup> The account fee is waived for non-commutable allocated pensions and accounts with a guarantee.

<sup>5</sup> The North Super “Discounted” menu was compared to 10 peer products and the North Super “Standard” menu was compared to 29 peer products. The North Pension “Discounted” menu was compared to 11 peer products and the North Pension “Standard” menu was compared to 27 peer products.

### APRA administration fee platform benchmarks

Using data published by APRA for Platform TDPs available on North investment menus, for a member with a \$50k balance, administration fees are 0.74%. These fees are above the median APRA platform TPD administration fee of 0.56%.

This data set is a limited group of platform type products and excludes platforms that are not subject to the Annual Performance Test.

### Account linking & maximum administration fees

The maximum administration fee per account is \$1,630 per annum in the Discounted menu and \$2,160 per annum in the Standard menu (exclusive of the account fee). Where your account contains both Discounted and Standard investment options, the maximum administration fee per account will be proportionate to the Discounted and Standard investment options in your account.

Accounts of up to six family members can also be linked for the purposes of fee calculations (up to 6 accounts each) in order to reduce fees for the group. The aggregate balance is used to calculate the fee that will apply to each account.

If your account is part of an individual or family fee group, the maximum total administration fee payable is applied at the group level and proportioned based on the balance held in each account.

### Investment fees

Fees paid by members for investments will depend on various factors, including the investment option selected, how actively the investment is managed and often the balance invested. Management fees will vary between investments (even within the same asset class) and are set independently by fund managers (as product issuers). These factors, along with a member's investment objective and risk appetite, will mean that each member's overall investment fee rate will vary.

### Outlook and actions

Based on analysis using data from Chant West, North is one of the most competitive wrap platforms across its two menus and for all member cohort balances.



# Scale & operating expenses

## Size and fund growth

The Trustee considers the scale of the Wealth Fund **appropriate**.

At 30 June 2024, the Wealth Fund had over \$60bn in assets and 252,000 member accounts, ranking in the top quartile of Funds in Australia. During the year assets grew 9%.

North Super and Pension is a 'wrap platform' with \$5.6bn in funds under administration and 32,000 member accounts and is part of the Wealth Fund.

This size enables the Trustee and AMP to continually invest in product, service and investment outcomes for members as well as attract and retain high quality employees.

The Trustee supports over 90,000 members with over \$30bn assets in retirement. During the year the Trustee paid over \$2.1bn in pension income stream payments and over \$3.3bn in lump sum withdrawals.

## Operating expenses

Operating expenses and scale of the Wealth Fund are deemed **appropriate**.

Using the size and efficiency of the Wealth Fund, operating costs reflect the level of services and benefits offered to members.

The operating costs, including the level of Wealth Fund services also determine the administration fees members pay.

Our administration fees are some of the most competitive when compared to other wrap platforms.

During FY23/24 total operating costs were 0.28% of assets of the Wealth Fund. Operating expenses are better than the industry median of 0.34% and are also in the best quartile when compared to other similar platform funds<sup>6</sup>.

NM Super outsources platform administration services to NMMT Limited (**NMMT**), a related party of NM Super and part of the AMP Group. The Trustee continually ensures that members receive value for money regarding the services and fees paid to service providers.

Importantly, given the nature of outsourced arrangements the Trustee has in place for the AMP Group, members do not directly pay for operational costs such as errors, fines, remediation, and regulatory changes. Instead, these costs are incurred by the AMP Group.

<sup>6</sup> APRA Annual Superannuation Statistics, 30 June 2024.





# Member benefits, options and services

The Trustee considers member services, including options, benefits and services as appropriate for members of North.

## Platform features and functionality

The Platform offer is competitive and is appropriate for our target member.

The technology platform capabilities available include:

- ✓ Digital consents and signature for members
- ✓ Data security via multi-factor authentication
- ✓ Data feeds into financial adviser planning software
- ✓ A contemporary member and adviser online portal with mobile app
- ✓ Same day buying and selling of assets
- ✓ Comprehensive reporting for members and adviser's including performance and asset information
- ✓ Simple to use Records of Advice for members and their advisers

Members and their advisers are offered a range of calculators, tools and features including fee calculators, retirement modelling, guarantee illustrations, family linking, fee caps and competitive cash rates on transaction accounts.

## Contact centre and administration services

The Trustee's goal is to deliver leading member and adviser service experiences. Throughout FY23/24 a range of initiatives were implemented including technology and process changes across contact centre and administration services. This has improved service standards leading to improved adviser and member satisfaction scores.

## Member satisfaction and resolving member complaints

The Trustee regularly monitors member satisfaction scores and feedback, including analysing complaints to improve specific processes. Both internal and external measures of satisfaction has improved during the course of the year.

Resolving complaints fairly and in a timely manner is important. Often complaints are complex and complaint resolution timeframes are below our targets. The Trustee is focused on improving the member experience and also using insights from member complaints to make service and product improvements.

The Trustee also work closely with the Australian Financial Complaints Authority (AFCA) to ensure we reach fair outcomes for members. Our AFCA complaint resolution timeframes remain compliant as at 30 June 2024.



### Members and their advisers are offered a range of calculators, tools and features:

- fee calculators
- retirement modelling
- guarantee illustrations
- family linking
- fee caps
- competitive cash rates



## Insurance arrangements

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Through North Super and Pension, members can obtain retail insurance cover from TAL and AIA Australia. The insurance available to members, balances cost with the level of benefits.

North Super members can choose from Life, Total and Permanent Disability (TPD) and Income Protection (IP) insurance. North Pension members can apply for Life insurance.

TAL and AIA Australia provide competitive offers with additional benefits such as rehabilitation, wellness and adviser education programs.

Some North members may also hold retail insurance cover closed to new applications. Existing members with this cover may continue to hold and amend their insurance.

### Insurance affordability

While members with insurance have selected the type and level of insurance cover to meet their needs, usually through the help of a financial adviser, members are reminded of the risks that insurance premiums may pose to retirement income streams.

### Claims outcomes

Claims acceptance rates for members were better than industry averages, with the exception of IP.

All declined claims are reviewed by the Trustee, so members can be confident that legitimate claims are being and admitted and paid by the insurer.

The time taken to assess claims was well within industry benchmarks for Life and IP.

Average TPD claim duration was outside the industry established benchmark and is an area of ongoing focus for the Trustee.

While claims dispute levels for Life, TPD and IP were higher than the industry benchmark, claims acceptance rates and processing times are generally in line with industry averages.

The Trustee will continue to monitor claims and disputes to ensure the right decisions are made in a timely manner.

## Further information

For more information about the investment objectives, fees and costs and risk associated with investing in superannuation please refer to the **North Super and Pension Product Disclosure Statement** and **Target Market Determination**.

For information on the Wealth Personal Superannuation and Pension Fund, which offers the North Super and Pension plans, please refer to the **Wealth Personal Superannuation and Pension Fund Annual Report 2023/24**.

The information provided in this Product Determination is general information only. It is not financial product advice nor is it a substitute for obtaining proper financial advice that is tailored to your personal circumstances, financial goals and needs. It's important to remember past performance is not an indicator of future performance.

All information in this Product Determination was obtained from sources the Trustee considers to be reliable, however it does not guarantee it is accurate, free of errors or complete. You shouldn't rely upon it. The Trustee doesn't accept any liability for any resulting loss or damage whatsoever to a reader or any other person.

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