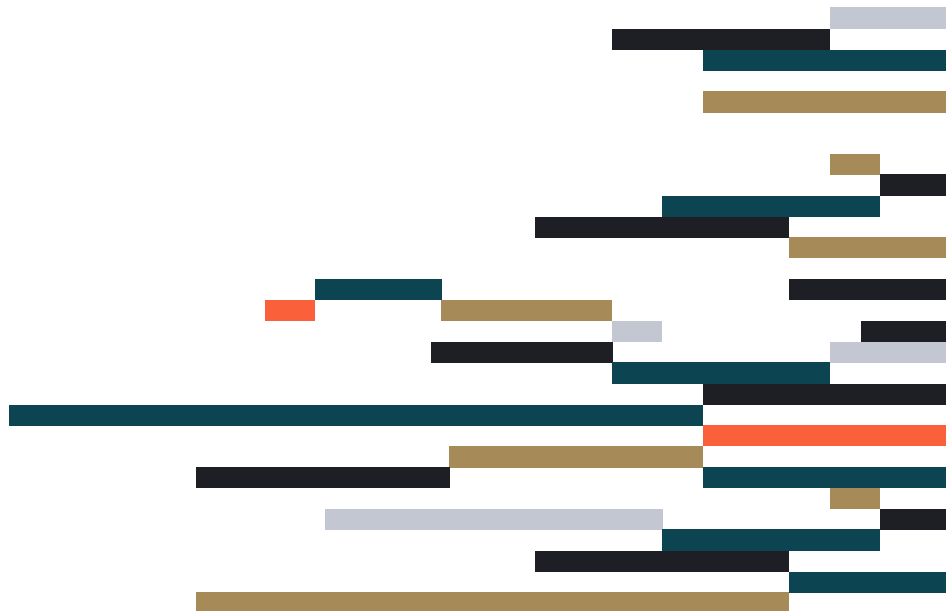


NEOS Super Plan, NEOS Super Plan 2

Member Outcomes Assessment
For the year ended 30 June 2022

28 February 2023





Executive Summary

Introduction

The Protect Super Plans (being Protect Super Plan and Protect Super Plan 2) provide members with access to death and disablement insurance cover inside superannuation through a choice of two retail insurance products, NEOS Protection and Encompass Protection, collectively 'NEOS'. NEOS doesn't provide accumulation style superannuation account balances or investment returns to members.

This Member Outcomes Assessment focuses on an assessment of product appropriateness against key factors that can affect superannuation, specifically consideration of NEOS' insurance strategy and insurance fees. Unlike a typical superannuation fund's Member Outcomes Assessment, this report does not contain comparative analysis relating to fees and costs, investment returns or investment risk as these elements are not relevant for NEOS given its structure as an insurance-only fund.

Ultimately a determination (contained on the following page) is made for NEOS as to whether the products are serving the financial interests of the members. This assessment was undertaken in February 2023, and is relevant for the financial year ended 30 June 2022.

Product Determination

The Trustee has determined that it is promoting the financial interests of the beneficiaries of its product on the basis that:

- Insurance Premiums when compared against peers for different types of risk and levels of cover across various age groups are generally in line or lower cost than peers for white collar professionals.
- There were improvements made in FY22 to the way in which income protection claims were paid to members from the fund, which resulted in 100% of benefit payments being paid within 2 business days of approval by the insurer.
- NEOS has achieved strong net promotor scores and industry recognition for service levels. NEOS has been voted number 1 by advisers in terms of ease of underwriting, platform functionality, insurer competitiveness, comprehensiveness of modules, adviser support and claims handling.
- NEOS has strong claims approvals across all types of cover, with declines all due to member disclosure issues.



Product Appropriateness Assessment

INSURANCE STRATEGY & FEES

NEOS provides members with access to retail insurance offering death, total and permanent disability and disability income insurance benefits. It does not provide members with access to an accumulation account. All rollovers are for the purpose of paying premiums for cover selected.

NEOS does not provide default level of cover, risk and level of cover is determined with the consultation of an advisor by the insured.

As this is a financial adviser product only, financial advisers determine the appropriateness of the insurance and the cost of the cover, as such, the Trustee does not look to measure the impact of insurance eroding members' retirement income for members. Based on the above we have determined that there is no inappropriate erosion of members' retirements income due to the impact of insurance premiums.

However, pages 7- 10 contain analysis of insurance premiums against alongside 8 peers* based on 3 different risks and levels of cover across 4 age groups (35, 40, 45 & 50). The 3 risk types and levels of cover include:

- Life Cover \$1m– White Collar Professional
- Life Cover \$1m + TPD Cover \$1m – White Collar Professional
- Life Cover \$1m + TPD Cover \$1m + IP \$7.5k (30 day wait, To Age 65) – White Collar Professional

White Collar Professional rates have been considered only as this group is NEOS' main target market. Rates for both NEOS Life and Encompass products have been included in the analysis.

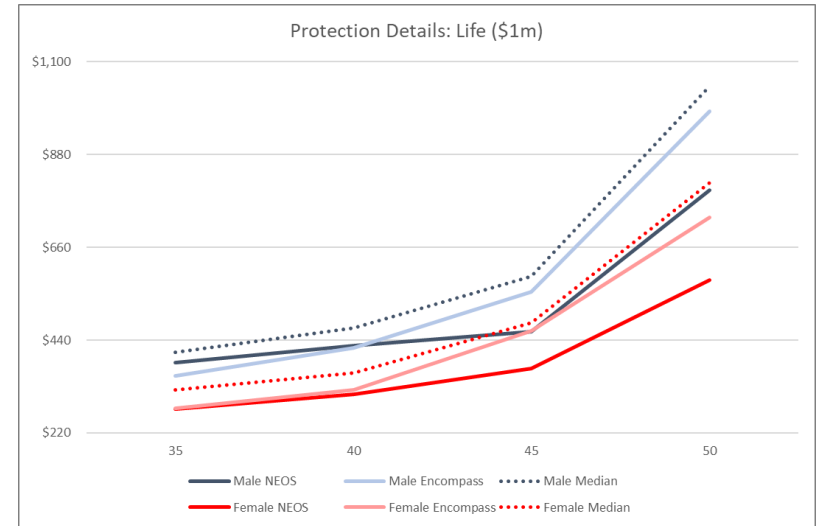
The Trustee has determined that NEOS insurance premiums are generally competitive against peers for both Neos and Encompass. We measured white collar professional as this is the target market for NEOS.

Costs Comparison \$1M Life Cover standalone

The following table and graph compare NEOS' insurance premiums for \$1m life cover standalone for a white collar professional for both male and female against 8 other peers* across 4 different age groups (35, 40, 45 & 50).

NEOS' premiums are competitive at all age levels for both male and females for \$1M Life Cover standalone at white collar professional rates. NEOS' premiums are lower cost than the peer median at all age groups for both male and female members.

	Male				Female			
Age	35	40	45	50	35	40	45	50
NEOS Life	\$386	\$427	\$459	\$796	\$277	\$312	\$373	\$583
Encompass	\$355	\$421	\$555	\$983	\$278	\$323	\$461	\$730
Median	\$412	\$469	\$591	\$1,041	\$322	\$363	\$481	\$813
High	\$508	\$517	\$667	\$1,156	\$391	\$411	\$545	\$905
Low	\$355	\$421	\$459	\$796	\$266	\$312	\$373	\$583

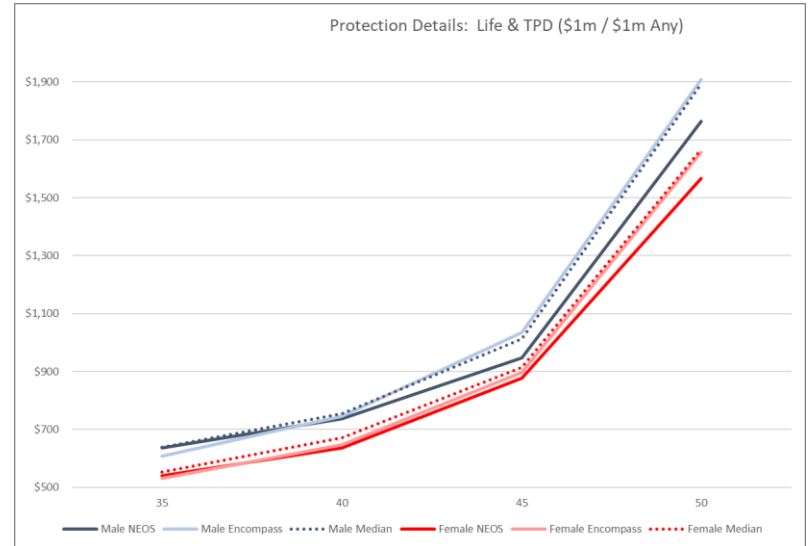


Costs Comparison Life Cover \$1m + TPD Cover \$1m

The following table and graph compare NEOS' insurance premiums for \$1m life cover + \$1m TPD Cover for a white collar professional for both male and female against 8 other peers* across 4 different age groups (35, 40, 45 & 50).

NEOS' premiums are competitive at all age levels for both male and females for \$1m life cover + \$1m TPD cover at white collar professional rates. NEOS' premiums are inline with or lower cost than the peer median at all age groups for both male and female members.

	Male				Female			
Age	35	40	45	50	35	40	45	50
NEOS Life	\$637	\$736	\$948	\$1,763	\$541	\$637	\$877	\$1,566
Encompass	\$608	\$745	\$1,035	\$1,910	\$531	\$647	\$896	\$1,657
Median	\$638	\$755	\$1,014	\$1,893	\$552	\$671	\$914	\$1,668
High	\$715	\$784	\$1,094	\$2,091	\$652	\$706	\$965	\$1,833
Low	\$601	\$732	\$931	\$1,679	\$511	\$622	\$850	\$1,475

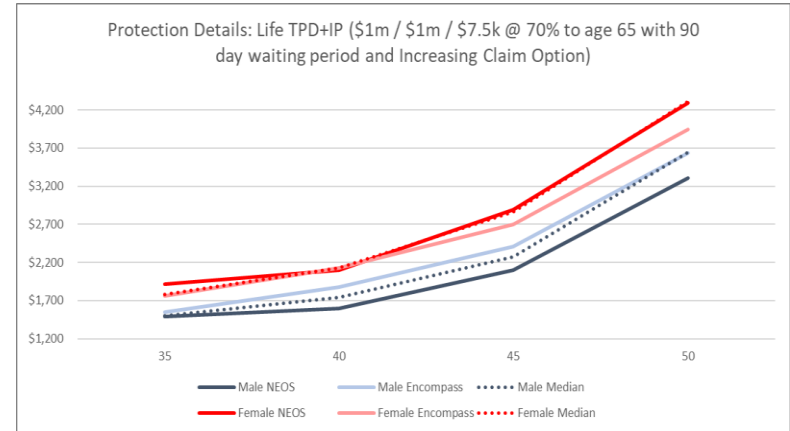


Costs Comparison Life Cover \$1m + TPD Cover \$1m + IP \$7.5k (30 day wait, To Age 65) – White Collar Professional

The following table and graph compare NEOS' insurance premiums for \$1m life cover + \$1m TPD Cover + \$7.5k Income protection till age 65 with 30 day wait period for a white collar professional for both male and female against 8 other peers* across 4 different age groups (35, 40, 45 & 50).

NEOS' premiums are competitive at all age levels for both male and females \$1m life cover + \$1m TPD Cover + \$7.5k Income protection till age 65 with 30 day wait period at white collar professional rates. However, NEOS' premiums are higher cost than the peer median for some age groups for both male and female members.

	Male				Female			
Age	35	40	45	50	35	40	45	50
NEOS Life	\$1,493	\$1,598	\$2,100	\$3,312	\$1,911	\$2,101	\$2,891	\$4,290
Encompass	\$1,550	\$1,872	\$2,407	\$3,634	\$1,766	\$2,127	\$2,703	\$3,949
Median	\$1,498	\$1,742	\$2,274	\$3,645	\$1,779	\$2,129	\$2,866	\$4,315
High	\$1,670	\$1,909	\$2,508	\$4,274	\$2,354	\$2,527	\$3,223	\$5,323
Low	\$1,304	\$1,581	\$2,100	\$3,312	\$1,576	\$1,928	\$2,695	\$3,949



Insurance Claims

NEOS focuses on providing the best life insurance solutions for the advised channel. NEOS looks to provide fast and excellent support to members in particular during the most difficult times in their life when making a claim. Changes have been made to the way in which income protection claims were paid to members from the fund, which resulted in 100% of benefit payments being paid within 2 business days of approval by the insurer.

NEOS Priority is a claims service, designed to ensure members received the best possible service.

- All claims managers have a minimum of 10 years' relevant experience.
- Our claims managers are empowered to make decisions to ensure every claim is processed as efficiently as possible.
- Claims managers are trained and empowered to make common-sense decisions to ensure every claim is processed as sensitively and efficiently as possible.
- Capability to pay members' disability income claim benefits on the same day they are approved by the Insurer.

NEOS	Accepted	Declined	Acceptance Ratio
Death	7	0	100%
TPD	1	2	33%
Terminal illness	2	0	100%
Income Protection	57	12	82.6%
Total	67	14	79.1%

OPTIONS, FACILITIES & BENEFITS

Advisers voted NEOS Overall Best Retail Life Company at the 2022 Adviser Ratings' Adviser Choice Awards. NEOS were also voted number one in life insurance with the highest NPS score in the industry for the third year in a row. NEOS also won awards for Ease of Underwriting, Platform Functionality, Competitiveness of Product, Comprehensiveness of Modules, Adviser Support and Claims Handling - seven of the nine award categories.

In addition to these awards, NEOS were placed as a winner of the Service Quality award, Underwriting Team of the Year award for the third time, BDM/Support Team of the Year award and the award for Critical Illness Cover at the 2021 AFA Life Company of the Year Awards.

The Trustee has determined that the options, benefits and facilities offered under the product are appropriate to members.



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