

Mentor Portfolio Service

Target Market Determination

5 October 2021

This Target Market Determination (TMD) has been prepared and issued by IOOF Investment Services Ltd (Operator, IISL) (ABN 80 007 350 405, AFSL 230703), as the issuer of the Mentor Portfolio Service.

This TMD seeks to offer clients and distributors an understanding of the class of clients for which Mentor Portfolio Service has been designed, having regard to the objectives, financial situation and needs of the target market.

It applies to the Mentor Portfolio Service product referred to in the Investor Directed Portfolio Service Guide (IDPS Guide) available at wrapinvest.com.au/mentor

It is **not** an IDPS Guide 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 IDPS Guide and any supplementary documents when making a decision about the product.

Mentor Portfolio Service combines easy administration and transparent reporting across managed funds, term deposits, Australian Listed Securities and a cash account – all under the one umbrella.

Target Market

Suitable for clients who:

- may be receiving personal financial advice
- seek a clear and transparent fee structure
- like a wide range of investment choices
- prefer to be kept informed and involved in investment decisions.

Not suitable for clients who:

- are looking to invest less than \$10,000
- do not have access to email or the internet.

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

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

- an IDPS product that offers an extensive range of quality investments that can be tailored to meet financial objectives
- a service that can be easily managed by clients and their financial adviser
- online access to their account.

Please note: While the product is designed to be used with a financial adviser, direct retail clients are not excluded from continuing to hold and transact on their account in the Mentor Portfolio Service.

Key Attributes

Product attributes

The key product attributes of the Mentor Portfolio Service are as follows:

- a suitably priced investment service
- an extensive range of quality investments, including managed funds, term deposits and Australian Listed Securities
- online access to your account details with simple, fast and accurate consolidated reporting
- a service that can be easily managed by you and your financial adviser by tailoring your account to meet your financial objectives.

Investment attributes

Clients have a choice of investment options across 16 investment strategies depending on their investment objective, preference for risk and return and investment timeframe. The types of clients for whom the different categories of investment options are intended for are broadly described below.

An individual client, however, should have regard to the information provided in the IDPS Guide 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 Attribute Key		
	In target market	 Potentially in target market
	Not considered in target market	
Standard risk measure		
1 = Very low	2 = Low	3 = Low to Medium
4 = Medium	5 = Medium to High	6 = High
7 = Very High		

Multi-sector

Provide a multi-asset portfolio of investments based on a particular risk profile by investing in a mix of defensive and growth assets. For example, investing with a bias to defensive assets in the moderate investment options and a bias to growth assets in the growth investment options.

Investment Strategy	Minimum Time Horizon	Investment Objective		Standard Risk Measure*
		To generate capital growth	To preserve capital	
Moderate	3-5 years			 5
Balanced	5+ years			 6
Growth	5+ years			 6
High Growth	5+ years			 6

* Standard Risk Measure is a guide to the likely number of negative annual returns expected over any 20 year period.

Single sector

Allow clients and their adviser to construct their own investment portfolio from a wide range of single asset class investment options. Investing into a single asset class can expose clients to additional risks.

Investment Strategy	Minimum Time Horizon	Investment Objective		Standard Risk Measure*
		To generate capital growth	To preserve capital	
Cash Funds	No minimum			 2
Alternative / Hedge Funds	Various minimums			 6

Investment Strategy	Minimum Time Horizon	Investment Objective		Standard Risk Measure*
		To generate capital growth	To preserve capital	
Australian Fixed Interest Funds	3+ years	△	✓	 4
International Fixed Interest	3+ years	△	✓	 5
Diversified Fixed Interest	3+ years	△	✓	 5
Diversified Credit / Hybrid Income	3+ years	△	✓	 5
Property	3+ years	✓	✗	 6
Growth Fixed Income	3+ years	✓	✗	 6
Australian Shares	4+ years	✓	✗	 6
Australian Shares - Smaller Companies	5+ years	✓	✗	 6
International Shares	5+ years	✓	✗	 6
Australian Listed Securities	5+ years	✓	✗	 6

* Standard Risk Measure is a guide to the likely number of negative annual returns expected over any 20 year period.

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 who are seeking the attributes described above. Mentor Portfolio Service fulfils a need for clients who are looking for a comprehensive IDPS solution that offers an extensive range of investments to help construct a unique portfolio.

The Mentor Portfolio Service 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 through financial advisers and via direct retail*.



Direct Retail

Financial
Adviser

Distribution Conditions

*Direct retail clients can only join via an operator-initiated transfer.

This product can only be distributed upon receipt of a completed application form that 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 Mentor Portfolio Service 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 periods and triggers

Review period	Maximum period for review
Effective date	5 October 2021
Next review by	5 January 2023
Periodic review	At least every 3 years and 3 months from the previous review.

Review triggers

The following events and circumstances would reasonably suggest the TMD is no longer appropriate:

- material changes to key product attributes and the terms and conditions of the product
- significant number of clients exiting the product
- significant dealing outside the TMD
- material or unexpectedly high number of complaints about the product
- the use of 'product intervention powers', regulator orders or directions that affect the product
- regulatory changes that have a significant impact on the attributes of the product

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

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.

IOOF Investment Services Ltd (IISL) (ABN 80 007 350 405, AFSL 230703) is the operator and issuer of the Mentor Portfolio Service. The information in this TMD is of a general nature only and has been prepared without taking into account your objectives, financial situation or needs. Before making a decision based on this information, you should consider the appropriateness of the information, having regard to your objectives, financial situation and needs.

IISL is part of the IOOF group of companies comprising IOOF Holdings Ltd (ABN 49 100 103 722) and its related bodies corporate ('IOOF Group'). An investment with IISL is subject to investment risk, including possible delays in repayment and loss of income and principal invested. Past performance is not an indication of future performance. The repayment of capital, the performance or any rate of return of an investment with IISL is not guaranteed by any member of the IOOF Group or any other related or associated company.