

# UNITED AIRLINES INC. AUSTRALIAN SUPERANNUATION PLAN MEMBER OUTCOMES ASSESSMENT

## INTRODUCTION

In this report, Equity Trustees Superannuation Limited (we, our, us) publishes the results of our annual assessment of how well the United Airlines Inc. Australian Superannuation Plan (the Plan) in the Aon Master Trust (the Fund) provides member outcomes and promotes members' financial interests. The assessment is based on information as at 30 June 2021 unless notified otherwise.

## METHODOLOGY AND STRUCTURE

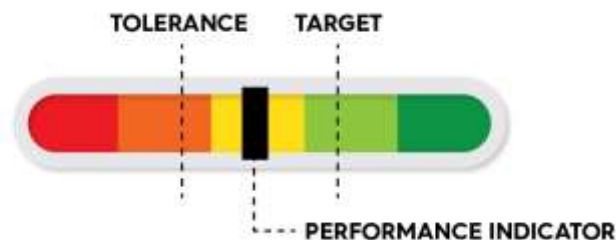
In conducting this assessment, we compared the Plan to other choice superannuation products included in statistical data published by the Australian Prudential Regulation Authority (Comparable Products) using the criteria in Part 6 of the *Superannuation Industry (Supervision) Act 1993* and Prudential Standard SPS 515 *Strategic Planning and Member Outcomes*.

This report includes:

- our overall assessment of whether the Plan provides optimal member outcomes and promotes their financial interests;
- a dashboard that depicts our assessment of the Plan's market-relative performance for each outcome we aim to provide members;
- a table summarising the key metrics that we relied on when making this assessment; and
- our commentary on this performance that includes action items to improve suboptimal performance.

For each member outcome, the dashboard presents the relevant segment of market performance. The width of each segment is based on the range of market performance for each outcome and is specific to each outcome. The positioning of the black performance indicator bar against the colour coding is our assessment of how well the outcome has been delivered. The assessment of each member outcome is based on several equally-weighted metrics. Accordingly, if one metric is outside our tolerance level it doesn't automatically mean the entire member outcome is outside our tolerance level.

*Example dashboard for illustrative purposes only*



The target is generally the average position of the Comparable Products while the tolerance level is the trigger for us to consider any necessary actions to improve member outcomes.

Please visit our [website](#) to view a short video that provides more information about the operation of the dashboard.



# OVERALL ASSESSMENT

Having carefully considered the comparisons of the Plan with Comparable Products set out in this report, including the dashboards, metrics, commentary and other relevant information available to us at the time of writing, we have concluded that as a result of the following factors the Plan is promoting members’ financial interests:

1. the Plan is in a satisfactory financial position;
2. the options, benefits and facilities offered in the Plan are appropriate for members;
3. the insurance premiums charged for the Plan do not inappropriately erode members’ account balances;
4. the insurance strategy for the Plan is appropriate; and
5. the scale of the Plan and the Fund does not disadvantage members.

## DASHBOARD

### STRATEGIC CONTEXT

Working together with the Fund’s Promoter, smartMonday, our purpose is to support members to meet their financial goals and grow their superannuation savings through smart, easy to understand actions which contribute to the long-term growth of their savings.

To support this purpose, our goals for the Fund are to deliver long term sustainable investment returns and fee structures, grow the fund organically and strategically, rationalise and simplify the operational structure, maintain strong governance, improve member engagement, and develop and offer innovative and needs-based solutions to improve member outcomes.

The Plan is a defined benefit product.

### FINANCIAL POSITION

Outcomes	The Plan is in a satisfactory financial position because the value of assets is adequate to cover the liabilities for vested benefits.				
The Plan’s performance relative to Comparable Products					
Metrics	Ref	Metric label	Value	Tolerance	Target
	1.1	Defined Benefits Vested Benefits Index	118.40%	98.00%	100.00%
<p>1.1 The Defined Benefits Vested Benefits Index measures the Plan’s capacity to pay out all defined benefit members’ benefits from existing defined benefit assets in the event they were all to leave the Fund at the same time. Note that additional account balances of defined benefit members and vested benefits for accumulation members are not included in the assets and liabilities for the Defined Benefits Vested Benefits Index and are therefore assumed to be covered 100% by the accumulation assets.</p>					

#### Commentary

The performance indicator measures the Plan’s capacity to pay out all members’ benefits from existing assets in the event they were all to leave the Fund at the same time.

As the performance indicator meets our target, no remedial action is required as a result of this assessment.



## INSURANCE CLAIM MANAGEMENT

Outcomes Valid claims are accepted and paid in a timely manner.

The Plan's performance relative to Comparable Products



Ref	Metric label	Value	Tolerance	Target
5.1	Insurer's declined claims ratio – life cover	0.00%	3.70%	2.42%
5.3	Insurer's declined claims ratio – TPD cover	21.70%	17.30%	12.27%
5.7	Insurance-related EDR complaints	1.73	2.37	1.01

5.3 TPD means "Total and Permanent Disablement".  
 5.7 EDR means "External Dispute Resolution".  
 5.7 This is the annual number of insurance-related complaints to the Australian Financial Complaints Authority per 10,000 member accounts.

### Commentary

The performance indicator measures the acceptance of insurance claims and the quality of the claims process against Comparable Products.

The performance indicator, which does not meet our target and is within our tolerance level is based on equal weighting of all the metrics in the above table.

The insured benefits in this Plan are supported by group life insurance policies from AIA Australia Limited. For this suite of policies, in the year ended 30 June 2021 the Fund's insurer:

- paid 36 death benefit claims and declined no death benefit claims; and
- paid 36 TPD benefit claims and declined 10 TPD benefit claims.

We review all declined insurance claims to make sure the insurer has acted fairly and reasonably, and consistently with the relevant policy terms and conditions. Based on these reviews, we are comfortable that the denied claims have been considered appropriately. No remedial action is required as a result of this assessment.

The number of insurance-related complaints that have been made to the Australian Financial Complaints Authority does not meet our target and is within our tolerance level. No remedial action is required as a result of this assessment.

As a result, we are comfortable that valid claims are accepted and paid in a timely manner.

All insurance cover is voluntary. We believe that the appropriate level of insurance cover is a balance between the amount of cover required (based on the maintenance of the member's, and their dependants', standard of living in the event of a claim) and the affordability of that cover for the member.

Members have the opportunity to seek personal financial advice if required, select their own level of insurance cover and cancel their cover if no longer required. Therefore:

- the insurance premiums charged for the Plan do not inappropriately erode members' account balances; and
- the insurance strategy for the Plan is appropriate.



## MEMBER SERVICES

Outcomes Administration services satisfy member expectations.

The Plan's performance relative to Comparable Products



Ref	Metric label	Value	Tolerance	Target
7.1	Service level achievement	99.97%	90.00%	95.00%
7.2	Administration-related EDR complaints	0.92	4.82	2.07

7.1 Service level achievement measures the portion of new member, contribution and benefit payment transactions that were processed within our service level.  
7.2 EDR means "External Dispute Resolution".  
7.2 This is the annual number of administration-related complaints to the Australian Financial Complaints Authority per 10,000 member accounts.

### Commentary

The performance indicator measures the delivery of administration services against our service levels.

The performance indicator, which meets our target is based on equal weighting of the above metrics.

Service level achievement (99.97%) meets our target. No remedial action is required as a result of this assessment.

The number of complaints about administration services that have been made to the Australian Financial Complaints Authority meets our target. No remedial action is required as a result of this assessment.

As a result, we are comfortable that administration services satisfy member expectations because the high rate of service level achievement and the number of administration related complaints meets our target. Therefore, we consider the options, benefits and facilities offered in the Plan are appropriate for members.

## SUSTAINABILITY

Outcomes The Plan and Fund are sustainable and likely to deliver optimal outcomes in the future.

The sustainability of the Plan and Fund relative to Comparable Products



Ref	Metric label	Value	Tolerance	Target
8.1	Net member benefit flows	0.53%	-29.51%	-1.52%
8.3	Movement in member accounts p.a.	2.41%	-36.39%	-8.01%
8.4	Average member age	44.6	58.00	48.70

### Commentary

The performance indicator measures the Fund's sustainability and likelihood of delivering optimal outcomes in the foreseeable future against other funds.

The performance indicator, which meets our target is based on equal weighting of the above metrics.

Therefore, we are comfortable that the scale of the Plan and the Fund does not disadvantage members.

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