

# AVSUPER MEMBER SATISFACTION SURVEY 2015 RESULTS



Each year, we ask a group of members for their feedback so we can improve our services and keep YOUR Fund relevant and useful for you. Early each year, we will share the results of the survey with you, and report on things we're doing in response to the survey results.

## KEY THEMES

We recognise that long term investment performance remains crucial to your comfortable retirement and this theme emerged strongly in the survey results and comments. We also welcomed Sue Field as our new Investment Manager, giving us even more investment governance oversight and operational capacity.

## HOW YOU RATED US IN 2015, COMPARED TO 2014

We're delighted to see that members feel we're improved over the last 12 months, this remains a core area of focus for us.



### Do you think we...

Have knowledgeable customer service people?



Provide the information you require?



Provide excellent financial returns?



Handle enquiries quickly & efficiently?

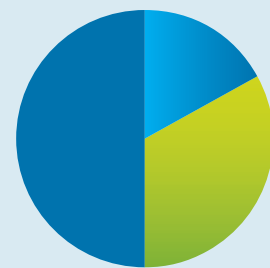


Provide clear and concise information?



# INVESTMENT PERFORMANCE REMAINS CRITICAL

Investments are crucial to your super and appear in our survey results each year. We're continuing to develop our suite of investment commentary and related materials on our website. We've introduced a new default investment choice strategy for our income stream members (if they don't make a choice) and introduced the new Balanced Growth investment option for accumulation members.



## WHAT YOU SAID...

**Excellent performance. Good feedback. Good management. Good customer service.**

*Stephen, age 55, VIC*

The times that I have needed to ring them and get advice, they have been very helpful and very easy to deal with.

*Richard, age 57, VIC*

I had a good experience with one of their reps. He came up to the workplace and had plenty of time for every individual here. The employee they had was very genuine and gave me a great confidence.

*Brett, aged 54, QLD*

Consistently good performance and good website. Very professional small team.

*James, age 32, NSW*

They have assisted on several occasions for certain things and they have been extremely helpful and extremely co-operative. I would recommend them to anyone.

*Lyndall, age 54, QLD*



## ABOUT THE TEAM

One of the things that sets AvSuper apart from other funds is our internal member services team. When you contact AvSuper, you will be answered by experienced and qualified super professionals and financial advisers employed directly by the Trustee – not an outsourced call centre.

