

# AVSUPER MEMBER SATISFACTION SURVEY 2016 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. The results are compared to member responses from a range of other super funds in Australia to provide a good comparison. 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

Overwhelmingly, members liked our good service, and our fast and easy to understand responses. A positive financial performance and giving good advice were also mentioned repeatedly.

On the other hand, lower scores came from people who don't feel they can/should give a recommendation and those who didn't think AvSuper was open to people in other industries (but we are!).

## HOW YOU RATED US IN 2016, COMPARED TO 2015

We're delighted to see that members have ranked us so well against our peers - coming **first in four categories** is something we are very proud to bring to our members!

### 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?



OUR YOUNGER MEMBERS (THOSE UNDER 55) RATED US **THREE TIMES HIGHER** THAN THE AVERAGE ACROSS ALL FUNDS IN THAT AGE GROUP, WHILE OUR OLDER MEMBERS DOUBLED THE ALL FUNDS AVERAGE.

# WHAT YOU SAID...

Been with them 16 years and it's standing up against anything else I've looked at.

*Trevor, age 45, NSW*

Haven't had any issues or dramas and they offer good returns.

*Nicholas, age 28, Tas*

Very easy to deal with. Transferring over my old super funds was easy.

*William, age 45, Tas*

They've always got people on hand when you've got an enquiry. Available to deal with concerns or queries. I know if I need information, then pretty accurate information is available within a short space of time.

*Brett, age 52, NSW*

I wouldn't really be recommending any financial product normally but with AvSuper I wouldn't really hesitate too much to recommend them.

*John, age 53, Qld*

I just find it easy to consult with the customer service people. I'm able to log in and get my information easily. They are straight forward and easy to understand.

*Neil, age 27, VIC*

I like that you can change which options you've got your money in. You can change them weekly, whereas most others you can only change them monthly.

*David, age 60 VIC*

I've been with other superannuation's in the past but AvSuper is really good to work with and easier. The main thing was the transfer of funds from one to another that was really easy.

*Neil, age 27, VIC*

They're pretty seamless and easy to deal with. My bank tried to convince me to move my super to them but they were more expensive and complicated to deal with.

*Armando, age 48, ACT*

They provide very personal service and they don't seem like a big company. They seem to manage my money well.

*Susan, age 55, Qld*

It performs really well and I think that the only reason they lose points is that it seems like it's not open to other members outside the aviation industry – but I know that it is.

*Michael, age 34, Qld*



## ABOUT THE TEAM



As one of our members said, "They don't have a call centre; I ring them and talk to a real person." Your calls, chats and emails are answered by our experienced and qualified super professionals and financial advisors.