

# AVSUPER MEMBER SATISFACTION SURVEY 2017 RESULTS

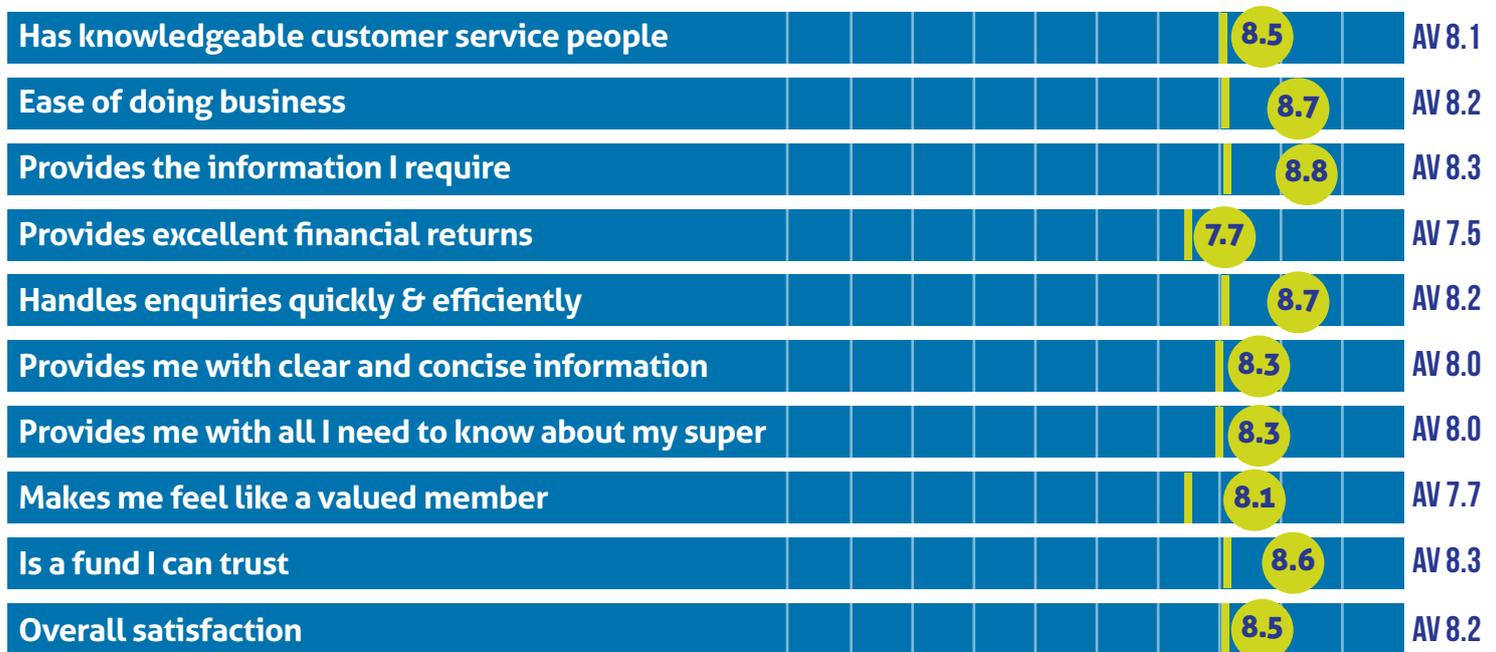


Each year, we ask a group of members for their feedback so we can improve our services and keep YOUR Fund relevant and useful for you. The results are compared to member responses from a range of other super funds in Australia to provide a good comparison. Each year, we share the results of the survey with you.

## HOW YOU RATED US

It is heartening to see our members rank us highly on every criteria, rating us very well when compared to the other 29 super funds included in the survey.

## IN EVERY CATEGORY, WE SCORED HIGHER THAN THE AVERAGE FUND



## WE RANKED FIRST FOR THESE CATEGORIES...

Has knowledgeable customer service people

Ease of doing business

Provides the information I require

Handles enquiries quickly & efficiently



They look after me as a person - I am not seen as a number. They provide me with regular info. And they cost a lot less than other super funds. I have transferred my funds from two other funds to consolidate it all.

*Susan, 59, QLD*

The investment strategy is looking well, they give you a wide range of possibilities to invest and are responsive to my needs. I can't fault them at all. And the charges are reasonable.

*Douglas, 62, Qld*

It's a smaller fund and it's a more personable relationship with the staff. I know how the fund was set up so I know it's there to benefit their members rather than go to any other institution.

*John, 59, WA*

When I cancelled old super accounts and transferred over to AvSuper, it was easy.

*Billy, 29, NT*

I really like dealing with them. They're just really helpful. I've had a lot of account enquiries, and they've been really good.

*Melina, 47, Vic*

My accountant always says they're doing well, they're friendly, they're easy to contact. They break it down - turning that super quagmire into simple terms.

*Ian, 50, Qld*

I have had two different places in the last few years try to sell me super but they say they can't go nowhere near AvSuper with benefits so stop selling to me!

*Peter, 57, Vic*

They constantly keep member informed about any changes which is important.

*Mark, 43, Vic*

They are approachable, they seem to have the members interests at heart.

*Russell, 59, QLD*

If there is something out of their control, that's understandable that you don't get as good a return during that period. Strong performing fund overall.

*Mary, 40, Vic*

Good comms, but not too much, so I don't think they waste money.

*Melinda, 46, Vic*



## ABOUT THE TEAM



*"When I phone up, I'm not in a queue. there's no calling and 10 transfers later you get someone who can help you".*

Your calls, chats and emails are answered by our experienced and qualified super professionals and financial advisors.

