

# AVSUPER MEMBER SATISFACTION SURVEY 2018 RESULTS



We were delighted this year to see our members rank us highly on every criteria in the 2018 Member Satisfaction survey of super funds. Our **total score of 41** ranked us **FIRST**, against an average score across 27 funds of 20.

Thank you to our members who participated in this survey and ranking us so well on all key criteria, as well as for providing us with constructive comments and suggestions for further improvements. These results reinforce our member focused philosophy which underscores everything we do as a Fund.

## WE RANKED FIRST FOR THESE CATEGORIES...



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

Has knowledgeable customer service people	8.6	AV 8.0
Ease of doing business	8.8	AV 8.3
Provides the information I require	8.9	AV 8.4
Provides excellent financial returns	8.0	AV 7.6
Handles enquiries quickly & efficiently	8.8	AV 8.2
Provides me with clear and concise information	8.6	AV 8.1
Provides me with all I need to know about my super	8.2	AV 7.8
Makes me feel like a valued member	8.3	AV 7.5
Is a fund I can trust	8.8	AV 8.3
Overall satisfaction	8.8	AV 8.2

# ABOUT THE TEAM

AvSuper's Member Advice Consultants are fully qualified superannuation experts who pride themselves on helping our members.



*"You're talking to a real person not a machine. The response times are very good, you're not on hold half an hour to get through to a person."*

*Charles, 48, Vic*

Your calls, chats and emails are answered by our experienced and qualified Member Advice Consultants - not an anonymous call centre.

## SPECIFIC COMMENTS MADE BY MEMBERS DURING THE SURVEY INCLUDE:

If I can't find information online, they're on the phone. There are no phone prompts. There is someone at end of the line who can answer my queries and knows what I need.

If I wanted to talk to somebody now because I was a bit unsure about something, I'd ring up and either talk to someone directly or I would get a phone call back today. I would definitely have it resolved; it's always really consistent

They have a heap of different ways to deal with them, the website is easy; they get back to you very quickly.

The website is easy to use and the people seem quite specialised.

The people that you deal with when you have a query, are knowledgeable and responsive but in a friendly manner. They are easy to deal with.

Used them a lot in the last few years always get the answers I've needed and they ensured I understood every aspect of it. They're for our benefit not their own.

I don't think they're a huge fund anyway so you feel like getting more personalised.. You feel less like a number. And they're very specific for our industry.

The service I get is fantastic.

I am a very proactive Super member and I ask a lot of questions and they answer satisfactorily.

Have had super with them a long time. They have consistently high returns and good communications. I've asked questions of them and have always received prompt replies.

