

AVSUPER MEMBER SATISFACTION SURVEY 2019 RESULTS



We were delighted this year to see our members again rank us highly on every criteria in the 2019 Member Satisfaction survey of super funds. Our **total score of 46** ranked us FIRST, against an average score of 20, across 32 other super funds.

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...

Total score

Ease of doing business

Overall satisfaction



ON EVERY MEASURE WE SCORED HIGHER THAN THE AVERAGE FUND

Has knowledgeable customer service people	8.7	AV 8.0
Provides the information I require	9.0	AV 8.3
Provides excellent financial returns	8.1	AV 7.6
Handles enquiries quickly & efficiently	9.0	AV 8.1
Provides me with clear and concise information	8.7	AV 8.1
Provides me all I need to know about my super	8.2	AV 7.8
Makes me feel like a valued member	8.2	AV 7.6
Offers competitive fees and charges	8.2	AV 7.6
Is a fund I can trust	9.0	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, online 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:

I felt like the guy was working for me rather than the fund, they look out for my best interests rather than their own.

Excellent service and excellent product knowledge. Whenever I have a question they're just fantastic.

They make it so easy for you! No jargon, they're knowledgeable and quick to respond.

... extra things they do above and beyond what you'd normally get with other funds.

I'd recommend them, I'd tell anyone. The service is always great, you get personal service.

Professionalism of the staff. They know what they are talking about. No ifs or buts. Whenever you ask, they answer the question.

It's been consistent and reliable and it's a longstanding super fund. They're open, communicate with you and resolve issues as they arise - very trustworthy.

AvSuper is very good with returns and cutting through the complication.

It's always had good returns, low fees and excellent customer service.

You've got people who look after you if you've got any questions about your super.

