

AV SUPER MEMBER SATISFACTION SURVEY 2020 RESULTS



We were delighted to see our members again rank us highly (and certainly above average) on every criteria in the **2020 Member Satisfaction survey** of super funds. Our **total score of 35** was in the top group of the 34 participating super funds, and well above the average score of 21.

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 (AGAIN) FOR ...

Overall satisfaction



ON EVERY MEASURE WE SCORED HIGHER THAN THE AVERAGE FUND

Has knowledgeable customer service people	8.5	AV 8.1
Provides the information I require	8.8	AV 8.2
Provides excellent financial returns	7.9	AV 7.5
Handles enquiries quickly & efficiently	8.7	AV 8.0
Provides me with clear and concise information	8.5	AV 8.0
Provides me all I need to know about my super	8.1	AV 7.8
Makes me feel like a valued member	8.3	AV 7.6
Offers competitive fees and charges	8.0	AV 7.5
Is a fund I can trust	8.8	AV 8.1
Overall satisfaction	8.5	AV 7.9

ABOUT THE TEAM

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



'I find them very easy to deal with. I ring up on the phone and get put through to someone straight away who can help me. They respond to emails promptly and the website is also good.'

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 just think they're a sound product, customer service is pretty good, the internet portal is pretty good, and overall easy enough to manage your account.

I think they perform in the market place really well. Their correspondence and information they provide members is some of the best.

In spite of the COVID distributions they have been very responsive to any queries where other organisations you ring them and you get left on the phone for ages and no one responds.

Well I always have no trouble getting hold of them. The website is easy to navigate and the people I talk to have always been very helpful and friendly.

The service is exemplary, you can actually chat to a person rather than a chat bot or nobody.

I've always found them helpful, and approachable. They know what they are talking about. There are enough people I work with that are happy with them.

The actual super they could offer me was the best, and any time I've had any interaction with them for advice on setting up income streams, it has been an absolutely positive experience.

It's like a boutique fund, they are very approachable and yet have the knowledge and are easy to obtain the correct information from.

Just good interaction, good advice, its clear and succinct communication.

It's a fund for members with excellent management, excellent historical return and managed for members by members.

Every time I've contacted them, they have just been exceedingly responsive, and when I saw one of the advisers, they actually listened to what I wanted to achieve.

