

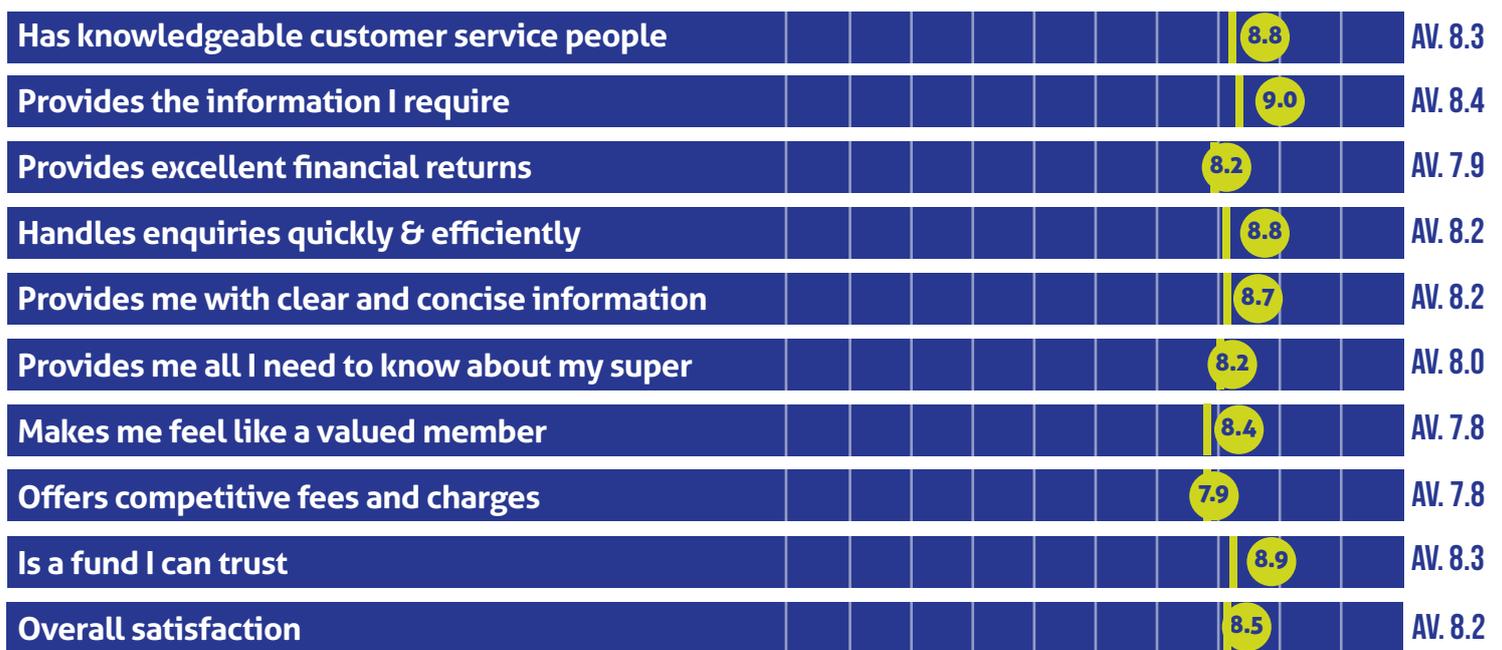
AVSUPER MEMBER SATISFACTION SURVEY 2021 RESULTS



We were delighted to see our members again rank us highly (and certainly above average) on every criteria in the 2021 Member Satisfaction survey of super funds. It was wonderful to see 48% of members believe the statement 'I trust them to act in my best interests' best describes AvSuper and that 92% are satisfied/extremely satisfied with AvSuper overall.

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.

ON EVERY MEASURE WE SCORED HIGHER THAN THE AVERAGE FUND



THE FUND EMPOWERS ME TO PLAN AND PREPARE FOR MY RETIREMENT

AvSuper 42% agree and 40% strongly agree (averages 34% and 40% respectively) compared to 38% and 41% last year.

HOW SATISFIED ARE YOU WITH THE ONGOING SUPPORT AND INFORMATION PROVIDED BY AVSUPER IN RELATION TO COVID-19?

AvSuper 7.3

All funds 7.5

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:

Every time I have wanted to chat online, they have always been very prompt and answered my questions. I am happy with the returns and the communication. Information is always very easy to access online.

I like the returns. I like their webpage. I can find the information I need, and they are easy to contact...

Why was that, because of the relationship I feel I have with AvSuper. It's a loyalty thing on my behalf, and it's the service that they have provided me over the thirty or so years I've been with them. It's just a loyalty thing.

I didn't find a competitor that offered advantages over AvSuper.

Look I'm happy with the service but I'm not sure the performance is as good as other funds. On a personal level they are great.

Investment strategy – any fund can perform well during good times. They've seemed to have found the right balance and returns are back to where they were before Covid.

They have just provided me with really good service and communicated well.

I'm quite happy with the returns and the communication and customer service however I have recently retired and I think there could be clearer help with the transition to retirement.

