



HOSTPLUS SERVICE STANDARDS REPORT

As at 30 September 2024



THAT'S **A PLUS.**

SERVICE STANDARDS

Hostplus is dedicated to delivering exceptional member outcomes, and the best possible retirement futures, for our more than 1.8 million members across Australia.

This takes many forms – and includes responding to your queries via phone, email or chat and supporting you through times in your life when you or your family most need our support.

We aim for excellent service, always.

The service standards outlined in this report demonstrate how we measure the quality and speed of service we deliver to you, our members.



IN THE YEAR ENDING 30 JUNE 2024:

IN THE QUARTER ENDING 30 SEPTEMBER 2024:



Our dedicated team received
462,569
INCOMING CALLS



Our dedicated team received
124,739
INCOMING CALLS



We responded to
204,086
ENQUIRIES VIA CHAT



We responded to
52,886
ENQUIRIES VIA CHAT



We responded to
144,624
EMAILS



We responded to
43,566
EMAILS

We also paid

1,846
Insured and
Non-Insured
Death claims

1,341
Insured
TPD claims

464
Insured Income
Protection claims

We also paid

446
Insured and
Non-Insured
Death claims

295
Insured
TPD claims

81
Insured Income
Protection claims

The source of data and information used in the Service Standards Report varies, including reports that are provided by the administration and insurance service providers and reports that can be generated by Hostplus from the following systems:

MUFG systems

- Genesys Cloud
- Aaspire
- Contact Centre Portal (CCP)
- Email Tracking System (ETS)
- PEGA Complaints
- PEGA Universal Case Management (UCM)
- PEGA Benefit Payments

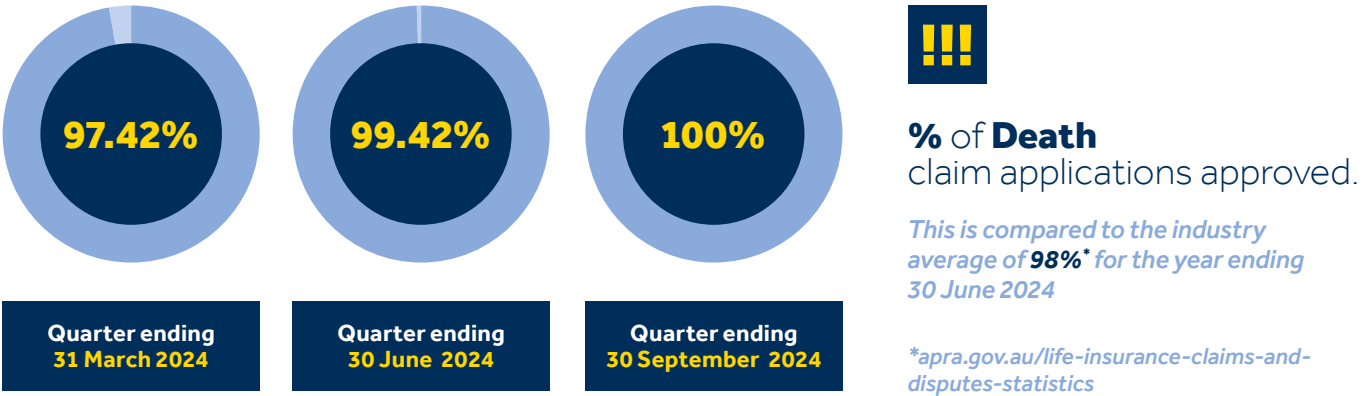
Hostplus systems

- Claims Management Tool (CMT)
- Client Relationship Management (CRM) tool

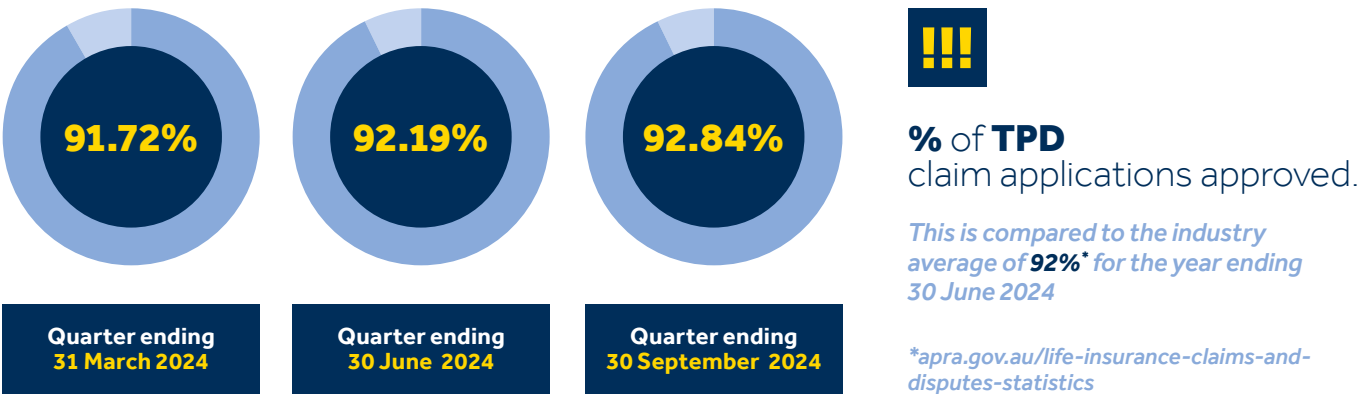
As part of our commitment to service excellence, we report on a number of key performance indicators across a range of service areas. Recent results can be seen below and following.

Where available, comparable industry data and benchmarks have been provided. In the absence of these, Hostplus data has been presented without comparison and we will continue to work with regulators and industry bodies to develop appropriate benchmarks.

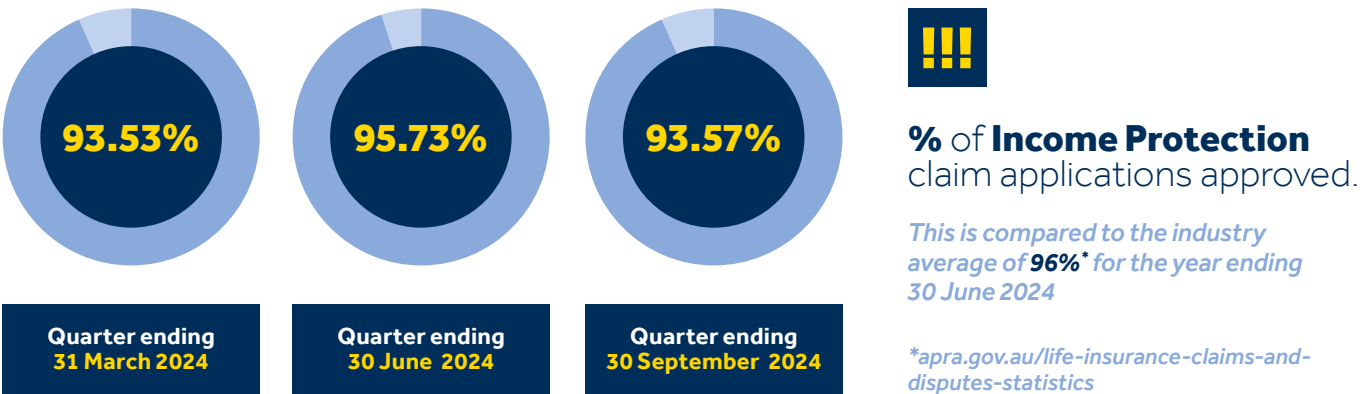
HOSTPLUS INSURED DEATH CLAIMS – APPROVAL RATE



HOSTPLUS INSURED TOTAL AND PERMANENT DISABILITY (TPD) CLAIMS – APPROVAL RATE



HOSTPLUS INSURED INCOME PROTECTION CLAIMS – APPROVAL RATE



HOSTPLUS INSURED AND NON-INSURED DEATH CLAIMS - TIMEFRAMES



HOSTPLUS INSURED TPD CLAIMS - TIMEFRAMES



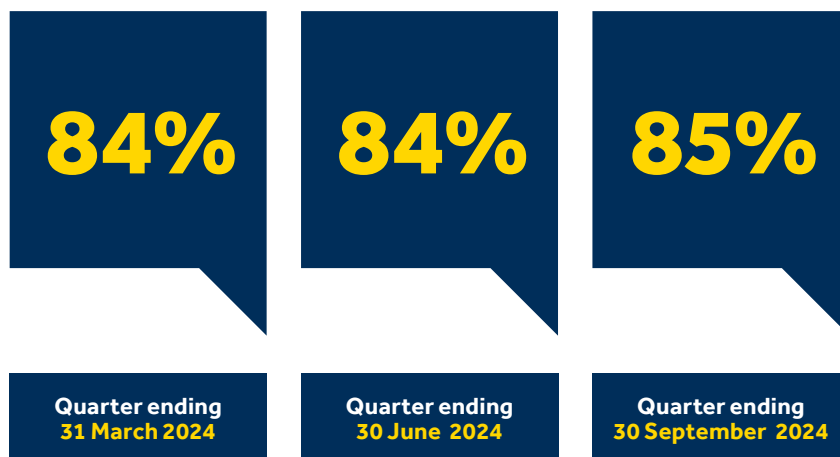
HOSTPLUS BENEFIT PAYMENTS – TIMEFRAMES



% of all **benefit payments** processed and paid within three business days* (for both superannuation and pension accounts).

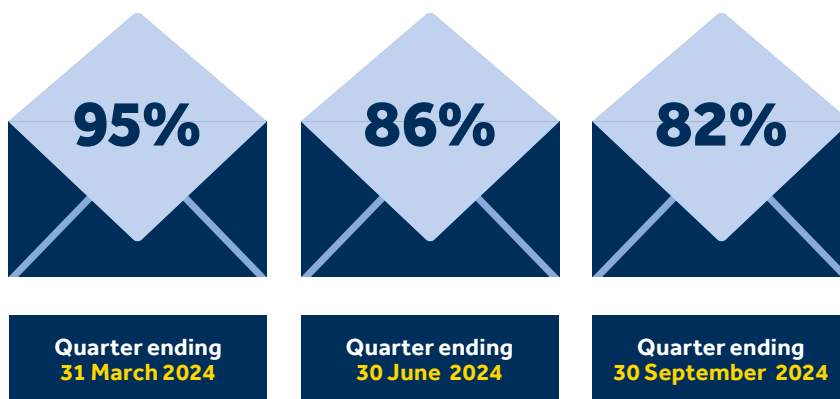
**Once all requirements are satisfied and a condition of release is satisfied. This includes all forms of benefit payments such as requests for early release of super, leaving service benefits and retirement benefits.*

RESPONDING TO LIVE CHAT MESSAGES



% of **Live Chat** messages responded to within two minutes, against the fund's target of **80%**.

RESPONDING TO EMAILS



% of **emails** responded to within two business days, against the fund's target of **90%**.

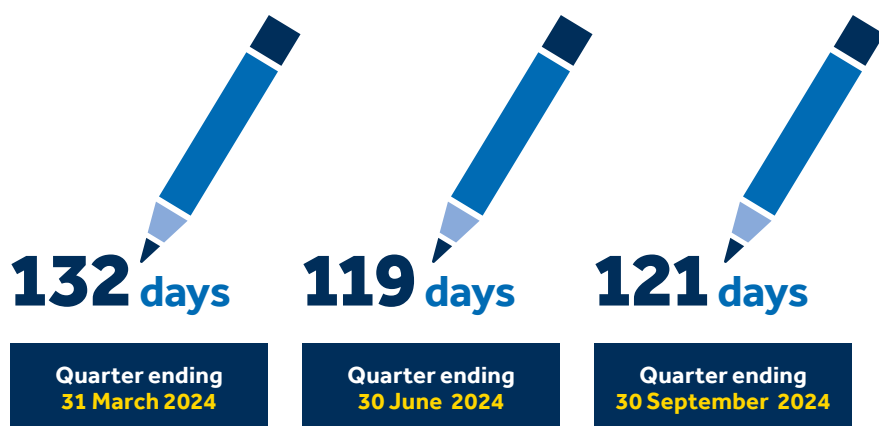
RESOLVING COMPLAINTS RECEIVED DIRECTLY



Average number of days to resolve a complaint that was received directly by Hostplus (known as Internal Dispute Resolution or IDR).

According to ASIC's 2022 Report, "Snapshot of complaints handling by superannuation trustees" 24 days was the average time taken to issue an IDR response.

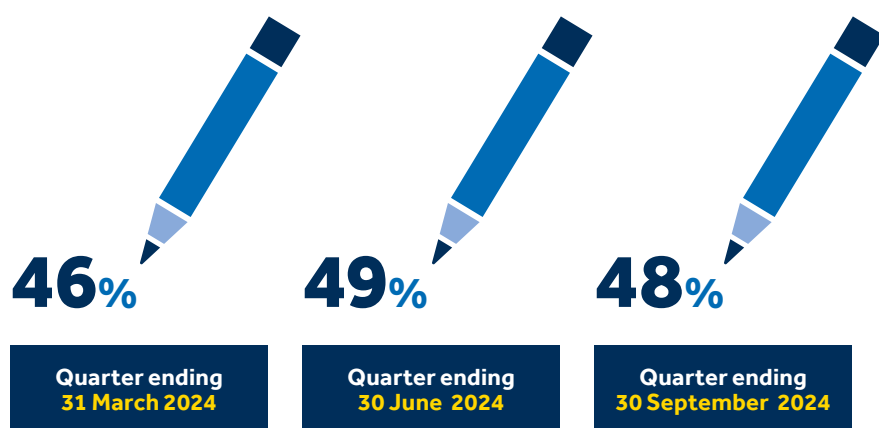
RESOLVING COMPLAINTS RECEIVED THROUGH THE AUSTRALIAN FINANCIAL COMPLAINTS AUTHORITY (AFCA)



Average number days to resolve a complaint that has been lodged with AFCA (known as an External Dispute Resolution or EDR).

This is compared to the superannuation industry average of 105 days to close a complaint.*

**AFCA Annual Review 2023-24.*



% of complaints resolved at Registration stage (the first stage once AFCA has referred a complaint to Hostplus).

The superannuation industry average for the 2023-2024 financial year was 42%.*

**AFCA Annual Review 2023-24.*

COMPLAINTS RECEIVED THROUGH AFCA – JULY TO SEPTEMBER 2024

Between July and September, Hostplus worked to close **82** complaints. Of these, **39** (48%) complaints were closed at the Referral and Registration stage. The remaining **43** (52%) complaints were resolved at the case management and determination stage. Of these **43** closed cases, AFCA made a preliminary assessment or determination on **9** of these complaints, all of which were in favour of Hostplus. The remaining 34 were settled with the member prior to a determination being made.

EDR complaints closed by quarter:

70

Quarter ending 31 March 2024

85

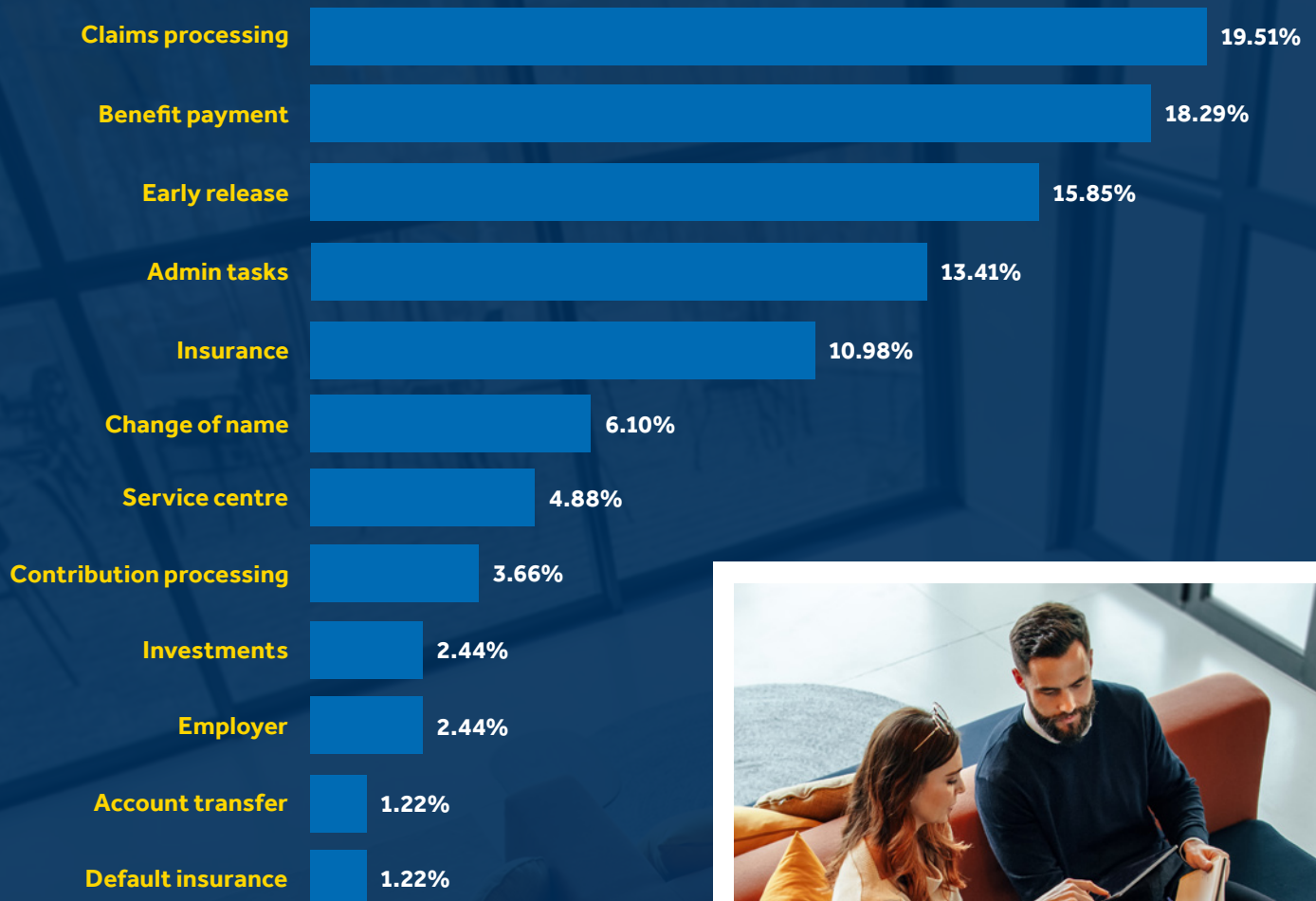
Quarter ending 30 June 2024

82

Quarter ending 30 September 2024

Complaints that are not resolved through Hostplus' IDR process, and go to AFCA, are known as EDR complaints. 82 complaints were closed between July and September 2024 across the following categories:

Closed EDR complaints by type – July to September 2024



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Issued by Host-Plus Pty Limited ABN 79 008 634 704, AFSL 244392 as trustee for the Hostplus Superannuation Fund (the Fund)
ABN 68 657 495 890. All information provided is current as at 1 December 2024. The information is factual information only. HP3226 0425