



HOSTPLUS SERVICE STANDARDS REPORT

As at 31 March 2026



THAT'S **A PLUS.**

SERVICE STANDARDS

Hostplus is dedicated to delivering exceptional member outcomes, and the best possible retirement futures, for our more than 2 million members across Australia.

This takes many forms – and includes responding to your queries through our Hostplus Service Excellence Centre (HSEC) 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 31 MARCH 2026:



Our dedicated team received
527,059
INCOMING CALLS



We responded to
195,787
ENQUIRIES VIA CHAT

We also paid

1,639
Insured and
Non-Insured
Death claims

1,001
Insured
TPD claims

504
Insured Income
Protection claims

IN THE QUARTER ENDING 31 MARCH 2026:



Our dedicated team received
134,581
INCOMING CALLS



We responded to
31,972
ENQUIRIES VIA CHAT

We also paid

482
Insured and
Non-Insured
Death claims

232
Insured
TPD claims

149
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)
- PEGA Complaints
- PEGA Universal Case Management (UCM)
- PEGA Benefit Payments

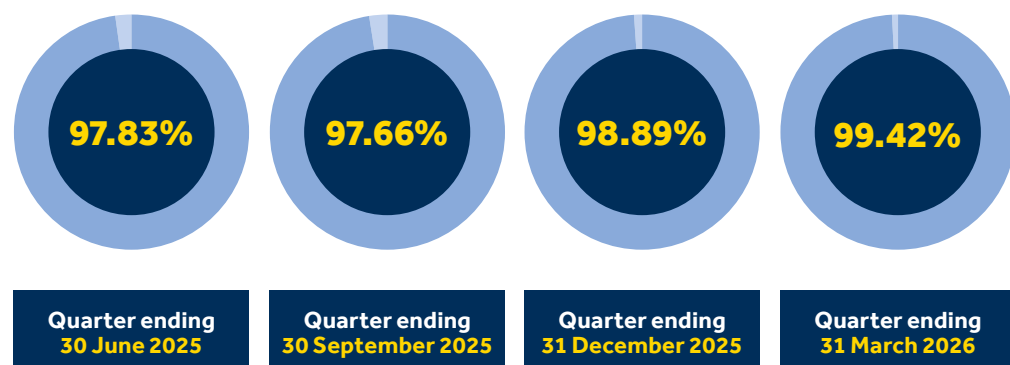
Hostplus systems

- 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

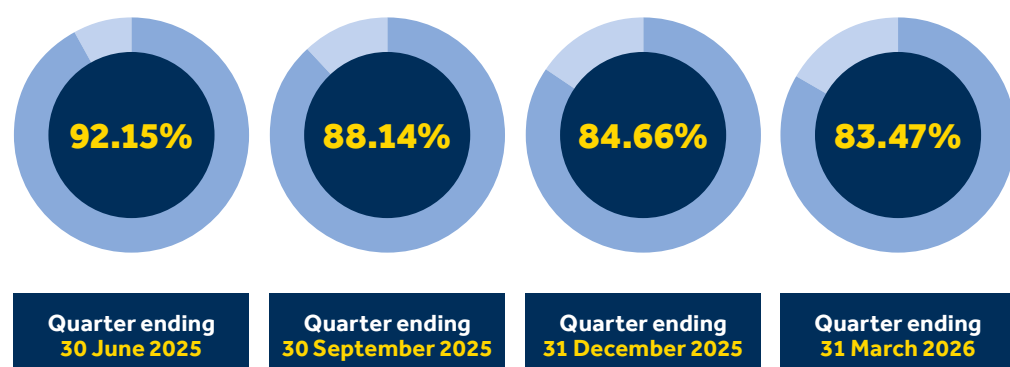


% of **Death** claim applications approved.

This is compared to the industry average of 98% for the year ending 31 December 2025*

**apra.gov.au/life-insurance-claims-and-disputes-statistics*

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

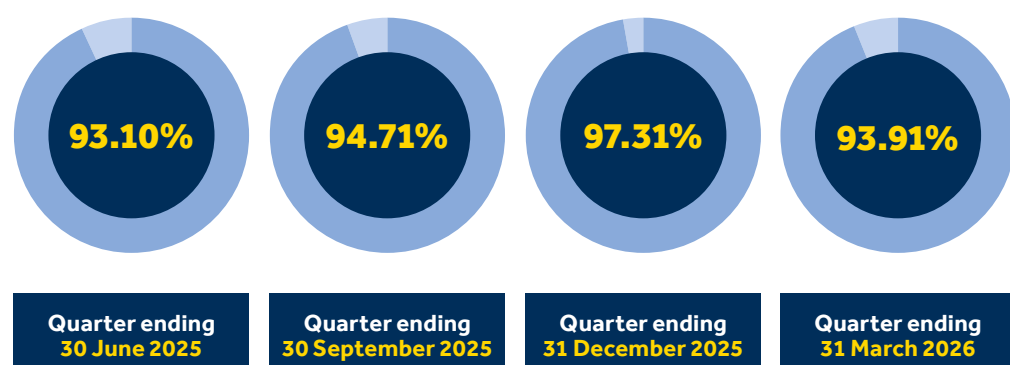


% of **TPD** claim applications approved.

This is compared to the industry average of 90% for the year ending 31 December 2025*

**apra.gov.au/life-insurance-claims-and-disputes-statistics*

HOSTPLUS INSURED INCOME PROTECTION CLAIMS – APPROVAL RATE



% of **Income Protection** claim applications approved.

This is compared to the industry average of 96% for the year ending 31 December 2025*

**apra.gov.au/life-insurance-claims-and-disputes-statistics*

HOSTPLUS INSURED AND NON-INSURED DEATH CLAIMS – TIMEFRAMES



Average time from receipt of completed forms to payment.



Average time from notification[^] of death to payment.

[^]The time the fund received initial notification of the member's death from any party.

*Average death claim timeframes appear higher for the quarters ending 30 June 2025, 30 September 2025, 31 December 2025 and 31 March 2026 because a number of older, previously closed claims were reopened as part of an internal review. These legacy death claims have impacted the averages and don't reflect the typical processing timeframes.

HOSTPLUS INSURED TPD CLAIMS – TIMEFRAMES



Average time from receipt of application to payment.



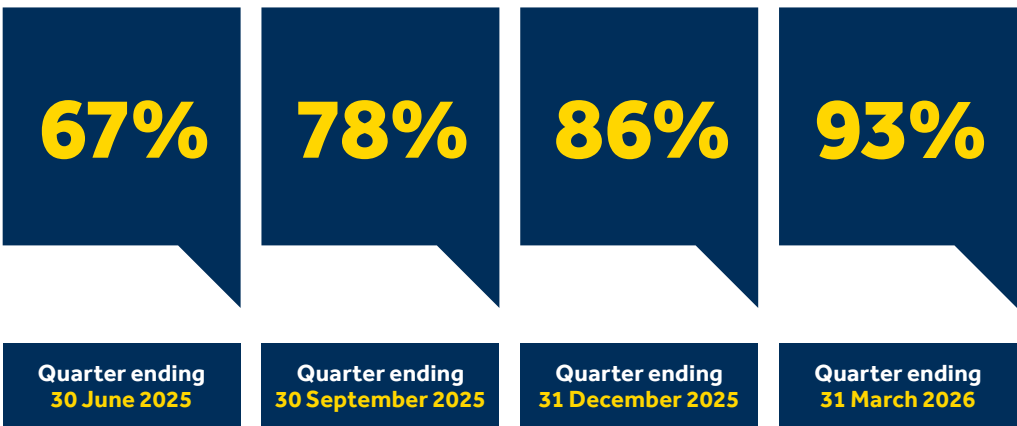
HOSTPLUS BENEFIT PAYMENTS – TIMEFRAMES



Average number of days from receipt of benefit payment application to payment for superannuation accounts*.

**Excludes death, total and permanent disability, terminal illness, regular pension and commutation payments, and family law and contribution splits.*

RESPONDING TO LIVE CHAT MESSAGES



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



RESOLVING COMPLAINTS RECEIVED DIRECTLY



Average number of days taken by the Hostplus Specialist Complaints Team to resolve Internal Dispute Resolution (IDR) complaints.

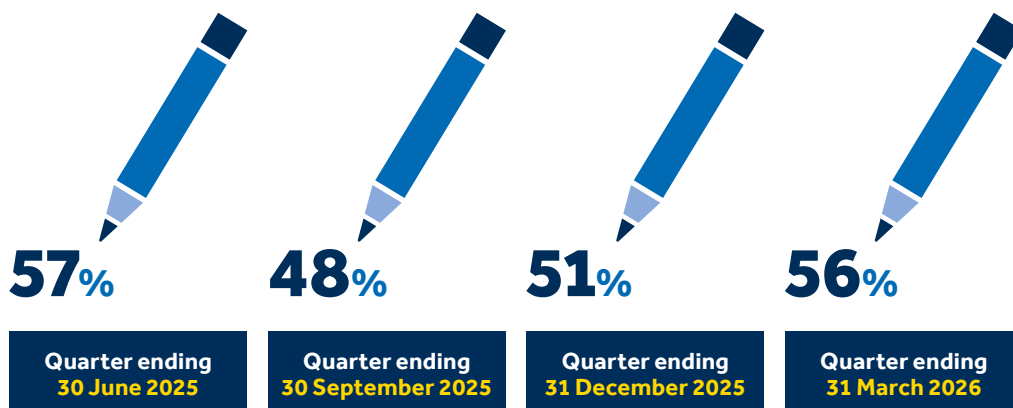
RESOLVING COMPLAINTS RECEIVED THROUGH THE AUSTRALIAN FINANCIAL COMPLAINTS AUTHORITY (AFCA)



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 108 days to close a complaint for the period 1 January 2026 to 31 March 2026.*

**AFCA Member Forum April 2026.*



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

The superannuation industry average for the period 1 January 2026 to 31 March 2026 was 39%.*

**AFCA Member Forum April 2026.*

COMPLAINTS RECEIVED THROUGH AFCA – JANUARY TO MARCH 2026

Between January and March, Hostplus worked to close **94** complaints. Of these, **53** complaints were closed at the Referral and Registration stage. **33** matters were resolved at case management stage with a further **8** resolved by preliminary assessment or determination, **6** of which were in favour of the Hostplus.

External Dispute Resolution complaints closed by quarter:

81 Quarter ending
30 June 2025

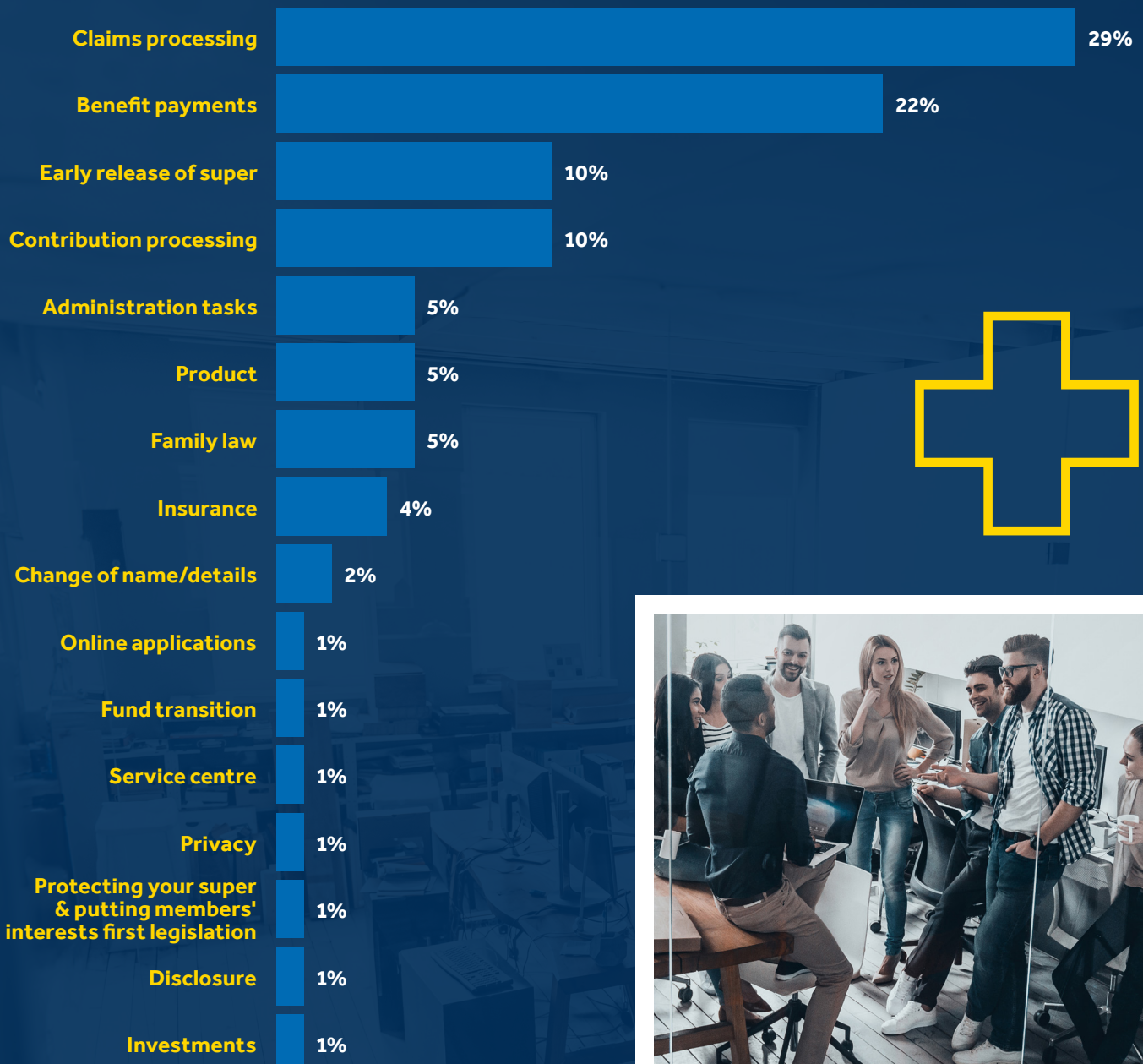
94 Quarter ending
30 September 2025

88 Quarter ending
31 December 2025

94 Quarter ending
31 March 2026

Complaints that are not resolved through Hostplus' Internal Dispute Resolution Process, and go to AFCA are known as External Dispute Resolution complaints. **94** complaints were closed between January and March 2026 across the following categories:

Closed External Dispute Resolution complaints by type – January to March 2026



Mail Locked Bag 5046, Parramatta NSW 2124
Phone 1300 467 875
Email hostplus.com.au/help/contact-us

hostplus.com.au



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. HP3145 08/26