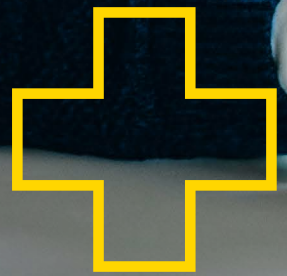




HOSTPLUS SERVICE STANDARDS REPORT

THAT'S A PLUS+

30 June 2024



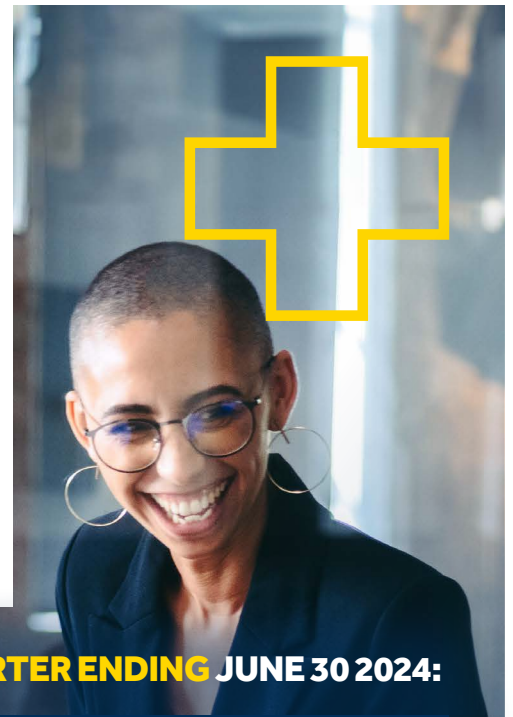
SERVICE STANDARDS

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 JUNE 30 2024:



Our dedicated team received
462,569
INCOMING CALLS



Our dedicated team received
124,742
INCOMING CALLS



We responded to
204,086
ENQUIRIES VIA CHAT



We responded to
52,112
ENQUIRIES VIA CHAT



We responded to
144,624
EMAILS



We responded to
41,758
EMAILS



And we responded to more than
2,626
OF YOUR ENQUIRIES
VIA SOCIAL MEDIA



And we responded to more than
578
OF YOUR ENQUIRIES
VIA SOCIAL MEDIA

We also paid

1,846
Death claims

1,341
TPD claims

464
Income Protection claims

We also paid

443
Death claims

383
TPD claims

101
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

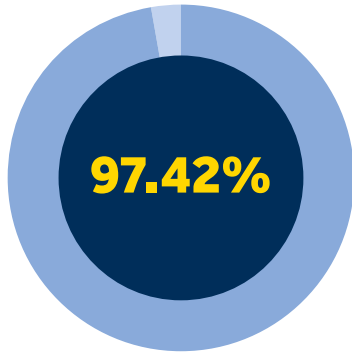
Hostplus systems

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

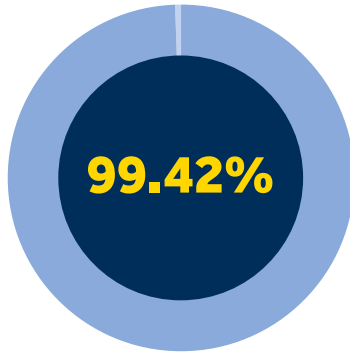
As part of our commitment to service excellence, we report on a number of key performance indicators across a range of service areas. Recent results can be seen below and following.

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



Quarter ending
31 March 2024



Quarter ending
30 June 2024

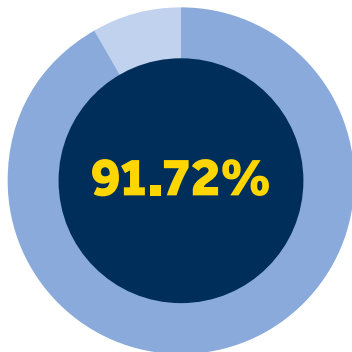


% of Death
claim applications approved.

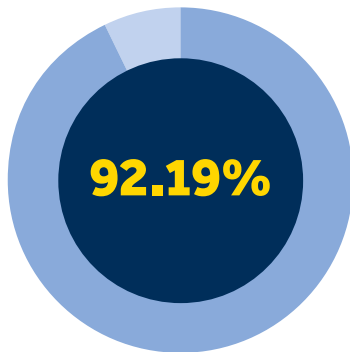
This is compared to the industry average of 98% for the year ending 30 June 2024*

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

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



Quarter ending
31 March 2024



Quarter ending
30 June 2024

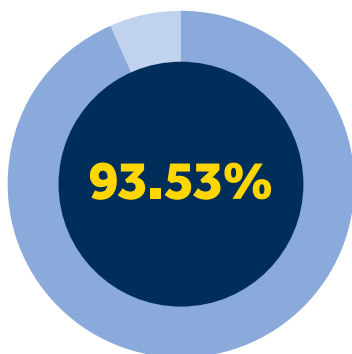


% of TPD
claim applications approved.

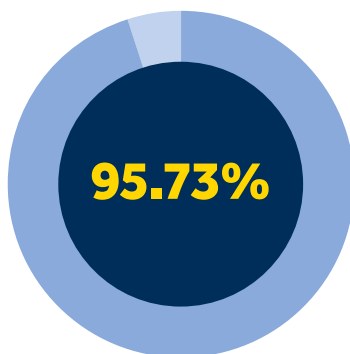
This is compared to the industry average of 92% for the year ending 30 June 2024*

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

HOSTPLUS INCOME PROTECTION CLAIMS – APPROVAL RATE



Quarter ending
31 March 2024



Quarter ending
30 June 2024



% of Income Protection
claim applications approved.

This is compared to the industry average of 96% for the year ending 30 June 2024*

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

HOSTPLUS INSURED AND NON-INSURED DEATH CLAIMS - TIMEFRAMES



Quarter ending
31 March 2024

Quarter ending
30 June 2024



Average time from receipt of completed forms to payment.



Quarter ending
31 March 2024

Quarter ending
30 June 2024



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

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

HOSTPLUS TPD CLAIMS - TIMEFRAMES



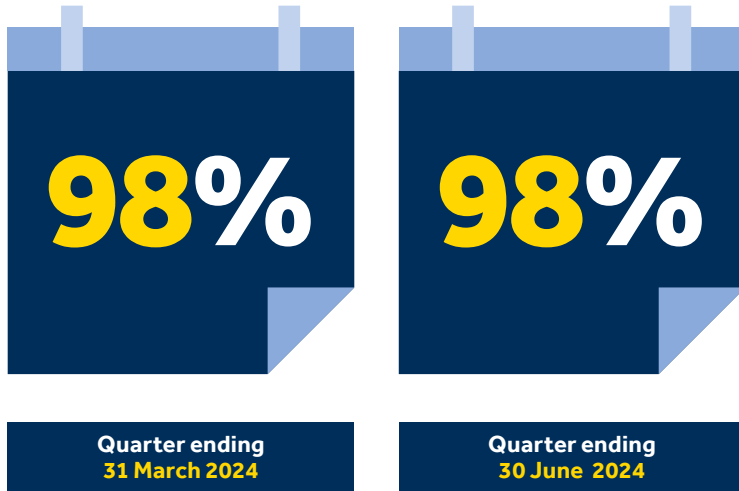
Quarter ending
31 March 2024

Quarter ending
30 June 2024



Average time from receipt of application to payment.

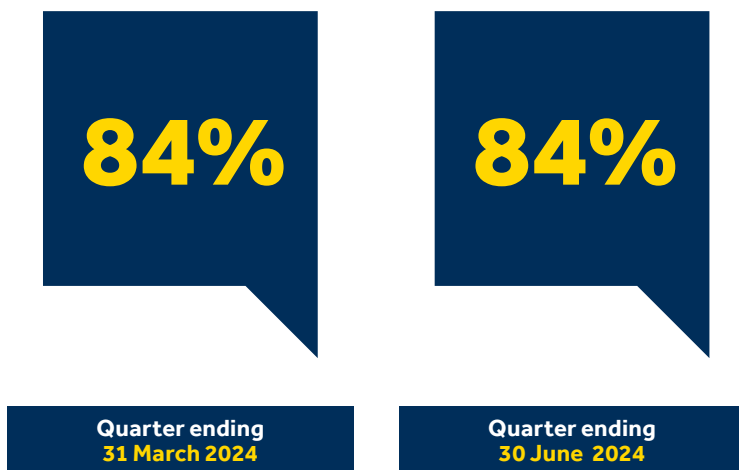
HOSTPLUS BENEFIT PAYMENTS – TIMEFRAMES



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

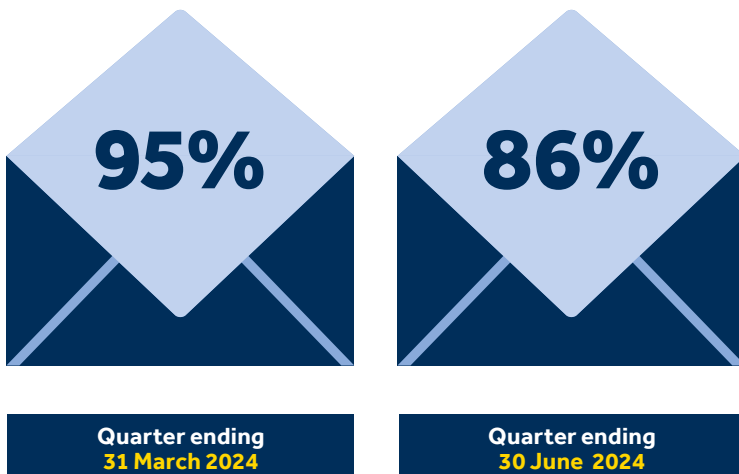
**Once all requirements are received (includes early release of super requests, insurance claims and retirement payments).*

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.

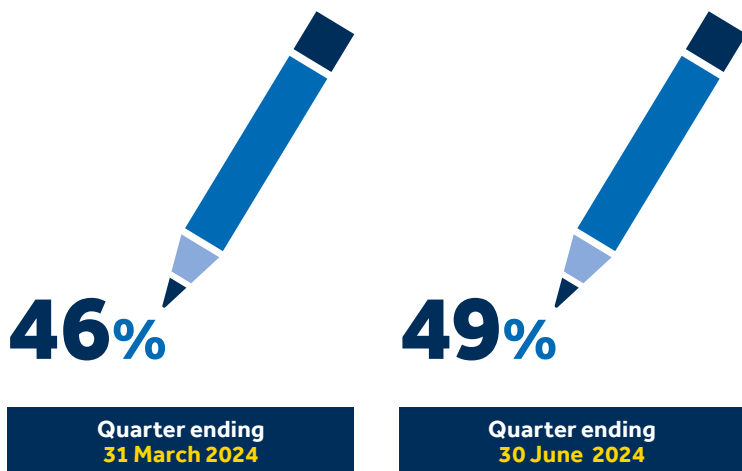
RESOLVING COMPLAINTS RECEIVED THROUGH THE AUSTRALIAN FINANCIAL COMPLAINTS AUTHORITY (AFCA)



Average number of 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%.*

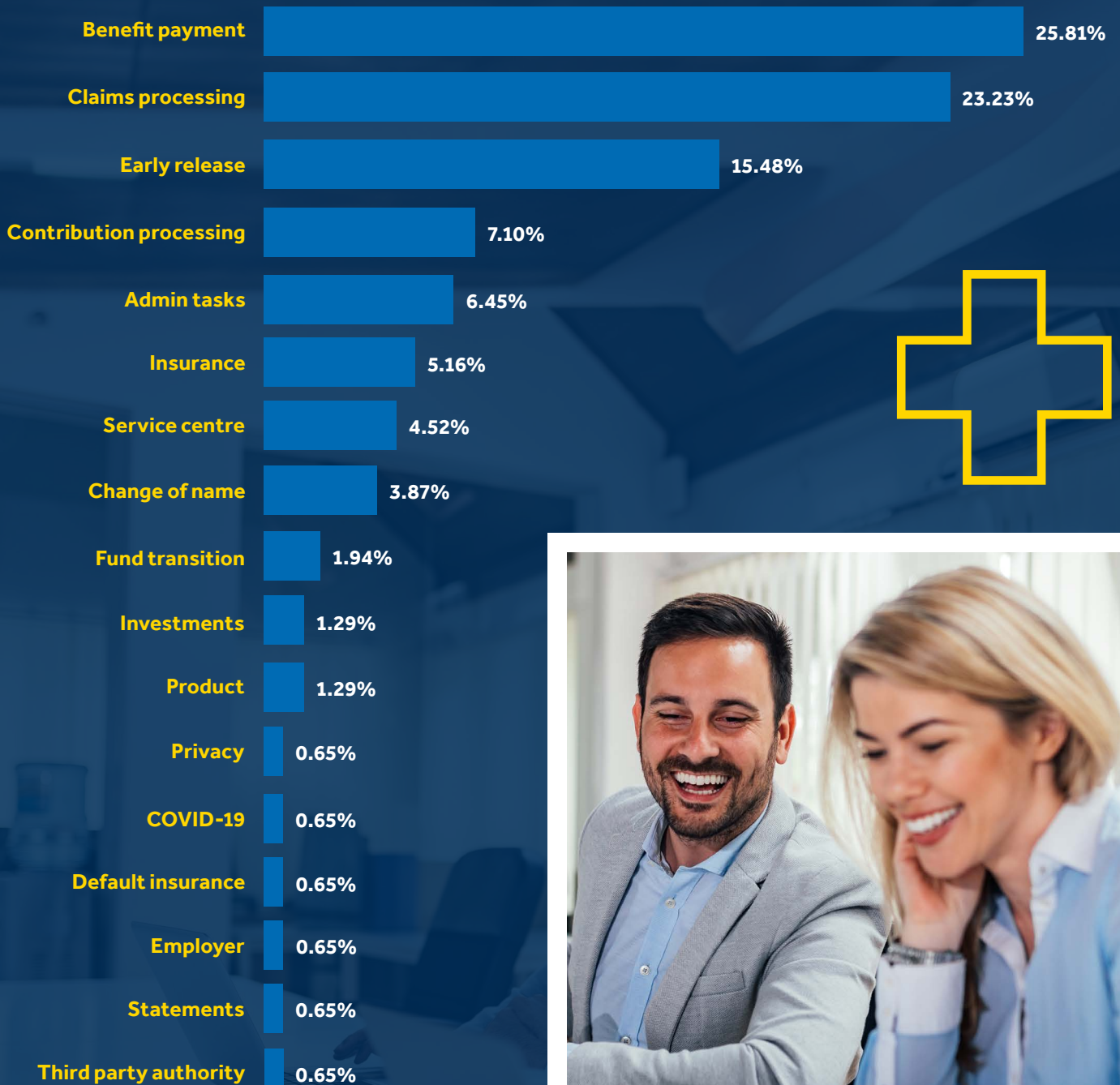
**AFCA Annual Review 2023-24.*

COMPLAINTS RECEIVED THROUGH AFCA – JANUARY TO JUNE 2024

Between January and June 2024, Hostplus worked closely with members to resolve 155 complaints through the Australian Financial Complaints Authority (AFCA) external dispute resolution process. In **92.9%** (144) of these cases, the resolution confirmed that the processes followed and decisions made were appropriate based on the circumstances. In the remaining **7.1%** (11) of cases, resolutions were resolved in a way that directly addressed the concerns raised by members. Hostplus remains committed to ensuring fair and transparent outcomes for all parties involved.

Complaints received through AFCA are known as External Dispute Resolution (EDR) complaints. 155 complaints were closed between January and June 2024 across the following categories:

Closed EDR complaints by type – January to June 2024



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 .