HOSTPLUS

An Industry SuperFund

HOSTPLUS SERVICE STANDARDS REPORT

As at 30 June 2026



THAT'S A PLUS+

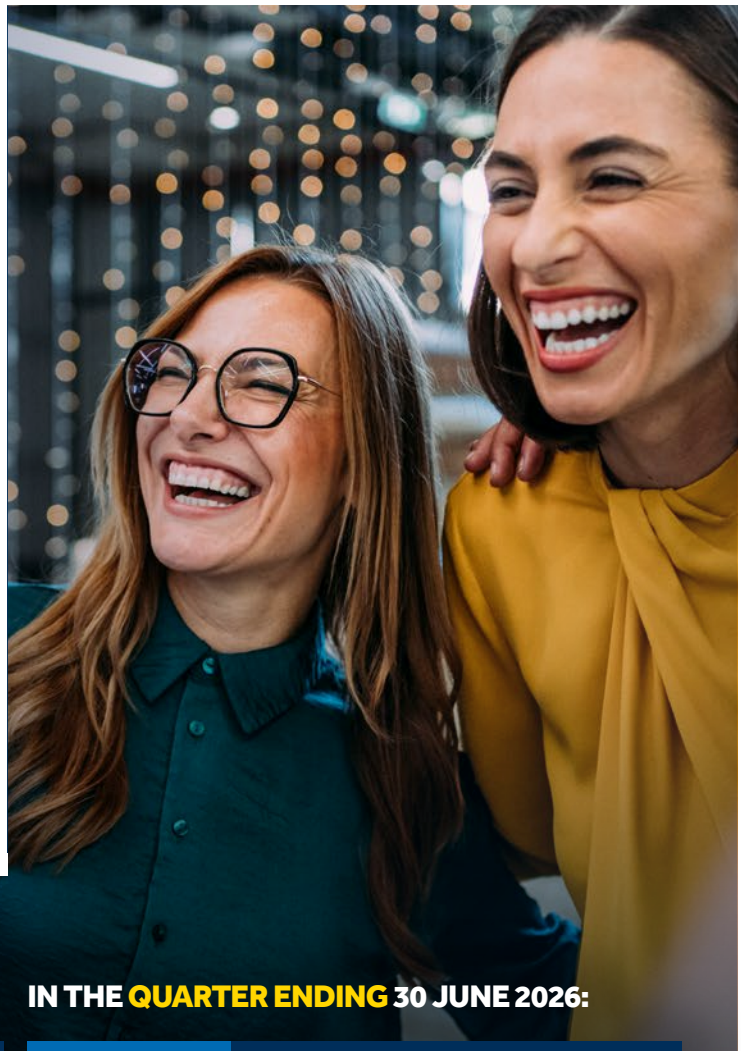
SERVICE STANDARDS

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 30 JUNE 2026:

Our dedicated team received
547,955
INCOMING CALLS

We responded to
170,672
ENQUIRIES VIA CHAT

We also paid

1,788	1,030	535
Insured and Non-Insured Death claims	Insured TPD claims	Insured Income Protection claims

IN THE QUARTER ENDING 30 JUNE 2026:

Our dedicated team received
157,914
INCOMING CALLS

We responded to
35,166
ENQUIRIES VIA CHAT

We also paid

556	280	179
Insured and Non-Insured Death claims	Insured TPD claims	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:

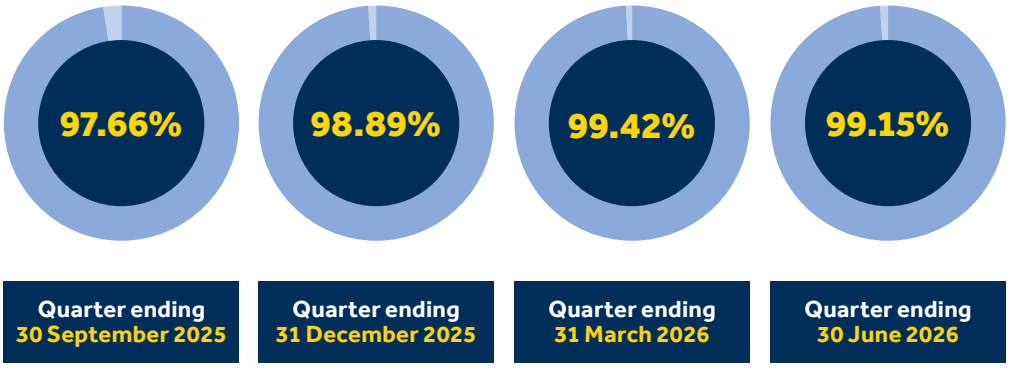
MUFG systems
- Genesys Cloud
- Aaspire
- Contact Centre Portal (CCP)
- PEGA Complaints
- PEGA Universal Case Management (UCM)
- PEGA Benefit Payments

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



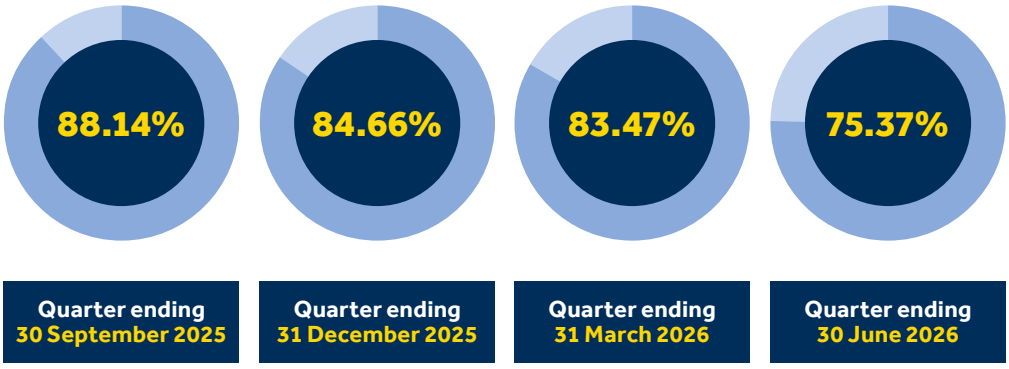
Quarter ending 30 September 2025	Quarter ending 31 December 2025	Quarter ending 31 March 2026	Quarter ending 30 June 2026

% 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



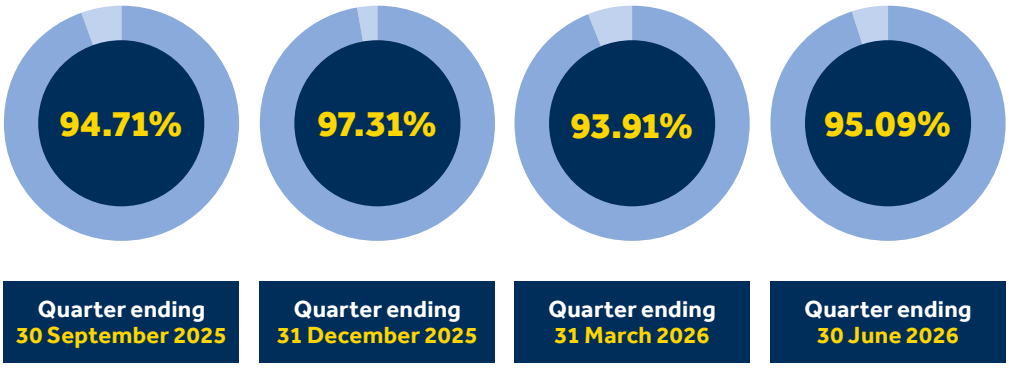
Quarter ending 30 September 2025	Quarter ending 31 December 2025	Quarter ending 31 March 2026	Quarter ending 30 June 2026

% 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



Quarter ending 30 September 2025	Quarter ending 31 December 2025	Quarter ending 31 March 2026	Quarter ending 30 June 2026

% 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

Quarter ending 30 September 2025	Quarter ending 31 December 2025	Quarter ending 31 March 2026	Quarter ending 30 June 2026
107 days*	98 days*	108 days*	80 days

Average time from receipt of completed forms to payment.

Quarter ending 30 September 2025	Quarter ending 31 December 2025	Quarter ending 31 March 2026	Quarter ending 30 June 2026
257 days*	246 days*	311 days*	248 days

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 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

Quarter ending 30 September 2025	Quarter ending 31 December 2025	Quarter ending 31 March 2026	Quarter ending 30 June 2026
193 days	193 days	199 days	198 days

Average time from receipt of application to payment.

HOSTPLUS BENEFIT PAYMENTS – TIMEFRAMES

3.2 days	4.2 days	3.6 days	4.5 days
Quarter ending 30 September 2025	Quarter ending 31 December 2025	Quarter ending 31 March 2026	Quarter ending 30 June 2026

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

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

RESPONDING TO LIVE CHAT MESSAGES

78%	86%	93%	86%
Quarter ending 30 September 2025	Quarter ending 31 December 2025	Quarter ending 31 March 2026	Quarter ending 30 June 2026

% 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.

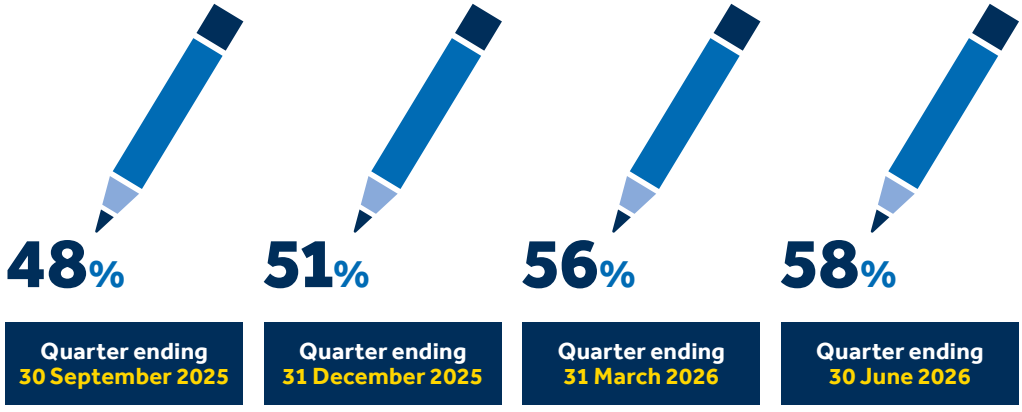
RESOLVING COMPLAINTS RECEIVED THROUGH THE AUSTRALIAN FINANCIAL COMPLAINTS AUTHORITY (AFCA)



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 **99 days*** to close a complaint for the period 1 July 2025 to 31 May 2026.*

**AFCA Member Forum July 2026.*



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

*This is compared to the superannuation industry benchmark of **44%**, representing the proportion of superannuation complaints closed between 1 July 2025 and 31 May 2026 that were resolved at the Registration and Referral stage*.*

**AFCA Member Forum July 2026.*

COMPLAINTS RECEIVED THROUGH AFCA – APRIL TO JUNE 2026

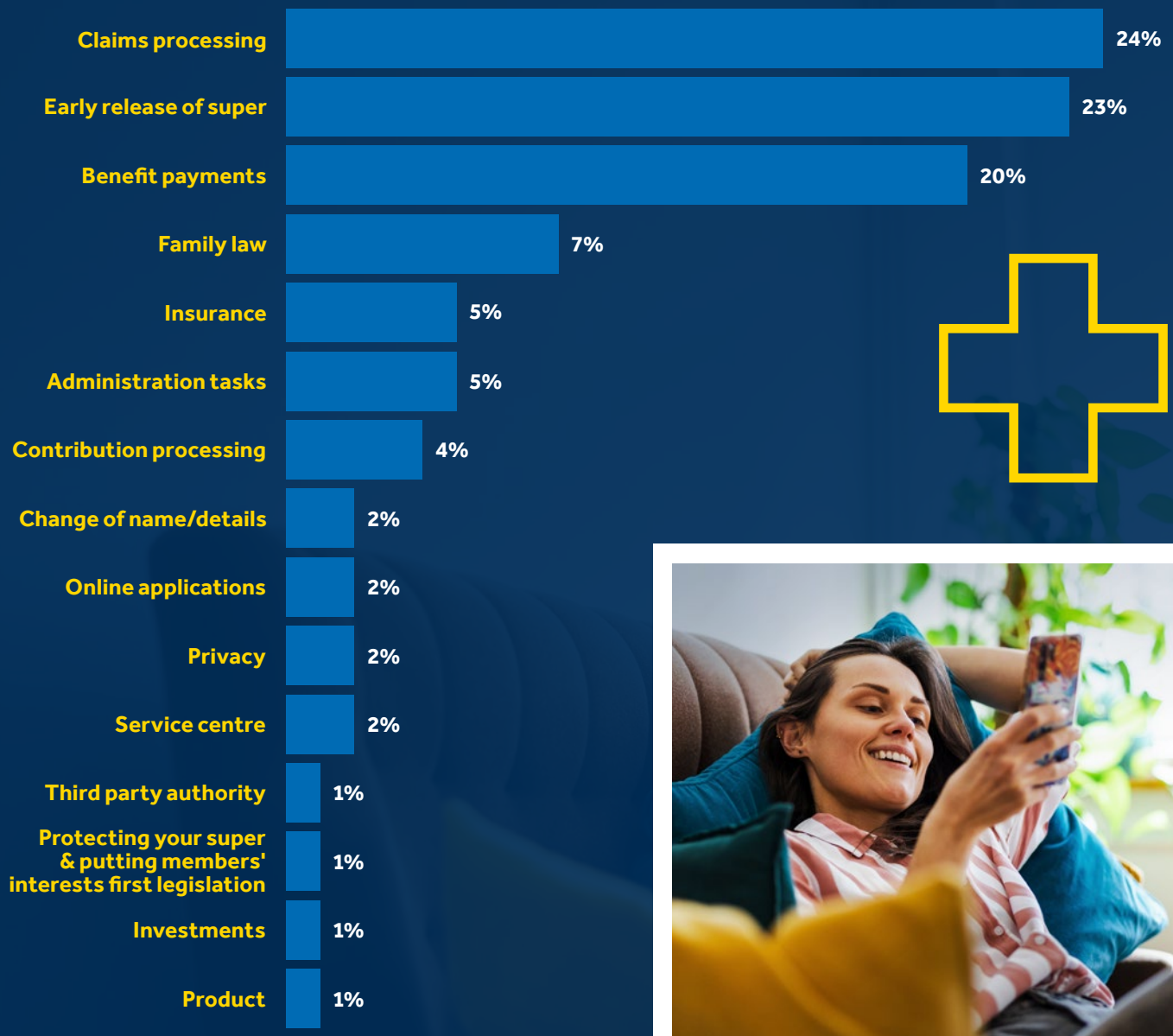
Between April and June, Hostplus worked to close **125** complaints. Of these, **72** complaints were closed at the Referral and Registration stage. **42** matters were resolved at case management stage with a further **5** resolved by preliminary assessment or determination, **3** of which were in favour of the Hostplus. Additionally, AFCA closed **5** complaints because they were outside AFCA's rules and **1** complaint was discontinued.

External Dispute Resolution complaints closed by quarter:

94 Quarter ending 30 September 2025	88 Quarter ending 31 December 2025	94 Quarter ending 31 March 2026	125 Quarter ending 30 June 2026

Complaints that are not resolved through Hostplus' Internal Dispute Resolution Process, and go to AFCA are known as External Dispute Resolution complaints. 125 complaints were closed between April to June 2026 across the following categories:

Closed External Dispute Resolution complaints by type – April to June 2026



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An Industry SuperFund

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 09/26