



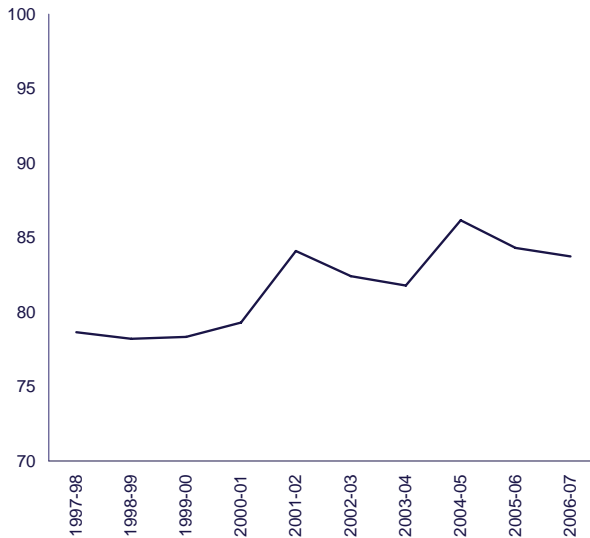
fact sheet

client satisfaction surveys

dec 06 - may 07

SEMESTER
18

OVERALL SATISFACTION - QUALITY SERVICE INDEX (QSI)



Semester 18 (S18) of ComSuper's client satisfaction survey was conducted over the period from December 2006 to May 2007.

Members' overall satisfaction with ComSuper services, remained high with a Quality Service Index (QSI) of 83.6. The current level is high in historical terms and consistent with the positive trend in satisfaction observed since the start of the survey process in 1997.

The period also saw modest improvements to client satisfaction levels with PSS/CSS and military benefit payment services, although there were some declines in satisfaction with the email enquiry service for PSS/CSS members, CSS member services online and military seminars.

Overall satisfaction results among ComSuper's client groups (PSS/CSS, PSSap, military and superannuant members) were strong in S18.

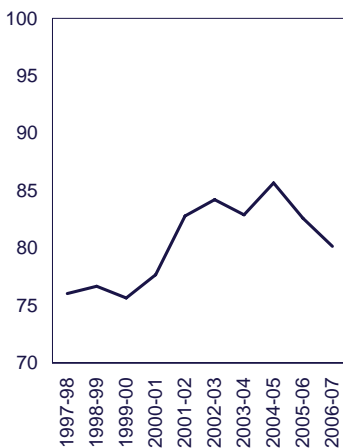
- Measured for the first time in S18, satisfaction among PSSap members was high, with a QSI of over 85.
- Satisfaction among military members and superannuants increased, with high QSIs of over 85 and 90 respectively.
- PSS/CSS members' satisfaction remained high with a QSI of 80, although their satisfaction level since the last period decreased.

The long-term trends in overall satisfaction for the client groups are positive, as follows:

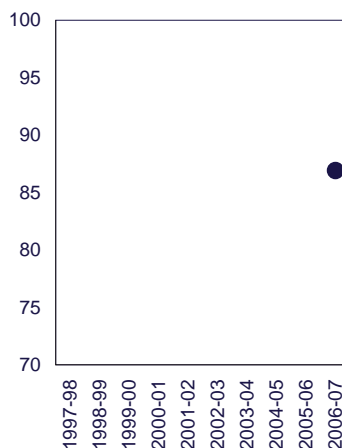
- the trend for PSS/CSS members since the start of the survey in 1997-98 has been positive;
- satisfaction for military members has strengthened in recent years, and
- superannuants' overall satisfaction has remained high since 2000-01.

QSI SCORES BY CLIENT GROUP

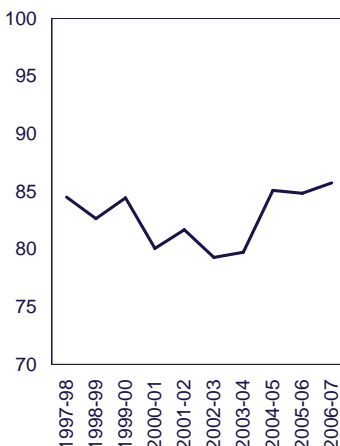
PSS/CSS Schemes



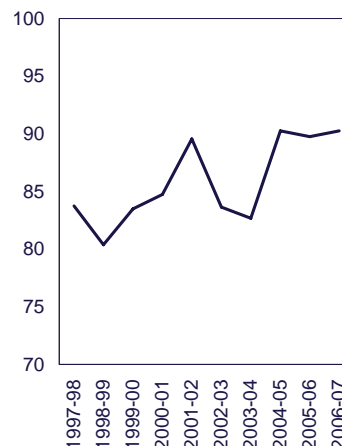
PSSap Scheme (first time measured)



Military Schemes

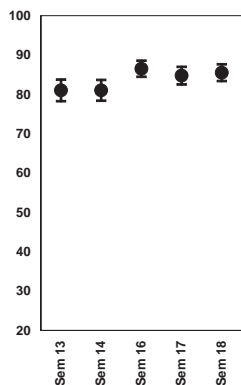


Superannuants

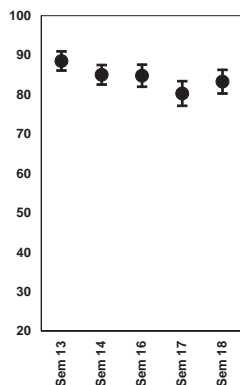


PSS/CSS SCHEMES

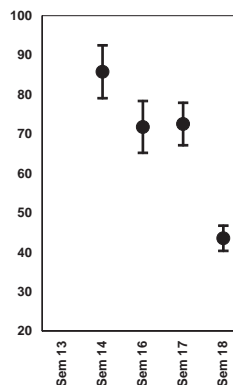
Telephone Advisory



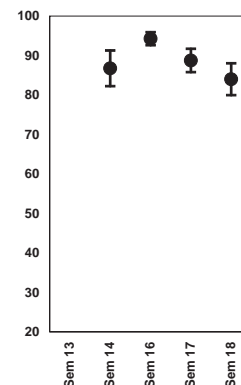
Benefit Payments



Written Estimates



Counselling Sessions

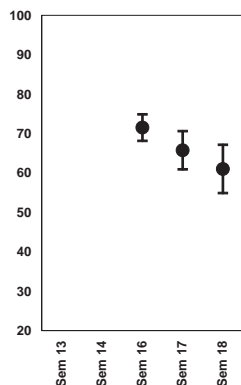


- Continued high and stable satisfaction results were recorded for the telephone information service and benefit payments service.
- There was a sharp fall in satisfaction with response timeframes for email enquiries.

- While overall satisfaction with PSS/CSS individual consultations declined, it remains one of the highest rated PSS/CSS services.

PSS SCHEMES

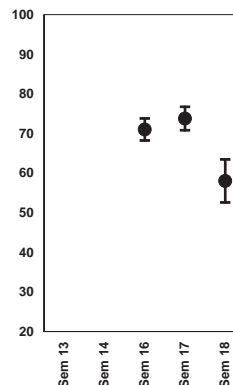
Member Services Online



- There was a small decline in the satisfaction with PSS member services online. This decline could partly be attributed to a slight decrease in the overall satisfaction with the i-Estimator.

CSS SCHEMES

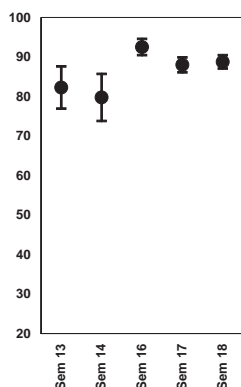
Member Services Online



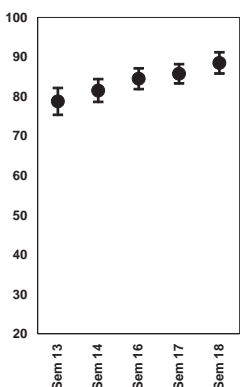
- There was a significant decline in satisfaction for CSS member services online. The main factor leading to this decrease was a large decline in members' ratings of the usefulness of the i-Estimator.

MILITARY SCHEMES

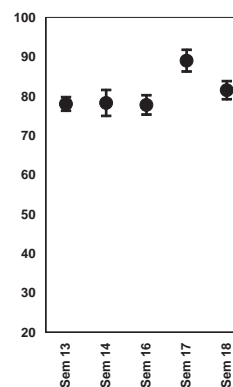
Telephone Advisory



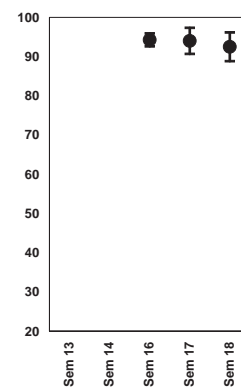
Benefit Payments



Seminars



Counselling Sessions

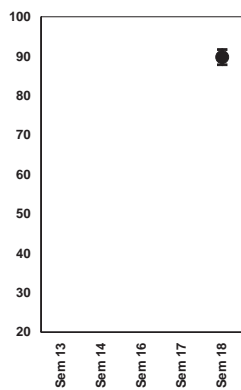


- Overall satisfaction with military services remained high in Semester 18.
- Continued high and stable satisfaction results were recorded for individual consultations, the telephone information service and the benefit payment service.

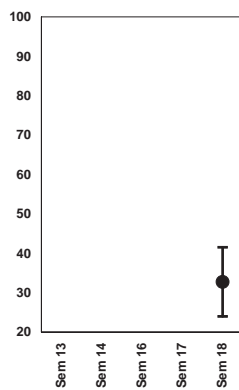
- While member satisfaction with military seminars declined, satisfaction levels remained strong with a QSI over 80. Lower ratings were provided for the quality of information provided in seminars, particularly the relevance of subject matter to members' needs and its ease of understanding.

PSSap SCHEMES

Telephone Advisory



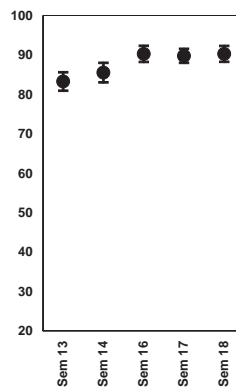
Written Estimates



- While members' overall satisfaction with PSSap schemes was high in Semester 18, there were large differences in member satisfaction between the PSSap telephone information service and the PSSap email enquiry service. This reflected differences in satisfaction with the timeliness of these services.

SUPERANNUANT SCHEMES

Telephone Advisory



- Satisfaction with the superannuant telephone information service remained very high, with over 90% of superannuants satisfied.

LEGEND

S13	1st Semester	2002-03
S14	1st Semester	2003-04
S15	2nd Semester	2003-04
S16	1st Semester	2004-05
S17	1st Semester	2005-06
S18	1st Semester	2006-07

CONCLUSIONS

- Overall satisfaction ratings for ComSuper's service delivery remained high in S18, despite declines in a few areas.
- S18 survey results reflect continued high levels of satisfaction among most of ComSuper's members in relation to:
 - ComSuper staff
 - the quality of information products
 - presentation and delivery of information.
- Members identified the following main areas for improvement in ComSuper services:
 - timeliness of service provision, particularly for the email enquiry service
 - functionality of member services online.