

# Choosing First Super



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**Fast facts for new and  
prospective employers**

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## First Super is an Industry SuperFund.

Everything we do is for the benefit of our members and employers, from investing smart for a long-term payoff to choosing Australian-made for our supplies.

# Who are we?

First Super was originally formed for members in the furniture and joinery, pulp and paper and timber industries. But we've since expanded to take care of superannuation for all types of employers. And our members come from all walks of life.

### First Super at a glance

Over **47,000 members** with super and pension accounts



More than **15,000 employers** making contributions for employees



Around **\$3.6 billion** in **retirement savings** being actively invested



A **top 10 ranking** over 1-year for the Balanced investment option for 2022\*



A team of Coordinators around Australia providing **hands-on help**

\*SuperRatings SR50 Balanced (60-76) Index Median.

# Keeping things real for employers



You've got enough on your plate. We look after the super part so you can look after the rest.

Our aim is to make things as easy as possible for our employers, so you and your employees can benefit from our real services, performance and value.

We believe in the personal touch. Our team of Coordinators visit workplaces across Victoria, New South Wales, South Australia, Western Australia, Queensland and Tasmania, and we're happy to clock up the kilometres if you're further away.

We also partner with industry associations and attend events in both regional and metro areas, so we can stay in touch with businesses and know what's impacting you.

And we offer workplace education sessions on a range of key superannuation topics to make sure your employees get the most out of their membership.

As an employer this means you can be confident you're doing the right thing by your people. Being able to offer your employees a high-performing fund like First Super helps make you an attractive employer. That makes it easier to find and keep the capable employees you need.

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## Real benefits for employers

- Business Development Managers to seamlessly transition your default super arrangements to First Super
- Ongoing support from Business Development Managers and Coordinators who work closely with your business
- Administration and telephone support from our Melbourne-based customer service team
- People who understand your industry and community
- Hassle-free administration
- Convenient payment methods
- Workplace seminars for your employees

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## Straightforward super payments

Our dedicated administration service assists all First Super employers and members.

- Our administration service is located in Melbourne and has been looking after our employers and members for many years. They understand super and your industry.

Our streamlined administration platform makes it easy for you to meet your super obligations online, 24/7, at the time that suits you.

- **Free Clearing House online portal for paying super contributions. Pay your employees in bulk using our Clearing House online portal, which is:**
  - Suitable for all types of businesses
  - Compliant with the Government's SuperStream standards
  - Secure to protect the privacy of your employees' information
  - Available to use anytime and anywhere with internet access
  - Convenient so you can upload contribution data directly from your payroll software.

# Personal service + dedicated support that puts you **FIRST**



We pride ourselves on service that makes it easier for you to get on with running your business.

## Here's how it works.

- **We're just a call away.** If you have any questions you can contact our Employer Services Team or your Coordinator or Business Development Manager.
- **We keep things local.** We have Coordinators around Australia: they're part of, and understand, your community.
- **We take the hassle out of super** with practical information, tools and tips that lighten the administration load.
- **We keep you updated about superannuation changes.** And if new rules mean changes to your administration or payroll, we'll be there to walk you through it.
- **We slot into your schedule.** We believe in keeping our members educated and informed about their super with workplace and one-on-one visits. But we do this around your schedule.



## **First Super's MySuper (Balanced) option ranked in the top 10 of APRA's 2022 and 2021 performance tests for MySuper products.**

APRA is an independent authority  
supervising the super industry.

### **WA and Victoria**

WA and North West  
Metro Melbourne,  
North West Regional  
Victoria



## Meet the Coordinators

### Queensland & Northern NSW

Port Macquarie to QLD Border, West to Tamworth, Armidale and Moree

### Metro and Northern NSW

Sydney Metro, NSW Central Coast, Newcastle and Hunter Region to Port Macquarie

### NSW

Sydney Metro West and South West, NSW Illawarra South East Coast, Wollongong and Central NSW

### ACT and Southern NSW

ACT and Southern NSW – South West Slopes, Wagga, Albury, Far South East Coast and Central West NSW

### South East Victoria

South East Metro Melbourne, South East VIC, Mornington and Gippsland

### South Australia

Adelaide and Central SA

### South Australia

Greater Green Triangle, Mount Gambier, South East SA and Western VIC

### Victoria and Tasmania

VIC Northern and Eastern suburbs of Melbourne Metro and North, North-East Regional

We work with employers across the country. If your location is not shown here, chat to us. Go to [firstsuper.com.au/coordinators](https://firstsuper.com.au/coordinators).

# 10 ways we put our members FIRST



# 1

## Competitive fees and transparent costs

We're committed to only charging fees to cover costs and services. So members' retirement savings don't get eaten away.



# 2

## Strong investment returns over the long term

**Our Balanced option was a top performer in 2022.** And for the 10 years to 30 June 2022, it's averaged above 8% per year.

# 3

## Super and retirement health checks at no extra cost

Members can meet with a Financial Planner to find out if their super is on track for the future – and they won't be charged extra for this service.

# 4

## Local Coordinators for one-on-one meetings or workplace sessions\*

Our Coordinators can help members with paperwork, consolidating super and much more. Plus, they offer sessions to help all your staff, whether they're members or not.

# 5

## Affordable insurance for different types of work

We offer death, TPD and income protection insurance at different prices for different occupations – all negotiated at lower group rates. **And we paid out more than 94% of insurance claims last financial year.**

\* Member and Employer Services Coordinators can provide factual information and general advice only.



## 6 **Financial advice on super and other topics<sup>^</sup>**

**Over 87% of members who received personal financial advice in 2022 didn't pay any extra.** If there are advice fees, these are disclosed to members upfront.

## 7 **An investment program that prioritises people**

Is it sustainable? Are employees treated fairly? We ask the important questions and avoid investing with ESG non-believers.

## 8 **5 investment options for choice and control**

Members can choose the investment strategy that suits their individual goals – and switch things up anytime.



## 9 **firstonline for easy super management**

Members can stay on top of their balance, check their contributions and make account changes online.

## 10 **KiwiSaver transfers for New Zealand members**

Members who've moved from New Zealand can bring their super across the ditch without any transfer fees.

<sup>^</sup> First Super financial planners are authorised representatives of Industry Fund Services Limited (ABN 54 007 016 195, AFSL 232514).



## Get your obligation-free comparison today

Our Business Development Managers can help you compare the benefits of your current superannuation provider to First Super.

### Contact Lee or Tony

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