



15 September 2023

## Statement regarding AustralianSuper's response to death claims

AustralianSuper members and their families have experienced service issues, particularly relating to the death claims process and complaint services. This is not acceptable, and we unreservedly apologise for any distress caused.

We are actively working to respond to these issues and resolve open claims and complaints as quickly as possible.

Since February, the Fund has more than doubled the size of the team that manages the death claims processes, improved processes and increased training of our service teams to better support members' families and their beneficiaries at such a difficult time.

Following the implementation of these changes we are seeing improvements in the timeframes to assess and resolve death claims. We are now working through previous unresolved claims to finalise these as soon as possible.

AustralianSuper seeks to pay all legitimate claims as quickly as possible and as a profit-to-member fund, would never intentionally delay payments for any reason.

### About AustralianSuper

AustralianSuper manages nearly A\$300 billion in members' retirement savings on behalf of more than 3.2 million members from more than 450,000 businesses (as at 30 June 2023). One in 8 working Australians is a member of AustralianSuper, the nation's largest superannuation fund<sup>1</sup>.

### AustralianSuper

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<sup>1</sup> Australian Bureau of Statistics (Labour force) and AustralianSuper Member Data, March 2023

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