



Hostplus delivers support when you need it Award-winning customer service

Hostplus provides the assistance its members and employers need, when they need it. Whether they're looking for support in person, over the phone, or online, Hostplus has a service channel that suits their needs.

Thanks to the hard work of its customer service teams, Hostplus won Finder's Customer Satisfaction Award for Legendary Service in 2024.¹ Finder's Customer Satisfaction Awards are voted on by super members, and Hostplus members rated its customer service the best among all super funds in the survey for 2024.¹

More ways to connect

Hostplus ServicePlus Centres are now operating in several states across the country, offering members the option to meet with the Hostplus team in person. Many members who visit just need to see a friendly face or get one-on-one help on a complex issue. Hostplus ServicePlus teams can help members open a pension account, follow up on an insurance claim, sign a binding nomination form or even just have a chat about their retirement.

Last financial year, more than 5,000 members in Adelaide and Melbourne enjoyed face-to-face service this way.²

Recently, a new ServicePlus Centre opened in Darwin, with more planned for Sydney, Brisbane, and Perth later this year. This will mean Hostplus members across the country can access in-person help when they need it.

For those who prefer to access support from home, Hostplus contact centre teams are available via phone, email, social media and live chat. In the last financial year alone, Hostplus supported members through more than 450,000 calls, 200,000 chats and 140,000 emails.¹

Finally, self-service options are also available. Members can check transactions and investment performance by downloading the Hostplus mobile app. They can also manage their account, including changing investment options and insurance, by logging in to Member Online at hostplus.com.au

Whatever their preferred method, Hostplus is here to help. That's a plus.

To find out more about the support available to Hostplus members, or to book an appointment at a ServicePlus Centre, visit hostplus.com.au/contact-us.

Marching forward to close the gender super gap

It's International Women's Day on 8 March. As a society, we've made lots of progress since the United Nations' declaration and platform for action on gender equality 30 years ago. But Australian women still retire with 25% less super than men.³

It's clear that there's more work to do. As a super fund for all Australians, Hostplus is committed to closing the gender super gap.

For International Women's Day, the Fund will host two webinars on improving women's financial wellbeing. Hostplus is also proud to offer an insurance premium waiver to those on parental leave. This means that members who are taking time off to care for young children (the majority of whom are women⁴) can remain protected by insurance without impacting their retirement savings while they're not working.

But closing the gender super gap is a goal that we can all contribute to. When it comes to super, there are a number of strategies to consider:

- **[Spouse contributions](#)**
Spouses can make contributions directly into their partner's account. If the receiving spouse is a low-income earner, the household could even qualify for a tax offset.
- **[Government co-contributions](#)**
Low or middle-income earners who make after-tax super contributions could receive a super contribution from the government of up to \$500 per year.
- **[Seek advice](#)**
Getting the right advice today could make a big difference by retirement. Hostplus offers a range of financial advice options. Visit **hostplus.com.au/financial-advice** for more.

And if any members miss the International Women's Day events, they can sign up for upcoming super webinars at **hostplus.com.au/webinars**.

1 [Finder Super Funds Customer Satisfaction Awards 2024](#)

2 Data from the Hostplus Annual Report 2024.

3 [An update on superannuation account balances](#), ASFA, November 2023

4 [Women's economic security in retirement](#), WGEA, February 2020

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