

## **Catholic Super Named Roy Morgan's 'Industry Super Fund of the Year'**

Catholic Super has been named 'Industry Superannuation Fund of the Year' at this year's sixth annual Roy Morgan Customer Satisfaction Awards held on Tuesday 21 February 2017 at *Morgans at 401* in Melbourne.

Catholic Super's Chief Operating Officer Emily Wooden was presented with the prestigious award by Roy Morgan's Chief Executive Officer Michele Levine.

The award acknowledges the industry super fund that has spent the most months of the calendar year with the number one customer satisfaction ranking. In 2016 Catholic Super ranked first for eight months in total.

"One of the most important things for Catholic Super is how our members feel when they engage with us. Their financial peace of mind is of the highest priority for us and making sure they have a sense of confidence and feel assured they are with Australia's most exceptional superannuation fund. Not only are we number one in terms of customer satisfaction but our MyLife MyPension product has recently been named Money Magazine's Best Pension Fund Manager," said Catholic Super's Chief Operating Officer Emily Wooden.

"I am so proud to accept this award on behalf of our wonderful and caring staff, who daily go above and beyond to look after our members. This award is recognition that our approach is effective and that our members are happy," said Catholic Super's Chief Executive Officer Frank Pegan.

Michele Levine, Chief Executive Officer, Roy Morgan Research said, "Now in their sixth year, the Roy Morgan Customer Satisfaction Awards continue to be the benchmark by which customer satisfaction is measured in Australia, New Zealand and Indonesia. Reliable, accurate and totally objective, the Australian awards reflect the experiences of some 50,000 consumers, as aggregated in our Single Source survey over 12 months. Big or small, first-timer or veteran champion, the 32 businesses honoured in last night's awards may come from diverse industries but they all share one crucial characteristic: their unrivalled dedication to ensuring their customers are satisfied, and their success as rated by their customers. Congratulations to this year's winners: your commitment has clearly been recognised and appreciated by your customers. Keep up the excellent work!"

[customersatisfactionawards.com](http://customersatisfactionawards.com)

### **How Roy Morgan scores Customer Satisfaction**

#### What constitutes satisfaction?

For each product or service Roy Morgan Research asks customers to rate that product or service on a scale of: 'very satisfied', 'fairly satisfied', 'neither satisfied nor dissatisfied', 'fairly dissatisfied' and 'very dissatisfied' or 'completely satisfied', 'somewhat satisfied', 'neither satisfied nor dissatisfied', 'not very satisfied' and 'not at all satisfied'. We combine those that were 'fairly satisfied' and 'very satisfied' and calculate this as a percentage of total customers. For every category only customers of that product or service are included.

\* #1 performing Balanced Fund for the 12 months ended 31 December 2016 according to the SuperRatings Fund Crediting Rate Survey – SR50 Balanced (60-76) Index. Past performance is not an indicator of future performance.

#1 Customer Satisfaction Award for Industry Superannuation Fund of the Year 2016 according to Roy Morgan Research. Authorised by CSF Pty Limited (ABN 30 006 169 286; AFSL 246664), the Trustee of the MyLifeMyMoney Superannuation Fund (ABN 50 237 896 957; SPIN CSF0100AU). Catholic Super and MyLife MySuper are divisions of the MyLifeMyMoney Superannuation Fund. The information contained herein is general information only. It has been prepared without taking into account your personal investment objectives, financial situation, or needs. It is not intended to be, and should not be, construed in any way as investment, legal or financial advice. Please consider your personal position, objectives, and requirements before taking any action.

Collection of satisfaction ratings

Roy Morgan Research has over 75 years' experience in collecting objective, independent information on consumers. We conduct Australia's largest continuous nationwide single source survey, conducting approximately 50,000 face-to-face interviews with consumers across Australia every year. Customer Satisfaction ratings are collected as a part of these surveys. For more information on how we collect our data, please view the [Single Source fact sheet](#).

Time periods

Roy Morgan Research continuously monitors customer satisfaction throughout the year. We use cumulative rolling monthly averages to obtain a large enough sample so that smaller or niche brands can be monitored alongside larger ones. Current time periods are determined by each industry and the businesses within that industry; these are generally six or 12 month rolling averages. The specific time periods for the Roy Morgan Customer Satisfaction Awards are published with the results.

Sample sizes

To ensure accuracy in our monitoring Roy Morgan Research requires that organisations must have a sample of at least 100 customers from Roy Morgan's Single Source survey that have used the products or service of that organisation in any given rolling period. Those sample sizes are published with results.

For further media information, contact:

**Adele Feletto Publicity**

M: 0413 489 292

E: [adele@adelefeletttopublicity.com.au](mailto:adele@adelefeletttopublicity.com.au)

Please visit [csf.com.au/media-releases](http://csf.com.au/media-releases) for more media releases from Catholic Super.

**About Catholic Super**

Catholic Super is part of a family of leading superannuation, banking, and financial planning services. With over 70,000 members, around \$7 billion in funds under management, and competitive fees, they are one of the best value-for-money industry super funds in Australia. Since 1971 they have remained industry leaders, currently ranked the number one fund based on investment returns and customer satisfaction\*:

- Catholic Super's Balanced option has been ranked as the top performer for the 12 months ended 31 December 2016 according to the SuperRatings
- Catholic Super was awarded Industry Superannuation Fund of the Year 2016 by Roy Morgan Research.
- Catholic Super's MyLife MyPension was named Best Pension Fund Manager at the *Money Magazine* Awards 2017.

For more information about Catholic Super, visit our website [csf.com.au](http://csf.com.au) or call **1300 655 002**.