

Our Member Commitments

As a 100% member owned fund, our members are at the heart of everything that we do. Delivering value for money, along with strong performing products and services, is our priority. To give members confidence in Brighter Super, we closely track and openly report our key performance and service metrics. So you can be assured we're right by your side, every step of the way.

Providing members with value for money products	Qtr to 30 June 2025	Qtr to 30 Sep 2025	Qtr to 31 Dec 2025
Investment options performing above the median	83%	73%	83%
Investment option fees lower than the median	92%	92%	92%
Investment options passing performance test	100%	100%	100%
Group insurance claims approved	91%	89%	88%
Value returned to members through Group Insurance (benefits paid / premiums) (%)	90.5%	90.5%	91.0%

Supporting members with financial education and advice	Qtr to 30 June 2025	Qtr to 30 Sep 2025	Qtr to 31 Dec 2025
Member seminars, webinars and workplace visits	304	366	313
Members we've spoken to in the quarter	4,358	4,310	4,328
Member advice appointments	3,806	3,832	4,717
External financial advisers appointed by members	1,221	1,110	1,173

Being there when members need us	Qtr to 30 June 2025	Qtr to 30 Sep 2025	Qtr to 31 Dec 2025
Percentage of calls answered in 30 seconds	67%	68%	75%
Average days to pay an online withdrawal request	2.25	2.05	2.10
Percentage of members logging into our member online	29%	33%	41%
Number of external complaints per 10,000 members	2.45	2.71	2.41

Members advocating for Brighter Super	Qtr to 30 June 2025	Qtr to 30 Sep 2025	Qtr to 31 Dec 2025
Net Promoter Score (NPS): a measure of how likely members are to recommend Brighter Super	+15	+23	+20

Brighter Super Trustee (ABN 94 085 088 484 AFS Licence No. 230511) ("Trustee") as trustee for Brighter Super (ABN 23 053 121 564) ("Fund"). Brighter Super may refer to the Trustee or the Fund as the context may be. Brighter Super products are issued by the Trustee on behalf of the Fund.



right by your side