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 31 Dec 2025	Qtr to 31 Mar 2026	Qtr to 30 Jun 2026
Investment options performing above the median	83%	75%	67%
Investment option fees lower than the median	92%	92%	92%
Investment options passing performance test	100%	100%	100%
Group insurance claims approved	88%	91%	89%
Value returned to members through Group Insurance (benefits paid / premiums) (%)	91.0%	91.0%	91.0%

Supporting members with financial education and advice	Qtr to 31 Dec 2025	Qtr to 31 Mar 2026	Qtr to 30 Jun 2026
Member seminars, webinars and workplace visits	169	270	260
Members we've spoken to in the quarter	4,741	5,804	7,043
Member advice appointments	4,717	3,640	4,442
External financial advisers appointed by members	1,173	1,296	1,276

Being there when members need us	Qtr to 31 Dec 2025	Qtr to 31 Mar 2026	Qtr to 30 Jun 2026
Percentage of calls answered in 30 seconds	75%	75%	74%
Average days to pay an online withdrawal request	2.10	2.33	1.7
Percentage of members logging into our member online	41%	46%	44%
Number of external complaints per 10,000 members	2.41	2.59	2.67

Members advocating for Brighter Super	Qtr to 31 Dec 2025	Qtr to 31 Mar 2026	Qtr to 30 Jun 2026
Net Promoter Score (NPS): a measure of how likely members are to recommend Brighter Super	+20	+19	+19

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.

Brighter SUPER

right by your side