

# Supernews

## Member Survey Update

**T**he Trustees carried out their first member survey in March this year. Trustees have resolved to update members on the responses received and to outline their actions to implement changes:

### Supernews:

Read by 65 % of respondents, 92 % felt it was published often enough and of those 88 % felt it could be published monthly.

83 % rated the adequacy of the information and the comprehension and clarity of the information as either good or very good. Of the comments related to what you would like to see in Supernews the majority would like to see performance and cost comparisons with other schemes and more information on investments.

83 % stated they would like to have Supernews sent to them electronically or advised by e-mail that a new edition is available at Firesuper.

**Trustees resolved to publish Supernews as required, gather the e-mail address of each member, and e-mail Supernews there in the next twelve months.**

### Firesuper web site:

47 % visit Firesuper on a regular basis. 84 % find it easy to navigate and over 80 % rate the adequacy of the information and the comprehension and clarity

of the information as either good or very good. 95 % said the information was current enough and 90 % said a frequently asked question section would be a help.

Other things you would like to see at Firesuper but which are not presently available were a greater range of investment information, comparisons with other schemes and future performance estimates. A number advised they would like to see the navigation made easier and this has already been completed.

**Trustees resolved to develop a frequently asked question section, a breaking news section, a feedback section and sections on scheme performance, objectives and human interest stories at Firesuper.**

### Annual Report:

74 % read the 2005 Annual Report with 79 % finding it easy to read. Of those who didn't find the Report easy to read almost all made comments along the line that it is complicated by jargon and this makes it difficult to understand. The Trustees took account of these comments for the 2006 Annual Report and produced a Report which was less complicated with less financial jargon and with more graphs and less words to represent what needed to be stated. Overall 80 % rated the adequacy of the information and the comprehension and clarity of the information in the Report as either good or very good. 95

% stated they were happy the way the 2005 Annual Report was delivered although if the same question had been asked in July 2006 a completely different response would have been received because of the way the Member Statement was folded prior to posting to members.

Other information not currently provided in the Annual report that was requested included more diagrams and graphs, a better breakdown of the investment portfolio and comparisons with other schemes. All these were included in the 2006 Annual Report.

**Trustees resolved to place the Member Statement either inside the Annual Report or an envelope in future, or use opaque plastic wrapping to ensure personal information is not able to be viewed. They have also resolved to make Annual Reports easy to read using plain English and to promote Investment options and Deferred membership. They will also continue to breakdown administration and investment Management expenses and try to incorporate more human interest stories.**

### Delivery of information:

A large majority felt electronic methods were best compared to video/DVD presentations and personal visits from Trustees. Comments made supported this method although it was felt that

important issues should be dealt with face to face.

**Trustees resolved to continue the present cycle of member meetings, but by Trustees only, with a CD/DVD from the Investment Adviser to be played at and left behind after the meeting.**

**A CD/DVD is also to be provided to each station regardless of whether they are being visited by Trustees that year. This policy is to be reviewed in two years time.**

Current communications:

45 % access the 0800 MY SUPER service more often or on a monthly basis, with 55 % having never accessed the service. Satisfaction with the service was high at 79 %. 96 % have e-mail access and 93 % said they would be happy to be put on an e-mail database for future communications. The things you liked about the current communications were that they are regular, clear and concise, topical, relevant and informative. Things you disliked were being unable to understand information sent out, and delays in annual balances being posted.

**Trustees resolved to promote the 0800 MY SUPER number, and encourage the Administrator to refer the tough questions directly to the scheme Secretary at the time they are being raised.**

Other matters:

Many replies asked Trustees to keep up the good work. Several mentioned the scheme should look at being more flexible and gave examples. Some asked for a plastic card

with the scheme's contact details on it. A large number of suggestions made and questions asked will be included at Firesuper in the Frequently Asked Questions section.

**Trustees resolved that a Frequently Asked Question section at Firesuper be developed, that a contact card be developed, that Members continue to be educated on the benefits of Deferred membership, investment options, and Defined contribution versus defined benefit schemes. They also resolved to have a follow-up survey in 2008.**

Overall an analysis of the survey shows there are a very large number of aspects where the scheme does very well and there are some where improvement can be made. Members should be able to see first hand where these improvements are made in the next few months.

Lastly any member who is not happy with any aspect of the scheme should take the time to contact the scheme Secretary at any of the contacts set out on the front page of this Supernews at the time rather than letting it stew up inside them. Your comments are always welcomed by the Trustees.

## **New Trustees appointed**

Members are advised that on 27 November 2006 Athol Conway, of Auckland, and Denis Fitzmaurice, of Christchurch, were appointed by the New Zealand Professional Firefighters Union to be Trustees of the scheme.

They replace Mike McEnaney and Ken Simons who were long standing Trustees of the scheme. I am sure all members wish Mike and Ken all the best for the future.

## **New Investment Adviser appointed**

Members are advised that Mark Weaver, of Melville Jessup Weaver was appointed as the Investment Adviser to the scheme from 29 September 2006. He replaces Roger Wyatt of Wyatt Investment Services Ltd who has retired after being the Investment Adviser to the scheme since 1990.



**THE TRUSTEES WISH MEMBERS AND THEIR FAMILIES ALL THE BEST FOR THE COMING FESTIVE SEASON AND PROSPERITY FOR ALL IN 2007.**

**BARRY DENT  
SCHEME SECRETARY**