

HEALTH WEALTH CAREER

NZAS RETIREMENT FUND

2017 MEMBER SURVEY RESULTS

BY DARREN PERKINS, MERCER



ABOUT THIS SURVEY

What we did

- The survey was open for feedback for just under 4 weeks (7 November 2017 – 1 December 2017).
- All members and retirement account holders were invited via email to complete the online survey.

Why we did it

- The purpose of the survey was to:
 - Better understand members' retirement preparedness
 - Gain insight into members' communication preferences and level of engagement
 - Identify which channels members' find most helpful, and gauge opportunities for future development
- The results gained enable the Trustee to better utilise resources to assist members make informed financial decisions, and understand information about the Fund.

KEY INSIGHTS

The findings were published in the July 2018 Insights newsletter, and some of particular interest include:

- 339 total responses across both members and retirement account holders. This is a significant increase from the 2016 survey where 134 members responded.
- Over 77% of respondents said they had given some thought to preparing for retirement, or had a clear plan.
- 75% of respondents said that their benefit from the Fund would make up around half or more of their retirement income (excluding NZ Super).
- 67% of respondents were aware that NZAS contributes more than the compulsory employer contribution of KiwiSaver, almost 30% weren't sure.
- 76% of respondents believed that the Fund's current investment options met their needs.
- 85% of respondents who had contacted the Helpline described their experience as Good or Excellent (however, surprisingly, over 63% of members had never called the Helpline).

KEY INSIGHTS

- 60% of respondents were aware that NZAS pays the costs of running the Fund (aside from the investment-related and insurance costs) but 36% weren't sure.
- Overall, respondents consider that the current investment options meet their needs.
- 63% of respondents have never called the helpline and only 12% (39 respondents) had called it in the last 12 months.
- Feedback on the helpline was positive, with respondents who had called the helpline rating their experience as good (50%) or excellent (36%).
- Most respondents (65%) access the website on a desktop.
- Slightly over 20% of respondents said that they don't visit the website, mostly because they've forgotten their member number and/or PIN.
- Online was definitely the preferred way of receiving fund information followed by face-to-face seminars – a bit of a surprise given 65% of respondents hadn't been to a seminar.
- Most preferred alternative to print/online was text, followed by blogging.

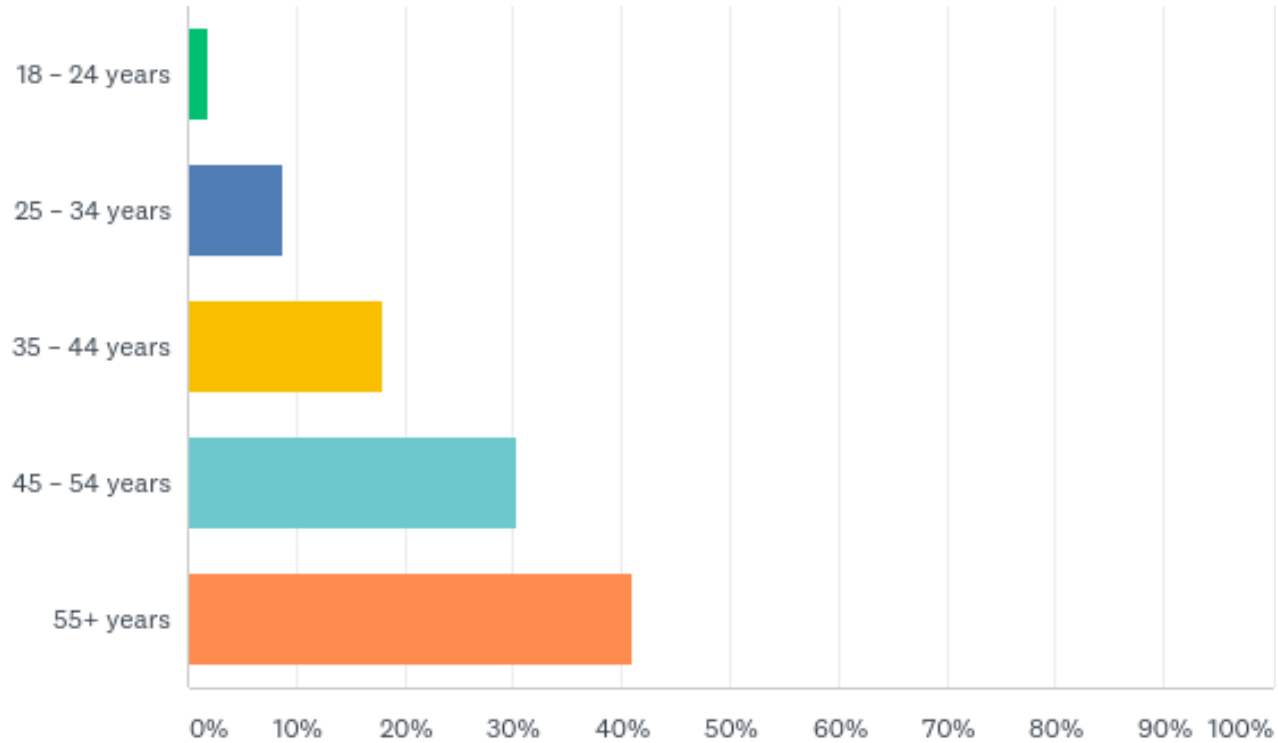
RESPONSES TO SURVEY QUESTIONS

QUANTITATIVE & QUALITATIVE MEMBER FEEDBACK



Q1: AGE

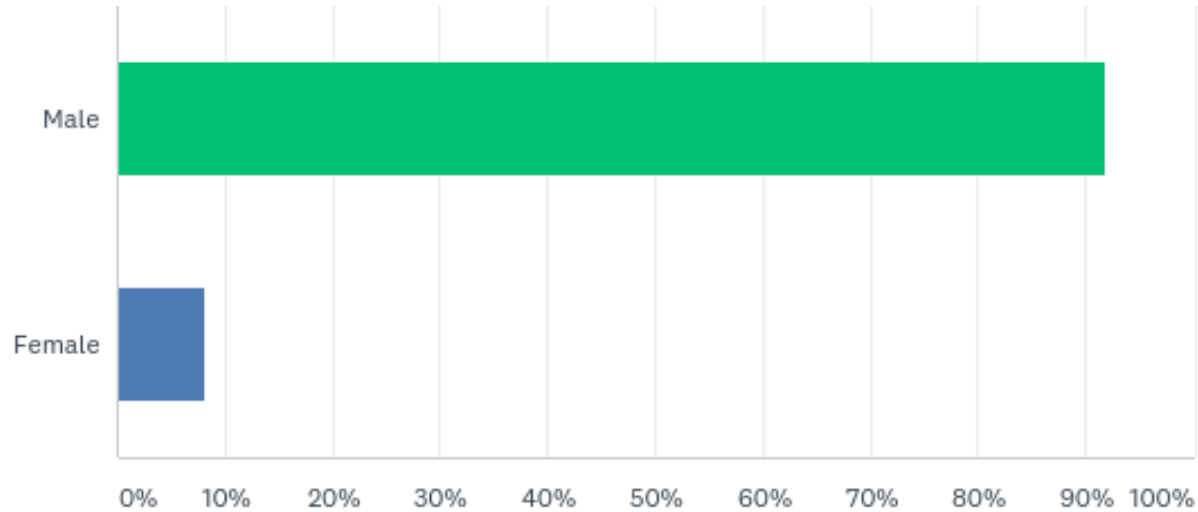
• Answered: 332 Skipped: 7



ANSWER CHOICES	RESPONSES	
18 - 24 years	1.81%	6
25 - 34 years	8.73%	29
35 - 44 years	18.07%	60
45 - 54 years	30.42%	101
55+ years	40.96%	136
TOTAL		332

Q2: GENDER

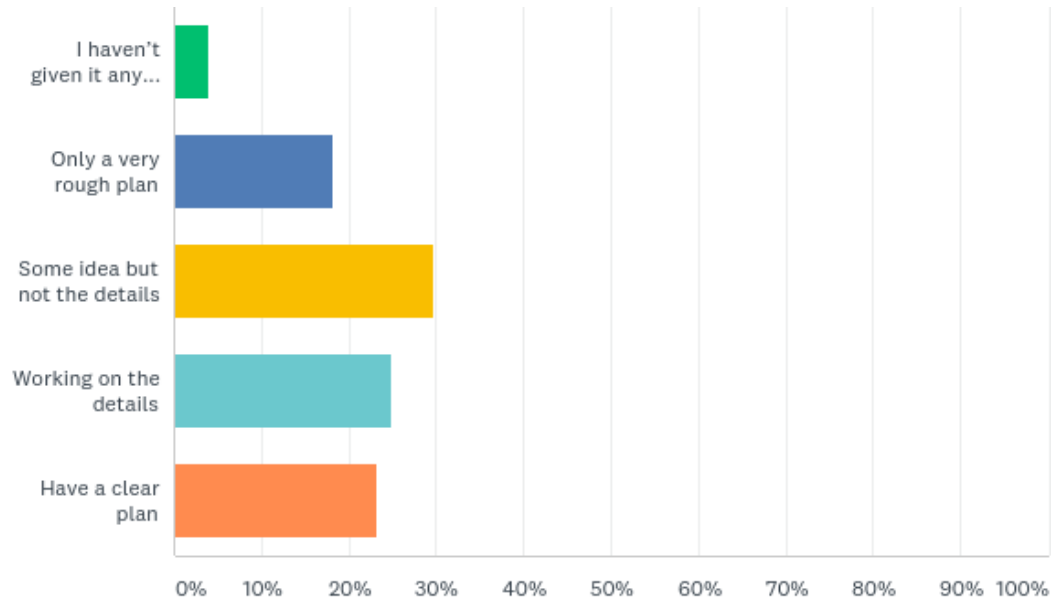
- Answered: 332 Skipped: 7



ANSWER CHOICES	RESPONSES	
Male	91.87%	305
Female	8.13%	27
TOTAL		332

Q3: HOW PREPARED DO YOU THINK YOU ARE FOR A FINANCIALLY COMFORTABLE RETIREMENT?

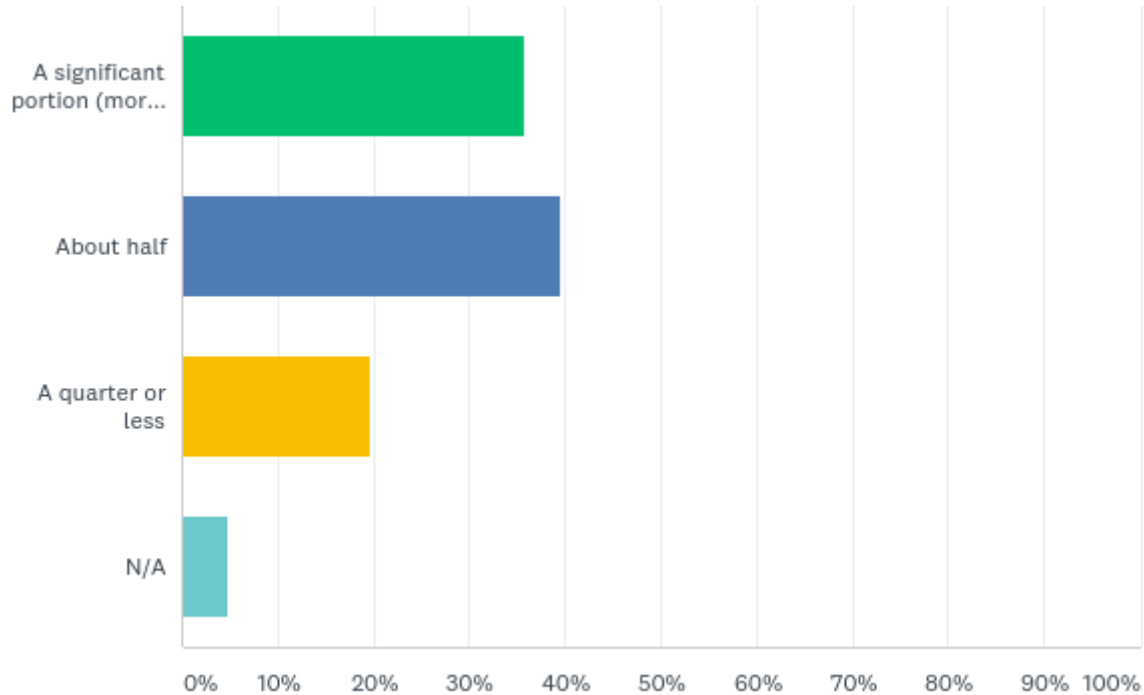
• Answered: 324 Skipped: 15



ANSWER CHOICES	RESPONSES	
I haven't given it any thought	4.01%	13
Only a very rough plan	18.21%	59
Some idea but not the details	29.63%	96
Working on the details	25.00%	81
Have a clear plan	23.15%	75
TOTAL		324

Q4: EXCLUDING NZ SUPER, DO YOU EXPECT YOUR BENEFIT FROM THE FUND TO MAKE UP:

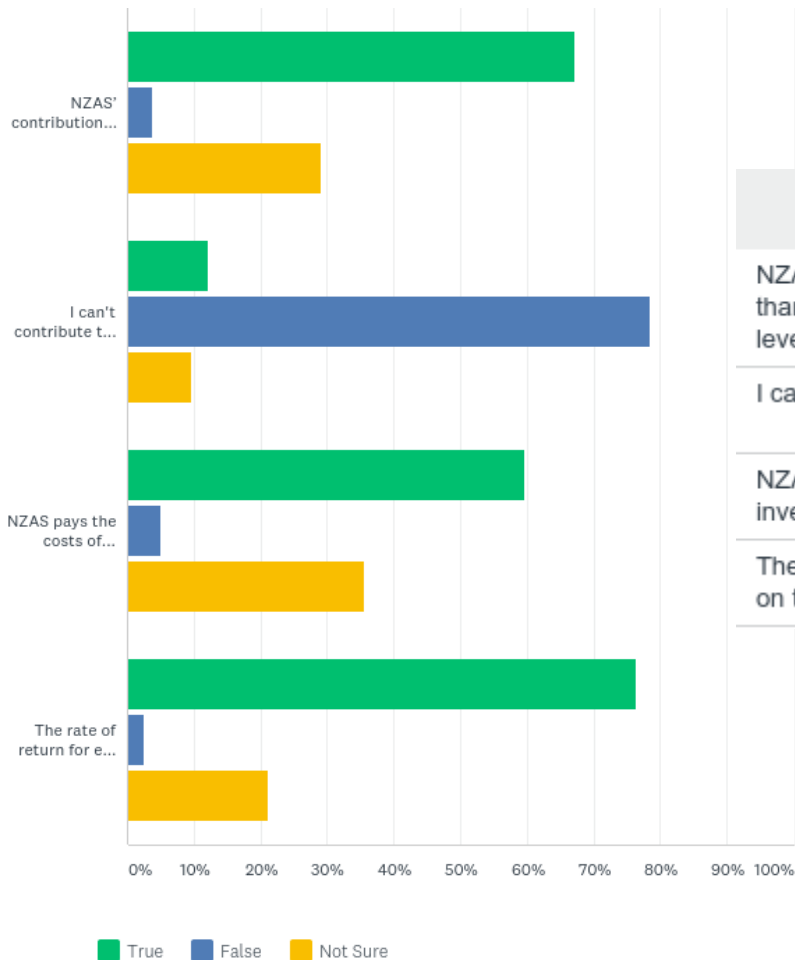
- Answered: 329 Skipped: 10



ANSWER CHOICES	RESPONSES	
A significant portion (more than half) of your retirement income	35.87%	118
About half	39.51%	130
A quarter or less	19.76%	65
N/A	4.86%	16
TOTAL		329

Q5: BELOW ARE SOME STATEMENTS ABOUT THE FUND WHICH MAY OR MAY NOT BE TRUE. PLEASE INDICATE FOR EACH ONE WHICH IS TRUE OR FALSE. IF YOU ARE UNSURE, SELECT NOT SURE.

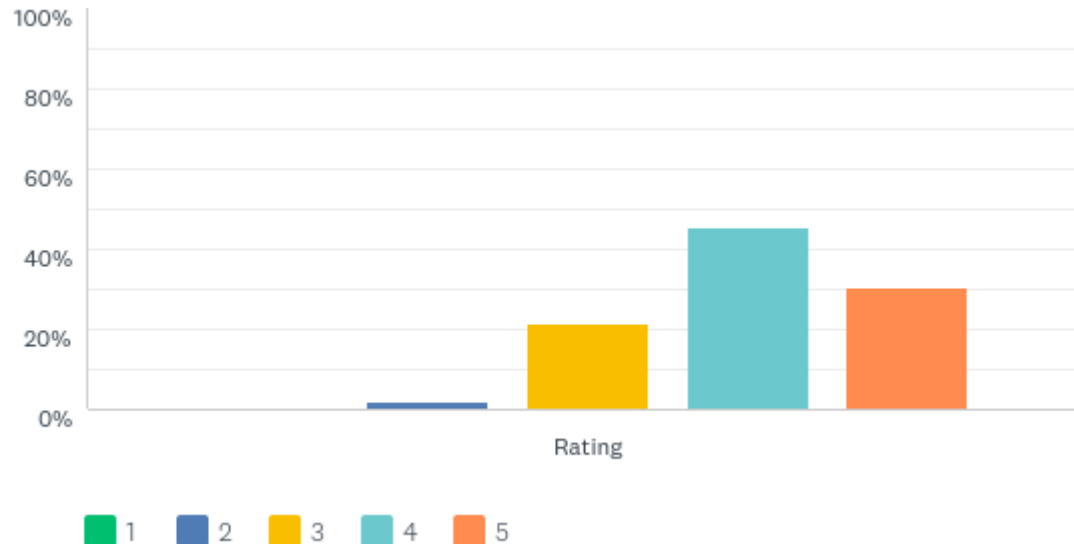
• Answered: 335 Skipped: 4



	TRUE	FALSE	NOT SURE	TOTAL
NZAS' contribution to the Fund on my behalf is more than compulsory KiwiSaver scheme contribution levels	67.23% 199 ✓	3.72% 11	29.05% 86	296
I can't contribute to the Fund and a KiwiSaver scheme	12.04% 39	78.40% 254 ✓	9.57% 31	324
NZAS pays the costs of running the Fund other than investment-related and insurance costs	59.54% 181 ✓	4.93% 15	35.53% 108	304
The rate of return for each investment option depends on the growth and income asset split	76.27% 241 ✓	2.53% 8	21.20% 67	316

Q6: ON A SCALE OF 1 TO 5 (WITH 1 BEING NOT AT ALL WELL AND 5 BEING VERY WELL) DO YOU CONSIDER THE FUND'S CURRENT INVESTMENT OPTIONS (GROWTH, BALANCED, CONSERVATIVE AND CASH) MEET YOUR NEEDS?

• Answered: 326 Skipped: 13



	1	2	3	4	5	TOTAL	WEIGHTED AVERAGE
Rating	0.31%	1.84%	21.47%	45.71%	30.67%		
	1	6	70	149	100	326	4.05

Q6: DO YOU CONSIDER THE FUND'S CURRENT INVESTMENT OPTIONS (GROWTH, BALANCED, CONSERVATIVE AND CASH) MEET YOUR NEEDS?

SELECTION OF COMMENTS:

More flexibility with the way your money can be split and invested. It would be good if you could choose to invest an amount of your Fund differently to the rest of your money. For instance, if you could take \$50k and put it into Growth, but perhaps retain the rest into the Conservative so it's protected against risk.

Shouldn't be paying any fees on an investment if it is all going into cash

I think its a great thing to have savings in which your employer helps with it

I just leave mine in cash because I do not understand how the others work.

One month is a long time in investments and changing it in the middle of a month would be a benefit

Seems to be going well. Moves with the times.

A 100% high growth option would be good especially for younger members and those with the appetite for risk / return tradeoff

I believe there is an opportunity to enable Members (especially those nearing retirement) to lock in their current total of employer and member contributions into one option (say Conservative) while enabling future contributions at a different option (say Growth). This decrease risk to current retirement savings for retirement while enabling a higher level of risk to future contributions.

Great to have the flexibility to change investment options monthly.

Members shouldn't be able to change investment options willy-neelly

Fund seems to be tracking quite well at the moment

Would like to see a super aggressive growth fund.

Great returns in the last year which is a good measure of the fund.

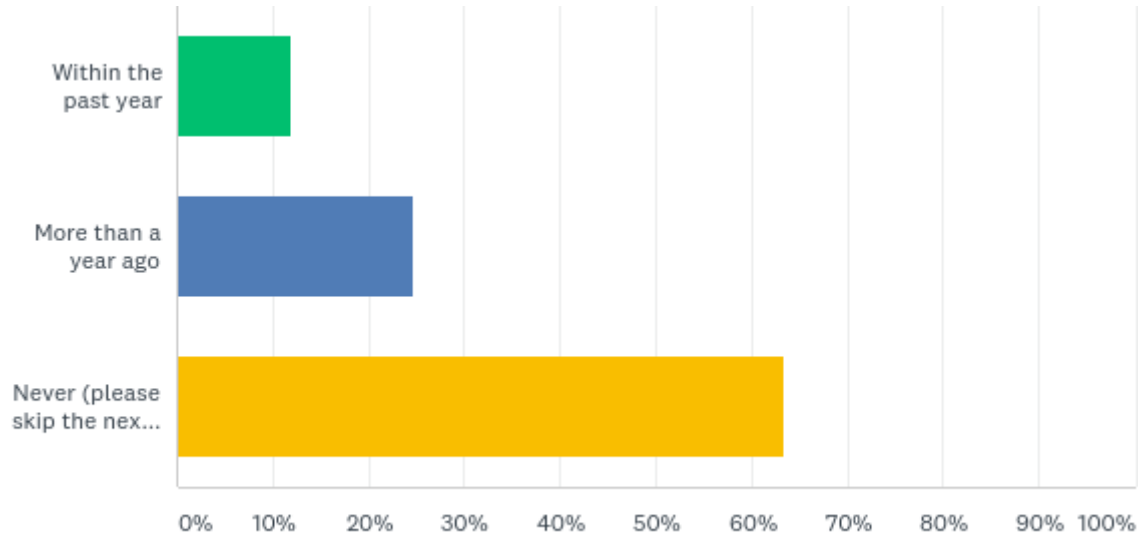
Be nice to get an update, if the fund is going to drastically change.

Over a long period the fund has performed well.

Putting more into growth has benefited my needs

Q7: WHEN WAS THE LAST TIME YOU CALLED THE FUND HELPLINE?

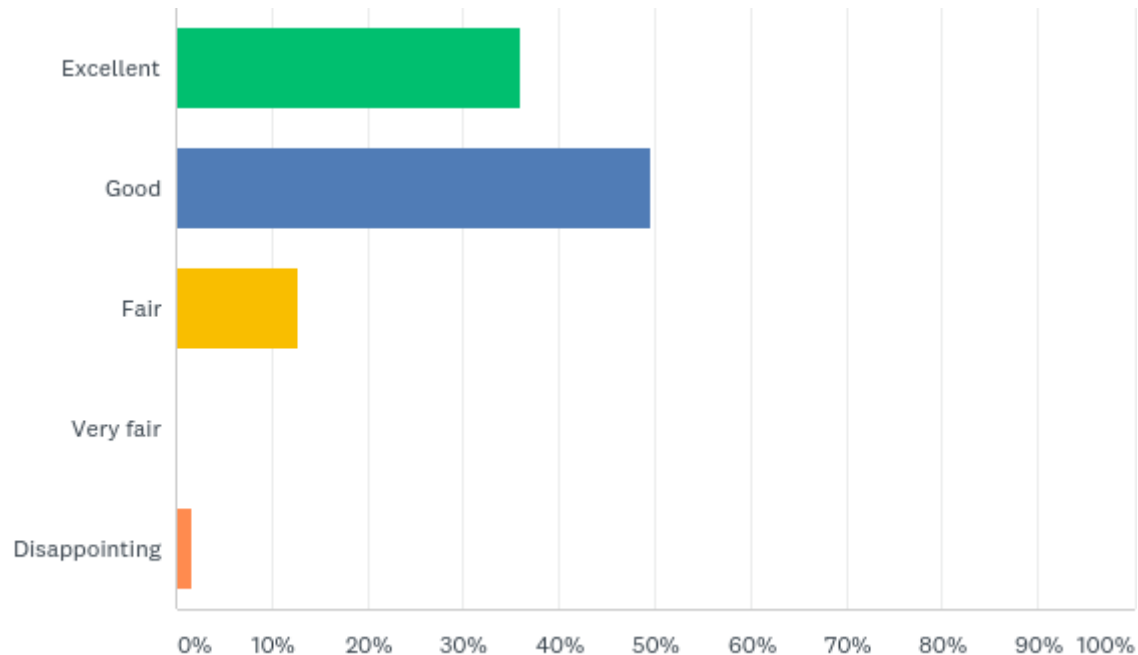
- Answered: 328 Skipped: 11



ANSWER CHOICES	RESPONSES	
Within the past year	11.89%	39
More than a year ago	24.70%	81
Never (please skip the next question)	63.41%	208
TOTAL		328

Q8: HOW WOULD YOU DESCRIBE YOUR EXPERIENCE WITH THE HELPLINE?

• Answered: 125 Skipped: 214



ANSWER CHOICES	RESPONSES	
Excellent	36.00%	45
Good	49.60%	62
Fair	12.80%	16
Very fair	0.00%	0
Disappointing	1.60%	2
TOTAL		125

Q8: HOW WOULD YOU DESCRIBE YOUR EXPERIENCE WITH THE HELPLINE?

SELECTION OF COMMENTS:

Very helpful advice and had issue sorted on the spot

Helpful, and if they can't fix the problem at the time, will pass it on. I had a problem with having funds in a fixed account due to the introduction of KiwiSaver when I retired, which took a while to fix, but it did get fixed.

Answer to my question was not available straight-away, but someone did get back to me a day later with the answer.

All ready retired

Unprofessional

Felt the conversation was helpful & personal

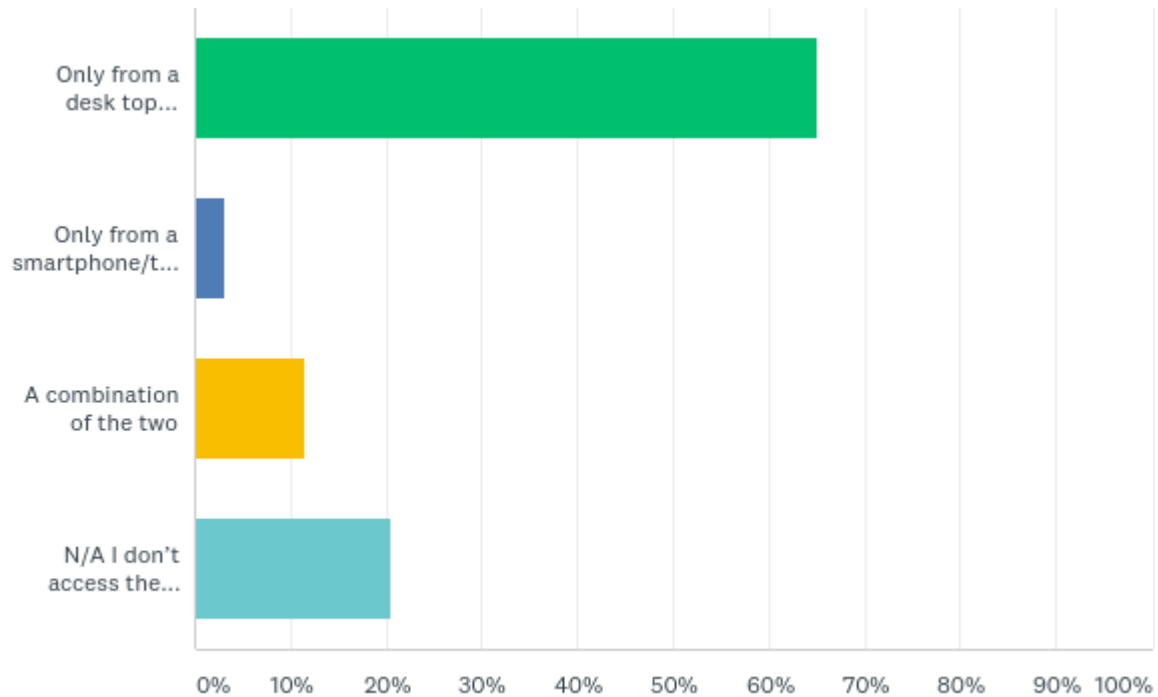
Never phoned

Seemed to know about the Fund okay

So long ago, unable to remember details

Q9: HOW DO YOU ACCESS THE FUND WEBSITE?

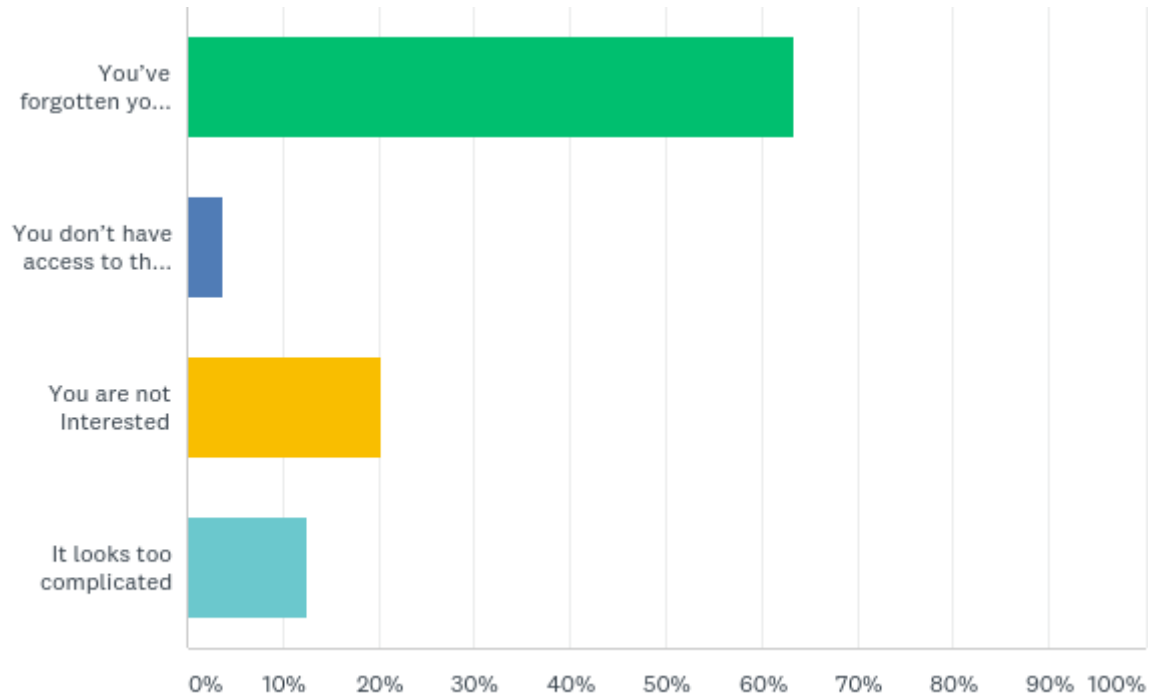
- Answered: 323 Skipped: 16



ANSWER CHOICES	RESPONSES	
Only from a desk top computer	65.02%	210
Only from a smartphone/tablet	3.10%	10
A combination of the two	11.46%	37
N/A I don't access the website	20.43%	66
TOTAL		323

Q10: IF YOU HAVEN'T ACCESSED THE FUND WEBSITE IS IT BECAUSE:

• Answered: 104 Skipped: 235



ANSWER CHOICES	RESPONSES	
You've forgotten your log in details (member number and PIN)	63.46%	66
You don't have access to the internet	3.85%	4
You are not Interested	20.19%	21
It looks too complicated	12.50%	13
TOTAL		104

Q10: IF YOU HAVEN'T ACCESSED THE FUND WEBSITE IS IT BECAUSE:

SELECTION OF COMMENTS:

Haven't been employed with NZAS for very long and as such do not have a notable super fund.

Most of the returns are outside my control so I just look at the annual statement each year

It is difficult to find my details once I am locked out.

Didn't know we could . I just go with the news update via email

Just joined

In my role, I have access to alot of Fund information so don't really need to use the website.

Only interested in the final result on retirement

I'm still quite young, and I don't feel the need to check my balance very regularly.

my money goes in and i check the statement when it is posted out

i haven't got a member number or pin number.

I have no need too

Not an Issue ,can always log in

I don't have a need to, the regular email updates on the funds performance tell me all I need to know, and the annual statement is sufficient communication regarding my fund balance. If I was closer to retirement age, I'd monitor my fund more regularly by accessing the website often.

I can only access my account now from the work computer, I use to view via my smart tv have lost that connection for some unknown reason.

I have only received my access number as I am a new member I will access this once I get every detail.

i was send it in two letters over a few weeks and lost one

I am not interested in the fund results when you log in. I can work out how my fund is progressing by the weekly fund returns. I would like to see these results continue on a weekly basis and not be missed or delayed.

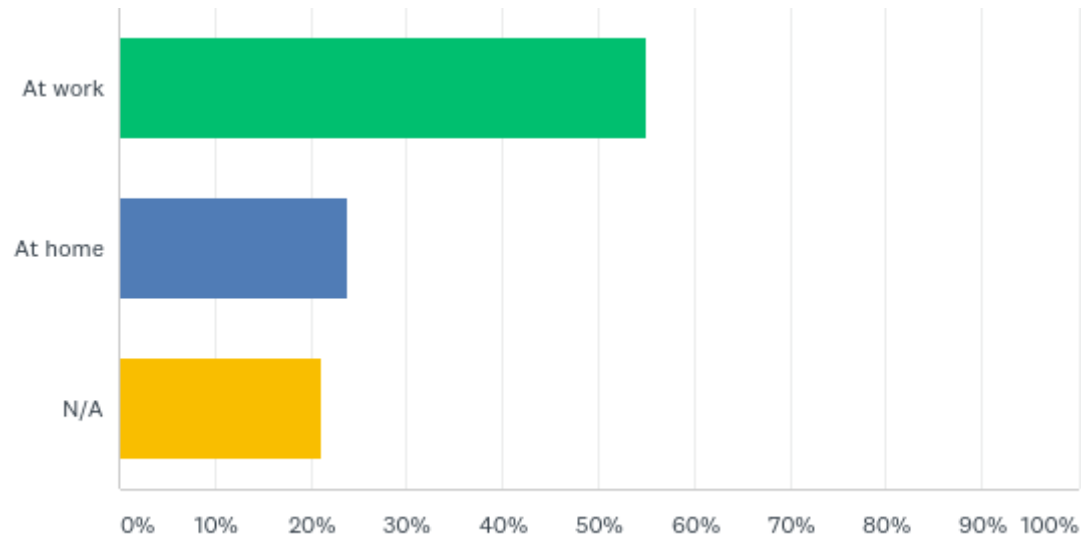
I am happy with its performance it is not my only retirement fund have higher priorities at this time.

Because the super fund is long term I am only interested in the year to year information.

I only access it from my work desk top as I am unsure of how to set it up on my home computer

Q11: DO YOU MOSTLY ACCESS THE FUND WEBSITE:

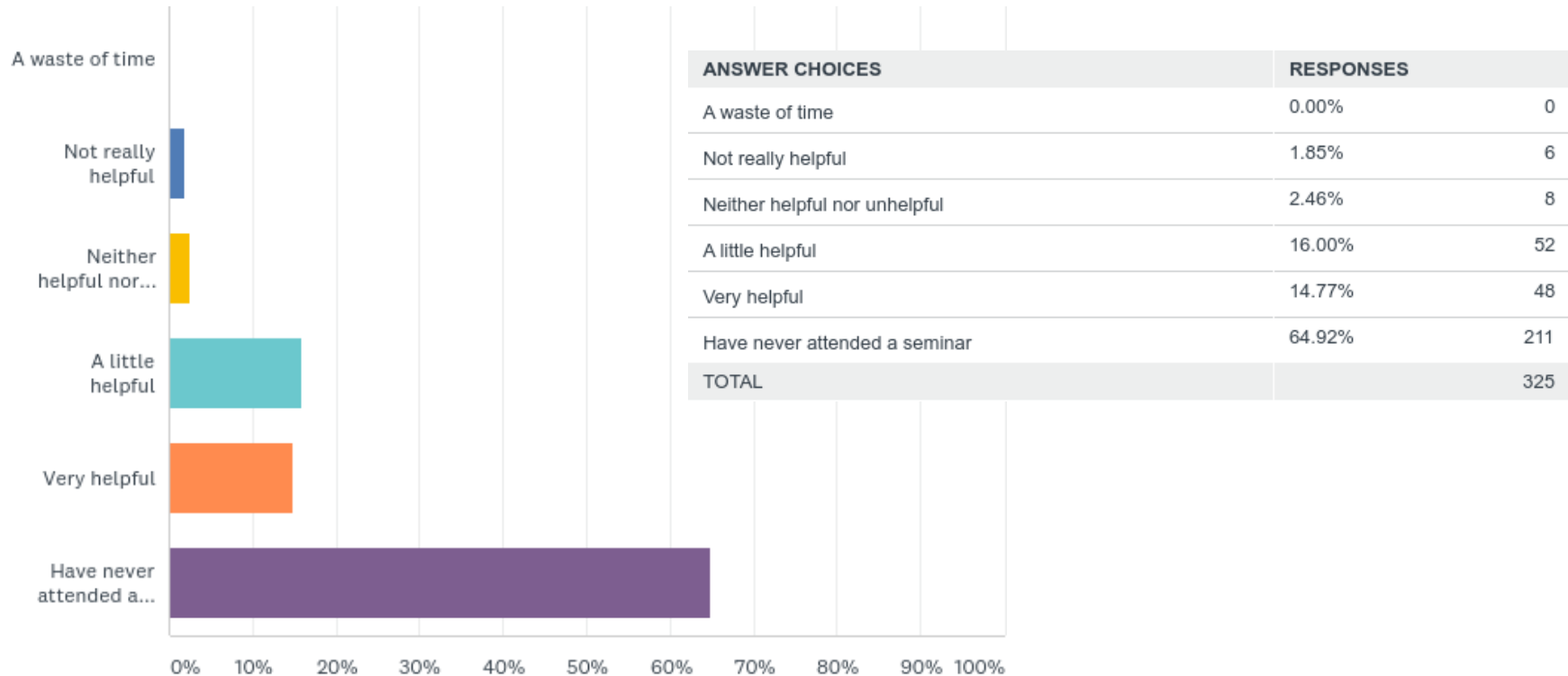
- Answered: 327 Skipped: 12



ANSWER CHOICES	RESPONSES	
At work	55.05%	180
At home	23.85%	78
N/A	21.10%	69
TOTAL		327

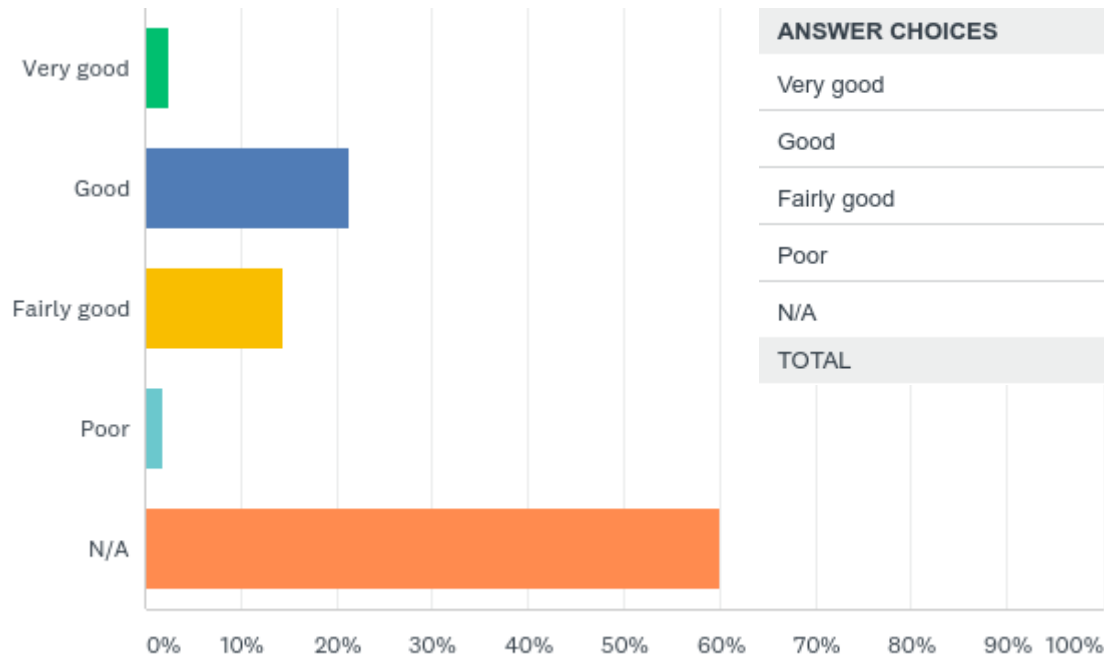
Q12: IF YOU ATTENDED ANY OF THE FUND SEMINARS DID YOU FIND THEM:

• Answered: 325 Skipped: 14



Q13: IF YOU HAVE WATCHED ANY OF THE INVESTMENT INSIGHTS VIDEOS WOULD YOU DESCRIBE THEM AS:

- Answered: 320 Skipped: 19



ANSWER CHOICES	RESPONSES
Very good	2.50% 8
Good	21.25% 68
Fairly good	14.37% 46
Poor	1.88% 6
N/A	60.00% 192
TOTAL	320

Q13: IF YOU HAVE WATCHED ANY OF THE INVESTMENT INSIGHTS VIDEOS WOULD YOU DESCRIBE THEM AS:

SELECTION OF COMMENTS:

It's been a while since I have watched one; however I would like more information on market analysis and some risk analysis on the current market conditions i.e. "given the rising debt levels and highly valued share markets the risk is investing in growth right now is higher than normal" as an example...

I couldn't get a couple of them to play because of the computer system half the computers wont play videos because software wont allow it? Seems to be getting better for some strange reason.

A few graphics perhaps. My computer software is pretty old, so I do have a problem at the moment getting the videos to run.

Couldn't get them to run on work computer

Keep them short or people will not have time to watch them or loose interest. More shorter ones preferred to one long one. Had issue with getting video to play on the slow NZAS system.

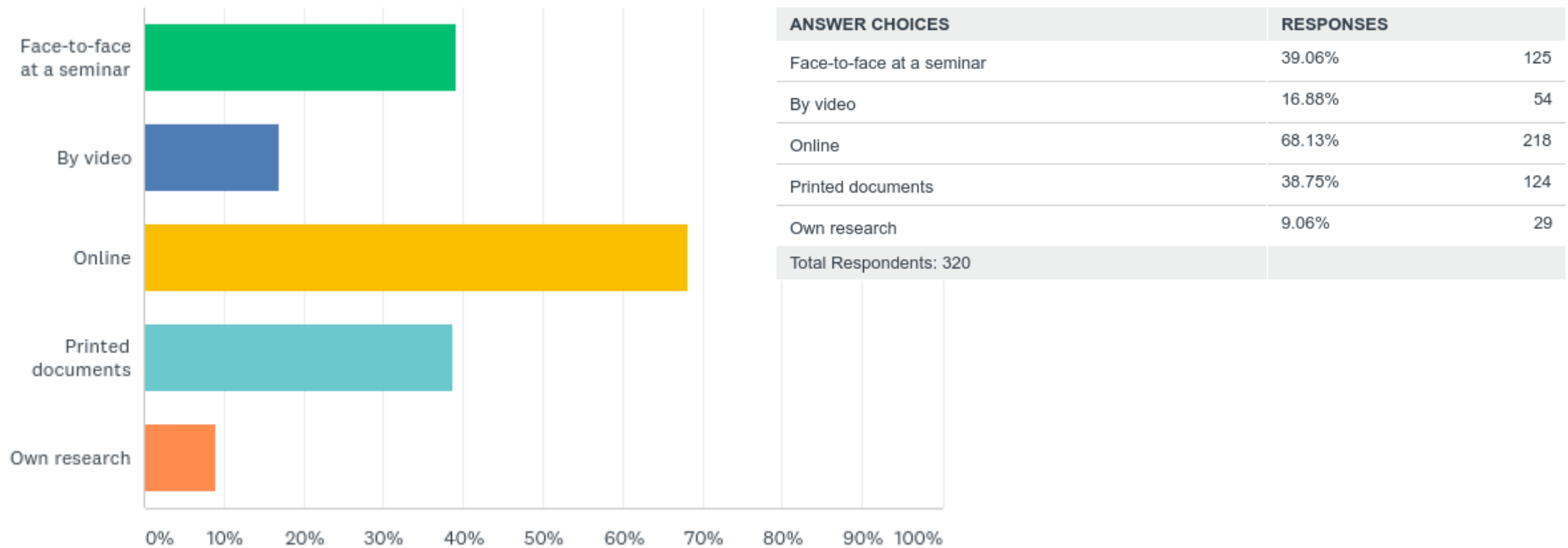
Could not open last video

I couldn't get it to play.

Give advice, there is not much use being an expert on fund management if you won't give advice on individual best options.

Q14: WOULD YOU PREFER TO RECEIVE INFORMATION ABOUT THE FUND AND SAVING FOR RETIREMENT: (TICK ALL THOSE THAT APPLY.)

• Answered: 320 Skipped: 19



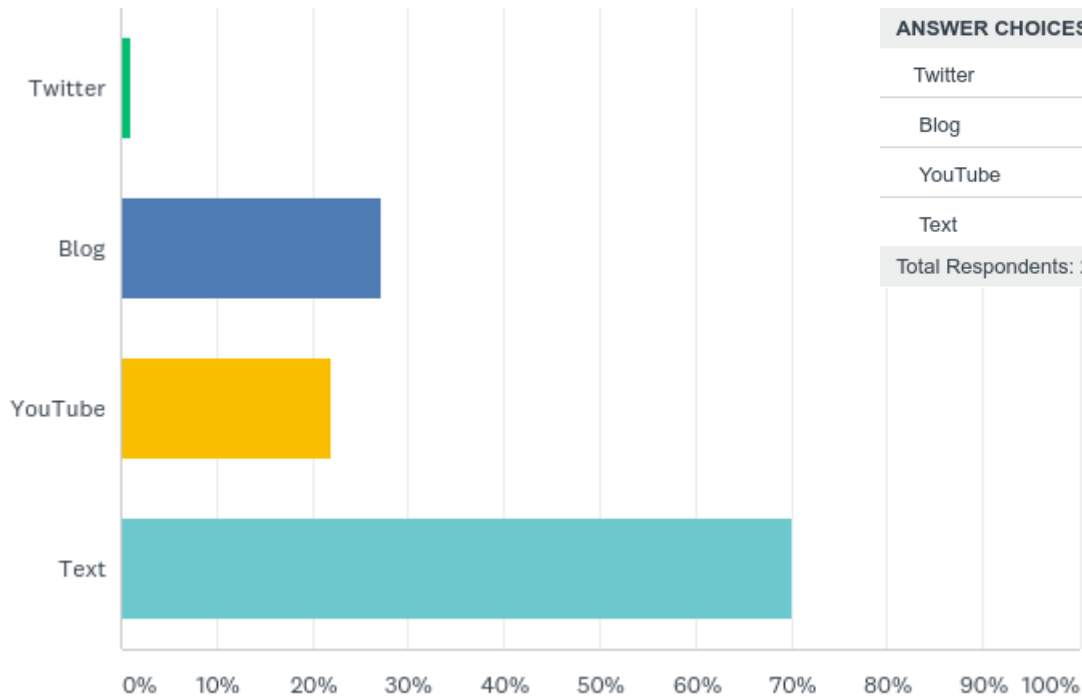
Q14: WOULD YOU PREFER TO RECEIVE INFORMATION ABOUT THE FUND AND SAVING FOR RETIREMENT:

SELECTION OF COMMENTS:

<i>An e-mail with a link when there has been an update would be good.</i>
<i>Email</i>
<i>That way I can read it at my leisure and revert back if I need to</i>
<i>I haven't been to a seminar in years as I don't think there has been any for a few years. if I knew they were on I would attend them</i>
<i>I am at an age where all or any info on my retirement fund would be helpful.</i>

Q15: IF WE WERE TO COMMUNICATE WITH YOU IN OTHER WAYS, WOULD ANY OF THESE COMMUNICATIONS INTEREST YOU? (TICK ALL THOSE THAT APPLY.)

• Answered: 210 Skipped: 129



ANSWER CHOICES	RESPONSES
Twitter	0.95% 2
Blog	27.14% 57
YouTube	21.90% 46
Text	70.00% 147
Total Respondents: 210	

Q15: IF WE WERE TO COMMUNICATE WITH YOU IN OTHER WAYS, WOULD ANY OF THESE COMMUNICATIONS INTEREST YOU?

SELECTION OF COMMENTS:

<i>Please do not send me any advertising now I have given my email below.</i>
<i>e-mail is perfect</i>
<i>email</i>
<i>Letter</i>
<i>Email</i>
<i>Not on Twitter, and don't intend to join. Can you use LinkedIn?</i>
<i>no email is all that i require and the yearly statement</i>
<i>NZAS Facebook private page. Currently there is none set up.</i>
<i>mail a letter to my home address.</i>
<i>e mail</i>
<i>e-mail</i>
<i>I don't want to be contacted via any of the above channels regarding the fund</i>
<i>None.</i>
<i>None of the above and please don't ever consider using Facebook!</i>
<i>to long in the tooth and dont really trust most of the above Technology.</i>
<i>E Mail is fine.</i>
<i>email</i>
<i>Don't see the need at the moment</i>
<i>E- Mail is good</i>
<i>None of the above</i>
<i>Not into any of the social sites. Does not like to mix social with money matters.</i>
<i>happy with the way things are</i>
<i>Old school prefer email or letter</i>
<i>Current ways are the best.</i>
<i>not really interested</i>
<i>Just the website is fine.</i>
<i>Email</i>
<i>Not interested.</i>

TAKEAWAYS

- More than 70% of respondents are in the 45+ age group, yet only 23% have a clear plan for retirement.
- A portion of respondents are not sure that NZAS's contribution to the Fund is more than compulsory employer contribution to KiwiSaver and/or that the employer pays all costs other than investment-related and insurance costs.
- Most respondents access the website from a desktop – all communications are web enabled so they can be viewed from a smart phone or tablet.
- Almost two-thirds of members don't access the website because they have forgotten their member number and/or PIN.
- After online, respondents preference is to receive information at face-to-face seminars, however most members have not attended one.
- Feedback on the Investment Insight videos was positive, although disappointingly almost 60% of respondents hadn't watched one and a number of members comment on technical challenges when trying to play the videos.



MERCER

MAKE TOMORROW, TODAY