

Sunsuper enhances online services for advisers

Sunsuper, one of Australia's largest superannuation funds, has released a range of new online services to make it easier for financial advisers to do business with the Fund.

The Fund has enhanced its Adviser Online platform to allow its more than 2,700 registered advisers to transact digitally on behalf of their clients.

Sunsuper's Head of Advice and Retirement, Anne Fuchs, said that the improvements are designed to make dealing with Sunsuper easier and faster for advisers and their clients.

"Since we first launched our Adviser Online platform in 2016 we've listened to feedback from our adviser clients and digitised the eight transaction forms most commonly used by our advisers," said Ms Fuchs.

"For example, one of the biggest savings in time and effort for advisers will be the new member application request, which combines five separate paper forms into a single, intuitive smart form. We've estimated this will cut the time taken to set up a new member from almost 30 minutes to about three.

"The launch of our Adviser Online digital transacting capability is only the beginning; we're also refining our backend processing to speed up our completion times. Future technology releases will also see improvements to adviser reporting and a task tracker so advisers can see where any submitted request is up to.

"It's about providing the tools to make working with Sunsuper quicker and easier, and giving advisers better control of their client experience.

"The feedback we've received from advisers so far has been overwhelmingly positive and highlights that Sunsuper is committed to partnering with advisers to make their jobs easier."

The new Sunsuper Adviser Online functionality was launched on 24 February.

Sunsuper has more than 1.3 million members and \$60 billion in funds under management.

Ends

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