Choosing First Super



Fast facts for new and prospective employers

First Super is an Industry SuperFund.

Everything we do is for the benefit of our members and employers, from investing smart for a long-term payoff to providing in-person support when you need it.

Who are we?

We welcome all Australians regardless of their occupation or location, but we have particularly strong links to the furniture and joinery industry, the pulp and paper industry and the timber industry. So, whatever your business, we can work with you to make super straightforward – while adding maximum value for your employees.

First Super at a glance

Over **70,000 members** with super and pension accounts



About **30,000 employers** making contributions for employees



More than **$5 billion** in **retirement savings** being actively invested



Our Accumulation Balanced (MySuper) option delivered a **return of 9.00%** in FY 24/25[1]



A team of Coordinators around Australia providing **hands-on help**

[1] Past perfomance is not an indicator of future performance.

Keeping things real for employers

You've got enough on your plate. We look after the super part so you can look after the rest.

We make things as easy as possible for our employers, so you and your employees can benefit from our services, performance and value.

We believe in the personal touch. Our team of Coordinators visit workplaces across Victoria, New South Wales, South Australia, Western Australia, Queensland and Tasmania, and we're happy to come to you if you're further away.

We also partner with industry associations and attend events in both regional and metro areas, so we can stay in touch with businesses and know what's concerning you.

And we offer workplace education sessions on a range of key superannuation topics to make sure your employees get the most out of their membership.

This means you can be confident you're doing the right thing by your people. Being able to offer your employees a high-performing fund like First Super helps make you an attractive employer. That makes it easier to find and keep the capable employees you need.

Real benefits for employers

- Business Development Managers to seamlessly transition your default super arrangements to First Super
- Ongoing support from Business Development Managers and Coordinators who work closely with your business
- Administration and telephone support from our Melbourne-based customer service team
- People who understand your industry and community
- Hassle-free administration
- Convenient payment methods
- Workplace seminars for your employees

Straightforward super payments

Our dedicated administration service supports all First Super employers and members.

- Our administration service is located in Melbourne and has been looking after our employers and members for many years. They understand super and your industry.

Our streamlined administration platform makes it easy for you to meet your super obligations online, 24/7, at the time that suits you.

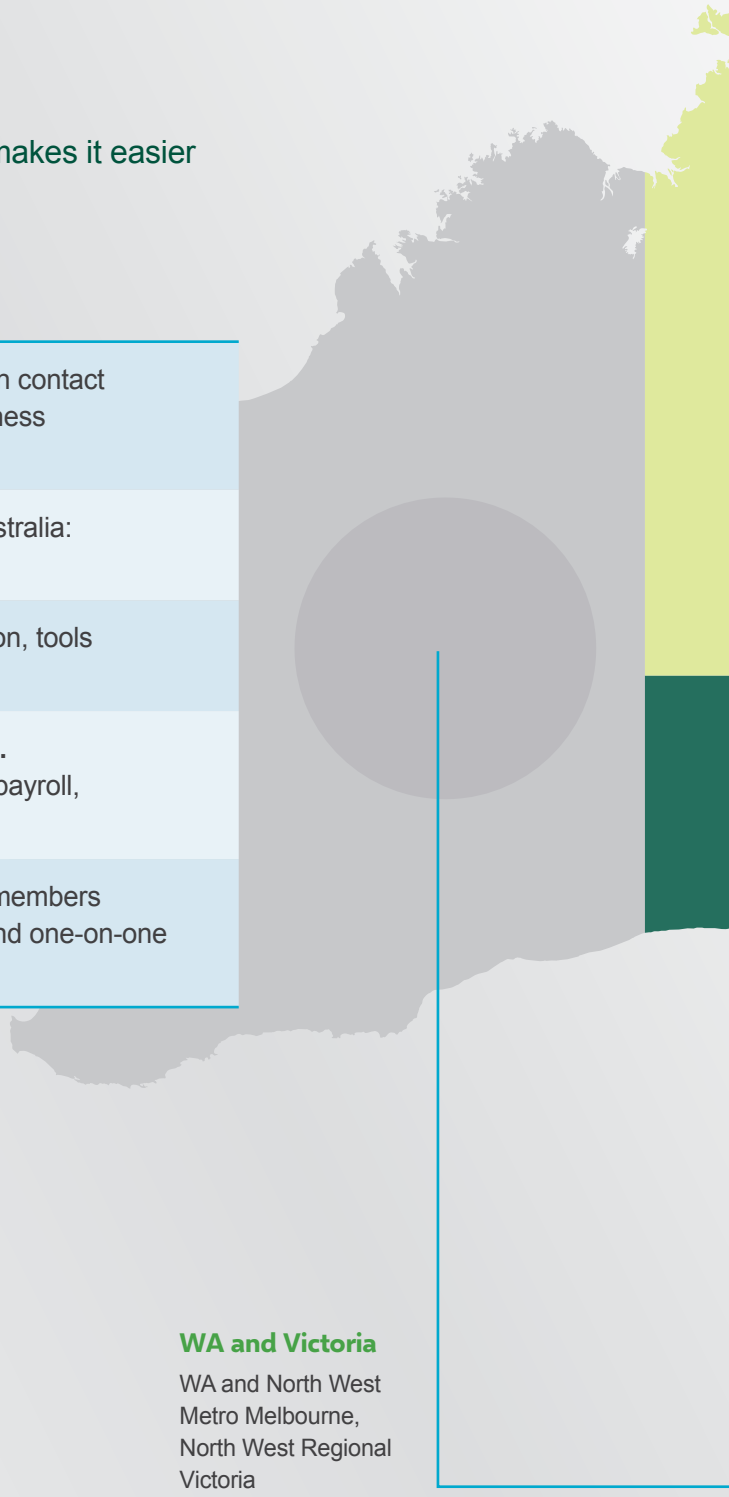
- **Free online employer portal for paying super contributions. Pay your employees in bulk using our portal, which is:**
  - Suitable for most types of businesses
  - Compliant with the Government's SuperStream standards
  - Secure to protect the privacy of your employees' information
  - Available to use anytime and anywhere with internet access
  - Convenient so you can upload contribution data directly from your payroll software.

Personal service + dedicated support that puts you FIRST

We pride ourselves on delivering quality service that makes it easier for you to get on with running your business.

Here's how it works.

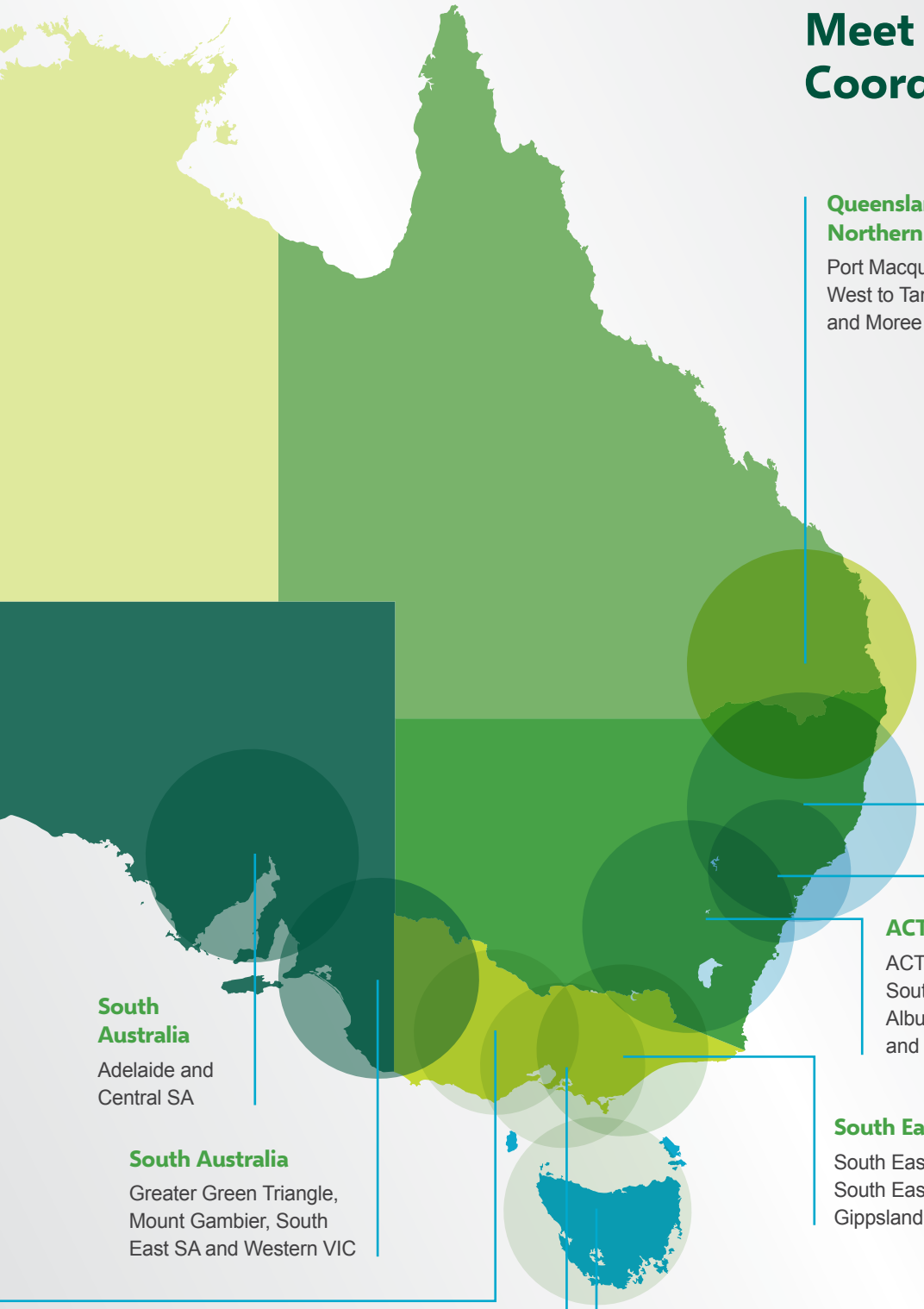
- **We're just a call away.** If you have any questions you can contact our Employer Services Team or your Coordinator or Business Development Manager.
- **We keep things local.** We have Coordinators around Australia: they're part of, and understand, your community.
- **We take the hassle out of super** with practical information, tools and tips that lighten the administration load.
- **We keep you updated about superannuation changes.** And if new rules mean changes to your administration or payroll, we'll be there to walk you through it.
- **We slot into your schedule.** We believe in keeping our members educated and informed about their super via workplace and one-on-one visits. And we'll work around your schedule.



WA and Victoria

WA and North West Metro Melbourne, North West Regional Victoria

Meet the Coordinators



Queensland & Northern NSW

Port Macquarie to QLD Border, West to Tamworth, Armidale and Moree

Metro and Northern NSW

Sydney Metro, NSW Central Coast, Newcastle and Hunter Region to Port Macquarie

NSW

Sydney Metro West and South West, NSW Illawarra South East Coast, Wollongong and Central NSW

ACT and Southern NSW

ACT and Southern NSW – South West Slopes, Wagga, Albury, Far South East Coast and Central West NSW

South East Victoria

South East Metro Melbourne, South East VIC, Mornington and Gippsland

South Australia

Adelaide and Central SA

South Australia

Greater Green Triangle, Mount Gambier, South East SA and Western VIC

Victoria and Tasmania

VIC Northern and Eastern suburbs of Melbourne Metro and North, North-East Regional

We work with employers across the country. If your location is not shown here, chat to us. Go to **firstsuper.com.au/coordinators**.

10 ways we put our members FIRST

1

Competitive fees and transparent costs

We're committed to only charging fees to cover costs and services. So members' retirement savings don't get eaten away.



2

Strong investment returns

Our Accumulation Balanced (MySuper) option delivered a **return of 9.00%**[2] in the 24/25 year.

3

Super and Retirement Health Checks at no extra cost

Members can meet with a Financial Adviser to find out if their super is on track for the future – and they won't be charged extra for this service.

4

Local Coordinators for one-on-one meetings or workplace sessions[3]

Our Coordinators can help members with paperwork, consolidating super and much more. Plus, they offer sessions to help all your staff, whether they're members or not.

5

Affordable insurance for different types of work

We offer death, TPD and income protection insurance at different prices for different occupations – all negotiated at lower group rates.

[2] Past perfomance is not an indicator of future performance.

[3] Member and Employer Services Coordinators can provide factual information and general advice only.

6

Financial advice on super and other topics[4]

In 2024 our Financial Advisers provided **229 Statements of Advice** that helped members save almost **$632,421** in potential personal income tax.

7

An investment program that prioritises people

Is it sustainable? Are employees treated fairly? We ask the important questions and avoid investing with ESG non-believers.

8

5 investment options for choice and control

Members can choose the investment strategy that suits their individual goals – and switch things up anytime.



9

firstonline and member app for easy super management

Members can stay on top of their balance, check their contributions and make account changes online and via the First Super app.

10

KiwiSaver transfers for New Zealand members

Members who've moved from New Zealand can bring their super to Australia[5].

[4] First Super financial advisers are authorised representatives of Industry Fund Services Limited (ABN 54 007 016 195, AFSL 232514).

[5] Processing fee applies.

Get your obligation-free comparison today

Our Business Development Managers can help you compare the benefits of your current superannuation provider to First Super.

Contact Lee or Tony

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FIRST SUPER ALLOCATED PENSION

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Issued by First Super Pty Ltd (ABN 42 053 498 472, AFSL 223988), as Trustee of First Super (ABN 56 286 625 181). September 2025. This article contacts general advice which has been prepared without taking into account your objectives, financial situation or needs. You should consider whether the advice is appropriate for you and read the Product Disclosure Statement (PDS) before making any investment decisions. To obtain a copy of the PDS or Target Market Determination, please contact First Super on **1300 360 988** or visit our website at **firstsuper.com.au/pds**. Past returns are not an indicator of future returns.

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