



**Q: What is the turn-around time for the delivery of the report?**

**A:** You should receive your report containing the results of your member outcomes assessment within 3 weeks of providing the required fund data.

**Q: How will the report be delivered? What is the format of the report?**

**A:** The report will be issued in PDF via email to the email addressed provided by you upon completion of the member outcomes assessment form.

**Q: What is the nature of the fund data you require from me? What if I have trouble sourcing this data?**

**A:** To inform the quantitative assessment, we will require information such as insurance occupational categories and membership concentration. Very few data points are required and from our experience, this is standard data captured by funds. You will have the option to select "N/A" for unavailable data, however please note that this may impact the scope of the assessment.

To inform the qualitative assessment, we will require information such as member engagement related data, such as the fund's Net Promoter Score. Similar to the quantitative assessment, you will have the option to select "N/A" for unavailable data, however please note that this may impact the scope of the assessment.

**Q: I want to discuss the results contained in my fund's outcomes assessment report, how do I get in contact with the KPMG team?**

**A:** Please contact the KPMG team by replying to the email in which the report was provided.

**Q: What if APRA requests a copy of the outcomes assessment report delivered by KPMG?**

**A:** We provide the report for internal benchmarking and compliance purposes only. To disclose the report to APRA or any third party, please contact KPMG prior (AUFMSuperAdvisory@kpmg.com.au).

**Q: What if I have questions not featured on this FAQ document?**

**A:** Feel free to contact the KPMG team using the 'Contact Us' form located at the bottom of the KPMG Superannuation Direct landing page.

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