



## Hostplus transitions Service Centre to Link Group

**25 November 2020:** Link Group and Hostplus have today announced a new agreement which will see the establishment of the Hostplus Service Excellence Centre (HSEC) within Link Group, under an extended partnership agreement. The establishment of the HSEC will see a transition of the Contact Centre, Communications, Complaints and Employer Servicing functions from Hostplus to Link Group, from 1 March 2021.

Through this strategic partnership, Hostplus will have access to Link Group's improved technology capabilities which will help Hostplus deliver on their future vision for a consistent, improved and tailored member and employer experience.

Hostplus is one of Australia's largest industry superannuation funds by membership with more than 1.3 million members and over 220,000 contributing employers. The HSEC will be a gold-standard, multi-channel touchpoint for all member and employer communications and correspondence. The HSEC will benefit from Link Group's overall \$250 million per year investment into technological capabilities, ensuring an industry-leading customer experience for Hostplus members and employers.

The decision by Hostplus to extend the strategic partnership with Link Group is part of Hostplus' continued commitment to explore opportunities that improve its business and provide improved experiences for its members and employees.

David Elia, Hostplus CEO, said, "The establishment of the HSEC will ensure that we are well positioned, now and into the future, to deliver the highest customer service standards and experience through the considerable expertise that Link has built up over the years, supported by its significant investment in its state-of-the-art technology.

Link Group's Retirement & Superannuation Solutions CEO, Dee McGrath, said the new agreement would support the fund in offering a competitive and innovative member experience.

"We're delighted with this latest milestone in our longstanding partnership with Hostplus. This step will see us provide the full benefits of our market leading technological capability to ensure consistent, improved and tailored experiences for Hostplus members and employers. We're excited to extend our strategic partnership with Hostplus as they enter this new stage of growth."

"The opportunity to join Link Group is a fantastic outcome for our dedicated and valued service centre and resolutions teams, who we are confident will be joining an organisation that is an industry leader in its field and which offers broader opportunities for growth and development for these staff." said Hostplus' David Elia.

**Ends**

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**About Link Group (ASX: LNK)**

Link Administration Holdings (Link Group) administers financial ownership data and drives user engagement through technology. Underpinned by our investment in technology, people and processes, we deliver comprehensive data and information solutions for companies, large asset owners and trustees across the globe. We are a market-leading provider of technology-enabled administration solutions, continually developing our offerings to expand with our clients' needs.

Our core business, which consists of Retirement & Superannuation Solutions and securities registration, is complemented by our expertise in digital solutions and data analytics. Our clients represent all industries and include some of Australia's largest superannuation funds and the world's largest corporations.

For more information, please visit: [www.linkgroup.com](http://www.linkgroup.com)