



Firesuper Supernews

March 2021 No. 124

Welcome to this edition of Supernews

Included is a preview of the upcoming new Scheme website, feedback both positive and negative from the recent survey, the latest market commentary, and articles on things to think about before you retire, breaking through the financial advice barrier, and the 2021 financial market outlook.

As always, if you've got any questions about the Scheme or if there is anything you would like to see included in future newsletters, please call the Helpline on **0800 MY SUPER (0800 69 78737)**.

Your feedback

Thank you to everyone who took time to complete the recent member survey. Your feedback will help us improve the Scheme's services and how we communicate with you. We received a number of useful comments and insights from the survey that we as a Board will consider.

Everyone who completed the survey went into the draw to win a \$200 Prezzy Card. Congratulations to **Paul Marshall** for winning the prize draw!

Feedback Highlights

23.1%

of the membership completed the survey. The industry average response rate is 5-10%. Thank you to everyone who participated!

78.7%

of respondents would recommend FireSuper to a friend or colleague. FireSuper's overall net-promoter-score* is 74.6%. This is very high and shows members are overall happy with the Scheme.

93.2%

of respondents find that electronic communication best for them, followed by post at 2.6%. Members can change their communications preference online anytime.

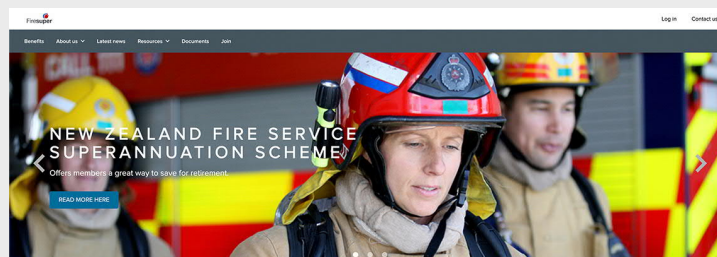
24.7%

of respondents had called the Helpline within the last 12 months. Of those who have called Helpline, 83.1% rated their experience as excellent or very good.

*Net-promoter-score (NPS) is a member loyalty metric based on the perspective that every member can be placed within three types: "Promoters" (members who are generally enthusiastic and loyal), "Passive" (members who are typically happy but not as enthusiastic as promoters), and "Detractors" (members who are unhappy, and feel mistreated).

New website preview

Our administration manager, Mercer, is upgrading the Scheme website to improve functionality, navigation, and security. The site will be enhanced for mobile devices, making it even easier to get information on the Scheme and your account while on the go. It is due to launch in a few months, and while it is still being developed, we have managed to capture this snippet of what the new website homepage will look like! We will keep you updated on progress.



How to access the current website

Access your account online at any time by logging in with your PIN. Create or reset your PIN online with your member number, a valid email address (that is registered in our system), and your date of birth. Visit the current website at www.firesuper.superfacts.co.nz.

[Visit current website](#)

Prefer to receive updates by email?

New year, new communications preference? Now is the perfect time to check and review how you would like to receive important Scheme information and updates that are sent to you throughout the year. If you would like to change or update your preferences, log into your account.



Breaking through the advice barrier

Why we need advice more than ever before and why we're not getting it.

New research has revealed that despite a booming property market forcing many of us to take on record levels of debt (making financial advice more important than ever before); most New Zealanders are missing out on its benefits.

[Read more](#)



Investment market performance

Quarter ended 31 December 2020

The COVID-19 pandemic that swept across the globe has shocked economies around the world and resulted in the deepest and sharpest global recession since the Second World War. After lurching in and out of lockdowns of their populations, governments in many countries have been unable to contain the spread of the virus which has proved to have devastating health and economic consequences. With more than 100 million identified cases and in excess of two million deaths at the time of writing, the health emergency continues to spiral out of control in many countries. However, the beginning of 2021 marked the first large scale vaccination programmes which will hopefully soon start to slow the spread of the virus and allow economies to begin to function more normally.

The rapid spread of the virus earlier in the year contributed to panic and sharp declines in shares and fixed interest securities during February and early March as investors dramatically retreated from markets. However, even as economies around the world crashed, investment markets recovered strongly as central banks cut interest rates and injected massive liquidity. Simultaneously governments initiated huge spending programmes to combat the economic impacts of the virus. Remarkably, many companies and sectors of economies have thrived, and some areas of the share markets, most notably the large technology and consumer stocks of the US (e.g. Amazon, Netflix and Apple), delivered exceptionally strong returns in 2020.

[Read more](#)

Source: Russell Investments
Date: 22 February 2021

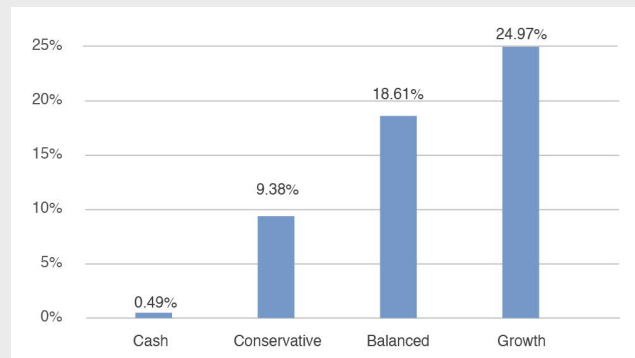


Scheme earnings rates

(Cumulative year-to-date interim returns)

The chart below shows the earning rates for each investment option over the fiscal year-to-date period (from 1 April 2020 through to 31 January 2021). The returns are net of fees and tax.

Member earning rates (1 April 2020 – 30 January 2021)



Source: Russell Investments. Past performance is no guarantee of future results.

You can find the [latest earning rates](#) and general information about [how financial markets are performing](#) on the [Scheme website](#).



Things to think about before you retire

The concept of retirement means different things to different people. Whether it is the opportunity to travel and explore more of our own country, to spend time with grandchildren, to start a new project, to pick up a new hobby, or to dabble in a mixture of all of the above, retirement is a time to enjoy. And, retirement should be a time to be free of financial stress. It can be a major life transition and we need to be honest about what our goals are and what trade-offs we are willing to live with. Even if retirement seems a while away, it's good to have a plan. Here are some things to consider before you retire.

[Read more](#)

Key dates for 2021



February
Member survey



March
Newsletter



June
Annual report
and member
statement



August
Newsletter



November
Newsletter



HELPLINE
0800 69 78737



RETIREMENT
PLANNING



FINANCIAL
ADVISERS AT FMA



SCHEME
WEBSITE

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