

# Link Group Briefing on Financial Services

The 31st Joint Conference of ATBC and ROCABC

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### The Context – Taiwan Pension System Reform

Pension system reform most urgent issue for government: President

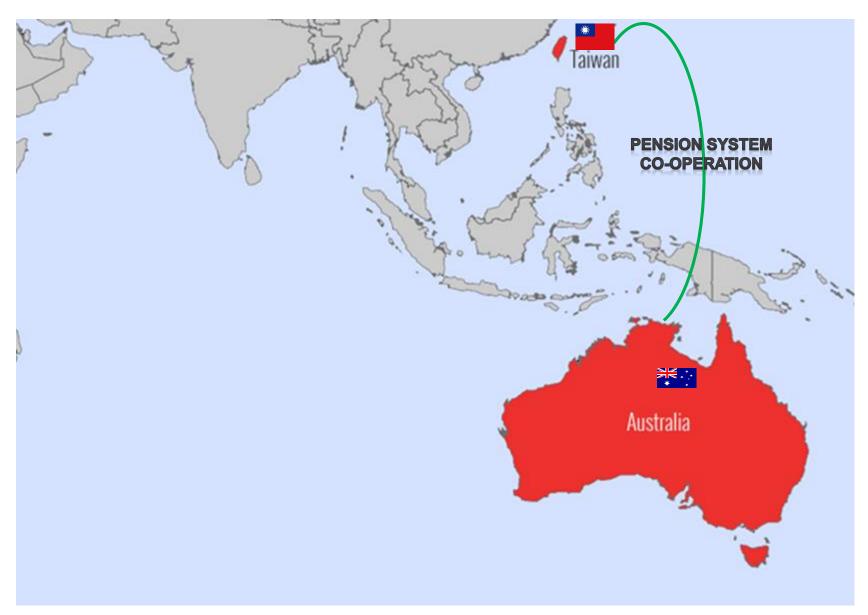


(Photo courtesy of Presidential Office)

"Taipei, June 23 (CNA) President Tsai Ing-wen (蔡英文) said Thursday that reforming Taiwan's nearly bankrupt retirement pension system is the most urgent issue for the government and requires immediate action."

(Article sourced from Focus Taiwan 2016/06/23 20:22:17)

#### How Australia Could Assist



#### The Australian Pension Sectors

Government Retail Industry Corporate **SMSFs** Public Offer 27 million member accounts and FUM approx \$2 Trillion US

#### The Government Protection







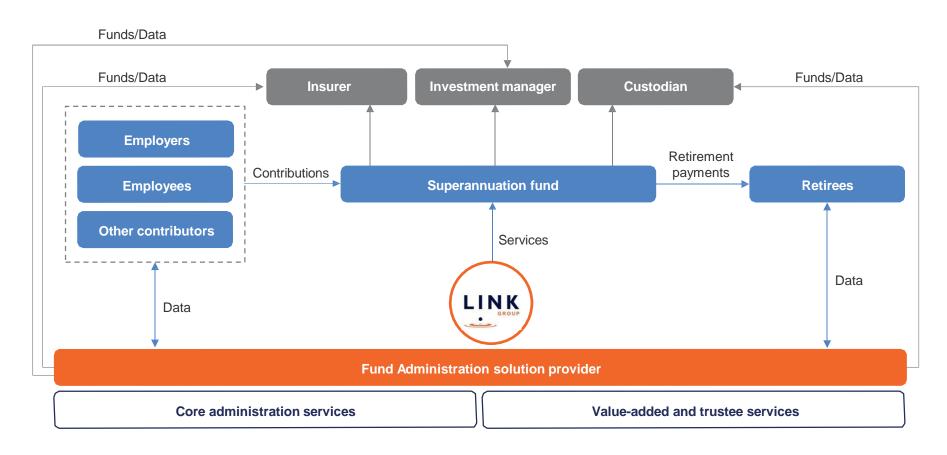






### Link Group's Role

Link Group's platforms combine technology, process and people to deliver and maintain a comprehensive financial data solution for superannuation (pension) clients



## Link Group's Proven Operational Scale

Administering 50 Funds

with over \$US 300B FUM

Answering over

3.8 million calls

Performing over 1 million **Quality checks** 

> 26,000 active insurance claims

Servicing approximately

10 million

**Superannuation account holders** 

**Processing** 

1.1 million+

new members

23K pensioners

Approximately

2,500

staff

Rolling in over

440,000

accounts

\$15.8 billion

1.4 million emails

**Processing over** 

US 22B

contributions per annum

Processing

1.2 million

benefit payments

Managing over

**550** 

monthly operational

**SLAs** 

Managing over 1 million

pieces of inbound mail

## The Foundations of the Australian Pension System

COMPULSORY

TAXATION

PRESERVATION

MYSUPER

CENTRELINK

INVESTMENT

ADVICE & EDUCATION

#### The Current Issues In Australia

Regulation

**Insuranc** e in super Downsizing homes, First home buyers and homes in means test

Ageing / funding / affordability

Adequacy (\$450 and women in super)

Member outcomes / consolidation

Monthly SG payments and payslips

Trustee board composition

## Any Questions?

