

# House of Representatives Standing Committee on Economics

## ANSWERS TO QUESTIONS ON NOTICE

Review into APRA's Annual Report 2019-20

10 September 2021

**Division/Agency:** Australian Prudential Regulation Authority  
**Question No:** APRA19QON  
**Topic:** Access to the MySuper product heatmap  
**Reference:** Hansard pg. 19  
**Member:** Dr Daniel Mulino

### Question:

**Mrs Smith:** The team has been working through the measures that will be in the choice heat map for the majority of this year, but at this stage they'll be largely aligned. Each time we produce a heat map we look at what we can improve. We take on board feedback and think about how we can evolve the heat map. But the choice heat map will be starting with broadly similar measures and a broadly similar benchmark of how we're looking at performance, and it will include the performance aspects—the fees and costs and sustainability.

**Dr MULINO:** There's obviously a range of ways in which different stakeholders are interacting with the various mechanisms we're seeing now. If funds underperform, they're going to receive a letter. We have this website, which we don't imagine millions of members are logging on to and going through in detail. Have you done much analysis with the MySuper heat map as to who's using the website and how accessible it is?

**Mrs Smith:** We'll take that on notice. The MySuper heat map wasn't designed as a consumer tool, but the reality is that consumers will look at it because it's there. It's on our website, so it is available to be looked at.

### Answer:

The MySuper Product Heatmap was first published on 10 December 2019. The first full refresh of the MySuper Product Heatmap was published on 18 December 2020.

Page name	10 December 2019 – 17 December 2020		18 December 2020 – 13 August 2021	
	Page views	Unique page views	Page views	Unique page views
MySuper Product Heatmap	38,307	32,125	45,078	38,191
MySuper Product Heatmap FAQs	4,386	4,011	2,100	1,811

We are unable to ascertain the breakdown by individual or organisation.

Note that *page views* record all visits to the page, including when a user reloads the page or returns to the page multiple times and that *unique page views* aggregate page views that are generated by a single user. For example, if one user visits the page six times, it is recorded as six page views but only one unique page view.