



Client Access Terminals

The Customer

cbus Construction and Building Industry Superannuation Fund.

The Need

Provide on-line access to a diverse and mobile demographic.

Encourage stronger connections between fund members and the fund.

The Solution

pieNETWORKS developed a branded terminal in consultation with the customer and deployed kiosks in shopping centres likely to be used by the target demographic.

The kiosks are configured as free-to-use client access terminals for fund members.

Access is limited by “white lists” to the cbus site.

pieNETWORKS provides ongoing network monitoring and support.

The Results

Website access increased dramatically following kiosk deployment and has remained high ever since.

The fund received a silver award from the super fund industry for its Electronic Media Campaign based on the kiosk deployment.

Client Feedback

The member uptake of the service exceeded all the funds expectations and the kiosks remain an integral part of the fund’s services to its members. The fund’s letter of commendation is attached.

5th April 2002

Mr Campbell Smith
Managing Director
PIE Networks
75 Coltingwood Street
OSBORNE PARK WA 6017

Facsimile: 08 9444 9022

Dear Campbell

Re: CMSF Communication Awards 2002

On behalf of the Cbus board I would like to place on record our thanks to you and your team for your contribution to the work which led to Cbus winning this year's **Electronic Media Campaign (Silver) Award** at the Conference of Major Superannuation Funds.

Cbus' entry in this category included our website and our electronic campaign using PIE Media Kiosks.

The award was presented at the recent conference.

Please pass on to all your staff, particularly Emma Jones, my heartiest congratulations.

It is a pleasure for the Cbus team to be able to work with such a professional team who share our goals and commitment to improving communications with fund participants.

Yours sincerely



HELEN HEWETT
Fund Secretary

C.C. Ms Emma Jones
Regional Sales Manager, Victoria



NATIONAL OFFICE:

Level 20
Casselden Place
2 Lansdale Street
Melbourne VIC 3000
☎: (03) 9657 4200
☎: (03) 9657 4201
www.cbuser.com.au

BRANCH OFFICES:

VICTORIA
Level 20
Casselden Place
2 Lansdale Street
Melbourne VIC 3000
☎: (03) 9657 4200
☎: (03) 9657 4201

WESTERN AUSTRALIA
Level 3
88 Colin Street
West Perth WA 6005
☎: (08) 9212 6602
☎: (08) 9212 6600

TASMANIA
Level 2
119 Mangrove Street
Hobart TAS 7000
☎: (03) 6224 6826
☎: (03) 6224 4671

NEW SOUTH WALES
Level 12
44 Market Street
Sydney NSW 2000
☎: (02) 9262 2622
☎: (02) 9262 5288

SOUTH AUSTRALIA
Level 2
104 Tronac Street
Adelaide SA 5000
☎: (08) 8205 4989
☎: (08) 8205 4918

NORTHERN TERRITORY
P.O. Box 3046
Darwin NT 0801
☎: (08) 8981 3856
☎: (08) 8981 5144

QUEENSLAND
Level 3
67 Astor Terrace
Spring Hill QLD 4000
☎: (07) 3822 2378
☎: (07) 3822 2588

It's the Super of the Future

© 2002

Global Super Pty Ltd ABR 48 006 281 822 Licensed Dealer in Securities and trustee of Cbus