27 March 2026

Julia Angrisano
National Secretary
Finance Sector Union of Australia
GPO Box 9893, Melbourne VIC 3001

Dear Julia,

Re: Suspension of office attendance requirements

We refer to your letter dated 23 March 2026 on behalf of the Financial Sector Union of Australia (**FSU**) requesting NGS Super immediately suspend any office attendance requirements in light of ongoing cost of living pressures. This letter provides the FSU with a response to the request.

We acknowledge the ongoing cost of living pressures being experienced by employees across Australia, including increases in housing, transport, and general living expenses, and recognise the impact these conditions are having on many households including those of our employees.

NGS has a long-standing commitment to flexibility as a core principle of how we operate. This is embedded in our working model and reflected in hybrid working arrangements, flexible working hours, and a leader-led approach that enables individuals and teams to balance personal circumstances with team and organisational outcomes. This approach is consistently reinforced through employee feedback, with strong sentiment regarding both the level of flexibility available and the trust-based manner in which it is applied.

In this context, we do not intend to suspend or change our office attendance arrangements at this time.

We also recognise the importance of ensuring remuneration outcomes remain responsive to broader economic conditions, and our annual remuneration review process is designed to ensure salary outcomes remain fair and competitive, with due regard given to inflation and cost of living pressures.

We will continue to monitor employee sentiment and external commentary on this matter over the coming months to ensure our approach remains appropriate in the context of evolving circumstances.

We thank the FSU for its correspondence.

Yours sincerely,

Natalie Previtera
Chief Executive Officer

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