

# Press Release

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## **MUFG Retirement Solutions and GESB renew partnership with new multi-year agreement**

**4 December 2024:** MUFG Retirement Solutions, a division of MUFG Pension & Market Services, is proud to announce the renewal of its long-standing partnership with GESB, finalising a multi-year agreement that reaffirms its position as the trusted provider of essential services for Western Australia's largest public sector superannuation fund.

Under the new agreement, effective 1 December 2024, MUFG Retirement Solutions will continue to deliver a comprehensive suite of services to GESB's more than 250,000 members. These services include core administration, security and fraud capabilities, contact centre operations and insurance claims management, with further integration of digital solutions to enhance member experiences.

**Dee McGrath, Chief Executive Officer at MUFG Retirement Solutions**, commented on the long-term partnership renewal:

"As we collectively aim to help members achieve a better retirement, our important partnership with GESB has been the result of our deep understanding of GESB's unique needs and goals. With over 200 specialists based in Perth, we're proud to customise and deliver our innovative technology solutions, best-in-class security, and a balance of digital solutions and data-driven personalised experiences for GESB's members.

"This multi-year agreement with GESB allows us to continue driving positive retirement outcomes for members, while contributing to Western Australia's economy and community."

**Ben Palmer, Chief Executive Officer at GESB** reflected on the value of this partnership:

"At GESB, our focus remains steadfastly on helping our members achieve a quality retirement, with products and services they can rely on. Our long-standing partnership with MUFG Retirement Solutions has been instrumental in delivering outstanding service to our members, with customised solutions for our unique schemes and a commitment to our member-first focus.

"The renewal of the partnership between our two organisations ensures our members can continue to be supported by a local and experienced team who are committed to delivering a positive member experience."

**Ends**

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**About MUFG Pension & Market Services**

MUFG Pension & Market Services is a global, digitally enabled business that empowers a brighter future by connecting millions of people with their assets – safely, securely and responsibly.

Through our two businesses MUFG Retirement Solutions and MUFG Corporate Markets, we partner with a diversified portfolio of global clients to provide robust, efficient and scalable services, purpose-built solutions and modern technology platforms that deliver world class outcomes and experiences.

A member of MUFG, a global financial group, we help manage regulatory complexity, improve data management and connect people with their assets, through exceptional user experience that leverages the expertise of our people combined with scalable technology, digital connectivity and data insights.

