

## Australian Enterprise Super

# Contributions, Features and Benefits Incorporated Information

14 November 2011

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The information in this document forms part of the Australian Enterprise Super Product Disclosure Statement dated 14 November 2011.

This document outlines more detailed information about how your super works and the significant features and benefits of having your super in Australian Enterprise Super.

You should consider this information and the information in the PDS before making a decision to invest in Australian Enterprise Super.

The information in this document is general information only and does not take into account your personal financial situation or needs. You should obtain financial advice tailored to your personal circumstances before making an investment decision.

This document was prepared and issued by Professional Associations Superannuation Limited ('PASL' or 'Trustee') (ABN 14 056 917 303 AFSL 222590 RSE L0000352) as trustee for Professional Associations Superannuation Fund (PASF) (ABN 78 984 178 687 RSE R1000429). Australian Enterprise Super is a division of PASF.

**For further information, contact Australian Enterprise Super on:**

**Phone:**

1800 555 024

8.00am to 10.00pm weekdays (AEST)

**Write to:**

Australian Enterprise Super

Locked Bag 5078

Parramatta NSW 2124

Fax: 1300 880 168

**Website:**

[www.aesuper.com.au](http://www.aesuper.com.au)

**Administration email:**

[info@aesuper.com.au](mailto:info@aesuper.com.au)

**Member Services email:**

[memberservices@aesuper.com.au](mailto:memberservices@aesuper.com.au)

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Please note that under the Trust Deed, the Trustee may require information, evidence or proofs in order to administer benefits in accordance with the Trust Deed and superannuation law. If any requested information, evidence or proofs is not provided or is later found to be inaccurate or incomplete, we may reject an application for membership, reject a benefit claim, refuse to accept contributions or impose conditions on or adjust benefits (such as insurance benefits for example) as we consider necessary or appropriate.

## 1. Your account

If Australian Enterprise Super is the default super fund of your employer, you have been enrolled into Australian Enterprise Super by your employer and a membership has been created for you.

The effective date of your membership depends on when contributions are received into your account (but may be an earlier date).

We encourage employers to tell us the date their employees commence employment, as this will usually be the date we use as your membership date. However, if we don't receive this information we will use the first day of the 'contribution cycle' advised by your employer.

For example, if we receive the first contribution into your account sometime in April, and your employer tells us the contribution relates to the quarter starting on 1 January and ending on 31 March, your membership will be effective 1 January.

If your employer tells us that this contribution relates to a single month - the month of March for example - we would use 1 March as the date of your membership.

This will impact when insurance premiums and other fees are applied to your account and when insurance cover is deemed to commence (subject to the insurer's acceptance and other terms and conditions of the insurance policy, which may change).

If you have applied to become a member of Australian Enterprise Super as a personal member (e.g. as a self-employed or spouse member), a membership is created for you after your application is accepted and contributions are received.

If no contribution or other amount is received on your behalf after you have been enrolled into Australian Enterprise Super, you may be treated as if an account was never opened for you.

You will be sent a Welcome Kit that outlines the details of your membership with us. The commencement or continuation of any insurance cover is subject to there being sufficient contributions in your account to meet insurance premium costs.

Your account should grow with your super contributions, plus net investment returns (which can be positive or negative). Taxes, fees and insurance premiums are deducted from your account. The diagram to the right illustrates how your account works.



You can make choices about your super by visiting the Australian Enterprise Super website [www.aesuper.com.au](http://www.aesuper.com.au) or by calling us on 1800 555 024.

If you don't complete and return the relevant forms, the default options will apply to how your account is invested and for insurance. For more information refer to the Australian Enterprise Super Investment Incorporated Information and the Australian Enterprise Super Insurance Incorporated Information.

If we are unable to open or add monies to your superannuation account for any reason, monies received for investment in Australian Enterprise Super must be held in a separate trust account until the monies are allocated to an account or refunded. Any interest on these monies is retained in Fund's pool of assets.

## Cooling off

If you or an employer (in relation to the first money received for any employee in Australian Enterprise Super) changes its mind about participating in Australian Enterprise Super, a request not to proceed with membership or participation in Australian Enterprise Super may be made.

A request to cancel membership or participation in Australian Enterprise Super must be made, generally, within 19 days of the establishment of an individual's account (if the individual has applied for membership personally) or the first account in respect of an employee (where an employer has commenced participation in Australian Enterprise Super for its employees). This is called a 'cooling-off' right. If membership or participation is cancelled, the amount that is refunded (subject to the Government's preservation rules) may be adjusted to take account of any increase or decrease in the value of investments, reasonable costs and any tax payable.

Cancellation of an account may not be possible if a right or power has been exercised in relation to the account or the rights or powers in respect of the account have ended for some other reason (e.g. a benefit claim is made).

## 2. Growing your super

To grow your super faster, you can contribute to super in a number of ways. In addition to contributions from your employer, you can make personal contributions or rollover other super to your account. Other amounts can also be paid into your super account (e.g. foreign sourced pension transfers, personal injury settlement amounts, directed employment termination payments).

We cannot accept contributions prohibited by law (e.g. because of your age) or must refund contributions that are not in accordance with the law or the Trust Deed.

We may deduct the amount of any insurance premium, investment loss, reasonable administration charges incurred or any other amount not prohibited by law in relation to a contribution prior to the refund being made.

## Employer contributions

If Australian Enterprise Super is your employer's default fund, or you have advised your employer that you want your compulsory contributions paid into Australian Enterprise Super (through Choice of Fund), then your employer must make Super Guarantee (SG) contributions based on your 'Ordinary Time Earnings' (OTE) to your super account. The SG rate is currently 9% and there are proposals to gradually increase this to 12% starting from 1 July 2013. For more information on what is included in OTE, refer to the Ordinary Time Earnings factsheet available on our website at [www.aesuper.com.au](http://www.aesuper.com.au).

Currently, your employer does not have to pay SG contributions after you reach age 70, however there are proposals to increase or remove this age limit. Any contributions that your employer is paying under an award can continue after age 70.

## Salary sacrifice contributions

If your employer agrees, you can have contributions paid directly into your super account from your before-tax salary – called salary sacrifice contributions. This may reduce the amount of income tax you pay however you should be aware that salary sacrifice contributions may count as income when assessing your eligibility for various Government purposes or payments (such as the Government co-contribution, tax deductions on member contributions by self-employed persons, spouse contribution rebates and certain social security entitlements). For more information, go to [www.ato.gov.au](http://www.ato.gov.au).

Employer contributions (including salary sacrifice contributions) are concessional contributions, subject to a concessional contribution limit for taxation purposes. Refer to the Australian Enterprise Super Taxation Incorporated Information for more detail. While we can accept employer contributions that are in excess of the concessional contribution limit, you will be subject to additional tax.

## Member contributions

You are not required to make member contributions to your super but doing so could help grow your retirement savings faster. You can contribute at any time in the following ways:

- > **One-off contributions** – you can make a lump sum contribution at any time by cheque, BPAY® or direct debit.

Using BPAY® to contribute to your super is easy.

Please contact us or login to Member Online Services to obtain the BPAY® code and your unique reference number.

- > **Regular contributions** – you can arrange for your employer to pay contributions to your super from your after-tax salary each month. Or you can ask your bank, building society or credit union to make the contributions directly from your account.



Member contributions can only be accepted if we have your Tax File Number (TFN). In addition, if you are age 65 or over you must meet a 'work test' to make member contributions (including salary sacrifice contributions). To meet the work test you must have worked at least 40 hours during any continuous 30 day period during the financial year. Once you reach age 75, no further member contributions can be accepted.



Member contributions (other than deductible member contributions made by self-employed persons) are non-concessional contributions, subject to the non-concessional contribution limit. Refer to your Australian Enterprise Super Taxation Incorporated Information for more details. We cannot accept or must refund a single non-concessional contribution which exceeds the non-concessional contribution limit applicable to you.

## Spouse contributions

Your spouse (as defined in Government legislation) can make contributions on your behalf. If your eligible income is less than \$10,800, your spouse may receive an 18% tax offset on contributions paid on your behalf. The offset is a maximum \$540 and reduces by 0.18c for every \$1 by which your income exceeds \$10,800 and cuts out completely at \$13,800. Go to [www.ato.gov.au](http://www.ato.gov.au) for more information about the spouse contributions tax offset.

Spouse contributions cannot be made for you once you reach age 70.



Spouse contributions made for you count towards your non-concessional contribution limit. Refer to the Australian Enterprise Super Taxation Incorporated Information for more details.

## The Government co-contribution

If you earn less than \$61,920 p.a.\* and make personal after-tax member contributions to super, you may be eligible to receive a co-contribution from the Federal Government. Other eligibility criteria apply.

The Federal Government will contribute \$1.00 for every \$1.00 of after-tax contributions that you make up to a maximum \$1,000. The maximum co-contribution payment of \$1,000 may be paid if you earn less than \$31,920 p.a.\* and you contribute \$1,000 or more to your super. The maximum co-contribution reduces by 3.333 cents for every dollar your income exceeds \$31,920 p.a.\* and phases out completely once your annual income is more than \$61,920 p.a.\*

Angela earns \$45,000 and makes an after tax member contribution of \$800 to her account.  
If Angela meets all the eligibility conditions, the maximum co-contribution she can receive is calculated as follows:

$$\mathbf{\$1,000 - [(\$45,000 - \$31,920) \times 0.0333] = \$564.45}$$

The Australian Taxation Office (ATO) determines your eligibility for the co-contribution at the end of each financial year once you have lodged your income tax return. If you are eligible, a payment will be made directly to your super account by the ATO without you needing to apply.

\* These thresholds apply to the 2011/2012 financial year. They may increase through indexation effective 1 July in future years. Income includes assessable income, reportable fringe benefits and reportable employer superannuation contributions (e.g. salary sacrifice contributions). Go to [www.ato.gov.au](http://www.ato.gov.au) for more information about eligibility for the Government co-contribution.

## Self-employed contributions

Contributions made by a self-employed or substantially self-employed person (a person who earns less than 10% of their eligible income from an employer) are tax deductible if you meet eligibility criteria under taxation law and notify us that you wish to claim the deduction. For more information about deductibility of personal contributions, go to [www.ato.gov.au](http://www.ato.gov.au) or call us on 1800 555 024 to be sent the necessary form.

Tax deductible self-employed contributions are concessional contributions, subject to the concessional contribution limit. Refer to the Australian Enterprise Super Taxation Incorporated Information for more details. While we can accept self-employed deductible contributions that are in excess of the concessional contributions limit, you will be subject to additional tax.

## Payment of other amounts into your super

Other payments may also be made into your super account, for example, personal injury settlement amounts, foreign sourced superannuation and the proceeds from the sale of a small business. We recommend you seek advice from a licensed or authorised adviser about these types of payments.

## Employment termination payments

Prior to 1 July 2012, you may also be able to transfer employment termination payments into your super account. This only applies if the termination payment was payable as a result of an employment contract in place on or before 9 May 2006. Refer to the Australian Enterprise Super Taxation Incorporated Information for information about tax that may apply to these payments.

## Foreign sourced superannuation

Not all foreign super (pension) schemes allow transfers to Australian super funds – the pension schemes and laws of individual countries vary greatly and the source scheme will need to be consulted.

Professional Associations Superannuation Fund, of which Australian Enterprise Super is a division, is a Qualified Recognised Overseas Pension Scheme (QROPS) approved to accept transfers of UK pension funds. Refer to the factsheet - UK Pension Transfers at [www.aesuper.com.au](http://www.aesuper.com.au) for further information including potential tax implications of transfers from a UK pension fund.

## Splitting your super

You can split up to 85% of your before-tax super contributions with your spouse. You cannot split amounts you have rolled over into Australian Enterprise Super or after-tax contributions.

To split contributions, you can apply to the Trustee at the end of the financial year. You can split your eligible contributions once for each financial year.

Split contributions can be paid into an account in Australian Enterprise Super in your spouse's name, or into an account with another complying super fund (nominated by your spouse). These contributions then belong to your spouse. These contributions must be preserved in the superannuation system until your spouse reaches their preservation age or satisfies certain conditions (e.g. financial hardship or compassionate grounds). If you are interested in splitting your contributions with your spouse, call us on 1800 555 024.

## 3. Consolidating your super

If you've changed jobs during your working life, you may have money in several super funds. You may even have lost track of your super.

The Australian Enterprise Super website has an Online Consolidation Form which is a fast and convenient way of transferring all of your super in other funds into the Australian Enterprise Super account. You can fill in the form online, print it out, sign and provide the required certified identification and we will do the rest.

We do not charge you to transfer super into Australian Enterprise Super, however you should check with your other funds whether they charge fees to transfer your super and what benefits you may lose (e.g. insurance cover).

If you think you have lost track of your super, we can help you find it. Contact a Member Services Consultant for assistance.

You can visit [www.ato.gov.au](http://www.ato.gov.au) to conduct an online search using the ATO's SuperSeeker tool.

## Transferring your super

'Portability' laws allow you to transfer some or all of your Australian Enterprise Super account to another super fund. A minimum amount of \$1,500 must be retained in your super account if a partial transfer to another fund is made. For more information, call us on 1800 555 024.

## Your options if you change jobs

If you have changed jobs, you can remain in Australian Enterprise Super and ask your new employer to contribute on your behalf under your existing membership by completing a *Superannuation choice form*.

If you leave your job and stop working, you can:

- > Remain in Australian Enterprise Super and continue to enjoy your membership benefits, including insurance coverage (subject to eligibility criteria)
- > Transfer your account balance to another approved super fund. To do this, you will need to provide specific information, including proof of identity.

## 4. Investment returns

Members of Australian Enterprise Super are provided with investment earnings by way of interim crediting rates (used for benefit payments and account balance quotes) and declared crediting rates (at 30 June each year).

The crediting rates method provides for investment earnings to be allocated to members' accounts at 30 June each year (or at exit), based on their account balance. Crediting rates are set after taking into account the actual investment performance of the investment strategy, investment taxes and other investment related expenses, expense recoveries (including the cost of Member Benefit Protection), the level of reserves, tax adjustments as necessary and (in the case of interim crediting rates), the likely future investment environment.

Crediting rates may be positive or negative.

In extraordinary circumstances, the Trustee may suspend, defer or delay the striking of interim crediting rates or withdrawal payments where:

- > Such action is warranted because of movements in investment markets.
- > Such action is required or approved by APRA or permitted under superannuation law, or
- > The Trustee considers that such action is in the best interests of members where the total amount required to be paid would detrimentally affect the remaining members in an investment option.

See our website at [www.aesuper.com.au](http://www.aesuper.com.au) for more information about declared crediting rates for each year. Call us on 1800 555 024 for the latest interim rates. It is important to note that past performance is not an indicator of future performance.

## Reserves

PASF maintains reserves which are relevant to members of Australian Enterprise Super. PASF's reserves in respect of Australian Enterprise Super are used to facilitate the efficient operation of the Fund and for risk management in relation to unforeseen events in a manner considered appropriate by the Trustee. For more information about reserves, go to [www.aesuper.com.au](http://www.aesuper.com.au) or call us on 1800 555 024.

## 5. Accessing your super

You can only receive your super in cash if your super doesn't have to be preserved. But even if it is preserved, you can transfer your super to another superannuation arrangement.

If your benefit contains an insured amount (because you have successfully claimed under the insurance arrangements) your benefit may be adjusted by the Trustee to take into account the particular insurance arrangements applicable to you and special tax rules that may apply in the case of Death or TPD insured benefits. For further information about insurance benefits, refer to the Australian Enterprise Super Insurance Incorporated Information.

## Preserving your super

Your super must remain in the super system until you meet a 'condition of release', as set out in superannuation legislation, which allows you to access your super in cash

Generally, if you are an Australian citizen, New Zealand citizen or permanent resident of Australia, you cannot access your super in cash until you:

- > Reach age 65
- > Retire on or after your preservation age
- > Leave your employment at or above age 60
- > Become permanently incapacitated
- > Suffer a Terminal Medical Condition
- > Satisfy a condition of release on 'compassionate grounds'
- > Satisfy the requirements for us to release a benefit on grounds of severe financial hardship
- > Leave your employment with a benefit entitlement of less than \$200
- > Die.

If you are a temporary resident (other than a New Zealand citizen), access to your super in cash may be more limited. For example, a temporary resident cannot access super on reaching age 65 or by retiring on or after preservation age. However, a temporary resident who departs Australia after expiry or cancellation of their visa may be able to access their super in cash (subject to tax). If this isn't done within six months of leaving Australia, a temporary resident's super may be transferred to the ATO as unclaimed super.

A minimum amount of \$1,500 must be retained in your super account if a partial withdrawal is made.

Your preservation age is based on your date of birth, as shown in the table to the right.

The amount of your preserved super is shown on your annual member statement.

To apply to receive your super in cash, call us on 1800 555 024 to discuss your eligibility and we will post you the relevant forms.

Date of birth	Preservation age
Before 1 July 1960	55
1 July 1960 to 30 June 1961	56
1 July 1961 to 30 June 1962	57
1 July 1962 to 30 June 1963	58
1 July 1963 to 30 June 1964	59
1 July 1964 or later	60

## 6. Death benefit beneficiaries and nominations

### Who will receive your superannuation benefit on death?

There are rules around who we can pay your super to upon your death. Super law states that generally only a 'dependant' or your 'Legal Personal Representative' can receive your super.

### Who is a dependant?

A dependant includes:

- > Your spouse (including a de facto spouse of the same or opposite sex).
- > Your child (or child of your spouse) of any age regardless of financial dependence. This includes step children, adopted children, children outside of marriage and children born after your death.
- > Anyone financially dependent on you.
- > Anyone in an 'interdependent relationship' with you at the time of your death.

An interdependent relationship exists between two people if:

- > They have a close personal relationship, and
- > They live together, and
- > One or both of them provides the other with financial support, and
- > One or both of them provides the other with domestic support and personal care.

Two people with a close personal relationship who do not meet the above criteria (e.g. they do not live together) because one or both suffers from a physical, intellectual or psychiatric disability can still be considered to have an interdependent relationship.

Your Legal Personal Representative is the executor of your estate pursuant to your will (or the administrator of your estate if you die without a valid will).

## Payment of a death benefit where you have a binding nomination

Subject to super law, you can make a binding nomination regarding the payment of a benefit on death.

We will pay your benefit according to this nomination as long as the nomination is valid at the time of your death. It is your responsibility to renew your nomination every three years from the date your original nomination was signed, or more often if your personal circumstances change.

To make a valid binding nomination:

- > You can only nominate a dependant or your Legal Personal Representative, and
- > You must ensure you allocate all your super. If the percentages do not add up to 100%, your nomination will be invalid.

## Payment of a death benefit where you do not have a valid binding nomination

If you do not have a valid binding nomination in place (e.g. because you never made a binding nomination, it was revoked by you, it lapsed prior to your death or in any other circumstances determined by the Trustee), the benefit will be paid to your Legal Personal Representative but if in the opinion of the Trustee there is no Legal Personal Representative, the Trustee may pay the benefit to any person to whom the Trustee is allowed under super law.

To make a binding nomination, simply complete and return the *Nominate your beneficiaries form* available from the website at [www.aesuper.com.au](http://www.aesuper.com.au) or by calling us on 1800 555 024. We may determine additional rules relating to binding nominations from time to time, which will be available from [www.aesuper.com.au](http://www.aesuper.com.au).

## Anti-detriment payments

An anti-detriment payment is a lump sum amount that is paid in addition to the account balance of a deceased member. It is only payable where the death benefit is being paid out as a lump sum, and represents a refund of the 15% contributions tax previously levied against contributions. This payment can only be made to eligible dependants, which may include a spouse and children of any age. For more specific information regarding anti-detriment payments, please call us on 1800 555 024.

## 7. Family Law and your super

Under super law, divorcing or separating couples can split the super entitlements of one or both of the partners as part of their property settlement. This can be done either by Court Order or by agreement between the couple (after legal advice has been obtained). If this applies to you, your super benefits will be split in accordance with the Court Order or valid superannuation agreement. For more information, speak to a legal adviser.

## 8. Providing proof of identity

We are required to comply with the Federal Government's Anti-Money Laundering and Counter-Terrorism Financing (AML/CTF) legislation which requires that we verify the identity of a member or benefit recipient before a benefit is paid in cash.

This 'identity check' (e.g. the provision of a certified copy of a driver's licence or passport) is designed to prevent super being used for money laundering or to fund terrorist or criminal activities. Withdrawals cannot be processed until the required proof of identity is supplied.

On some occasions, we may also need to request additional information from a member or beneficiary to verify identity.

In some circumstances we may be required to disclose information about you to the Australian Transaction Reports and Analysis Centre (AUSTRAC), the Federal regulator charged with oversight of the AML/CTF legislation. If this happens, we are not permitted to inform you of this because of the sensitive nature of the request.

## 9. Staying in touch with your super

Your super is an important investment so please make sure you keep your contact details up to date. There are a number of ways we can help you to keep track of your super and help you maximise your savings.

### Call us on 1800 555 024

Our customer service team is available from 8am to 10pm (AEST) Monday to Friday to assist you with any queries about your super and membership.

### Member Services Consultants

You have access to a dedicated Member Services Consultant as part of your membership to help you with general advice about super and your options. For more information about the Member Services Consultants, see further below.

### Member Online Services

Register and login to a secure website to make changes to your super account. It is a convenient and easy way for you to manage your super just like you do your online banking. You can view your balance, change your contact details and even request to be notified when your annual statement is ready to view online.

### Website at [www.aesuper.com.au](http://www.aesuper.com.au)

The website offers everything you need to understand, manage and maximise your super, all from the convenience of work or home. Some features of the website include:

- > Access to your account through Member Online Services at any time
- > Check how investments are performing
- > Download forms and publications
- > Read and download factsheets
- > Learn about Government changes to super
- > Use the various online calculators to see your projected super savings, check out the potential tax benefits of salary sacrifice, or your potential eligibility for the Government co-contribution
- > Consolidate your super using an Online Consolidation Form.

## If we lose contact with you

Subject to any requirement for us to transfer unclaimed super to the ATO, if we can't contact you OR your account balance is less than \$250 and becomes inactive, the balance of your account may be transferred into an Eligible Rollover Fund (ERF). An account is deemed inactive if no additional contributions are received for more than one year. We may also transfer benefits to the ERF in other circumstances if we consider it appropriate. A withdrawal fee may apply. Where possible, we will contact you in writing before transferring you to the ERF.

Our nominated ERF is called AUSfund.

### **You can contact AUSfund on:**

The Administrator  
AUSfund  
PO Box 2468  
Kent Town SA 5071

**Phone:** 1300 361 798

If your super is transferred to the ERF, you will no longer be a member of or have any rights in Australian Enterprise Super. You will need to contact AUSfund directly in relation to your super.

You can also obtain a Product Disclosure Statement from AUSfund using the contact details noted above.

Any insurance cover you had in Australian Enterprise Super will cease if your super is transferred to AUSfund. AUSfund does not provide insurance cover and has different fees, costs, investments and other features.

## Unclaimed super

We are required to transfer any unclaimed super to the ATO. Unclaimed super includes:

- > Super for members who are aged 65 and eligible to have their super paid to them in cash but have not done so or because they cannot be contacted
- > Lost accounts with balances of less than \$200
- > Lost accounts which have been inactive for five years where we are satisfied, based on information reasonably available to us, that we will never be able to identify who the account is payable to
- > Super of former temporary residents who have left Australia. Under Part 3A of the Superannuation (Unclaimed Money and Lost Members) Act 1999, we must transfer the super of a former temporary resident to the ATO (on request of the ATO) after six months has elapsed since the temporary resident has left Australia and their visa has expired or is cancelled.

You can locate lost or unclaimed super by conducting a search of the ATO's Lost Member Register, available from [www.ato.gov.au](http://www.ato.gov.au).

A former temporary resident can claim their super directly from the ATO as a Departing Australia Superannuation Payment (DASP), subject to applicable tax rates.

Relying on relief granted by the Australian Securities and Investments Commission (ASIC), we will not send a notice or exit statement to former temporary resident members relating to the transfer of their super to the ATO.

## 10. Statements, publications and forms

### Regular statements

You will receive an annual member statement after 30 June each year showing the details of your super account. The statement will provide you with information about your super benefit, including the balance of your account, your insurance cover and account transactions during the year.

## Annual Report

Each year we produce an Annual Report highlighting what we have been doing to help members, how the investment options have been invested, the investment performance, and any regulatory or other changes to super. You will be notified when the Annual Report is available (normally at the same time as your annual statement is available). It can be viewed or downloaded from the website or you can call us to be posted a copy.

## Confirmation of transactions

We provide confirmation of key transactions directly to members, however you may also obtain confirmation of a transaction by phoning us on 1800 555 024 or by checking your account through Member Online Services at any time.

## Factsheets and forms

We produce a number of factsheets and forms to assist you to understand and manage your super. A range of documents can be downloaded from our website at [www.aesuper.com.au](http://www.aesuper.com.au).

# 11. Privacy

## Protecting your privacy

We collect information about you when, and after, you become a member. Some information about you may be provided by your employer.

The information collected will be used to manage your super account and your entitlement to benefits. We will only use and disclose information about members in accordance with the relevant privacy legislation and our Privacy Policy.

## Privacy Policy

We recognise our obligation to comply with all relevant State and Federal legislation with regard to the management and administration of the Fund and the handling of your personal information and are committed to handling your personal information with care.

We ensure that we comply with all the requirements outlined in the Privacy Act, 1988 and the National Privacy Principles that regulate the collection, holding, use, correction, disclosure and transfer of personal information.

Our Privacy Policy fully details what information we collect about you, why we collect this information and what the implications are if we do not collect this information. The Policy also specifically covers the collection and use of sensitive information (such as health and medical information).

We engage a range of service providers to assist with the management and administration of the Fund. These service providers collect or have access to your personal information on our behalf. All service providers are also bound by the Privacy Act and must abide by the National Privacy Principles when handling your information.

The Privacy Policy discloses that we must also provide information as required by law to Government agencies such as the Australian Prudential Regulatory Authority (APRA); the Australian Taxation Office (ATO); the Australian Securities and Investments Commission (ASIC) and the Superannuation Complaints Tribunal (SCT).

You can request access to your personal information, or update or correct your personal information, by contacting us.

We also retain the right to charge a reasonable fee to cover the costs of providing you with access to your information, although usually your personal information can be confirmed to you without cost. While a request for confirmation of your personal information will be answered as soon as possible, please allow a month from the date of your request for a response to be provided.

We dispose of any personal information with care, either by shredding documents, or by sending documents for recycling where information continues to be treated as confidential. We require our service providers to implement strong data security principles.

If you would like more information about how we handle your personal information or a copy of our Privacy Policy, please contact us:

**Phone:** 1800 555 024

**Fax:** 1300 880 168

**Email:** [info@aesuper.com.au](mailto:info@aesuper.com.au)

**Post:** Australian Enterprise Super, Locked Bag 5078, Parramatta NSW 2124

## 12. Making an enquiry or complaint

At Australian Enterprise Super we want you to be completely satisfied with the way we look after you and your super. So if you have a problem or believe an error has been made, we want to do everything in our power to resolve matters promptly.

We welcome your feedback which is used constructively to improve our services to members. If you are not happy with the way we initially handle your enquiry or complaint, the matter can be escalated.

If you have a general enquiry or wish to raise a concern, you should first contact us on:

- > Phone: 1800 555 024
- > Email: [info@aesuper.com.au](mailto:info@aesuper.com.au)
- > Website: [www.aesuper.com.au](http://www.aesuper.com.au)
- > Through Member Online Services
- > Fax: 1300 880 168, or
- > Write to: Australian Enterprise Super, Locked Bag 5078, Parramatta NSW 2124

If you are not happy with our initial response, you can make a formal complaint. We have a complaints handling process which aims to ensure that all complaints are handled in a fair and reasonable manner. To make a formal complaint you can:

- > Phone: 1800 555 024 and clearly state you are making a formal complaint
- > Email: [complaints@aesuper.com.au](mailto:complaints@aesuper.com.au)
- > Access: [www.aesuper.com.au](http://www.aesuper.com.au) and follow the links via Contact us to the Complaints section
- > Fax: 1300 880 168
- > Write to: The Complaints Officer, Australian Enterprise Super, Locked Bag 5078, Parramatta NSW 2124

Please ensure that any written complaint is clearly marked as a 'Notice of Complaint'.

In the event that you are not satisfied with the outcome or the progress of your complaint, you may be able to lodge a complaint with the Superannuation Complaints Tribunal (SCT).

The SCT is an independent body established by the Federal Government to provide a simple and inexpensive review mechanism of decisions made by super fund trustees which affect individual members. Before you lodge a complaint with the SCT however, you must have first attempted to resolve your complaint through our internal dispute resolution procedure.

Under Federal legislation, the Trustee has 90 days to deal with your complaint. However, a response will generally be provided to you much sooner. If your complaint has not been resolved within 90 days or you are not satisfied with the Trustee's final decision, you may be able to lodge a complaint with the SCT. If the SCT accepts your complaint, it may attempt to resolve the matter by conciliation. This involves the SCT assisting the parties come to a mutual agreement. If conciliation is not successful, the SCT may formally review the matter and make a binding decision.

There are some complaints that the SCT cannot consider such as those relating to the management of a fund as a whole. Time limits may apply to certain complaints such as 'total and permanent disability' claims and complaints about a Trustee's decision on the payment of a death benefit. If your complaint is in relation to one of these matters, please contact us or visit the SCT's website at [www.sct.gov.au](http://www.sct.gov.au) for further information.

You can contact the SCT at:

**Superannuation Complaints Tribunal**

Locked Bag 3060  
Melbourne VIC 3001

Phone: 1300 884 114

Fax: (03) 8635 5588

Website: [www.sct.gov.au](http://www.sct.gov.au)

## Privacy complaints

If you wish to complain about a privacy related matter, please contact us as above or via email at [complaints@aesuper.com.au](mailto:complaints@aesuper.com.au).

For privacy related matters, the Federal Privacy Commissioner may review your complaint. You can contact the Privacy Commissioner on 1300 363 992.

## 13. Access to super professionals

We provide members with access to a dedicated team of Member Services Consultants who can meet with you face-to-face or over the phone to assist you with general advice about your super. We can also provide access to financial planners for more complex matters and specific personal financial advice.

The Trustee has engaged eo Pty Ltd (ABN 53 000 03 276, AFSL 232501) to provide general financial advice, marketing and sales services for the Trustee. Financial services provided by eo Pty Ltd are provided under eo Pty Ltd's Australian Financial Services Licence. Member Services Consultants are employed by eo Financial Services Pty Ltd (ABN 57 103 181 844) and are Authorised Representatives of eo Pty Ltd. Although the Member Services Consultants have been engaged by the Trustee to assist with the provision of services to members of Australian Enterprise Super, they are not representatives of the Trustee. For more information go to the About Us page at [www.aesuper.com.au](http://www.aesuper.com.au).

Contact your local Member Services Consultant on 1800 555 024 or email [memberservices@aesuper.com.au](mailto:memberservices@aesuper.com.au) for more information.

We can also provide members with access to financial planners for more complex matters and specific personal financial advice. These financial planners are not representatives of the Trustee. For more information about financial planning services go to [www.aesuper.com.au](http://www.aesuper.com.au).

Members also have access to other services or financial products including:

- > Health insurance (referred to as the Australian Enterprise Super Corporate Health Plan), provided by MBF, and
- > Banking products, provided by Members Equity Bank.

The Trustee is not responsible for the products or services, views or actions of these organisations. Members should use their own judgement before taking up any product or service offered by a third party and obtain and read the relevant Product Disclosure Statements or other disclosure documents available from the third party.

### Other important features

For information about other significant features and benefits of having your super in Australian Enterprise Super including investment, insurance and fees and costs, refer to the Australian Enterprise Super:

- > Investment Incorporated Information
- > Risks Incorporated Information
- > Insurance Incorporated Information
- > Fees and Costs Incorporated Information.

## Contact us

**Phone:** 1800 555 024

8.00am to 10.00pm (AEST) Monday to Friday

**Post:** Australian Enterprise Super

Locked Bag 5078

Parramatta NSW 2124

**Fax:** 1300 880 168

**Website:**

[www.aesuper.com.au](http://www.aesuper.com.au)

**Administration email:**

[info@aesuper.com.au](mailto:info@aesuper.com.au)

**Member Services email:**

[memberservices@aesuper.com.au](mailto:memberservices@aesuper.com.au)

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