

# 1999 ANNUAL REPORT

AVSUPER



# SUPER... a GOOD INVESTMENT

- WHAT'S HAPPENING WITH YOUR FUND •
- USE YOUR SUPER TO RETIRE COMFORTABLY •





## A message from your CEO about saving for your future

Superannuation is one of the most important savings commitments many people will ever make. AvSuper, like many progressive funds, provides members with additional benefits such as total and permanent disability insurance and death insurance. However, the main purpose of superannuation is to provide money for your retirement.

In simple terms, superannuation is a disciplined means of accumulating long-term wealth. A regular savings plan will significantly increase wealth. Establishing a plan early on is the key to increasing wealth faster.

Whilst all current members of AvSuper accrue their benefits under the defined benefit section, increasingly more members are also using the Fund's accumulation section as an additional form of savings.

AvSuper provides you with flexible options for saving for your retirement. Full members of AvSuper contributing at a higher rate to the defined benefit

section receive a larger defined benefit without any investment risk. Essentially, the higher your contribution rate, the higher the benefit multiple.

Making additional contributions to the accumulation section means you benefit from sound investment returns but also bear the investment risk. At AvSuper, our aim is to provide consistent investment returns with minimal risk. While fluctuations in financial markets are inevitable, responsible financial management can help to balance these peaks and troughs.

If you have maximised your defined benefit in AvSuper, contributing to the accumulation section can provide additional savings through the effect of compound interest – where interest is paid on both the principal and the interest previously earned. The long-term effect of compound interest means the earlier you start saving – and even if you stop saving – the more you will have than someone who started saving later. The theory is complex, however the following examples clarify the impact compound interest can have on superannuation savings.

■ From age 25 until age 35, Samantha made a one-off contribution each year to the Fund of \$3,500. Her total contributions were \$35,000.

■ Tom started making one-off contributions of \$3,500 from age 35. He contributed this amount for 30 years. His total contributions were \$105,000.

If these amounts earned 9% per annum during the period they were invested, Samantha would accumulate \$759,931 at age 65 while Tom would accumulate \$516,179 at the same age. Inflation will affect both of their benefits but Samantha will have more money to spend in retirement than Tom.

### Making it easier for you!

At AvSuper, we know future financial security is important to you. That's why we aim to provide you with a fund that makes it easy and cost effective to save for retirement. Your membership of AvSuper brings substantial rewards including good investment returns and no, or low, fees.

Some important changes have recently been made to AvSuper's Trust Deed, giving you more options and greater flexibility in planning for your financial future. This year's report provides details on these changes.

The year 2000 will see AvSuper celebrate its 10<sup>th</sup> birthday. We believe AvSuper is a strong and competitive fund and we are proud of the Fund's achievements over the past nine years. We look forward to continuing the high standard of service we provide for you, our members. If you have any suggestions on how we can improve our service, please do not hesitate to contact us.

Denis Carroll  
Chief Executive Officer

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# Redundancy Rollover... Relaxed Retirement



“Even if I was offered a new job with a company that invested in a different super fund, I think I'd elect to keep my funds with AvSuper.”

Redundancy did not lead to fears of an uncertain future for AvSuper member Ronald Fox.

The former technical officer with Airservices Australia decided to work towards a relaxed retirement by rolling his superannuation and redundancy payments into AvSuper's deferred benefit account. This account allowed Ronald to protect his finances while gaining substantial tax benefits.

“Even if I was offered a new job with a company that invested in a different super fund, I think I'd elect to keep my funds with AvSuper,” Ronald said.

“I'll be leaving the money in there until I'm at least 55 to capitalise on the tax benefits.”

“After that who knows. I've always wanted to do some more study, particularly mathematics.”

AvSuper's deferred benefit account is available to members with \$1,000 or more to invest. All contributions and investment earnings are paid into members' accounts.

An AvSuper member since the Fund started, Ronald said the rollover facility gave him much needed options at a difficult time.

“I've always found AvSuper to be a secure and well-managed fund with a good spread of investments and reasonable rates of return,” Ronald said.

## Super STRUCTURING!

Martin Chalk has structured his super to beat the taxman and make the most of retirement.

Because of his salary level, Martin is subject to the superannuation surcharge. By making voluntary contributions to AvSuper's accumulation section, Martin manages to offset the surcharge and save more for retirement.

“For me it's a little like paying extra tax each week,” Martin said. “The surcharge increases with income but my accumulation section benefit also increases, meaning my super is really working for me. It also means I'll be close to my super aims when I retire,” he said.

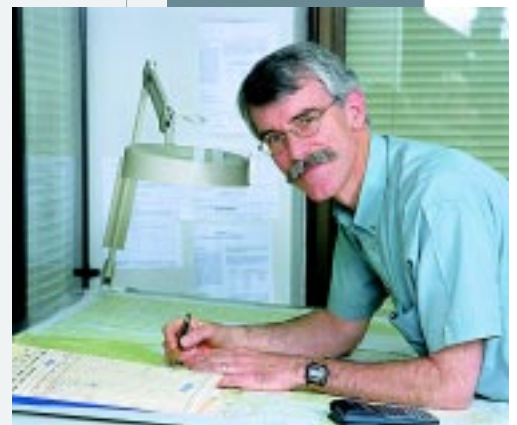
Martin is currently working for Airservices Australia but spent 24 years as a navigator in the Air Force. The extra payments he makes to his super now will be used to top up the

small military pension he receives in retirement.

“I'm planning to retire in about 10 years when I've still got a little bit of life left in me!” he joked. “To make the most of it I want to be financially prepared.”

The accumulation section is available to all AvSuper members and contributions can be made in multiples of \$1 from after-tax salary. Members can also make one-off payments to the accumulation section and have the option of changing or discontinuing their payments at any time.

In AvSuper's accumulation section, contributions and any investment earnings are paid into accounts held in individual members' names. Where there is an investment loss, members' accounts are reduced accordingly.



The important difference between the accumulation and the defined benefit section is the risk. In the defined benefit section the employer bears the risk whereas in the accumulation section, the member bears the risk.

# How AVSUPER WORKS...

AvSuper is your superannuation fund. Our aim is to provide excellent benefits to members when they retire, resign or are retrenched.

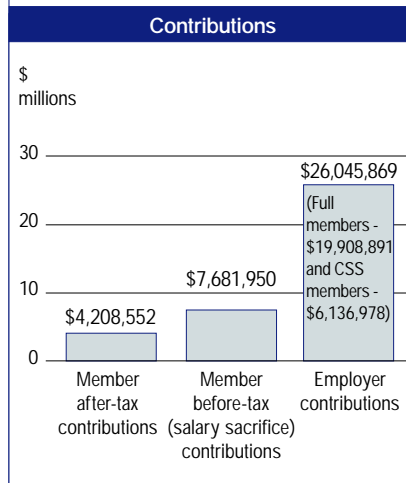
Full members are also covered for death and disablement all year round.

Your benefits are 'defined benefits', which means that the amount of your benefit is worked out by a formula based on your final average salary, your contributions and the length of time you have been in the Fund. This means your benefits keep pace with your salary increases.

The money that you and your employer contribute to the Fund is pooled and invested and your benefits are not affected by the returns on these investments.

Your employer underwrites the benefit formula by making extra contributions if circumstances require.

# CONTRIBUTIONS and benefits paid



Contributions paid into the Fund from 1 July 1998 until 30 June 1999 are shown in the chart on the left.

Airservices and CASA's total contributions for all members were equivalent to 18% of superannuation salaries for Air Traffic Controllers (ATCs), 15% for non-ATCs and 3% for CSS members. Airservices and CASA's total contribution for Full members was \$19,908,891.



Benefit	Number of members	Benefit amount
Retirement	23	\$968,661
Disability	4	\$662,609
Death	3	\$679,718
Resignation	199	\$5,485,234
Retrenchment	268	\$27,211,297
<b>TOTAL</b>	<b>497</b>	<b>\$35,007,519</b>

For CSS members, the total contribution was \$6,136,978. The Trustee has received all contributions from Airservices and CASA which were due and payable for the year. During the year benefit payments to members amounted to \$35,007,519. The details are shown at left.



## MEMBERSHIP

	Full members	CSS members (previously called Award members)	Total
Membership 30 June 1998	3,399	1,157	4,556
New members	113	0	113
Members who left	402	95	497
Membership 30 June 1999	3,110	1,062	4,172

As at 30 June 1999 there were also 170 members who left their employer and chose to preserve their benefits in the Fund. The total amount of preserved benefits in the Fund was \$9,787,861.

There are two categories of membership in AvSuper:

### full membership

For those staff who elected to transfer from the Commonwealth Superannuation Scheme (CSS), and all new starters in Airservices.

### CSS membership

For those staff who decided to remain in the CSS.

# The year in review

## from the Chairman

As Chairman of the Board of Trustees of your Fund, AvSuper, I am pleased to report that the 1998/99 financial year saw reasonable growth in spite of some difficult times for investment markets throughout the world (pages 6 and 7 provide detailed investment information).



The lack of Government intervention with superannuation this year has enabled funds to devote themselves to the requirements of their members. However, member investment choice and choice of superannuation fund still seem likely to be introduced at some stage and the Fund is already working to ensure strategies are in place to respond to these challenges.

AvSuper managed to exceed its overall investment performance benchmark and returned 8.7% after tax and charges for the 1998/99 year.

During the year, AvSuper appointed a new Australian equities manager and two new international equities managers.

All of the Fund's service providers were reviewed in 1998/99 to ensure the Fund obtains maximum value and effectiveness from the contractors it uses. One of the outcomes of this exercise is an improved administration system which will provide members with an even higher standard of service.

A further review of the Fund by the Australian Prudential Regulation Authority (APRA) again resulted in a clean bill of health for the Fund.

The last financial year saw a number of changes to the Board of AvSuper with Mr Stanley Barker (CPSU nominee), Mr Peter Shephard (employer nominee), Mr Graham Maguire (Airservices Board nominee), and myself (CAOOAA nominee)

departing. I was re-appointed as an employer nominee and was again appointed to the chair of AvSuper Pty Ltd. New members welcomed to the Board include Mr Ron Entsch (Airservices Board nominee), Ms Michelle Burgett (CPSU nominee), and Mr George Fishlock (CAOOAA nominee). The co-operative spirit between employer and employee nominees has been maintained.

In the face of future challenges, the Directors are looking forward to maintaining the high standard of service for all our members.

David E Leggo  
Chairman  
For and on behalf of the Trustee Board

“ Voluntary contributions to the Fund are increasing steadily, highlighting members' interest in retirement savings.”

The current policy of not charging any entry, exit, or management fees and a longer term policy of merely recouping costs, significantly enhances the real return to members using AvSuper as a rollover fund. The number of exiting members who have chosen AvSuper as their rollover fund demonstrates that members value these policies. Voluntary contributions to the Fund are increasing steadily, highlighting members' interest in retirement savings.

### Get your benefit ...FASTER

For prompt payment of your benefit when you are leaving the Fund, you should fill in a Request for Superannuation Benefit (RSB) form as soon as you know your departure date. Please ensure that this form is fully and accurately completed to avoid any unnecessary delays in processing.

It is to your advantage to do this as it then allows the Fund's Administrator to process your payment quickly. Usually payments are processed within 3 working days.

RSB forms are available from your Pay Clerk, and should be returned there when completed.

# Investment Performance

Investment returns for the past financial year were constrained by a combination of factors including the Russian debt crisis, the US hedged fund crisis, the fiscal crisis in Brazil and the introduction of the new European currency, the Euro. The expected decline in the US equity market failed to occur, and once again, funds that had prudently factored such a risk into their investment strategies found themselves penalised for their caution.

Directors are pleased with the way the portfolio has performed overall in spite of the turbulence in investment markets during the 1998/99 financial year.

Despite the difficult investment conditions, AvSuper managed to achieve a net return of 8.7% for the year on the funds it had invested which out-performed its benchmark using a risk averse asset allocation strategy. The Fund's implementation of a global bond strategy as a defensive mechanism produced a return for

global bonds well in excess of Australian bonds; in fact the second highest of all international bond managers operating in Australia. The excellent performance of the CFM Property Fund exemplified the importance of maintaining property investments as a means of diversification.

Over the past eight years, AvSuper has produced consistent returns which exceed the Average Weekly Earnings (AWE) return figure over the period. Since 1991, AvSuper's average net

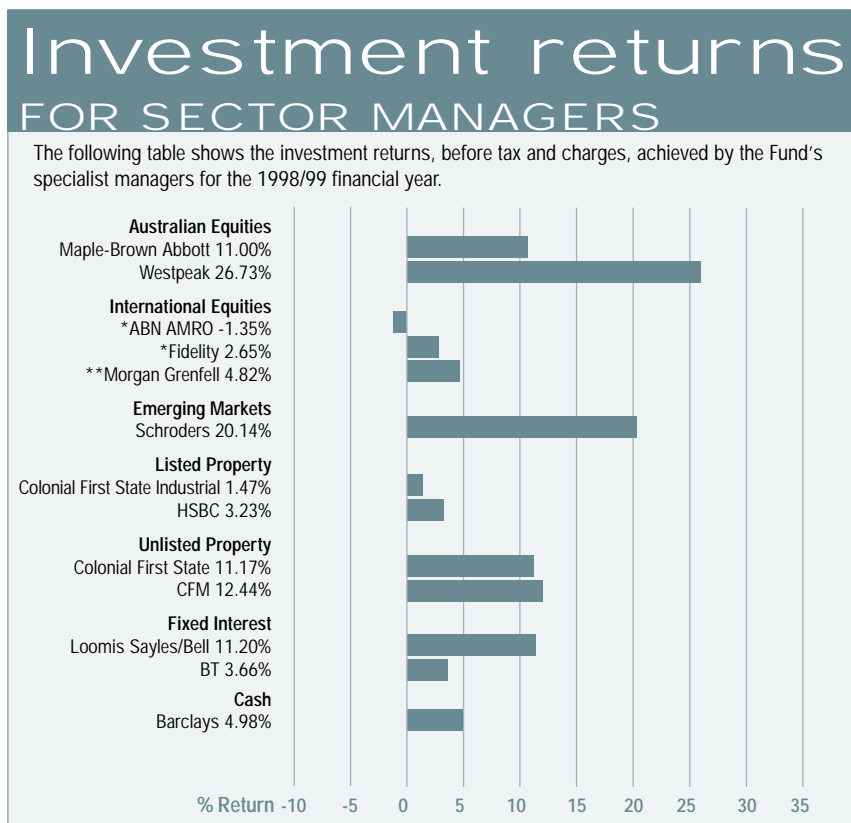
return is 9.7% p.a. against an AWE of 3.4% p.a. The Trustee Board believes members should feel reassured with this record of responsible performance.

When measured against the Fund's new performance benchmark which was adopted last year, AvSuper produced a five year average of 10.9% against an industry average of 11% (Mercer pooled fund survey). Considering that there have been substantial exits from the Fund with the need to re-balance portfolios over that period, the figure is viewed as satisfactory. It is also interesting to note that over the past three years AvSuper has actually exceeded the Mercer benchmark performance figure of 11.9% by 0.4%.

During the year ABN AMRO and Fidelity replaced Morgan Grenfell to manage international equities. The combination of these managers with differing investment management styles was seen as a means of securing stable long-term out-performance.

To ensure the future performance of its assets, AvSuper commissioned an analysis of the portfolio's risk/return characteristics. This study demonstrated that the Fund has achieved a satisfactory level of return commensurate with the associated risk of under-performance.

The Trustee Board is looking forward to maintaining a sound level of performance, by ensuring the portfolio is designed to minimise the potential impact of any downturns.



\* part year commencing 22/1/99

\*\* part year - mandate withdrawal effective 22/1/99

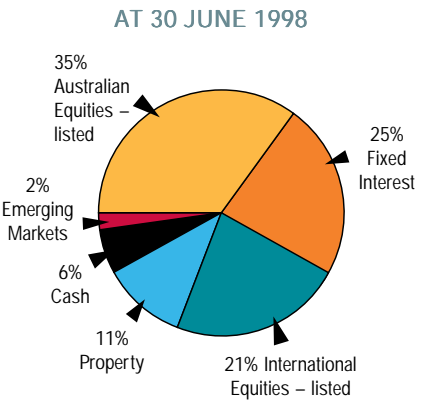
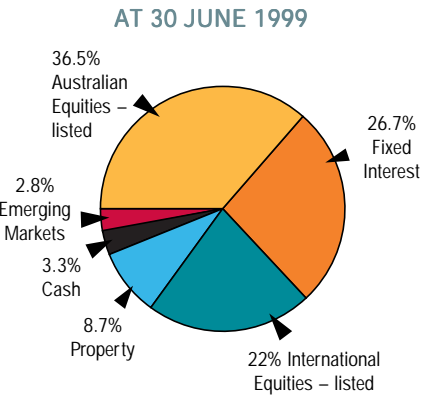
### Fund Investment Performance

Year	% net return	Average Weekly Earnings (AWE)	Return in excess of AWE
98/99	8.7%	3.3%	5.4%
97/98	9.7%	3.9%	5.8%
96/97	18.4%	4.0%	14.4%
95/96	10.8%	3.5%	7.3%
94/95	6.8%	3.1%	3.7%
93/94	8.2%	2.8%	5.4%
92/93	7.8%	2.6%	5.2%
91/92	7.1%	4.2%	2.9%

In pursuit of its strategy, the Fund has adopted the following asset allocation benchmark and ranges:

	Benchmark	Ranges
Australian Equities	37%	27-47%
International Equities	22%	12-32%
Emerging Markets	3%	0-5%
Property	10%	0-20%
Fixed Interest	25%	15-35%
Cash	3%	0-balance

### Investment by asset class



## OTHER assets

It is a legal requirement to disclose the details of any single investment which exceeds 5% of the value of the Fund's total assets. The Trustee Board confirms that AvSuper does not have any investments which fall into this category. In addition, none of the Fund's assets are held by related bodies i.e. Airservices or CASA. During the 1998/99 financial year, the Fund did not directly purchase, sell or hold any options, futures positions or other synthetic investments. Investment managers are permitted to use futures, options and other derivative instruments to assist with the effective management of the Fund's assets, but not to gear the portfolio. The Trustee Board expects that this will enhance investment returns over the longer term, but that the effect on investment returns will vary from year to year.

### INVESTMENTS BY FUND MANAGER compared 1998 and 1999\*

Fund Manager	30 June 1998		30 June 1999	
	\$	%	\$	%
ABN AMRO Asset Management	-		43,213,797	11.1
Barclays Global Investors	20,742,003	5.8	13,045,551	3.3
BT Australia	87,268,016	24.5	53,994,645	13.8
CFM	16,857,379	4.8	15,780,455	4.0
Colonial First State Investments/ Legal and General Property Trusts**	12,060,077	3.4	7,138,297	1.8
Fidelity Investments Australia	-		42,697,585	10.9
HSBC	67,389,965	19.0	11,346,046	2.9
Loomis Sayles/Bell Asset Management	-		50,612,622	12.9
Maple-Brown Abbott	67,379,173	18.9	74,675,627	19.1
Morgan Grenfell	75,073,844	21.1	-	
Schroders	8,984,037	2.5	10,686,540	2.8
Westpeak Investment Advisers	-		68,189,081	17.4
	<b>355,754,494</b>	<b>100</b>	<b>391,380,246</b>	<b>100</b>

\*Includes deposits and withdrawals during the year  
\*\*Colonial First State Investments acquired Legal and General Property Trusts during the year.

### The Trustee Board

- Uses investment managers who have demonstrated the ability to achieve returns above the industry average without exposing the Fund to undue risk.
- Has appointed an Investment Committee from its Board which meets at least quarterly to review the Fund's investments and advises the Board on its investment portfolio. The Committee's reporting covers performance of the Fund's investment managers, preferred asset mix and appropriate measures to meet the Fund's liquidity requirements.
- Uses investment advisers to assist with making investment decisions.
- Ensures that members are actively assisted with queries about the Fund's investments.

# Financial

## Summary

A summary of the Fund's audited accounts for the years ended 30 June 1998 and 30 June 1999 is shown below. The audit of the accounts for the year ended 30 June 1999 was completed in October 1999. Copies of the audited accounts and auditor's report are available on request from the Fund's staff whose contact details are shown on the back cover.

## FUND Compliance

In order for the Fund to receive concessional tax treatment, the Trustee Board must show that the Fund has fully complied with SIS\* legislation – the legislation governing superannuation. The Trustee Board must lodge a return each year with the Australian Prudential Regulation Authority (APRA) to show compliance with SIS.

The Trustee Board believes that AvSuper has continued to comply with all relevant laws, including compliance with SIS and also, where necessary, with the requirements of the previous legislation.

\* Superannuation Industry (Supervision) Act, Superannuation Industry (Supervision) Regulations

### Actuarial review

Government regulations require an actuarial valuation of the Fund to be conducted every three years. In addition, the Trustee Board of AvSuper requires a review to be conducted every year. As at 30 June 1998 the Actuary reported that the Fund had a surplus of assets over liabilities for that year. A review for the 1998/99 financial year is currently underway.

STATEMENT OF CHANGE IN NET ASSETS	1997/98 \$	1998/99 \$
<b>Net Assets at 1 July</b>	<b>424,664,765</b>	<b>455,676,001</b>
<b>Income</b>		
Net Investment Revenue	30,428,903	32,663,873
Employer Contributions (including salary sacrifice)	39,293,280	33,727,819
Member Contributions	5,234,721	4,208,552
Transfers from other Funds	7,617,962	8,128,276
Other Revenue	694,191	1,126,270
Total Income	83,269,057	79,854,790
<b>Outgoings</b>		
Benefits Paid	39,667,978	35,007,519
General Admin. Expenses	1,179,178	1,168,485
Group Life Insurance	998,185	1,025,590
Income Tax Expense	9,375,367	8,604,473
Superannuation Contributions Surcharge	1,037,113	404,133
Total Outgoings	52,257,821	46,210,200
<b>Net Assets at 30 June available to pay benefits</b>	<b>455,676,001</b>	<b>489,320,591</b>
	1998 \$	1999 \$
<b>STATEMENT OF NET ASSETS AT 30 JUNE</b>		
<b>Assets</b>		
Investments	355,754,494	391,380,246
Other Assets	133,358,721	132,542,945
Total Assets	489,113,215	523,923,191
<i>Less</i>		
<b>Liabilities</b>		
Benefits Payable	2,609,443	3,401,101
Provision for Income Tax	4,420,133	6,388,165
Provision for Deferred Tax	26,310,699	24,451,253
Other Liabilities	96,939	362,081
Total Liabilities	33,437,214	34,602,600
<b>Net Assets at 30 June available to pay benefits</b>	<b>455,676,001</b>	<b>489,320,591</b>

# Who runs AVSUPER

## TRUSTEE BOARD

The Fund is set up as a trust and governed by a legal document called the Trust Deed. AvSuper is managed by a corporate trustee, AvSuper Pty Ltd (ACN 050 431 797). The current Directors of AvSuper are:

### Airservices Australia appointed

- **Ron Entsch**  
Board Member  
Airservices Australia
- **Andrew Fleming**  
Chief Financial Officer
- **Tom Grant**  
Director  
Corporate Strategy
- **David Leggo**  
FIR Manager  
Chairman AvSuper Pty Ltd

### ACTU appointed

- **Michelle Burgett**  
CPSU
- **George Fishlock**  
CAOOAA (Civil Air)
- **Dan Galazowski**  
CPSU Technical  
Communications & Aviation  
Division
- **Jeff Walsh**  
United Firefighters Union

### Chief Executive

- **Denis Carroll**



Ron Entsch



Michelle Burgett



Andrew Fleming



George Fishlock



Tom Grant



Dan Galazowski



David Leggo



Jeff Walsh



Denis Carroll

## INVESTMENT Managers

as at 30 June 1999

**Australian Equities**  
Maple-Brown Abbott Limited  
Level 28, Westpac Plaza  
60 Margaret Street, Sydney NSW 2000  
Westpeak Investment Advisors  
Level 6, St George Centre  
60 Marcus Clarke Street, Canberra ACT 2600

**International Equities**  
ABN AMRO  
Level 21, 255 George Street, Sydney NSW 2000  
Fidelity Investments Australia Limited  
Level 8, KPMG Centre  
45 Clarence Street, Sydney NSW 2000

**Emerging Markets**  
Schroder Investment Management  
(Australasia) Limited  
Level 31, 225 George Street, Sydney NSW 2000

**Property**  
Colonial First State Investments  
Level 17, 52 Martin Place, Sydney NSW 2000  
Commonwealth Funds Management Limited  
Level 10, Corner George and Market Streets  
Sydney NSW 2000  
HSBC Asset Management Australia Limited  
140 William Street, Melbourne VIC 3000

**Fixed Interest**  
Bankers Trust  
Level 15, The Chifley Tower,  
2 Chifley Square, Sydney NSW 2000  
Loomis Sayles/Bell Asset Management  
Level 33, 225 George Street, Sydney NSW 2000

**Cash**  
Barclays Global Investors  
Level 1, 111 Harrington Street, Sydney NSW 2000

## ADVISERS to the Fund

To enable it to operate in an efficient manner, AvSuper has specialist consultants and advisers to undertake the many functions associated with the Fund's operations. As at 30 June 1999 they were:

**Actuary**  
William M. Mercer Pty Ltd

**Auditors to the Fund**  
Arthur Andersen

**Legal Advisers**  
Freehill Hollingdale & Page

**Fund Administrators**  
William M. Mercer Pty Ltd

**Communications Consultant**  
Ward Kanis Laws

**Group Life Insurer**  
Colonial Portfolio Services Ltd

**Taxation Adviser**  
PricewaterhouseCoopers

**Master Custodian**  
National Australia Custodian Services

# Trust deed Amendments

The Trust Deed of AvSuper, the legal document governing the operations of the Fund, was amended in October 1999. The amendments will, in part, result in a greater range of options for existing members.

The amendments in no way reduce members' benefits or disadvantage members.

The amendments also include a number of minor technical changes, however the main features which enhance the Fund's flexibility are as follows:

- Members of the Fund who make contributions to the defined benefit section (ie Full members) can now change their contribution rate at **any time** during the year (rather than twice yearly as previously).

- Employer (Airservices and CASA) Eligible Termination Payments (ETPs), such as the taxable component of employer severance payments, can now be paid into AvSuper.

- The use of the Fund's accumulation facility has been expanded in the Trust Deed. How this might operate to its fullest extent is under consideration by the employer.

- Provision has been made for AvSuper to pay **allocated pensions** and for the Fund's acceptance of **contributions for Eligible Spouse Members**. Details concerning these options are currently being finalised.

In addition to these changes, if a benefit is left in the Fund for more than 28 days and AvSuper has received no instruction concerning the payment of the benefit, it will be treated as 'unclaimed'. Details of the new arrangements relating to such benefits are provided under the heading 'Unclaimed benefits' on page 11.

## Y2K READY OR NOT

As members would know the Y2K problem concerns computer systems that won't accept the date 2000 or the shortened form 00. AvSuper has undertaken considerable work in monitoring and conducting checks of its suppliers to ensure that there is a sufficient level of comfort that our members' benefits will be free of any problems as a result of the Y2K bug.

Considerable work has been undertaken with suppliers who provide the administration, accounting, investment management, insurance, master custody, legal, auditing, communications and taxation services for the Fund to ensure that appropriate assurances have been received about their readiness for the year 2000. This work has been oversighted by the Fund's Audit Committee to ensure consistency of the Fund's approach and outcomes.

The Trustee Board reports that on the basis of its analysis and the assurances that it has received, it does not anticipate any Y2K problems specific to AvSuper.

## FURTHER Information

AvSuper exists solely to provide benefits for you, our members. It is your Fund, and the Trustee Board and its staff are working on your behalf. As a member of the Fund you are entitled to inspect the documents associated with the running of the Fund, including the Trust Deed, extracts from the actuarial report, the auditor's report, the audited accounts, APRA returns, certificates and notices, and the Fund's investment policy statement. To do so please contact Denis Carroll, the Fund's Chief Executive, on **(02) 6268 5492**.

Similarly, if you have any questions about the Fund or your benefits, or if you have any comments or suggestions to make about the Fund, please call any of the Fund's staff (see below).

## AvSuper STAFF

The staff of AvSuper are responsible for the efficient ongoing operation of the Fund and provide support to the Trustee Directors. In addition to the Fund's Chief Executive, the Team members are John Hackett, Administration Manager, Marie O'Shea, Administration Officer and Rod Farr, Project Officer.



John Hackett



Marie O'Shea



Rod Farr

# Don't forget...

## Continuing your insurance – a valuable option

If you leave the Fund you have the option of continuing your insurance cover for death through the Fund's insurer. The advantage of this is that you will not be required to provide detailed evidence of good health.

You have 60 days after leaving your employer in which to take up this option. The option is subject to the conditions of the insurance at the time. The current insurer is Colonial Portfolio Services Ltd. However, if you are interested in continuing your insurance cover you can make the necessary arrangements by contacting William M. Mercer Pty Ltd on (03) 9245 5555 and asking for the AvSuper Fund Administrator.

## Indemnity insurance

To protect AvSuper Pty Ltd, its Directors and the Fund, the Trustee Board has arranged Trustee indemnity insurance. At 30 June 1999 this was provided through AMP General Insurance Limited and Chubb Insurance Company of Australia Limited.

## Unclaimed benefits

Regulations concerning unclaimed benefits apply if you leave your employment and do not claim your benefit promptly. They do not apply in the vast majority of cases where members leave service and receive their Fund benefit in the normal manner.

If a benefit is left in the Fund for more than 28 days and the Trustee Directors have received no instructions on how or where the benefit is to be paid it will be treated as 'unclaimed'.

Any unclaimed benefits of **\$1,000 or more** will be retained in the Fund which will establish a rollover (deferred

benefit) account, in the member's name, to which the unclaimed benefit will be transferred. Any enquiries concerning a benefit which has been transferred to an AvSuper rollover account from either the member or any beneficiaries of a death or disability benefit should be directed to:

AvSuper  
GPO Box 367  
Canberra ACT 2601  
or

John Hackett of AvSuper:  
Toll-free 1800 805 088  
Phone (02) 6268 4722  
Fax (02) 6268 4469

Any unclaimed benefits of **less than \$1,000** will be transferred to an Eligible Rollover Fund (ERF) which is a fund approved by APRA to receive benefits payable to members who cannot be located or who do not respond to letters from the Trustee.

AvSuper has no further responsibility concerning the payment of a benefit which has been transferred to an ERF and any enquiries from either the member or any beneficiaries of a death or disability benefit should be directed to the ERF. The ERF used by the Fund is:

Colonial SuperTrace  
Locked Bag 5429  
Parramatta NSW 2124

If you have any questions concerning the ERF you may contact Ms Vanessa Plunckett on SuperTrace's toll-free information hotline 1800 809 057 or by fax on (02) 9947 4288.

## Member enquiries or complaints

The Fund's Chief Executive is available to help with any enquiries about the Fund or your benefits. In most cases your enquiry can be dealt with over the phone. If not, you may be asked to write to the Fund. You can expect an answer to your written enquiry within 28 days.

If you are not satisfied with the response to your enquiry or have a complaint about the Fund, you should write to the Fund's Chief

Executive who will forward your enquiry or complaint to a special committee of the Trustee Board set up to handle such matters.

Additionally, the Fund's Chief Executive and the special committee can refer the matter to the full Trustee Board. The Trustee will get back to you with a decision within 90 days.

If you are dissatisfied with the Trustee Board's decision you may be able to take the matter to the Superannuation Complaints Tribunal, which is an independent body set up by the Federal Government to help members or their beneficiaries resolve superannuation complaints.

The Tribunal may be able to help you resolve your complaint, but only after you have followed the procedure set out above. If the Tribunal accepts your complaint, it will attempt to resolve the matter through conciliation, which involves assisting you and the Fund to come to a mutual agreement. Naturally, the Trustee Board will seek to resolve any complaints before they reach the Tribunal.

If you wish to find out whether the Tribunal can handle your complaint and the type of information you would need to provide, phone one of the following numbers for the cost of a local call from anywhere in Australia:

- 13 10 60** the local State Office of the Australian Prudential Regulation Authority
- 13 14 34** the Superannuation Complaints Tribunal.

## Have your personal circumstances changed?

It is important for you to keep your nomination of beneficiary information up-to-date if your personal circumstances change. For instance, if you marry, divorce or have a child, you should fill in a new form which is available from your Pay Clerk.

By completing this form you can advise the Trustee Board of how you would like the Death Benefit paid. However, the ultimate decision rests with the Trustee Board.

## CONTACT

details for AvSuper

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