

PENSION UPDATE

MilitarySuper



**Military
Super**

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Board ABN: 72 406 779 248

www.militarysuper.gov.au

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January 2012 CPI rate

On the first payday in January and July each year, your pension is indexed in line with the Consumer Price Index (CPI).

The CPI takes into account a range of factors determined by the Australian Bureau of Statistics (ABS). These factors include goods and services, such as food, clothing, housing, health and transportation.

Once we know the CPI figures, we do a calculation (see below) to see if your pension is due for an increase. If the new CPI figure exceeds the previous relevant March or September CPI figure, we increase your payment. If the new CPI figure does not exceed the highest of these figures there is no increase in the CPI rate.

On 26 October 2011 the ABS announced a CPI figure of 179.4 for the September 2011 quarter. As the September 2011 figure is higher than the March 2011 figure of 176.7, an increase of 1.5% is payable.

CHANGE TO PENSION PAYDAY

The 2012 Australia Day public holiday will fall on the second payday in January. Your pension payment will be deposited into your bank account one day earlier on Wednesday 25 January on this occasion.

How the CPI pension adjustment is calculated:

$$\frac{(\text{September 2011 CPI figure}) - (\text{March 2011 CPI figure}) \times 100}{(\text{March 2011 CPI figure})} = \text{CPI change}$$

$$\frac{(179.4 - 176.7) \times 100}{176.7} = 1.5\%$$

$$= 1.5\% \text{ (when rounded to the nearest tenth of one per cent)}$$

Introducing the Commonwealth Superannuation Corporation (CSC)

On 1 July 2011, the Military Superannuation and Benefits (MSB) Board and the Defence Force Retirement and Death Benefits Authority merged with the Australian Reward Investment Alliance (ARIA) the former trustee of the CSS, PSS and PSSap civilian schemes to form the Commonwealth Superannuation Corporation (CSC).

The CSC now manages the MilitarySuper Scheme and is responsible for all Commonwealth superannuation schemes, both military and civilian.

There is no change to existing MilitarySuper benefits or entitlements, for example, the features and benefits that reflect the special nature of service in the Australian Defence Force, such as death and disability arrangements, have been maintained. ComSuper remains the scheme administrator and your first point of contact for any queries about your scheme membership.

Members can visit www.militarysuper.gov.au for details about the MilitarySuper Scheme.



Tell us what you want

We are always looking for ways to improve your Pension update. In the future, we would like to conduct a focus group to find out what you would like to read about. To register your interest or to simply provide your feedback about the Pension update, email pensions@enq.militarysuper.gov.au or phone 1300 001 877.

How to provide feedback

ComSuper is the administrator of the scheme and is committed to providing excellent customer service. We would like to know if you are happy with ComSuper's service or if anything can be improved. Call **1300 001 877** or email **pensions@enq.militarysuper.gov.au** to provide us with your feedback.

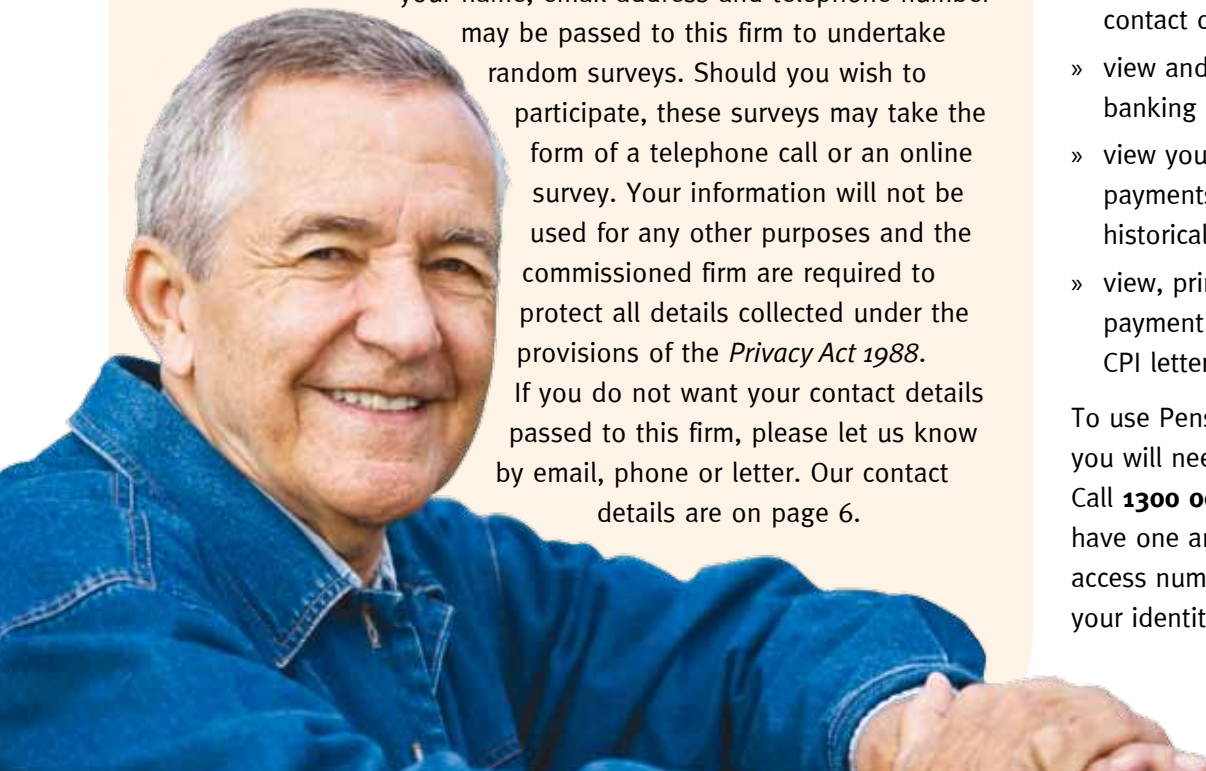
If you are not satisfied with the service you have been provided, please let us know so that we can do something about it. Ask to speak with a supervisor or talk with the Complaints Officer using the details provided on page 6.

If you have made a complaint and you are not completely satisfied with our response or we cannot resolve your complaint within 90 days, you can lodge a complaint with the Superannuation Complaints Tribunal (SCT) free of charge. The SCT is an independent organisation set up by the government to resolve complaints.

You can contact the SCT directly by:

Phone: 1300 884 114
Fax: 03 8635 5588
Email: **info@sct.gov.au**
Web: **www.sct.gov.au**

ComSuper also monitors and evaluates its performance against its Service Charter and the standards set by the CSC. To continually improve its service ComSuper has commissioned an independent firm to assess its performance against those standards. For this purpose, your name, email address and telephone number may be passed to this firm to undertake random surveys. Should you wish to participate, these surveys may take the form of a telephone call or an online survey. Your information will not be used for any other purposes and the commissioned firm are required to protect all details collected under the provisions of the *Privacy Act 1988*. If you do not want your contact details passed to this firm, please let us know by email, phone or letter. Our contact details are on page 6.



Pensioner Services Online

While you can still call or email our office, you can choose to manage some of your requests online. Pensioner Services Online is available 24 hours a day from the comfort of your own home.

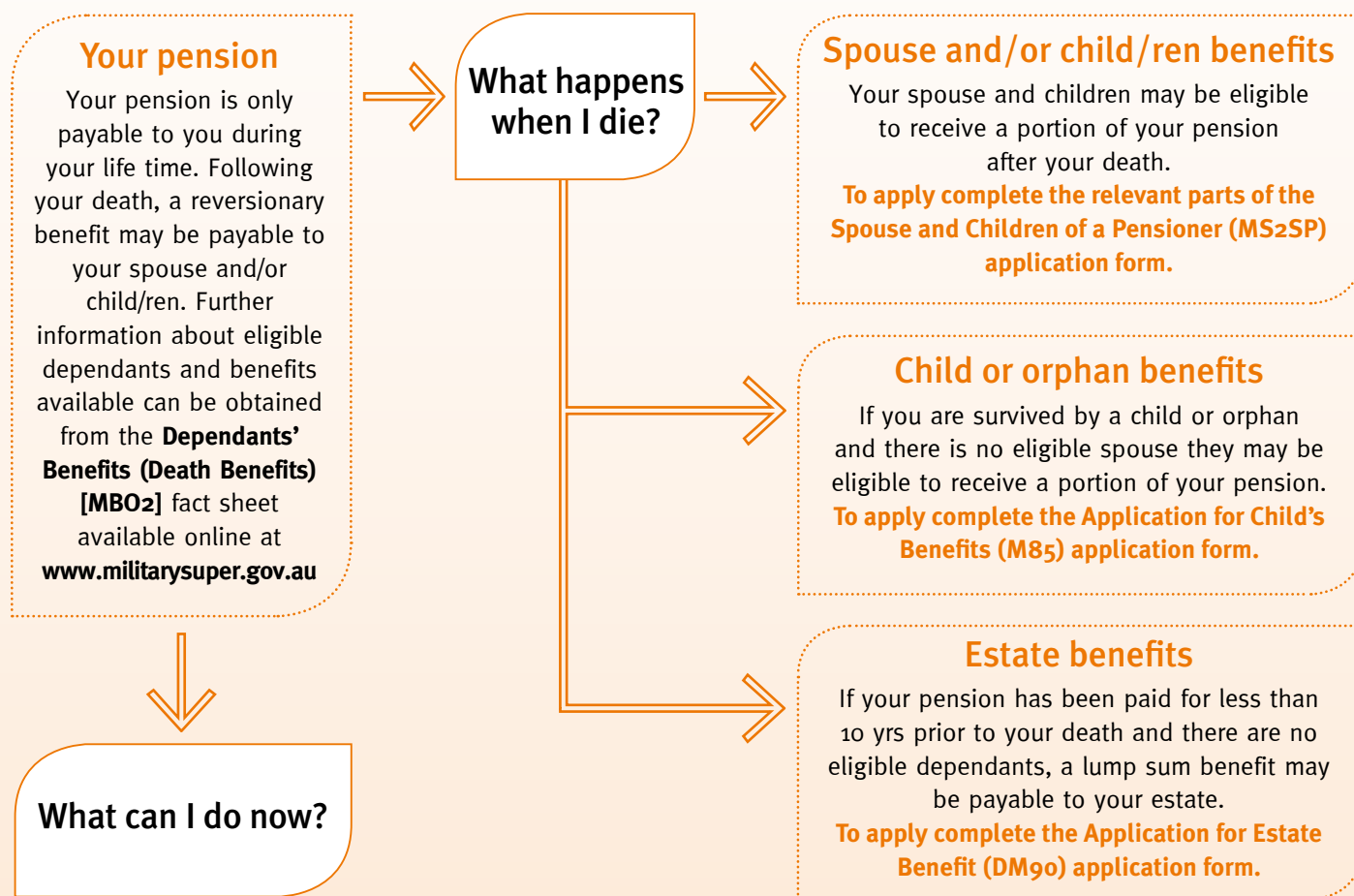
Through Pensioner Services Online you can:

- » view and update your contact details
- » view and update your banking details
- » view your fortnightly pension payments including historical information
- » view, print and save your payment summary and CPI letter.

To use Pensioner Services Online, you will need an access number. Call **1300 001 877** if you do not have one and we can give you an access number once we have verified your identity.

What happens to my pension when I die?

Although it's not a topic that is easy to discuss, it may help your family if you are aware of what happens to your pension after you die, like finding out what benefits may be available to them and what you can do now to simplify arrangements for them later. The following diagram shows what will happen to your pension. You may wish to show it to your family and discuss it with them.



Talk to your family

It can be very helpful to your relatives if you discuss your pension and provide them with information to help them in the event of your death. You should also leave these instructions with your important documents.

Your family should contact us as soon as possible

Please let your family know they must contact us in the event of your death so we can cease your pension and avoid any overpayments. By contacting us as soon as possible your family can also assist us to organise any spouse, child or orphan benefits that might be payable to them.

Check List

- Gather important documents to help finalise your affairs:
 - » a Will
 - » birth and marriage certificates
 - » death certificate (when it becomes available)
- Gather identity documents outlined in the benefit application form
- Make several copies of the important documents
- Have these copies certified as true and correct copies of the original (see application form for eligible certifiers)
- At the relevant time complete and submit to ComSuper the benefit application form relevant to your circumstances
- Ensure ComSuper is notified of your death at the earliest opportunity.

Why is tax taken from your pension?

MilitarySuper pensions are considered income by the ATO and therefore we are obliged to deduct tax from your pension according to the relevant **Pay As You Go (PAYG)** taxation schedules.

Any tax concessions you are eligible for will be taken into account each fortnight when calculating the amount of PAYG deductions from your pension payments unless you have advised us that you wish to claim these concessions on an annual basis through your income tax return.

If you think you should not be paying tax on your pension you will need to apply to the ATO for an assessment. You can do this by completing a **PAYG income tax withholding variation (ITWV)** application form available at www.ato.gov.au and submitting it to the ATO.

Once the ATO has provided you with their assessment, you can forward this information to MilitarySuper and we will apply any changes to your tax on the next available payday.



Need to contact MilitarySuper?

When contacting us by telephone or mail, please have your reference number on hand to help us answer your query faster. Your reference number can be found on all letters from MilitarySuper.

If we access your personal file while answering your query, we must also verify your identity. Be prepared to provide four points of identification confirming information about yourself.

We will not give out details about you to other people, even family members, unless we have written permission or they are with you when you call and can confirm their identity.



To allow someone to act on your behalf, you can complete the **Authority to release information to a third party (AUTH-MSB)** form available at www.militarysuper.gov.au/_lib/pdf/AUTH_msb.pdf

If you have an attorney or guardian, a certified copy of their appointment should be sent to our office.





Our contact details

Web: **www.militarysuper.gov.au**
Email: **pensions@enq.militarysuper.gov.au**
Phone: **1300 001 877** (mobile charges apply to mobile phones). We are available from 9:00 am to 5:00 pm Australian Eastern Standard Time (AEST) Monday to Friday. Excluding public holidays

TTY: 02 6272 9827
Fax: 02 6272 9618
Postal address: MilitarySuper
PO Box 22
Belconnen ACT 2616

Street address: Unit 4 Cameron Offices
Chandler Street
Belconnen ACT 2617

Complaints

Phone: 1300 033 732
Email: **complaints@enq.militarysuper.gov.au**
Postal address: Complaints Officer
PO Box 22
Belconnen ACT 2616

Useful contacts

Australian Taxation Office (ATO)

The ATO can help with questions about taxation and your super.

Web: **www.ato.gov.au**
Personal tax enquiries: 13 28 61
Superannuation enquiries: 13 10 20

Centrelink:

Contact Centrelink for information on a range of payments and services for retirees, the unemployed, families, carers, parents, people with disabilities, Indigenous Australians and people from diverse cultural and linguistic backgrounds.

Web: **www.centrelink.gov.au**
Senior Services: 13 23 00
Voice and TTY: 13 36 77

Department of Veterans' Affairs (DVA)

Contact DVA for information about pensions and support services for veterans and their dependants.

Web: **www.dva.gov.au**
General enquiries: 13 32 54
General enquiries: 1800 555 254
(regional callers)
Voice and TTY: 13 36 77
(then ask for 13 32 54)

Defence Force Welfare Association (DFWA)

DFWA is an independent, national association working for the benefit of serving and former members and reservists of the Australian Defence Force.

Web: **www.dfwa.org.au**
Postal address: PO Box 4166
Kingston ACT 2604
Phone: 02 6265 9530
Email: **national@dfwa.org.au**

Note: This document contains general advice or information only.

Any financial product advice in this document is general advice only and has been prepared without taking account of your personal objectives, financial situation or needs. Therefore, before acting on any such general advice, you should consider the appropriateness of the advice, having regard to your own objectives, financial situation or needs. You may wish to do so with or without the assistance of a licensed financial adviser.

Returned Services League of Australia (RSL)

The RSL supports the well-being, care, compensation and commemoration of serving and ex-service Australian Defence Force members and their dependants.

Web: www.rsl.org.au

State and Territory Branches:

ACT	02 6260 6344
NSW	02 9264 8188
QLD	07 3634 9444
SA/NT	08 8232 0322
TAS	03 6224 0881
VIC	03 9655 5555
WA	08 9287 3799

Legacy Australia

Legacy is a voluntary organisation supported by veterans, servicemen and women and other volunteers who are dedicated to the care of the dependants of Australian Defence Force members after the death of a spouse or parent during service, and to Australian and Allied families after operational service.

Web: www.legacy.com.au
Phone: 1800 LEGACY (534 229)
Email: enquiries@legacy.com.au



Family Law information available online

If you are a MilitarySuper pensioner or a spouse/de facto of a pensioner who is in the process of divorce or separation you may find some helpful information in the **Family law & splitting super – how it's done and what happens next** publication. This can be found on the MilitarySuper website at www.militarysuper.gov.au/_lib/pdf/fam-law.pdf

If you require information about your pension for family law purposes, please complete the **Application for Superannuation Information (Form 6)** which can be downloaded from our website at www.militarysuper.gov.au/_lib/pdf/form6.pdf



Pensioner Services Online Access number request form

Send to: MilitarySuper
PO Box 22
Belconnen ACT 2616

Name

Reference number

Date of birth

D D / M M / Y Y Y Y
 / /

Address

STREET

SUBURB

STATE

POST CODE

Signature and date

SIGNATURE

Date signed

D D / M M / Y Y Y Y
 / /

Once we have received your request, we will generate and post you an access number.

Protecting your super against fraud and identity theft



Australian superannuation funds have assets of more than \$1.23 trillion. This makes superannuation funds an attractive target for perpetrators of fraud. Fraud now makes up approximately one-quarter of the total cost of crime to the Australian economy.

To safeguard your benefits, MilitarySuper requires proof of identity before a lump sum or pension payment can be made. We need original or certified copies of all paperwork at the time an application form is lodged to claim your benefit. Details of these requirements can be found on any benefit application form which can be viewed at www.militarysuper.gov.au

Do you need to change your address or bank details?

You can change your address or banking details through Pensioner Services Online or by contacting us via the details listed on page 6 of this Pension update. If you would like to use Pensioner Services Online you will need an access number. Complete a **Pensioner Services Online Access number request** form (left) or simply call **1300 001 777** and we can provide you with an access number once we have verified your identity.

Please ensure your address is up to date by 15 June 2012 in order to receive the July 2012 CPI package, including your end of financial year payment summary, pocket calendar and issue 20 of the **Pension update**. You should expect to receive this package by 12 July 2012.

Whether you telephone or write to us, you will need to quote your old bank details if you intend to update this information.

Please do not close your existing account until your payments start going into your new account.

Did you know your pension could be suspended if correspondence is returned to MilitarySuper unclaimed?

