

## Who should read this fact sheet?

Any MilitarySuper Member dissatisfied with a decision can request reconsideration. For example this may be a decision relating to:

- invalidity retirement;
  - invalidity classification/reclassification;
  - eligibility of dependants of a deceased member;
- and
- early release of preserved benefits and/or on grounds of severe financial hardship.
- or
- people seeking to access documents under Freedom of Information.

## What do I need to do?

Any adverse decision made in relation to your MilitarySuper membership can be appealed. You need to write to the MilitarySuper Board (MSB Board) of Trustees and request reconsideration of the decision made in relation to you.

You need to refer to the decision you want to have reconsidered.

Tell us the parts of the decision you are unhappy with and why, that is specify the grounds of your appeal.

You have 30 days from the date of advice of a decision to submit your request. The MSB Board is able to extend the time in special circumstances so if your request is late you need to provide reasons so that the MSB Board can decide whether to allow extra time.

Once you have made your initial request to have the decision reconsidered extra time will be allowed for you to submit your full submissions and evidence.

The decision stands pending resolution of your request.

## Can I get any help?

Yes. You may call ComSuper to speak to a member of the Reconsideration Section for assistance in making a request. Phone **1300 006 727**

## What happens when you receive my request?

You will be assigned a reconsideration case officer.

Your case officer will conduct a thorough and independent investigation of the disputed matter.

Your case officer will write to you inviting you to provide, if you wish but at your expense, any additional information (submissions or evidence that may support your request).

We might seek additional reports directly from doctors involved in the case (with your permission), or send you for a further medical examination, both at our expense, if applicable.

Once the investigation is complete the matter is referred to the MSB Reconsideration Committee which currently consists of a MilitarySuper pensioner, a serving member of the Defence Force, an MSB Board representative and a ComSuper employee.

You will be advised of the MSB Reconsideration Committee's decision and supplied with the reasons for the decision.

## What happens if I am unhappy with the decisions of the MSB Reconsideration Committee?

If you are still unhappy you have 2 choices:

- you may refer the issue to the Superannuation Complaints Tribunal (SCT);
- or
- you may ask the MSB Board of Trustees themselves to reconsider the matter. The Trustees are only able to review the decision if you provide new evidence which was not available to the Committee and which is both relevant and not trivial.

## Can I withdraw my request?

Yes

## How much does a reconsideration cost?

No fee is currently charged for reconsideration of decisions.

## Freedom of Information requests

All requests for information made under the Freedom of Information (FOI) laws must be made in writing and should be referred to the FOI Unit within ComSuper. The FOI Unit uses the guidelines provided by the legislation to decide whether documents should be released.

The FOI Unit can be contacted on 1300 033 732.

## If you need more information ...

Phone: Customer Service Centre 1300 006 727  
Fax: (02) 6272 9617

Web: [www.militarysuper.gov.au](http://www.militarysuper.gov.au)  
Email: [members@enq.militarysuper.gov.au](mailto:members@enq.militarysuper.gov.au)

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