

WELCOME TO PENSION UPDATE FOR JANUARY 2006

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WHO IS COMSUPER?

ComSuper stands for the Commonwealth Superannuation Administration and provides superannuation administration services for your super scheme, MilitarySuper. ComSuper provides superannuation administration services for the government's public sector and defence force schemes. ComSuper isn't a superannuation fund but works on behalf of the Board of Trustees for MilitarySuper to provide services such as collection of superannuation contributions, maintenance of member accounts, calculation and payment of benefits, issue of member statements, and call centre services to provide customer information and answer enquiries. Decisions about your superannuation, for example decisions about how the scheme invests its funds or communicates with members, are made by the MilitarySuper Board.



WE'VE CHANGED OUR NUMBERS!

New Contact Information for MILITARYSUPER

To provide you with better customer service we have changed our phone, fax and email contact information. The new phone number will take you directly to a pensions Customer Service Representative. The new email addresses are also simpler and easier to use.

To assist you we have included the section below containing the new contact information for you to cut out and keep.

Postal Address

MilitarySuper, PO Box 22,
Belconnen ACT 2616

Pensions Email

pensions@enq.militarysuper.gov.au

Pensions Contact Number

1300 001 877

TTY(Hearing Impaired)

02 6272 9827

Street Address

Unit 4, Cameron Offices, Chandler Street,
Belconnen ACT 2617

Website

www.militarysuper.gov.au

Pensions Fax Number

02 6272 9618

AVOIDING A PENSION OVERPAYMENT IF YOU RE-ENTER THE DEFENCE FORCES

There may be occasions when you return or are considering a return to the Defence Forces while receiving a pension. You will need to let us know beforehand as your re-entry to the defence forces may change your pension entitlements. We will need to determine whether your pension will continue during your period of re-entry so that you can avoid an overpayment or debt recovery. You will also need to contact us so that we can check whether you need to elect a fund for your superannuation for the period of your re-entry to the ADF.

More information about re-entry to the ADF, your superannuation options and the implications for your pension is outlined in the publication *Rejoining the ADF* available from the website at www.militarysuper.gov.au. You can also email pensions@enq.militarysuper.gov.au or call our Customer Service Centre on **1300 001 877** for more information.

KEEPING IN TOUCH WITH WHAT YOU WANT TO READ

Prior to publishing each issue of the *Pension Update* we conduct a focus group to ensure the publication best meets your needs. Members of the focus group are drawn from the readership and discuss the newsletter, its stories and style, and any other publications or information accompanying the CPI increase. This process allows us to stay in touch with your needs and interests, and deliver the best possible service to support you in your retirement. If you have any comments or suggestions about the *Pension Update* email pensions@enq.militarysuper.gov.au or phone **1300 001 877**.



▲ Participants in the recent focus group meet to discuss and evaluate the information provided to accompany the CPI increase.

HOW THE CONSUMER PRICE INDEX (CPI) IS CALCULATED

On the first payday in January and July each year, your pension is increased if there has been an upward movement in the Consumer Price Index (CPI) over the previous six months (either from March to September or September to March). The Australian Bureau of Statistics determines the CPI by surveying the costs of the following categories of goods and services: food, alcohol and tobacco, clothing and footwear, housing, household furnishings, supplies and services, health, transportation, communication, recreation, education and miscellaneous items.

Once we know the CPI number, we do a calculation (see below) to see if your pension is due for an increase. If the new CPI number exceeds the highest of any previous March and September CPI numbers, we increase your superannuation benefit.

The following shows how we do this calculation.

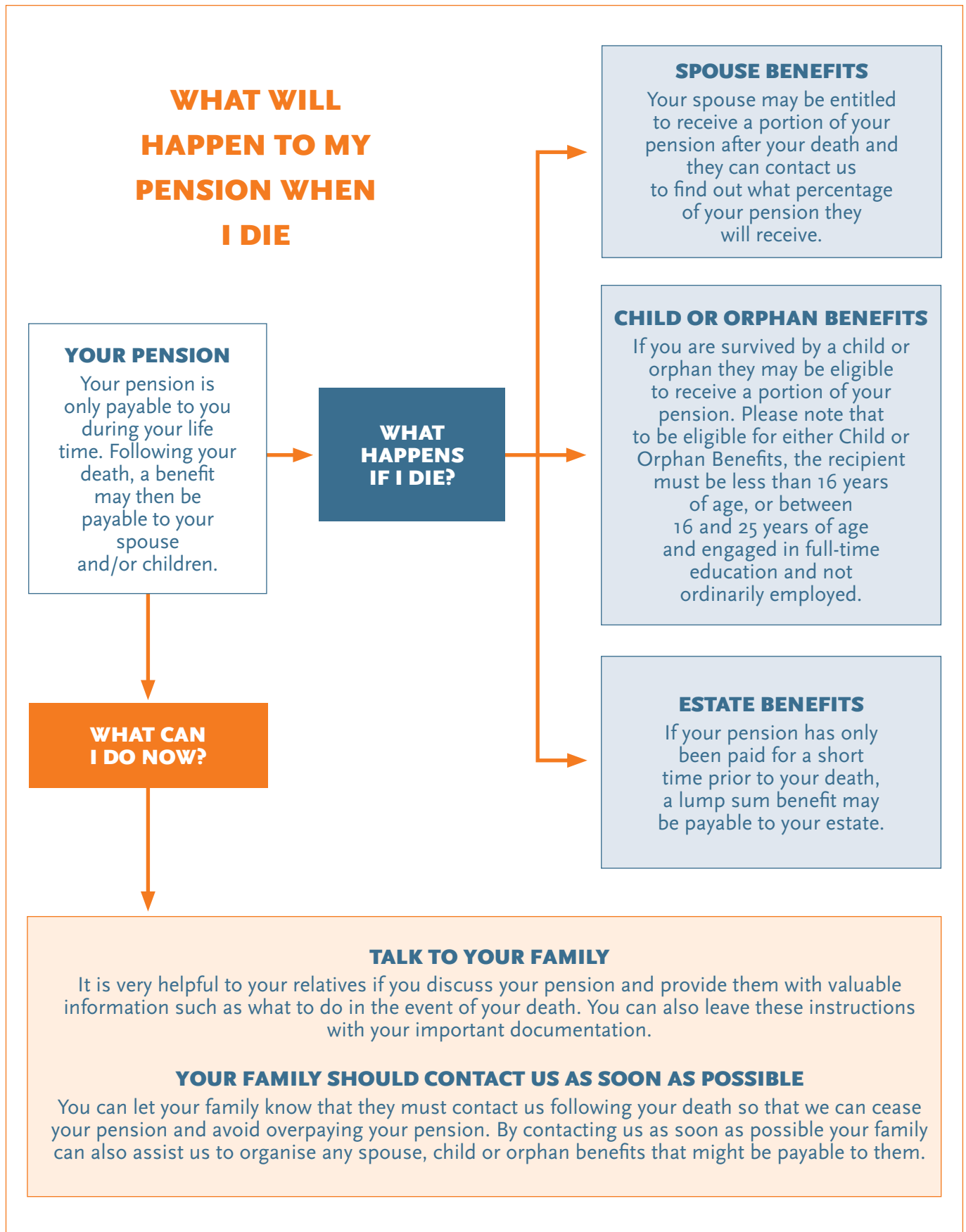
On 26th October 2005 the Australian Bureau of Statistics announced a CPI change of 1.6% for the March to September period. To arrive at that figure, the following calculation was made:

$$\frac{(\text{Sept. 2005 CPI number}) - (\text{March 2005 CPI number})}{(\text{March 2005 CPI number})} \times 100 = \text{CPI change (March to Sept. 2005)}$$
$$\frac{(149.8 - 147.5)}{147.5} \times 100 = 1.55932\%$$
$$= 1.6\% \text{ (when rounded to the nearest tenth of one per cent)}$$

Thus, on payday 5 January 2006, your superannuation pension will be increased by 1.6%.

WHAT WILL HAPPEN TO MY PENSION WHEN I DIE?

Although its not a topic that is easy to discuss, you may assist your family if you are aware of what happens to your pension after you die, what benefits may be available to them and what you can do now to simplify arrangements for them later. The following diagram indicates this information. You may wish to show it to your family and discuss it with them.



YOUR REFERENCE NUMBER

Your reference number and the superannuation scheme from which you receive your benefit are shown on the enclosed Pension Increase advice letter. Please quote your reference number whenever you contact us. It helps us to quickly identify you and speeds up your enquiry.

LATEST DATE TO MAKE CHANGES TO YOUR BANKING DETAILS

We need seven days notice before the pension payday to make a change to your bank account details. For example, if you changed your bank account and you wanted it to take effect on payday **19 January 2006**, you would need to tell us no later than **13 January 2006**. **But, whatever you do, don't close your existing account until your payments start going into your new account.**

KEEPING YOUR ADDRESS UP-TO-DATE

It is **most** important that we have your correct residential and postal address. If your pension mail is uncollected it is likely to be returned to us. If two mail articles are returned to us we will try to find a new address for you but if we can't, we may stop your pension. To avoid any disruptions to your regular payments, **let us know if you change your residential or postal address.**

If you are planning to be away from home for an extended period of time, for example if you are going on an overseas holiday, it is also a good idea to make sure your mail will be secure

in your absence. A solution is to notify us of another address that your mail can be sent to while you are away, so that it is not returned to us, or left unsecured.

IF YOU ARE NOT SATISFIED WITH OUR SERVICE

If you are unhappy with the service you receive from MilitarySuper or ComSuper and you have a comment, concern or complaint, we would like to know. Initial enquiries and complaints should be directed to:

The Complaints Officer
ComSuper
PO Box 22
BELCONNEN ACT 2616

Phone: 02 6272 9081

If you are not satisfied with the handling of your complaint, you may then contact the Superannuation Complaints Tribunal (SCT), except in relation to privacy matters. The SCT is an independent arbitrator set up by the Australian Government to assist in resolving members' complaints. You can lodge a complaint with the SCT if you are dissatisfied with ComSuper's response or we cannot resolve your complaint within 90 days. The SCT can be contacted as follows:

Phone: 1300 780 808

Fax: 03 8635 5588

Post: Superannuation Complaints Tribunal
Locked Bag 3060 GPO
MELBOURNE VIC 3001

HOW TO CONTACT US

Email: If you are receiving a MilitarySuper pension please use the following email address to contact us: **pensions@enq.militarysuper.gov.au**

Phone: You can dial **1300 001 877** from anywhere in Australia for the cost of a local call (mobile charges apply to mobile phones). We are available between 8.30 am and 5.00 pm Eastern Time Monday to Friday.

Pensioners with a hearing impairment can use a special TTY facility: **(02) 6272 9827**

Fax: enquiries can be sent by fax to **(02) 6272 9618**

Postal address: MilitarySuper, PO Box 22, Belconnen ACT 2616

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

Web: You can visit our website at **www.militarysuper.gov.au**

IT IS IMPORTANT YOU KNOW – 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 advisor.