



## How SuperTrace can help with the changes to lost super accounts and unclaimed monies

At the time of writing, the Government had recently released the Exposure Draft, Superannuation Legislation Amendment (Lost Members' Superannuation Accounts) Bill 2009. This draft bill is about the changes to lost super and unclaimed monies announced as part of the 2009 Federal Budget.

The draft bill proposes that from the 2010 – 2011 financial year super providers will also be required to transfer to the Australian Taxation Office (ATO):

- all lost accounts of less than \$200; and
- all other super accounts which are lost; and where the super provider has not received an amount in respect of the member within the last five years; and for which the super provider is satisfied it does not have enough information available to pay an amount to the member at any time in the future.

### What this means for your members and how SuperTrace can help

The ATO has not indicated that it will pay interest on these transferred amounts. It's assumed that these super balances will not receive any earnings once transferred to the ATO which is the current ATO practice in relation to unclaimed monies.

At SuperTrace we're already set up to provide an alternative solution to this for you and your members. If you have members that have been lost or inactive for five years or more, or are nearing this, SuperTrace may be an alternative to sending your members' benefits to the ATO.

We will pay your members investment earnings\*. SuperTrace will invest your members' money with the aim of providing real rates of investment growth while at the same time protecting against short term volatility risk.

A SuperTrace point of difference is that we go to great lengths to reunite members with their lost super, just look at our five pronged approach overleaf to see how hard we look for our members.

### Why transfer your members to SuperTrace?

In addition to being a cost effective alternative, we have processes in place to transfer members to the ATO. We can look after this for you.

Here are more reasons why SuperTrace is a great choice:

- Your members will benefit from low fees, equitable returns and proactive member relocation.
- Greater chance of your lost members being reunited with their super – since inception we've reunited 257,597 members with \$721.4 million worth of lost super.
- Your members will continue to earn interest\*.
- Comfort of knowing that you're looking after your members.

\*Past performance is not indicative of future performance. Please note that crediting rates are not guaranteed and may be negative. Where this occurs, the value of a member's benefit in SuperTrace may be reduced.

## We've won again!

**Heron & SuperRatings wins**



For the second year in a row The Heron Partnership awarded us their coveted 5-star rating for 'outstanding' product in their May 2009 Independent Assessment Report.

We've also been awarded a gold rating from SuperRatings!

These awards recognise our determination to offer members competitive fees, equitable returns for members, a simple and straightforward administrative and investment structure, and proactive relocation.

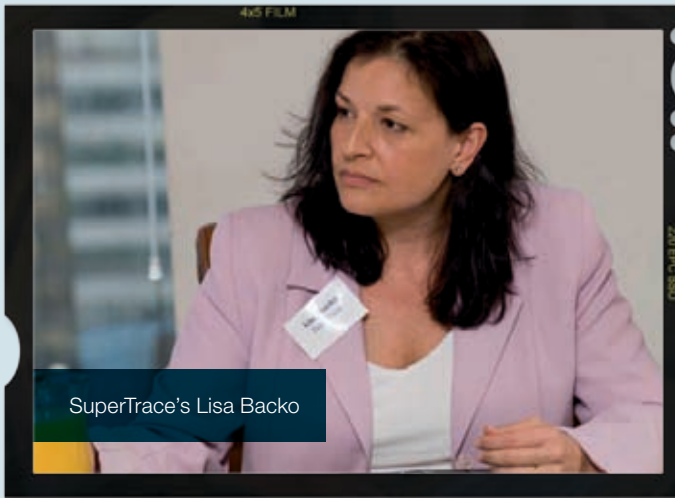
# Industry roundtable success!

SuperTrace hosted a Lost Super Roundtable that was hailed as a unanimous success.

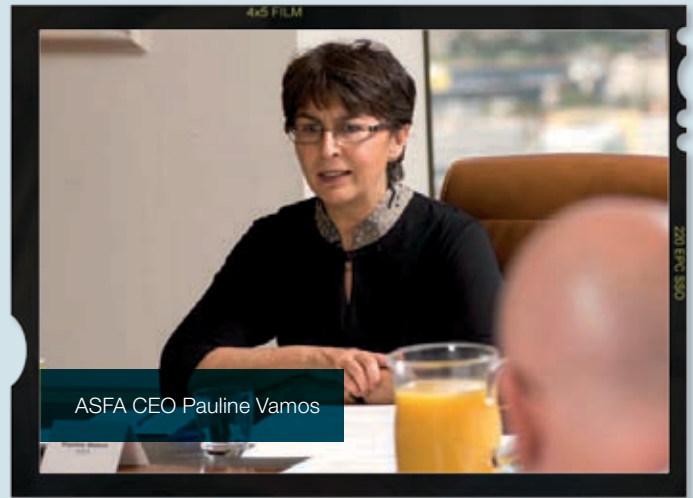
The event was moderated by ASFA's CEO Pauline Vamos and attendees included our very own Lisa Backo, Jeff Bresnahan from SuperRatings, Jack Sullivan from AMIST and Jonathan Crump from AERF just to name a few.

**The aim of the roundtable was to provide an independent industry forum to raise awareness and tackle the 'lost member' problem.** "As at 30 June 2008, 6.4 million accounts with a total value of \$12.9 billion was reported on the lost member register".

ASFA was impressed by the calibre of discussion and may use the key take outs as the basis for a Lost Super Discussion Paper to lobby Government. A great success and the first of many roundtables we're looking at hosting.



SuperTrace's Lisa Backo



ASFA CEO Pauline Vamos

## Introducing George Stavliotis SuperTrace Business Development Manager



George Stavliotis

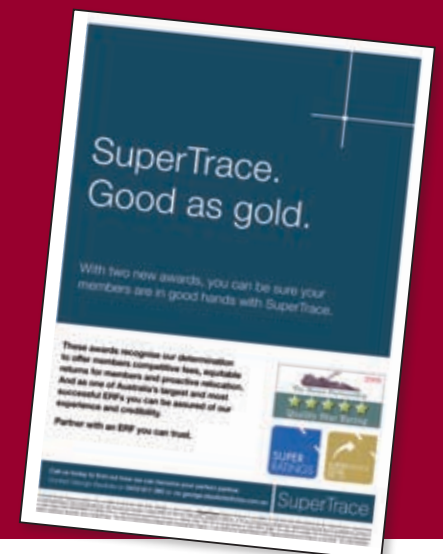
George is your contact for all matters SuperTrace...

George Stavliotis has recently joined the SuperTrace team as your Business Development Manager. George is your contact for all matters SuperTrace. Give him a call today with any questions on 02 9378 3411 or drop him an email on [george.stavliotis@cba.com.au](mailto:george.stavliotis@cba.com.au)

To learn more about George read our **Put a face to SuperTrace** article.

## Did you spot us?

Did you see our **Good as gold** ad in the July edition of Superfunds magazine? If you missed it here it is:



# Relocation update

At SuperTrace we're always looking for new ways to reunite members with their lost super.

Our five pronged approach shows the great lengths we go to.

Here are our latest relocation figures; we'll let the numbers do the talking.

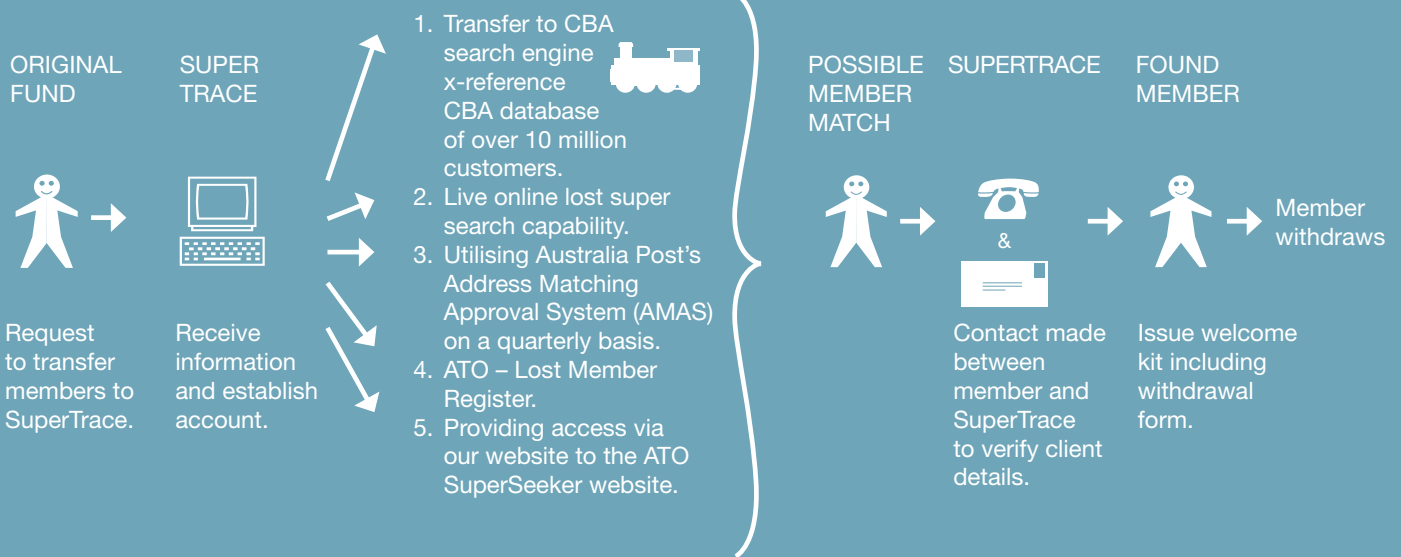
Since inception:

We've reunited  
**257,597 members**  
with their lost super.

We've reunited  
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worth of lost super.



## How we look for lost members @ SuperTrace



## What's happening at SuperTrace?

Last year we went online with our Report to Members and we're still looking for other ways to reduce our carbon footprint. In this year's annual statement mailing we're communicating with all members to obtain their consent to receive their statements online (if this functionality becomes available in the future).

By providing their consent and email address they go into the draw to win 1 of 10 \$1,000 Westfield Gift Cards.

To view the campaign in full visit [www.supertrace.com.au/win](http://www.supertrace.com.au/win)

Have you seen  
the new look  
SuperTrace website?

Have a look at  
[www.supertrace.com.au](http://www.supertrace.com.au)

# Put a face to SuperTrace

## 1. What is your current job in SuperTrace?

Executive Manager, Business Development SuperTrace. I am responsible for managing our client relationships with SuperTrace trustees.

## 2. What are the favourite aspects of your job?

Meeting with clients and understanding their ERF needs. We're constantly looking for better ways to relocate our lost members through a number of different avenues and we're also very involved with tackling the lost member issue.

I also work with a great team who are committed to making SuperTrace the best it can be, which makes my job a lot easier.

## 3. What is your job history?

I started my career in insurance over 10 years ago and I have worked for a number of organisations in marketing, research and analytics across a wide range of products including investments, superannuation and insurance. I started with Commlnsure seven years ago working in their retail life insurance product area.

## 4. What do you feel is your biggest achievement?

Starting a family, although my wife should take more of the credit, I never thought I would be a dad.

## 5. Choose 3 words to describe yourself.

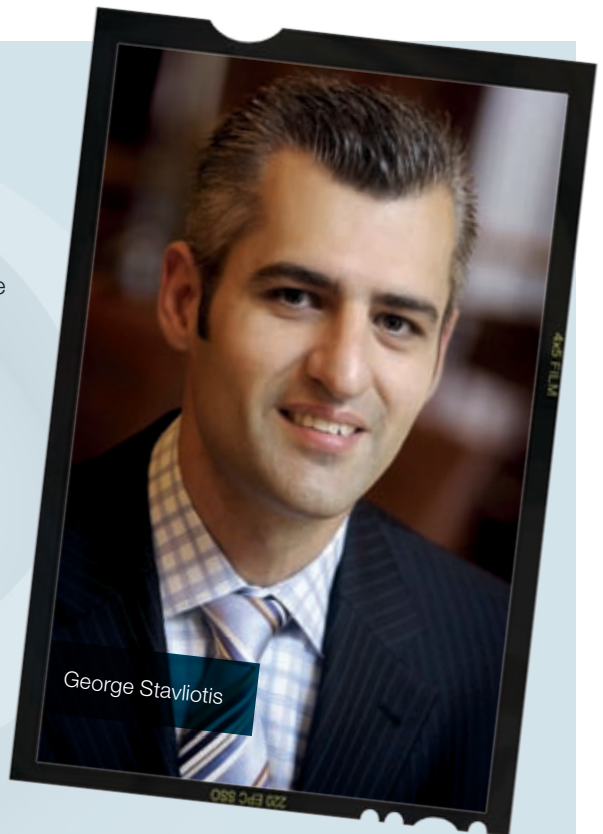
Professional, understanding, results driven.

## 6. What is your perfect Sunday afternoon?

Playing hide and seek with my daughter, she is always easy to find because you can hear her laughing.

## 7. What is your dream holiday destination?

Eating my way through the great restaurants of Europe, especially France, Italy and Spain.



“I also work with a great team who are committed to making SuperTrace the best it can be, which makes my job a lot easier.”

George Stavliotis, SuperTrace Business Development Manager

## New international phone & fax numbers

We've new international fax numbers and phone numbers

**Phone:** +61 2 8282 0543 **Fax:** + 61 2 9009 0719



## more information

Want to know more about SuperTrace and the efficient ERFing of members? We can assist you with administration of your inactive and lost members.

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This Newsletter is issued by Colonial Mutual Superannuation Pty Ltd ABN 56 006 831 983 AFSL 235025 (‘the Trustee’, ‘we’, ‘us’, ‘our’), the Trustee of SuperTrace Eligible Rollover Fund ABN 73 703 878 235 (‘SuperTrace’). SuperTrace is administered by The Colonial Mutual Life Assurance Society Limited ABN 12 004 021 809 AFSL 235035 (‘CMLA’). The Trustee and CMLA are both wholly owned but non-guaranteed subsidiaries of Commonwealth Bank of Australia ABN 48 123 123 124 AFSL 234945.

This newsletter has been prepared without taking account of your or your members’ objectives, financial situation or needs. You should before choosing SuperTrace as your fund’s ERF provider, consider the appropriateness of SuperTrace, having regard to your or your members’ objectives, financial situation or needs. You should obtain copies of the Trustee PDS and Member PDS and consider them before making any decision about whether to choose SuperTrace as your fund’s ERF provider.

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