

SuperTrace – the perfect partner

Who are we?

SuperTrace has been providing ERF services since July 1994. We have a highly experienced and dedicated team and have cemented ourselves as one of the largest ERF providers in the market today.

What makes us the perfect partner?

Our philosophy is to keep things simple and make it as easy as possible for you to transfer lost members. You can become a partner in three simple steps.

Why choose SuperTrace?

Over the years we've maintained a sound investment philosophy, developed a robust relocation strategy, and kept our fees low and transparent.

We're reliable

Communication is key to any successful relationship. You'll be supported by a team of experienced professional administrators and product managers. We're also committed to keeping our partners regularly updated about the industry and our initiatives. We do this via:

- bi-annual newsletters
- our website, www.supertrace.com.au

A perfect score awarded for “an active and continuing campaign to find lost members.”

The Heron Partnership Report 2009

We're proactive

We're always looking for new ways to reunite members with lost super.

- We've reunited and relocated over 304,000 members with over \$784 million in lost super.¹
- We cross-reference our lost members with Commonwealth Bank of Australia's database of over 10 million customers, using our innovative search engine.
- We use the ATO Lost Member Register.
- We cross-reference our lost members with the Australia Post's Address Matching Approval System on a quarterly basis.
- We've utilised the services of external data management companies.
- We have live online lost super search capability.

“SuperTrace provides the best value of the 16 funds surveyed and sits well below the average fee (for small balances).”

SuperRatings 2009 report

We're customer centric

Fees are a key issue for every Trustee nominating an ERF, especially when the majority of members have low account balances. We don't charge direct fees or adopt tiered crediting rate structures. SuperTrace only charge one all inclusive indirect asset fee of 1.55% p.a.²

This fee includes all costs of running the fund, including the cost of member protection. Unlike other ERFs, our fees don't increase due to member protection impacts, even in times of market volatility.

1. As at 31 March 2010.

2. For more information in regards to our Fees and Costs, please read our latest Member PDS available on www.supertrace.com.au

“SuperTrace does not maintain reserves which results in improved transparency and ensures members receive the actual investment performance.”

SuperRatings 2009 report

We've created an investment strategy with members in mind

Members don't choose their ERF and we've created our investment strategy with this in mind. ERFs are different from other superannuation funds. ERFs are short term holding accounts designed to hold member's retirement savings until members are 'found'. At SuperTrace, we aim to provide a reasonably high level of security and consistent returns. We do this by investing our member funds into the Capital Stable Fund, which has approximately 70% invested in cash and fixed interest and 30% invested in growth assets. In addition, we don't hold reserves to offset (or smooth) the impact of poor or negative performance.

We're award winners

SuperTrace is recognised by the industry for consistent performance. This gives our partners peace of mind that their ERFing arrangements will be delivered every time.

Our most recent awards include:

- **5 star award rating from The Heron Partnership, for the third consecutive year**
- **“Platinum” rating from SuperRatings**



Become a partner today

You're 3 easy steps away from becoming a SuperTrace partner.

1. Complete the nomination form and send it to us. We'll send you an acknowledgement letter and an ERF transfer template.
2. To start transferring member benefits, complete the ERF transfer template and email to our Administration team.
3. Post a cheque with your instructions to our office and we'll do the rest.

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Important information

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