

Important note to Division B contributory members regarding your 2003 Annual Statement

FAQ about Retirement Scheme Contributors (Pool B) Statements.

1. I have received my statement – but my Personal Account section seems to show fewer contributions than I made for 2002-3. Why is this?

During 2002-3 your scheme modified its procedures for recording contributions as part of the ongoing improvement in governance. Whereas in the past, your Personal Account section in your statement showed contributions due, your 2002-3 statement shows contributions actually received.

For example, if your June 2003 contribution was received after 30 June 2003, it will appear in the 2003-4 statement, not in your current statement.

2. Will this change affect my Employer Funded Benefit (EFB) in any way?

Absolutely not! The change effected will have no effect on your EFB or your exit benefit at any time. The changes are merely changes in the way our billing system now records contributions. We have introduced these changes as part of our ongoing improvement in governance. You are welcome to call Member Services to receive an update on your balance at any time.

3. I have also received a pre-filled contribution election form and a brochure headed “Are you getting the maximum employer financed benefit from the Retirement Scheme” I have some questions on this:

3.1 I don't want to change my contribution rate. Do I need to do anything?

No. If you don't notify us of any change, we will assume that you wish your current contribution rate to stay the same.

3.2 I wish to get more information on my retirement scheme and I want someone to contact me, but I don't want to change my contribution rate.

We would welcome your call or inquiry. Merely return your pre-filled contribution election form to Member Services, tick the service or information you need (or fill in the “Other” box), indicate the time you wish a call, and tick “I would like to continue with my last nominated rate”. Someone from member services will contact you.

3.3 I wish to change my contribution rate. When do I have to return the form by?

Your scheme rules require us to receive notice from you by the 31 December each year, and this is reflected in the standard form you will have received. However the good news is that for this year, your trustee has used its discretion to extend this deadline to the end of February, as mentioned in the brochure, to allow for

questions, and the fact that you only received the statements in late November or early December.

However please note that for any changes in your contribution election to take effect, we must physically have the forms by the end of February. We cannot process any forms received from the 1 March 2004 onwards for the 2004 election.

3.4 The form says that I should submit the contribution election form in the Business Reply Paid envelope attached? I did not receive one this year.

We apologise if you did not receive one. We have taken the following steps to ensure that you are not in any way disadvantaged.

- You can send us the form without needing a stamp. You merely need to include the following on any envelope and send it with the form to:

Member Services

Reply Paid N835

Grosvenor Place, NSW 1220

- Alternatively, if you call Member Services on 1300 369 901, we will post out a Business Reply Paid envelope to you.
- You can also hand in the form to one of our Account Managers or one of our Regional Offices. Please call Member Services to find out when an Account Manager will next be running a seminar, or to find out the location of your nearest Regional Office.

4. I have still have more questions about my statement.

Please call Member Services on 1300 369 901 and we will try to assist you over the phone or alternatively arrange a consultation with one of our Member Service Officers or Account Managers.