

Absolutelysuper

May 2011

An article from your super fund

Do you have any lost super?

The Australian superannuation system is definitely a world leader and the envy of many nations which are unable to put aside adequate retirement savings for their workforce. The fact that Australia has the fourth largest pool of retirement savings in the world for a relatively small population is a testimony to the nation's pragmatic and egalitarian ethos.

However, areas of necessary reform remain and, thanks to the Cooper Review, the government is seeking to address several areas which are crying out for reform. A key area which is being considered is the problem of lost super. There are currently over 6 million lost or inactive superannuation accounts which account for in excess of \$5 billion in lost savings.

It is quite easy to understand how these "dead" accounts come into being. Job changes, part time work, casual employment and even change of name all contribute to the problem. It is standard practice among super funds to stop posting member information to addresses when two or more mail outs are returned to the fund. So the situation

arises that the fund no longer knows where the member is and if the member changes jobs, he or she may forget about the account altogether. At present automatic consolidation of accounts does not take place!

The Cooper Review recommends automatic consolidation based on TFNs, date of birth and residential address. If this legislation is passed, accounts will automatically be consolidated and millions of "lost" accounts will be closed. This will most likely be done under the control of the Australian Tax Office.

In the interim, however, there are measures which can be taken to reunite you with your lost super. There is no need to pay a private service provider because the ATO offers this service with no charge. It is called "Super Seeker" and can trace your lost super in a matter of minutes. All you need to have available is your tax file number, family and given names and date of birth. Once you complete this information, Super Seeker will search for a match on the Lost Members Register, and if one is found, you are free to contact your current super fund to consolidate the lost account. A direct phone contact can also be made on **13 28 65** for assistance in tracking lost super.

Other inactive accounts have been moved to "eligible rollover funds" (ERFs). A large ERF which is used by NGS Super and other superannuation providers is AUSfund which will help members find their accounts if requested. Your money may end up in AUSfund if your superannuation fund performs a "sweep" or "ERF" to remove small or inactive accounts from their books.

Once lost super is located, it can be consolidated into your fund of choice. A *Transfer Authority* Form should be used to roll-over superannuation accounts. The form will ask for the details of the account such as the provider, account number and the approximate amount of the account along with a signature. Once this "authority" is received, the fund will chase up the money and will advise the member when it is added to the account. To download a *Transfer Authority* Form from NGS Super, go to the website www.ngssuper.com.au under the "Super Members" section, then go to "Forms and Publications" and download "Rollover/ Transfer Authority Form".

It's your money, so keep track of it!



Bernard O'Connor
NGS Super Company Secretary/
Manager Member Services



How to contact us

Visit our website www.ngssuper.com.au, or contact our Customer Service Team or your local relationship manager at any time. We're here to help you.

NGS Super Customer Service Team

Telephone: 1300 133 177

Phone number for callers outside Australia
+61 3 8687 1818

Fax: (03) 8640 0813

Email: administration@ngssuper.com.au

Web: www.ngssuper.com.au

Postal address

GPO Box 4303

Melbourne VIC 3001

NGS Super Trustee Office (NSW)

Dee Duke

Client Relationship Manager

Email: dduke@ngssuper.com.au

Jorjet Issavi

Client Relationship Manager

Email: jissavi@ngssuper.com.au

**Level 16, 99 Bathurst Street
Sydney NSW 2000**

Telephone: (02) 9273 7900

South Australian Regional Office

Elaine Santos Facchino

Client Relationship Manager

Email: efacchino@ngssuper.com.au

John Pedersen

Client Relationship Manager

Email: jpetersen@ngssuper.com.au

**Level 1, 431-439 King William Street
Adelaide SA 5000**

Telephone: (08) 8418 2400

Western Australian Regional Office

Kate Bell

Business Development Manager

Email: kbell@ngssuper.com.au

C/- Sharyn Long Chartered Accountants (SLCA)

**Level 6, 216 St Georges Terrace
Perth WA 6000**

Mobile: 0488 188 344

Victorian Regional Office

Laurie Buchanan

Client Relationship Manager

Email: lbuchanan@ngssuper.com.au

**Level 5, 737 Burwood Road
Hawthorn VIC 3122**

Telephone: (03) 9811 0502

Important information

The information in this article is general information only and does not take into account your objectives, financial situation or needs. Before making a financial decision, please assess the appropriateness of the information to your individual circumstances and consider seeking independent advice from a licensed or appropriately authorised financial advisor.