

super MATTERS

Summer 2010

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100%
INDUSTRY
SUPER



 **intrustsuper**
at your service

A message from the CEO

Welcome to our December edition of SuperMatters. There have been a number of highlights for Intrust Super throughout 2010 and we'd like to thank everyone for their support throughout the year. We'd also like to thank everyone for voting for us in the 'SuperSavvy One' Award – we took out the People's Choice Award at the annual SuperRatings award dinner in October! The 'End of Year Wrap Up' is a snapshot of some of our key happenings during '10.

We understand that being at the forefront of online services is vital for companies to survive in this 'techno savvy' world – so we've come to the table by enhancing our e-services to you. Our 'Super savvy online' article introduces a number of new and enhanced offerings available to Intrust Super Employers including e-statements and the launch of Australia's first free online super advice model. We are also excited about the upcoming upgrade to EmployerAccess due early next year. Supporting members and employers via online services enables even those that are time-poor or in isolated locations to be hands on with their super or keep up to date with their businesses super obligations.

We've also included an article - 'Everyone's a loser with Lost Super' – to share with your employees. If they've had many different jobs with different employers, like most of us, they'll most likely have super accounts

with many different funds. This article will get your employees thinking about whether they are one of the millions of Australians with lost super with the ATO and how to avoid losing their hard earning money to the government.

We recently welcomed Craig Chalmers to our Financial Advice team as a Representative of Intrust360° - our financial planning business unit – who we introduce to you in this edition.

If you have any suggestions for future editions of this newsletter, please do not hesitate to drop me a note and we will endeavour to cover the issues for you in an upcoming Super Matters. At Intrust Super we are at your service.

Brendan
O'Connell



End of year wrap up

Having serviced Australia's hospitality and tourism industries for over 20 years, we understand the industry you operate in and have designed our products specifically to suit the unique and complex workforce that it attracts.

We value your industry and thank everyone for their support throughout the year. There have been a number of highlights for Intrust Super throughout 2010 and we believe that, in time, the effects of these will increase the Fund's strength and our commitment to both our corporate and individual members.

At the annual SuperRatings Awards in October, we were presented with the "SuperSavvy One" Award. We are proud to be this year's winner – beating 35

other nominated funds for the People's Choice Award. In addition to this award we were also nominated as a finalist for the "Best New Innovation" Award as well as receiving our Platinum* rating for the fifth consecutive year, representing a "Best Value for Money" Super fund. It's extremely satisfying to be recognised by the industry for many reasons including our low fees and the fact that we don't pay commissions to financial planners or dividends to shareholders.





2010 saw the launch of our innovative not for profit financial planning service available to all Intrust Super's members - Intrust360° - a first of its kind in Australia. Intrust360° offers members three key benefits:

- **Learning360°**

Learning360° gives members access to a range of simple easy to understand online education modules. No matter what age, income or background these real world education modules will help our members better prepare themselves for their financial well being and we're introducing new and interesting topics every month.

- **Super360°**

We're continuously asked by members what they should do with their super when it comes to investment choice, insurance, will they have enough for retirement and should they be making extra contributions. Super360° is the answer. Members can now get personal financial advice on their super online, in their own time and at no cost. This type of advice through a traditional financial planner can cost up to \$600.

- **Adviser360°**

Adviser360° is our in house team of dedicated, fully qualified financial advisers who are there to help members face to face to create a complete financial strategy. We believe the greatest benefit

for members is that our advisers are not paid commissions and we only charge what it costs to operate this service so our fees for more complex advice is extremely competitive. Visit www.intrust360.com.au for more information.

As Service is a core value of Intrust Super, we have welcomed Michael Hutchinson, Jason Waller, Nanita Le Muth and Wayne Rogers to the Client Service and Business Development units over the past year. They further enhance an already talented and exceptional Service and Development Team. Our dedicated Customer Service Managers will continue to be available through 2011 to make regular visits to your workplace to ensure ongoing education for both you and your employees. In addition, we are at the forefront of simplifying our administration processes, including online EmployerAccess, making your lives easier. You can count on us to provide regular updates that may affect your super arrangements, so you'll be happy and so will your staff.

We look forward to the year ahead, and many more years working with you to provide super services to you and your staff. We know that you understand that good service is everything, so at Intrust Super we are at your service.

*According to SuperRatings 2011

Super savvy service... online

Being at the forefront of online services is vital for companies to survive in this 'techno savvy' world. Both consumers and businesses are progressively turning to online services for all aspects of their lives. Where we once preferred personal contact - this is becoming increasingly inconvenient with our busy schedules. We now expect online services to be readily available as we bank, shop, trade, research, compare, read and even play in a one stop shop from the comfort of our home or office.



Superannuation is getting on board to meet consumers' needs, by providing its services online. Intrust Super has launched its eStatement offering, where members can receive their statement via their online account. Employers can also get their transaction history online – saving time, paper and the environment.

The MemberAccess facility allows members to update their details and check their account balance, insurance cover and investment option(s) whenever they like - it's quick and easy! While through EmployerAccess, employers can add and remove staff when they join and /or leave the business, update details, view previously submitted contributions and read messages and newsletters from Intrust Super.

EmployerAccess can also help to reduce costs and errors and eliminate the hassle of completing manual returns, printing out reports, and sending documents by mail. It also allows payments to be submitted via BPAY or the Online Payment Option (where you select the amount and payment date) and send your contribution returns electronically.

Members logged into their online account also have access to Intrust Super's new free online super advice model – one of the first offerings of its kind in Australia. Super3600 provides members with free access to real time personal advice on their super. This is a tremendous innovation that will provide members with a legitimate and comprehensive Statement of Advice - online in their own time and at no cost.

These services could cost upwards of \$600 if they were provided by a traditional Financial Planner.

So if you're just wanting to know how best to treat your super without leaving the house, Super360° - your online adviser - will make recommendations on what investment is best for you, what insurances you should have, and how you could boost your super savings. All delivered in an easy to understand personalised super plan.



We also help members stay on track with a great range of easy to understand education modules covering everything from super to shares, managing debt and more. No matter what age, income or background, our real world education modules can help with topics including; how to save for your next holiday; how to formulate a financial plan; how to budget and how to reduce debt – check them out at www.intrust360.com.au.



MemberAccess can also help members get their super working harder. By sourcing a BPay number online and setting up after-tax contributions into super – members can top up their account and possibly get the Government Co-contribution at the end of the financial year. If eligible, by putting in just \$20 a week members could double their investment. The Government will match dollar for dollar any voluntary contributions made into super - up to \$1000. There are of course terms and conditions, but it's worth investigating if you like the sound of a 100% return on your money.*

It is also important to ensure your super fund has your Tax File Number so it can accept any personal contributions made to your super account. If your TFN isn't on record with your super fund you may pay more tax than you have to on both money coming into, and payments made from your account. If you don't provide your TFN, all deductible (this means Superannuation Guarantee and salary sacrifice) contributions will be taxed at the top marginal rate (currently 46.5%). You can check whether or not we hold your TFN via your online account.

Supporting members and employers via online services enables even those that are time-poor or in isolated locations to be hands on with their super or keep up to date with their businesses super obligations.

* See www.intrust.com.au for terms and conditions.

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Everyone's a loser with Lost Super



If you've had many different jobs with different employers over your working career, you'll most likely have super accounts with many different funds. Apart from possibly costing you extra in fees, there are more serious concerns of which you should be aware.

The Australian Securities and Investment Commission reports that there are billions (yes billions) of dollars in “lost” super accounts with thousands more accounts added to the list each month. If you haven’t had contributions paid into your account for five years or you have a low account balance (less than \$200) your account may be transferred to the Australian Tax Office (ATO).

This gives Australians even more incentive to start looking for their old super accounts – so they don’t lose their hard earned money to the Government. This can be done through the ATO’s “SuperSeeker” service or some super funds including Intrust Super offer a Lost Super Search service for members – so we do all the legwork for you. You will need your Tax File Number and (ideally) details of past employers to enable a search for lost accounts.

A member is usually identified as inactive or lost if mail is returned to the fund as undeliverable or if your previous employer is no longer making contributions into your account. So if you have inactive super accounts floating around one of the best things you can do is consolidate them by rolling them all into one super fund. More than one fund means more than one account to keep track of. Apart from being a nuisance, the big danger is your super fund loses contact with you.

Take some time to compare funds to ensure the one you select suits your needs. Such things as investment performance, fees, insurance and member benefits can make a huge difference to your super. Once

Did you know...

The average Aussie has more than one super account.

It’s important to do some research before you decide whether or not to consolidate your super. Remember to check the exit fees and changes to your insurance cover with your other funds before you close the accounts.

you have decided - you can arrange for your employer to start paying into your preferred Super fund. Most employers should be allowed to pay contributions into the fund of your choice. All you need to do is complete a Super Choice Form and give it to your employer. This form is available via the ATO website (www.ato.gov.au). Whichever way you do it, the key is to get your super all together now and make it work for you.

Getting your super under control can save you money in fees; cut down on paperwork and help you keep track of your money. So if you think you might have some old superannuation accounts that you haven't touched in years, don't hand it over the government, claim it and get what is rightfully yours before you lose it for good.



Welcome to new staff!



Craig Chalmers

Financial Advisor - Intrust360°

Craig is an Authorised Representative of Intrust360° and is located in Brisbane, Queensland. Craig has been involved in the financial service industry for over 15 years, as a founding partner and director of a whole-of-service financial planning practice. He holds a Diploma of Financial Services (FP) and additional accreditations to provide specialist advice on share market products, Margin Lending & Geared investments and Self Managed Superannuation Funds.

A big thanks to everyone for your vote of confidence



WINNER
OF THE SAVVY ONE AWARD

Intrust Super – Winner of the 2010 'Savvy One' Award
SuperRating's Peoples' Choice Award

Employee Tax File Numbers

100%
INDUSTRY
SUPER

*Pass on your
employee's Tax
File Numbers*

Intrust Super is encouraging employers to submit employee Tax File Numbers (TFN).

This prevents the Australian Taxation Office (ATO) from taxing their compulsory 9% employer contribution at a crippling 46.5% instead of the standard rate of 15%.

If an employer is paying more than \$1,000p.a. into their employees' super account but has not supplied their TFN to the super fund and the ATO, then all contributions will be taxed at a whopping rate of 46.5% instead of the standard rate of 15%.

As an example, by not doing so it could cost a worker on an annual salary of \$35,000 an additional \$1,000p.a. in tax.

By not supplying employee TFNs it can also mean that staff members might miss out on their \$1,000 entitlement from the Federal Government's Co-contribution scheme.



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As the Trustee is not licensed to provide personal financial product advice, you should carefully assess your situation before making any investment or insurance decision. To better assess this, you may wish to obtain advice which addresses your own objectives, financial circumstances and needs from a licensed financial planner. The general information provided in this document does not constitute financial advice and does not take into account your personal circumstances. For detailed information refer to the relevant Intrust Super Member Information Guide (Product Disclosure Statement).

The Trustee of Intrust Super is
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