

# Distribution Instructions

## 2009 Member Statements for PSS/CSS members

The enclosed 2009 Member Statements are provided for your employees who are members of the PSS or CSS and who have either not elected to have their statements delivered by email or to their home address, or have, since advising of their address, had mail returned as undeliverable. These statements provide members with personal information concerning the accrual of their superannuation benefits and show their Fund equity as at 30 June 2009.

Each member will receive an envelope containing their statement and other important information. The envelopes are sorted by scheme, then surname for each location point. Statement packs should be personally distributed to, or collected by, the member. Each member must sign for the receipt of their statement package on the control list provided. Members of your agency that have opted for alternative delivery methods are NOT listed on the control list. It is a Superannuation Industry Standard (SIS) requirement that member statements be given to members by 31 December 2009. Your assistance in this regard would be greatly appreciated.

Following the distribution of the statement packages, the Distribution Officer should:

- > retain the distribution control list on file at the Personnel Section until 1 July 2011 (after which time it can be destroyed); and
- > return the Distribution Declaration to:  
PSS/CSS Statements  
PO Box 22  
BELCONNEN ACT 2616

The following action should be taken if any of the statement packs are unable to be collected by the member:

1. Members on short term leave—retain for collection by member on return from leave.
2. Members on long term leave—mail to member's postal address.
3. Members who have resigned/retired since 30 June 2009—mail to member's postal address.
4. Members who have moved to a new department—send to new department.
5. All other instances—attach to member's file.

**Please remember to indicate on the control list what action you have taken where a statement is not collected and signed for by the member.**

# Additional information for Distribution Officers

## Privacy of information and duty of care

The Rules of the *Privacy Act 1988* impose a duty of care on people dealing with any information of a personal nature relating to employees/ members that extends to the handling, distribution and storage of such information.

The member statement packages should be treated as STRICTLY CONFIDENTIAL documents. Ideally, the statement packages should be distributed in the same way as you would distribute payment summaries to your employees. The packs should not be opened by anyone except the member.

## Application for a replacement statement

ALL requests for replacement statements due to incorrect information MUST be submitted by the Personnel Section on the official application form enclosed. Photocopies of these forms can be used. Applications WILL NOT be accepted after 31 March 2010.

Replacement statements can be obtained directly from the appropriate website ([www.pss.gov.au](http://www.pss.gov.au) for PSS members and [www.css.gov.au](http://www.css.gov.au) for CSS members) by selecting 'Member Services Online'. Individual members can access their own statements by using their Access Number to enter this secure site. If a member does not have an Access Number, they can apply for one by calling the relevant scheme number below.

## General inquiries

If members have general inquiries about their superannuation entitlements that you are unable to answer they should call us on 1300 000 377 for PSS members and 1300 000 277 for CSS members.

## Statement distribution inquiries

If you have problems with distributing the statements because of an incorrect address, please email [statements@pss.gov.au](mailto:statements@pss.gov.au) for PSS members and [statements@css.gov.au](mailto:statements@css.gov.au) for CSS members. PLEASE NOTE that the department codes used for these statements have been retrieved from the latest entry on the contributor record and the addresses are those you provided.



# Application for 2009 Member Statement or Replacement Statement

## IMPORTANT NOTE

- > Please read instructions provided prior to completing
- > Requests for member statements will only be accepted on this form
- > REQUESTS SHOULD BE MADE BEFORE 31 MARCH 2010

## Application (to be completed by Personnel)

Would you please issue an information statement or replacement statement for the following member:

AGS number

Surname

Given name/s

Scheme (tick appropriate box)  PSS  CSS

Reason for applying for a replacement statement:

- Member received an incorrect statement—documentation attached;
- Member did not receive a statement (Personnel to attach photocopy of relevant page of distribution list);
- Member's statement was lost/destroyed; or
- Other (provide supporting documentation, if applicable)

Completed by (print name)

Agency Details

Contact phone number   Date  /  /

Agency mailing address   
  
  STATE  POSTCODE

## Our Mailing Address

PSS/CSS Statements  
PO Box 22  
BELCONNEN ACT 2616  
Fax: (02) 6272 9816

Any advice in this document has been prepared without taking account of your personal objectives, financial situation or needs. Because of this, you should, before acting on any advice in this document, consider the appropriateness of the advice, having regard to your objectives, financial situation and needs. You may wish to consult a licensed financial planner to do this.

Australian Reward Investment Alliance (ARIA)  
ABN: 48 882 817 243 AFSL: 238069  
RSE Licence no: L0001397, Trustee of the: Public Sector Superannuation Scheme (PSS) ABN: 74 172 177 893  
RSE: R1004595, Commonwealth Superannuation Scheme (CSS) ABN: 19 415 776 361 RSE: R1001410