



# Superannuation services

## Superannuation services available to employers

For employers of scheme members, ComSuper delivers the following services:

- Competitive employer fees. The fee structure for 2009-10, including a component which funds ARIA's administration costs, is detailed in the table below (table shows fees per member per year):

CSS	PSS	2009-2010
Contributors		\$142
Preservers		\$102
Pensioners		\$95
Exit Fee		\$182*
PSSap		2009-2010
Contributors		\$108
Preservers		\$79

\* Note: this fee will only be charged for member exits in excess of 12,000 per year.

- Employer fees which are internationally benchmarked on a bi-annual basis, reviewed by the Department of Finance and Deregulation, and approved by the Minister for Superannuation and Corporate Law
- A dedicated employer contact team, providing services over the phone and by email
- Ongoing technical support and guidance for your HR staff in relation to your superannuation obligations
- Provision of an online interface (Employer Services Online) enabling most employers to remit data and contributions directly from their payroll system
- Provision of support materials through the Employer Administration Centre website
- Provision of various online calculators
- Training in specific aspects of scheme administration e.g. invalidity provisions.



# Superannuation services

## Superannuation services available to members

For scheme members, ComSuper and ARIA deliver the following ongoing administration services:

	CSS	PSS	PSSap	Level of service
Provide a welcome call or letter			✓	All new members receive a welcome call or letter
Provide an inbound customer service contact centre	✓	✓	✓	Phone calls answered within two minutes. Emails responded to within five days
Provide annual member statements	✓	✓	✓	Members receive an annual statement of their account balance as at 30 June
Provide mid-year member statements			✓	Members receive an annual statement of their account balance as at 31 December
Provide estimates for age retirement and other scenarios	✓	✓		Provided on request, and mostly within five days
Provide member seminars*	✓	✓	✓	Conducted periodically in all major employment centres
Process investment switches	✓	✓	✓	All valid investment switches processed upon receipt
Pay lump sum benefits	✓	✓	✓	Most benefits are paid within five days of receipt
Pay pensions	✓	✓		100% of pensions paid on a fortnightly basis into nominated bank accounts
Process rollovers and transfer values	✓	✓	✓	Most rollovers are processed within five days

\* These services are provided directly by ARIA who also manage the investment of monies.