

This was first sent to my local Federal member, Stephen Jones on 2 October 2014 (unfortunately with no response) and I believe it shows many of the problems with the superannuation industry, notably the issues of multiple accounts, default accounts, administration fees and charges and the opt out insurance provisions.

I am a self-funded retiree, ex-serviceman who, after forty plus years of public service, has chosen to come off the bench for Team Australia and continue to do a bit of lifting on behalf of the side.

In 2013 I was employed, for a short while, in a family firm in Moss Vale.

In early September this year I received a letter (dated 8 September) from Australian Super welcoming me as a member.

I rang them and was informed that the firm that I had worked for had opened an account. My transaction history showed that they had made a contribution on 1 September of \$190.24 for the period of my employment (3/8/13 to 27/9/13).

As I am currently a member of Caresuper as part of my casual employment as a Lifeguard, I decided to roll this amount over to that account. I registered with Australian Super on 16 September and did an online application to transfer the balance of my account.

In a letter dated 18 September I was informed by Australian Super that "we're unable to pay your super because you don't have any money in your account"

When I initially spoke to one of Australian Super's friendly, trained service consultants I was not told that the balance would be subject to insurance premium deductions but was told that there would be a \$35.00 withdrawal fee - I hesitate to think how that charge, for what would be an electronic transfer, would equate to an hourly rate. But I digress.

It seems that the balance I was given then and even today, when I 'press one'(now \$189.30) does not include this administration cost and insurance premiums. After taking these hidden costs into account I have a balance of -\$0.43. I eagerly await the request for payment.

However the real issue I have is the discovery that the insurance premiums (about \$26.00 per week) have been deducted not from the period I was actually a member - 1 September 2014 to 16 September 2014 (when I requested the rollover) but for the period 3/8/13 to 27/9/13 when I was working for the firm but not a member of the fund!!!

So to summarise:

I worked casually for about eight weeks and was not a financial member of any superannuation fund with no contributions paid by my employer.

Probably due to taxation requirements this employer makes the contributions a year later.

I am welcomed as a cherished member of the fund and gifted with a default insurance cover that I have no real lead time to opt out of.

But that would not have mattered as the 'insurance team' had already decided that I had to pay the premiums retrospectively even though I was not a member and did not receive my effusive welcoming letter until September this year.

At this stage I am not sure if I am part of a Monty Python sketch, a character in a Kafkaesque plot or living a Dali dream sequence but perhaps as my Federal Member, on my behalf and on the behalf of thousands of casual workers who have short term positions and accounts with various superannuation funds you may like to follow up both the legality and ethical appropriateness of this situation.

Thank you for your efforts