

My name is Matthew Vagg and I would like to make a submission concerning Supertrace. I am now a retired Dept of Veteran's Affairs TPI Gold Card Holder. I heard from Supertrace for the first time this year in April. I have attached a copy of this letter. Apparently they have been holding an amount of "lost" super for me which I was never made aware of until April this year. I believe the amount they were holding goes back to about 1995 -over 20 years ago. Despite over a dozen tax returns with the same tax file number -although the address might have changed - Supertrace made no attempt to contact me until April this year. If they had contacted me 20 years ago I could have rolled this sum (as I did with others) into Unisuper which performed well. I was never given the opportunity to roll this amount over -they kept it for 20 years. I find that unacceptable. I wonder if they have done that to thousands of other people. After some wrangling I managed to get this small amount out but at a higher tax. I believe that people should be compensated for not being notified of their "lost" amounts held by Supertrace despite the fact the person had always resided in Australia and had lodged annual income tax returns for the next 15 years. My address was always up to date with the tax office. That's my complaint. How do they get away with making no effort to find people when it is so simple as they had my tax file number. Hope you can stop them doing this to other people. Thank-you

**Matthew Vagg**