



## Superannuation services available to employers

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

- Competitive employer fees. The fee structure for 2011-12, including a component which funds ARIA's administration costs, is detailed in the table below (table shows fees per member per year)

CSS	PSS	2011-12
Contributors		\$147
Preservers		\$117
Pensioners		\$98
Exit Fee		\$182*
PSSap		2011-12
Contributors		\$113
Preservers		\$82

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

- 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 letter
Provide an inbound customer service contact centre	✓	✓	✓	Phone calls answered within two minutes. Emails responded to within seven 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.