

Q&As for members in Division 15

In 2015, Qantas Super visited Australian air Express (AaE) locations to share information about the transfer from the Australia Post Superannuation Scheme (APSS) and to answer questions from members.

We held pop-up information booths in Brisbane, Canberra, Melbourne, Perth, Sydney Domestic and Sydney International.

Many questions followed a similar theme so we thought it would be useful for you to read these in case you were unable to visit the booth.

Remember you can always ring the Qantas Super Helpline on 1300 362 967 if you're unclear about any of this information, or if you want to know more.

The transfer from APSS to Qantas Super

Q What part of my account transferred to Qantas Super in 2014?

In November 2014, the defined benefit portion of your APSS account transferred from APSS to Qantas Super.

Any contributions you were making, before-tax or after-tax, did not automatically transfer. They remained in your member savings account at APSS. One of the options available to you is to transfer your member savings account to Qantas Super, or to another super fund of your choice. To find out more, contact the Qantas Super Helpline on 1300 362 967.

General

Q I make salary sacrifice contributions but they are no longer showing on my payslip. Why is that?

Your payslip comes from your employer, so check this with your payroll department, or call People Services on 1300 303 411 or extension 86111.

Q Why can't I see my employer contributions online?

Your employer funds the defined benefit portion of your super, which is calculated according to a formula that depends on your salary, years of service and a certain percentage rate.

And because defined benefits are calculated this way, your employer makes contributions into a single pool of money in Qantas Super to pay the defined benefits for all members in Division 15. That is, your employer doesn't make contributions that are specially allocated to your individual account and that's why you can't see any employer contributions online.

When it then comes time to pay you your super entitlement, the amount of your defined benefit (determined by a formula calculation) is taken from this single pool of money.

Q In the past, I would see a jump in my super on my birthday. Will this continue?

Yes, like in APSS, you will generally see an increase in your super benefit each birthday if you've had a salary increase. This is because your defined benefit is based on your Final Average Salary (FAS), which is the average of your Superannuation Salaries received on your *last three birthdays*.

Q Why can't I see my insurance cover online?

Because of the way defined benefits are calculated, it's not as simple as showing a dollar amount on the website for your insurance so we've switched off insurance information for all Qantas Super defined benefit members. But we're working on changing the website to show your insurance and we hope to have it up and running soon.

For now, you can look up your insurance benefits on the 2015 annual statement we sent you, or you can call the Qantas Super Helpline for your insurance details.

Q Who should I speak to about my super?

It's often tempting to ask the people you work with about your super. The issue with that is that they're not licensed to provide you with advice, so it could be wrong for your circumstances.

▶ If you don't understand any of the information that we send you, or you want to ask more about your super, call the Qantas Super Helpline on 1300 362 967. We can answer questions about your super over the Helpline, and if needed we can put you in touch with an independent licensed financial adviser who has knowledge about Qantas Super. We recommend you always speak to a licensed financial adviser about your personal situation.

About fees

The most commonly asked question focused on fees and whether, as a Qantas Super member, you're paying fees that you weren't paying in APSS.

The short answer is no.

Here's the longer answer:

Your super consists of two components: your defined benefit portion, and your accumulation accounts (which was known as your member savings account in APSS).

Your defined benefit portion

This is the part of your super benefit that's funded by your employer, and it's calculated in accordance with a formula. And, as you're in Division 15:

- As with APSS, your employer pays all administration costs associated with your defined benefit.
- As with APSS, your employer pays all investment fees associated with your defined benefit.

Your accumulation accounts (known as member savings account in APSS)

If you contribute to your super (before-tax or after-tax), the contributions will go to your accumulation accounts. In relation to fees:

- As with APSS, your employer pays all **administration** costs associated with your accumulation accounts in Qantas Super.
- As with APSS, you pay the **investment fees** associated with your accumulation accounts.

What it looks like on your annual member statement

Your statement from APSS listed your investment fees, and included a note that your employer had paid your other account costs.

The Qantas Super annual statement sets out costs differently, with the total fees paid including the amount your employer has paid on your behalf. The large difference in fees that you see on your annual statement reflects this change in disclosure.

So your statements will look like this:

Your Qantas Super member statement (extract)

INDIRECT COSTS AND TOTAL FEES
Period 1 November 2014 to 30 June 2015

Call our Helpline: 1300 362 967
Your member no:
Your division: DIVISION 15

INDIRECT COSTS AND TOTAL FEES PAID BY YOU
For the period 1 November 2014 to 30 June 2015

The Trustee is required to provide you with information about fees and costs in the manner shown on this page. If you have any queries about the information shown please contact the Qantas Super Helpline.

INDIRECT COSTS OF YOUR INVESTMENT: \$394.42 ←

This approximate amount has been deducted from your investment and includes amounts that have reduced the return on your investment but are not charged directly to you as a fee.

→ **TOTAL FEES YOU PAID: \$394.42** ←

This approximate amount includes all the fees and costs which affected your investment during the period.

Your Qantas Super member statement shows **all investment fees**, paid by your employer and you, for both your defined benefit and accumulation accounts (APSS showed fees paid by you on accumulation accounts only).

So even though it says 'Total fees you paid' the reality is that you only pay a part of this amount and your employer pays the rest.

For many defined benefit members, the defined benefit portion is the largest part of their benefit. So, because investment fees paid by your employer on your defined benefit portion are now included on your annual member statement, fees on your Qantas Super statement will be higher than what was shown on your APSS statement.

▶ Call the Qantas Super Helpline on 1300 362 967 if you'd like to know the investment fees for each component of your super.

Contact us



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