


2012

Club Plus Super Annual Report



superannuation | pensions | insurance | financial planning





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the year in review

The Trustee of Club Plus Super issues this Annual Report for the financial year ended 30 June 2012. The information contained within this report is of a general nature only and is based on information available at the time of printing.

2011/2012 Club Plus Super Crediting Rates

The Fund's annual crediting rates after tax and expenses:	
Cash option	4.26%
Conservative option	4.66%
Balanced option	0.00%
Growth option	-2.06%
Australian Shares option	-10.28%
High Growth option	-4.02%

2011/2012 Club Plus Pension Crediting Rates

The Fund's annual crediting rates after tax and expenses:	
Cash option	5.01%
Conservative option	5.52%
Balanced option	0.20%
Growth option	-1.77%
Australian Shares option	-8.89%

Investment returns are applied to all members' accounts as at 30 June each year at the interest rate applicable to the investment option(s) that their account balance was invested in during the financial year.

Investments

The total net market value of the Fund's assets changed from \$1,439 million to \$1,481 million during the year.

Contributions and transfers

The Fund received in contributions and transfers:

• Employer contributions	\$124,635,511
• Member contributions	\$13,973,412
• Transfers (rollovers in)	\$35,055,689
• Transfers to Club Plus Pension	\$29,729,415

Benefits

The following benefits were paid to Club Plus Super members during the year:

• Transfers (rollovers out)	\$55,490,505
• Withdrawals	\$29,224,626
• Death	\$5,224,235
• Pension payments	\$7,216,474
• Disablement	\$3,269,605
• Financial hardship	\$1,901,095

Club Plus Pension

At 30 June 2012 Club Plus Pension had total assets of \$71,270,710 with the number of pension members being 450.

Membership

On 30 June 2012, membership of the Fund stood at 104,081. At the same date the number of employers participating in the Fund was 14,410.

**a message from
the Chairman
and CEO**



Wayne Krelle
Chairman



Paul Cahill
CEO

Since our last Annual Report, volatility has been an ongoing feature of domestic and global financial markets. Europe continues to dominate headlines, with reports of rescue packages and bailouts doing little to allay investor concerns. Weak growth, high U.S. unemployment and signs that China's remarkable expansion is slowing have dampened global demand for commodities like iron ore – Australia's main export.

Australian investors are not immune to this global uncertainty. With exposure to Australian and global shares, even well diversified investment options are influenced by big movements in stock markets. That said, it has been reassuring to see positive returns from property, infrastructure, bonds and cash offset weak share market returns within our Balanced fund. The positive returns generated for our Cash and Conservative options have also been encouraging.

Club Plus Super places utmost importance on providing products and services that deliver the best possible retirement outcomes. That's why, in these uncertain times, we have focussed on growing our product suite with even more investment choice. As one of the first industry super funds to offer term deposits in super and pensions, we have seen more than 300 members invest in them since launching in February. With \$35 million already invested, we expect strong demand for term deposits to continue as members increasingly seek to lock in guaranteed returns.

On the theme of investment choice and flexibility, we are committed to introduce a direct investment option next year. Designed for members who want to take a more hands-on investment approach, this is an exciting prospect for those with the time, skill and inclination to self-navigate today's complex markets.

Over the past year we have been encouraged to see more and more members draw on the expertise of our financial planning service. There has never been a more important time to seek professional financial advice and we remain committed to providing this benefit. Promoting the importance of advice to the wider clubs community, our new retirement planning seminars have also been well received and we look forward to hosting more in the coming year. If you would like to attend one of our seminars, please visit www.clubplussuper.com.au/seminar for scheduled dates and locations.

Looking ahead, the Fund remains well placed to weather the uncertain economic conditions currently at play. Actively reviewed by our investment committee, the strength of Club Plus Super's investment approach lies in diversification across a range of high calibre investment managers. Recognising this - and features like online functionality and automatic income protection - we've received a prestigious AAA Quality Rating. For the third consecutive year, our super and pension products have also been awarded Platinum ratings from SuperRatings.

As one of the lowest cost funds in the market, we pride ourselves on providing access to the superior quality, choice and expertise expected of a major super fund. Acknowledging this commitment to value for money, SelectingSuper and SuperRatings have both ranked us among the top five lowest fee super providers in the country.

Most importantly, confidence in our robust investment approach has been reflected by significant growth in new members entrusting us with their super. All up, we now help secure the financial futures of over 105,000 people, managing \$1.5 billion of their money.

We are proud of our 25 year heritage of serving the Australian club industry with quality super, pension, insurance and financial advice solutions. With solid foundations in prudent investment management, choice, service and low fees, we remain committed to providing the best possible retirement path for our members.

On behalf of Club Plus Super, we would like to thank you for your ongoing support.

Wayne Krelle
Chairman

Paul Cahill
CEO

who manages your fund

The Trustee

Club Plus Super is managed on behalf of members by a corporate trustee – Club Plus Superannuation Pty Limited ('Club Plus Super').

Employer Representatives



Wayne Krelle
Chairman



Peter Newell
Director



Adrian Caddy
Director



Richard Tait
Director



David Costello*
Director

Member Representatives



John Hawker
Deputy Chairman



Tara Moriarty
Director



Peter James
Director



John Morris
Director



Janet Southcott*
Director

All Directors held their position for the entirety of the year ended 30 June 2012.

*As of 30th August 2012 Janet Southcott and David Costello are no longer on the Board.

Committees

The membership of the following Committees, made up of board representatives, at 30 June 2012 comprised:

Investment Committee

Wayne Krelle (Committee Chair)
John Hawker
Richard Tait
Janet Southcott

Audit, Risk and Compliance Committee

John Hawker (Committee Chair)
Adrian Caddy
Peter James
David Costello

Claims Committee

Wayne Krelle (Committee Chair)
Tara Moriarty
Peter Newell
John Morris

The CEO, Paul Cahill, attends all Board and Committee meetings. There may be other members of senior management and representatives from service providers who attend Board or Committee meetings upon invitation.

Club Plus Super service providers

Administration

Australian Administration Services (AAS)

Auditor and Tax Agent

Ernst & Young

Investment consulting

Jana Investment Advisors

Bank

Westpac

Compliance

Mercer Legal

Financial advice

Club Plus Financial Planning

Arrears collection

Industry Funds Credit Control (IFCC)

Insurance broker

Marsh

Insurance

Group Life & Income Protection Insurance
Colonial Mutual Life Assurance Pty Ltd
(Referred to as CommInsure)

Legal advisers

Kemp Strang

investments and their performance

The following tables indicate the performance of our range of investment options over recent times. It is important to note when reviewing the table that past performance is not a reliable indicator of future performance and that different risk options have different risk profiles. For further details about each investment option please refer to the relevant and current Product Disclosure Statement.

(a) Club Plus Super

The table below shows, for each investment option, the net performance (after management costs and taxes) in each of the past five financial years, as well as the five year compound average (where available). It is important to note that the administration fee (currently \$1.60 per week) is not included in the returns as these are deducted separately.

Club Plus Super						
Investment option	5 year compound average	Financial year ended				
		30/6/2012	30/6/2011	30/6/2010	30/6/2009	30/6/2008
Cash option	4.75%	4.26%	4.60%	3.90%	4.30%	6.70%
Conservative option	3.29%	4.66%	6.40%	7.10%	-1.50%	0.10%
Balanced option	0.42%	0.00%	7.20%	9.80%	-9.55%	-4.10%
Growth option	-2.28%	-2.06%	7.40%	10.50%	-15.20%	-9.60%
Australian Shares option	-3.43%	-10.28%	8.60%	13.50%	-14.00%	-11.70%
High Growth option*	N/A	-4.02%	7.80%	10.20%	-16.00%	-11.20%**

*The High Growth Option was first offered on 1 January 2008, and therefore a five-year compound average is not available.

**Performance for High Growth option in 2008 is from 01/01/2008 to 30/06/2008

(b) Club Plus Pension

The table below shows, for each investment option, the net performance (after management costs) in each of the past five financial years, as well as the five year compound average. It is important to note that the administration fee (currently \$1.60 per week) is not included in the returns as these are deducted separately.

Club Plus Pension						
Investment Option	5 year compound average	Financial year ended				
		30/6/2012	30/6/2011	30/6/2010	30/6/2009	30/6/2008
Cash option	5.41%	5.01%	5.00%	4.60%	4.60%	7.88%
Conservative option	3.77%	5.52%	7.10%	8.00%	-2.00%	0.60%
Balanced option	0.32%	0.20%	7.70%	10.60%	-11.80%	-3.50%
Growth option	-2.65%	-1.77%	8.30%	11.20%	-17.90%	-9.98%
Australian Shares option	-3.28%	-8.89%	9.40%	14.50%	-17.30%	-10.30%

Investment related charges

Investment-related charges may vary from year to year with changes in underlying investment managers. For the 12 month period ended 30 June 2012, other management costs, comprising the investment-related charges and member protection costs for each investment option, are shown in the table on the following page.

Other management costs deducted from investment performance – financial year to 30 June 2012

Investment option	Club Plus Super		Club Plus Pension	
	Management Fee	Performance Fee	Management Fee	Performance Fee
Cash option	0.00%	0.00%	0.00%	0.00%
Conservative option	0.27%	0.00%	0.27%	0.00%
Balanced option	0.45%	0.00%	0.45%	0.00%
Growth option	0.45%	0.00%	0.45%	0.00%
Australian Shares option	0.31%	0.00%	0.31%	0.00%
High Growth option	0.50%	0.00%	N/A	N/A

Default investments

If you joined Club Plus between 1 January 2008 and 30 September 2011, but did not make an investment choice, your funds would have been automatically invested in the default investment option for your age at that time:

Age at joining Club Plus Super	Default
30 years or less	High Growth option
31 to 45 years	Growth option
46 years or older	Balanced option

If you commenced prior to 1 January 2008 or after 1 October 2011, and did not make an investment choice your default investment option would be the Balanced option.

Derivatives

Investment Managers engaged to invest the assets of Club Plus Super (other than the Fund currency manager) are permitted to use derivatives for hedging purposes only but not as a core investment asset.

Investments that exceed 5% of the Fund' assets

The Trustee is required to disclose whether any individual investment (such as shares in a company) exceed 5% of the Fund's assets. At 30 June 2011, there were no individual investments that exceeded 5%. No individual asset held by the investment managers who invest on behalf of Club Plus Super exceeds 5% of the total assets of the Fund.

Comparison of investment options

Pages 9-12 of the Annual Report allow you to compare each of the investment options available to Club Plus Super members.

We have provided you with a guide as to what option may suit members as well as outlining the investment objective and asset allocation for each of the options.

Crediting rate error compensation

Club Plus Super has put in place comprehensive controls in order to minimise the chance of crediting rate errors. Should the unlikely circumstance of an error occur and Club Plus Super determines that compensation is payable to members that have been adversely affected, we aim to ensure existing Club Plus Super members are in the same financial position as if the error did not occur. For exited members, only amounts greater than \$20 will be compensated. This Club Plus Super policy is in line with industry standards and regulatory guidelines.

Reserves

The Trustee maintains a reserve, as disclosed on page 16, into which are paid the administration fees from members accounts, insurance charges, and amounts deducted from your account for tax purposes, and interest earned on contributions until they are allocated.

The reserve amount is effectively maintained as part of the Trustee's Operating Cash Account and is therefore not subject to exposure in any of the Fund's investment options.

Term Deposits

Club Plus Super introduced Term Deposits for pension members in February 2012. They have also been made available to superannuation members since July 2012.

Term Deposits are available in three, six, nine and 12 month terms.

Cash

Investment objective

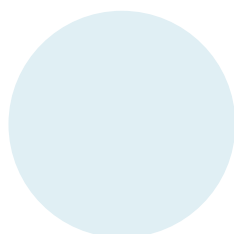
To equal the average return on retail cash management trusts after tax and fees.

Designed to consistently provide a positive return on investment, long-term investment may result in a low accumulation of retirement savings, which may in turn affect the long-term sustainability of a pension.

Strategy

Designed for members who do not want any reduction in the capital value of their account balance and who accept they may receive a lower long-term return compared to other options. May be suitable for members who intend to use their retirement payout for capital expenditure rather than longer term investment.

Asset allocation



	Asset allocation	Benchmark ranges
Australian Shares	0%	0%
Overseas Shares	0%	0%
Property	0%	0%
Infrastructure	0%	0%
Growth Alternatives	0%	0%
Total Growth Assets	0%	0%
Defensive Alternative	0%	0%
Australian Bonds	0%	0%
Overseas Bonds	0%	0%
Cash	100%	100%
Total Defensive Assets	100%	100%

Probability of a negative return

Never

Risk band

Risk label

1 Very low

Suggested Investment timeframe (time horizon)

3 years

Conservative

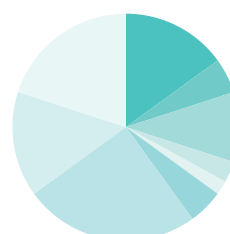
Investment objective

CPI + 2%

Strategy

Designed to suit members who have a conservative outlook to investing.

Asset allocation



	Asset allocation	Benchmark ranges
Australian Shares	15.00%	10-25%
Overseas Shares	5.00%	0-20%
Property	10.00%	0-15%
Infrastructure	3.00%	0-10%
Growth Alternatives	2.00%	0-10%
Total Growth Assets	35.00%	25-45%
Defensive Alternative	5.00%	0-20%
Australian Bonds	25.00%	0-30%
Overseas Bonds	15.00%	0-20%
Cash	20.00%	0-35%
Total Defensive Assets	65.00%	55-75%

Probability of a negative return

2 in 20 years

Risk band

Risk label

3 Low to medium

Suggested investment timeframe (time horizon)

3 years

Balanced

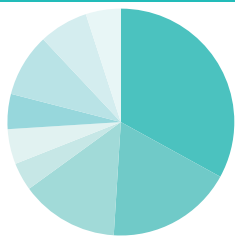
Investment objective

CPI + 3%

Strategy

Designed as a mix of investments that will provide a steady rate of return to members with a moderate level of volatility.

Asset allocation



	Asset allocation	Benchmark ranges
Australian Shares	33.00%	25-50%
Overseas Shares	18.00%	5-30%
Property	14.00%	5-20%
Infrastructure	4.00%	0-10%
Growth Alternatives	5.00%	0-15%
Total Growth Assets	74.00%	60-80%
Defensive Alternative	5.00%	0-15%
Australian Bonds	9.00%	0-20%
Overseas Bonds	7.00%	0-15%
Cash	5.00%	0-20%
Total Defensive Assets	26.00%	20-40%

Probability of a negative return

4 in 20 years

Risk band

5

Risk label

Medium to high

Suggested investment timeframe (time horizon)

Minimum 5 years

Growth

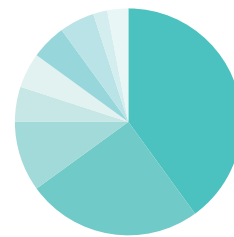
Investment objective

CPI + 4%

Strategy

Designed to suit members who understand that there will be volatility associated with a growth oriented investment.

Asset allocation



	Asset allocation	Benchmark ranges
Australian Shares	40.00%	30-50%
Overseas Shares	25.00%	20-40%
Property	10.00%	0-15%
Infrastructure	5.00%	0-10%
Growth Alternatives	5.00%	0-15%
Total Growth Assets	85.00%	75-95%
Defensive Alternative	5.00%	0-20%
Australian Bonds	5.00%	0-15%
Overseas Bonds	2.00%	0-15%
Cash	3.00%	0-15%
Total Defensive Assets	15.00%	5-25%

Probability of a negative return

6 in 20 years

Risk band

6

Risk label

High

Suggested investment timeframe (time horizon)

Minimum 7 years

High Growth

Investment objective

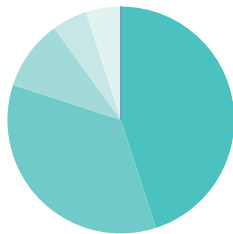
CPI + 5.5%

Strategy

The High Growth option has been designed to suit members who can absorb the volatility associated with a growth oriented investment.

This option is likely to be more volatile than the Growth option

Asset allocation



	Asset allocation	Benchmark ranges
Australian Shares	45.00%	35-55%
Overseas Shares	35.00%	25-45%
Property	10.00%	0-15%
Infrastructure	5.00%	0-10%
Growth Alternatives	5.00%	0-15%
Total Growth Assets	100.00%	100.00%
Defensive Alternative	0.00%	0.00%
Australian Bonds	0.00%	0.00%
Overseas Bonds	0.00%	0.00%
Cash	0.00%	0.00%
Total Defensive Assets	0.00%	0.00%

Probability of a negative return

8 in 20 years

Risk band

6

Risk label

High

Suggested investment timeframe (time horizon)

Minimum 10 years

Australian Shares

Investment objective

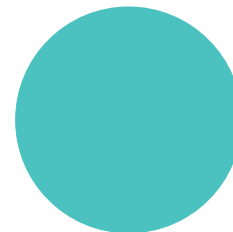
Designed to exceed the S&P ASX 300 Accumulation Index Australian Share market less tax and management fees.

This Individual Asset Class option is invested through separate investment funds to Cash and Common Pool. This option will be spread across funds provided by a number of specialist Australian shares managers to provide diversification of style of manager.

Strategy

Gives Club Plus Super members the opportunity to have their funds invested with investment managers who invest solely in the Australian share market in listed companies. Members should understand that there is a very high degree of volatility with this option.

Asset allocation



	Asset allocation	Benchmark ranges
Australian Shares	100.00%	100.00%
Overseas Shares	0.00%	0.00%
Property	0.00%	0.00%
Infrastructure	0.00%	0.00%
Growth Alternatives	0.00%	0.00%
Total Growth Assets	100.00%	100.00%
Defensive Alternative	0.00%	0.00%
Australian Bonds	0.00%	0.00%
Overseas Bonds	0.00%	0.00%
Cash	0.00%	0.00%
Total Defensive Assets	0.00%	0.00%

Probability of a negative return

8 in 20 years

Risk band

7

Risk label

Very high

Suggested investment timeframe (time horizon)

Minimum 10 years

club plus super **accounts**

Operating Statement for the year ended 30 June 2012

30-Jun-12
\$

30-Jun-11
\$

INVESTMENT REVENUE

Changes in net market value of investments	(86,220,569)	17,140,993
Interest	7,166,535	6,992,602
Dividends	20,956,502	26,117,510
Unit trust distributions	51,595,765	52,327,679
Net Investment Revenue	(6,501,767)	102,578,784

CONTRIBUTION REVENUE

Employer contributions	124,635,511	120,946,590
Members' contributions	13,973,412	15,394,200
Transfers from other funds	35,055,689	40,136,279
Total Contributions Revenue	173,664,612	176,477,069

OTHER REVENUE

Proceeds from term insurance policies	5,006,706	5,043,160
Group life rebates	299,737	220,495
Other	103,066	189,413
Total Other Revenue	5,409,509	5,453,068

Total revenue

172,572,354 **284,508,921**

EXPENSES

Administration fees	4,382,693	3,826,574
Investment management fees	2,284,101	2,686,927
Group life insurance premiums	12,738,044	12,139,232
Legal fees	150,668	217,616
Auditors' remuneration	104,057	110,550
Consulting fees	526,965	407,417
Operating expenses	4,264,658	4,253,711
No TFN contributions tax expense	(148,242)	(459,147)
Superannuation contributions surcharge	(1,590)	313

Total expenditure

24,301,354 **23,183,193**

Operating surplus for the period before tax

148,271,000 261,325,728

Less: Income Tax Expense/(Benefit)

(5,771,652) (20,688,152)

BENEFITS ACCRUED AS A RESULT OF OPERATIONS

142,499,348 **240,637,576**

The information contained on pages 13-15 is based on partly audited accounts. The full audited Club Plus Super accounts and Auditor's report will be available to members on request after 31 October 2012.

Statement of Financial Position as at 30 June 2012

30-Jun-12
\$

30-Jun-11
\$

INVESTMENT ASSETS

Cash and short term deposits	147,809,011	93,329,311
Interest bearing securities	281,615,014	285,408,656
Australian equities	449,675,898	471,916,927
International equities	258,000,304	256,489,143
Property	191,845,091	173,784,356
Other (Development, Infrastructure)	105,726,599	110,029,559
Derivative assets	77,771,308	167,619,181

OTHER ASSETS

Cash and cash equivalents	3,552,211	7,826,568
Trade and other receivables	23,533,339	28,900,964
Prepayments	9,900	-
Fixed assets	19,791	27,437
Deferred tax assets	29,407,163	18,391,662

TOTAL ASSETS

1,568,965,629 **1,613,723,764**

LIABILITIES

Benefits payable	2,093,765	2,170,592
Trade and other payables	899,486	521,071
Derivative liabilities	77,893,176	165,364,429
Current tax liabilities	4,267,846	4,406,683
Deferred tax liabilities	1,933,320	1,993,531

TOTAL LIABILITIES

87,087,593 **174,456,306**

NET ASSETS AVAILABLE TO PAY BENEFITS

1,481,878,036 **1,439,267,458**

LIABILITY FOR ACCRUED BENEFITS

Vested benefits

Allocated to members' accounts	1,473,828,864	1,430,438,080
Not yet allocated	6,868,278	7,662,626

Total Vested benefits

1,480,697,142 **1,438,100,706**

Reserves*

1,180,894 1,166,752

TOTAL LIABILITY FOR ACCRUED BENEFITS

1,481,878,036 **1,439,267,458**

Reserves

*Movements in the Operational Margin for the past three years are shown below.

	2010	2011	2012
Opening balance	2,856,924	1,554,071	1,166,752
Increase (decrease)	(1,302,853)	(387,319)	14,142
Closing balance	1,554,071	1,166,752	1,180,894

**Investments held at 30 June
2012**
30-Jun-12 30-Jun-11

Cash and short term deposits	Current Custodian Account	31,375,617	19,040,428
	NAB Cash Account	116,433,394	68,712,170
	Goldman Margin Accounts	-	5,576,713
	Term Deposits	-	-
		147,809,011	93,329,311
Short term securities	Bentham Syndicated Loan	25,212,600	-
	Hastings Yield Fund	9,331,614	16,371,781
	PIMCO Global Bond Fund	88,740,843	90,102,276
	State Street Global Advisors	-	46,152,131
	Super Loans Trust	6,159,302	5,729,184
	Term Deposits	25,691,675	-
	Vanguard Australian Fixed Interest Index Fund	109,657,486	111,524,821
	Wellington Global Return Fund	16,821,494	15,528,463
		281,615,014	285,408,656
Australian equities	Ausbil Dexia Australian Shares	130,311,379	142,289,550
	Dimensional Australian Shares	74,571,444	84,433,302
	Greencape Australian Equities	24,458,542	-
	L1 Capital Australian Equities	48,079,978	55,982,723
	Perennial Australian Shares	83,893,198	94,329,693
	St Helens VFG Australian Equities	-	72,379,993
	Tribeca Australian Equities	21,119,546	22,501,666
	Vinva Australian Equities	67,241,811	-
		449,675,898	471,916,927
International equities	BT Global Return Fund	1,302,608	1,736,811
	Colonial First State Global Share Fund	86,469,676	85,145,322
	Janus Global Research Share Fund	63,265,645	63,995,461
	Dimensional Emerging Markets Trust	34,660,618	30,319,536
	Platinum International Fund	17,783,717	18,645,373
	Platinum Unhedged Fund	54,518,040	56,646,640
		258,000,304	256,489,143
Property	Australian Prime Property Trust (Commercial)	23,476,631	21,807,079
	Australian Prime Property Trust (Retail)	72,084,058	69,236,721
	Colonial First State Private Property Syndicate	16,789,127	14,498,466
	Colonial First State Diversified Property Pool	7,143,001	7,659,630
	66 Hunter Street	6,750,001	6,750,000
	Industry Super Property Trust	39,741,699	34,532,138
	La Salle Australian Club Trust	25,860,575	-
	Legg Mason Property Securities Trust	-	19,300,322
		191,845,091	173,784,356
Other investments	AMP Capital Structured High Yield Fund	12,790,923	16,433,236
	Babcock & Brown Direct Investment Fund Mezzanine Trust	4,303,835	9,020,339
	Babcock & Brown Senior Debt Trust	30,194	46,430
	Energy Infrastructure Trust	43,521,375	42,259,228
	IFM Australian Infrastructure	17,889,093	16,787,829
	Kapstream Absolute Return	27,191,179	25,482,497
		105,726,599	110,029,559
Derivative investments	Derivative Assets	77,771,308	167,619,181
	Derivative Liabilities	(77,893,176)	(165,364,429)
TOTAL INVESTMENTS		1,434,550,049	1,393,212,704

other important information

Member Benefit Protection

Member Benefit Protection is provided to members who have an account balance of less than \$1,000. This means that a member will be refunded an amount equal to the extent that the weekly administration fee (currently \$1.60 per week) deducted from a member's account exceeds the investment earnings from the member's chosen investment option for that particular year.

Eligible Rollover Fund

Please let us know if you change your address. It's important so that we can keep you advised of details about your superannuation account.

We may roll over your benefit to Super Safeguard (an Eligible Rollover Fund) if your account balance is less than \$500, and Club Plus Super has received no contributions for you in the preceding thirteen months.

If your account is transferred to Super Safeguard, your insurance benefits with Club Plus Super will cease. Super Safeguard does not offer insurance cover. There are no withdrawal fees during this process nor will you be charged a roll-in fee when transferred to Super Safeguard.

Super Safeguard charge minimal administration fees however, due to member protection, any fees charged by Super Safeguard cannot exceed the interest earned by the investments for which your funds are invested.

For more information visit the Super Safeguard website www.supersafeguard.com.au or contact them directly at:

Super Safeguard
GPO Box 3426
Melbourne VIC 3001
Phone: 1300 135 181

Surcharge and tax

Superannuation Surcharge

Club Plus Super deducts from your account balance any amount that the Trustee is required to pay to the ATO for Superannuation Surcharge (including any advance instalments).

Excess Contributions Tax

Any taxes on excess concessional or non-concessional contributions are levied directly on the individual member. If you receive an assessment from the ATO stating that you are liable for such tax, the ATO will provide you with a Release Authority which you may (and in the case of excess non-concessional contributions tax, must) give to the Fund. The Release Authority permits the Trustee to make a payment from your account up to the amount of the tax liability.

Enquiries and complaints

Club Plus Super has arrangements in place to deal with any enquiries or complaints that you may have.

Enquiries

You can make enquiries about Club Plus Super or your member account in the following ways:

Telephone	Club Plus Super	1800 680 627
	Club Plus Pension	1800 204 194

E-mail club_plus_superannuation@aaas.com.au

In writing Club Plus Super
Locked Bag 5007
Parramatta NSW 2124

In person 1A Homebush Bay Drive
Rhodes NSW 2138

Where you submit an enquiry in writing, Club Plus Super will seek to respond to your enquiry within five working days. This may not be possible if the matter is more complex, however, we will let you know when you can expect a response.

Complaints

Complaints about Club Plus Super should be made in writing to:

The Complaints Officer
Club Plus Super
Locked Bag 5007
Parramatta NSW 2124

We will endeavour to provide a response to your complaint within 30 days of receipt, however, more complex matters may take longer to deal with. In any event, the Trustee must provide you with a response within 90 days of the date that your complaint was received.

In the event that the complaint is not resolved to your satisfaction, you may refer the matter to the Superannuation Complaints Tribunal (SCT), a Federal Government body set up to deal with complaints that a member or beneficiary may have regarding a decision of the Trustee of a superannuation fund. You can contact the SCT on 1300 884 114 or visit their website: www.sct.gov.au

Please note that prior to lodging a complaint with the SCT, the matter must first be dealt with through the Club Plus Super complaints handling process.

Contacting the Trustee

Should you have a matter that you wish to refer to the Trustee directly, please write to:

Paul Cahill
Chief Executive Officer
Club Plus Super
GPO Box 3774, Sydney NSW 2001

contact us

Locked Bag 5007, Parramatta, NSW, 2001

member **hotline:** 1800 680 627

employer **hotline:** 1800 210 098

pension **hotline:** 1800 204 194

email: club_plus_superannuation@aas.com.au

financial planning: advice@clubplussuper.com.au

www.clubplussuper.com.au



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