

# How to read your statement

Read this guide in conjunction with your 2020 – 21 Flexible Rollover Product (FRP) Annual Statement. You can find more information about FRP at [supersa.sa.gov.au](http://supersa.sa.gov.au). Up-to-date information about your account is accessible in the member portal on the Super SA website.

## 1 Client ID

use this number to log into the member portal to view your account details. This unique number covers all of your Triple S, Super SA Select, Income Stream and Flexible Rollover Product accounts.

## 2 Account ID

is specific to each of your Super SA accounts and you will need it when you complete forms to make changes to your account.

## 3 Personal Details

provides a summary of your details. Make sure your contact details are up-to-date otherwise you might miss out on important information about your super.

## 4 Account Summary

provides a summary of contributions, withdrawals and itemised fees. Depending on which investment option(s) your funds are invested in, your Account Summary may show negative net investment earnings. This is as a result of the movements in the financial markets.

## 5 Total fees you paid

includes the fees and costs during the period of this statement (excluding insurance premiums).

## 6 Indirect costs of your investment

the Indirect Cost Ratio (ICR) is the fee for managing your investments by specialist fund manager, Funds SA. These costs vary across investment options and from year to year.

Investment costs are not deducted directly from your account. They are deducted prior to determining the rates of return on your investment.

Investment costs cover the ongoing management of your investments, and investment management continues even if market volatility results in negative rates of return.

For further information please read the Investment Guide available on the website.

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**Annual Superannuation Statement**

**Rates of Return**

| Option               | 1 Year % | 3 Year % p.a. | 5 Year % p.a. | 10 Year % p.a. |
|----------------------|----------|---------------|---------------|----------------|
| Cash                 | 0.08     | 0.84          | 1.6           | 1.92           |
| Capital Defensive    | 5.45     | 5.85          | 3.75          | 4.38           |
| Conservative         | 5.42     | 5.82          | 3.78          | 4.40           |
| Moderate             | 15.64    | 6.38          | 6.70          | 6.72           |
| Balanced             | 19.44    | 8.34          | 8.55          | 7.98           |
| High Growth          | 23.48    | 9.11          | 10.07         | 9.48           |
| Socially Responsible | 19.81    | 8.21          | 8.29          | 7.84           |

**Summary**

|                                 |     |
|---------------------------------|-----|
| Opening balance at 30 June 2020 | \$0 |
| Contributions                   | \$0 |
| Deductions                      | \$0 |
| Earnings                        | \$0 |
| Withdrawals                     | \$0 |
| Closing balance at 30 June 2021 | \$0 |

**Strong returns for your super**

**Personal Details**

|                                       |            |                          |            |
|---------------------------------------|------------|--------------------------|------------|
| Date joined Flexible Rollover Product | 27/09/2018 | Eligible service date    | 30/06/2008 |
|                                       |            | Tax File Number supplied | Yes        |
|                                       |            | Email address supplied   | Yes        |

**Account Summary**

|                                   | Total        |
|-----------------------------------|--------------|
| Opening balance at 30 June 2020   | \$814,718.88 |
| Contributions from you            | \$0.00       |
| Rollovers received                | \$0.00       |
| Co-contribution                   | \$0.00       |
| Account adjustments               | \$0.00       |
| Net investment earnings**         | \$5,776.78   |
| Less Death/TPD insurance premiums | \$0.00       |
| Less switching fees               | \$0.00       |
| Less administration fees          | \$70.20      |
| Less advice fees                  | \$0.00       |
| Less contributions tax            | \$0.00       |
| Closing balance at 30 June 2021   | \$821,004.46 |

**Total fees you paid**

|  |          |
|--|----------|
| Indirect costs of your investment*             | \$778.90 |
| Administration fees                            | \$70.20  |
| Switching fees                                 | \$0.00   |
| Advice fees                                    | \$0.00   |
| Total fees paid for 1 July 2020 - 30 June 2021 | \$849.10 |

**Indirect costs of your investment**

This approximate amount has been deducted from your investment and covers amounts that have reduced the return on your investment but are not charged as a fee. The Indirect Costs of your investment include the cost of managing your investments by specialist investment manager, Funds SA and the Operational Risk Reserve (ORR) fee. The purpose of the ORR is to maintain adequate financial resources to protect members and the scheme from operational failures. The approximate amount of ORR fee included in the Indirect Cost of your Investment is \$424. The Indirect Cost of your investment of \$778.90 has already been deducted to give you net investment earnings of \$5,776.78.

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Update your contact details in the member portal at any time using your Client ID. While you are logged in, you can also choose to receive all of your communication from us electronically.

**7 Investment Option(s)** provides a summary of the number of units you hold in your investment option(s) and their unit price(s) at 30 June 2021. You can change your investment options by logging into the member portal.

**8 Withdrawal Benefit at 30 June 2021** shows the amount of your benefit if you withdrew it, and the amount subject to Commonwealth Government preservation rules. To get a breakdown of all the components of your super, log into the member portal, under 'Account Information' select 'Flexible Rollover Product', click on 'Generate Quote' and open the PDF. Taxes may apply. Refer to the FRP Reference Guide for more details.

**9 Your insurance cover at 30 June 2021\*** details any FRP insurance cover you have. This includes the type of Insurance, the number of units and the amount payable in the event of your death or total and permanent disablement. Refer to the FRP Insurance fact sheet. \* Insurance cover and entitlement are determined in accordance with the Southern State Superannuation Act 2009 and Regulations.

**10 Total Death or TPD Entitlement at 30 June 2021** is the amount payable in the event of your death or total and permanent disablement (including terminal illness). This is the sum of your Death or TPD insurance cover (if any) plus your account balance. The insurance entitlement shown on your statement reflects our records at 30 June 2021. Conditions may apply to your insurance cover.

**11 Binding Nomination of Legal Personal Representative (LPR)** shows if you have made a binding nomination for your LPR (your executor or administrator of your estate) to receive your benefit in the event of your death. A nomination is valid for three years. Refer to the FRP Reference Guide for more details.

**12 Deposit Transactions** lists all the contributions and rollovers received in your account from 1 July 2020 to 30 June 2021. You can also find this information in the member portal.

**13 Important information** shows information about the fees you may be charged as an investor in the FRP and also includes details of the complaints process. Refer to the FRP Reference Guide and Resolving Your Complaint fact sheet for more information.

**Investment Option(s)**

As at 30 June 2021 your account balance is:

| Investment Option | Percentage     | Units          | Unit Price | Amount             |
|-------------------|----------------|----------------|------------|--------------------|
| Balanced          | 100.00%        | 35,079,754,225 | \$2.414109 | \$87,300.46        |
| <b>Total:</b>     | <b>100.00%</b> |                |            | <b>\$87,300.46</b> |

**Withdrawal Benefit at 30 June 2021**

|   |             |
|---|-------------|
| Withdrawal benefit at 30 June 2020                    | \$81,471.88 |
| Withdrawal benefit at 30 June 2021                    | \$87,300.46 |
| Amount of benefits that is preserved                  | \$87,300.46 |
| Amount of benefits that is restricted non-preserved   | \$0.00      |
| Amount of benefits that is unrestricted non-preserved | \$0.00      |

**Your insurance cover at 30 June 2021 is:**

| Death*                            | Units | Type        | Insured Benefit |
|-----------------------------------|-------|-------------|-----------------|
|                                   | 2     | Standard \$ | \$48,000.00     |
| TPD (including terminal illness)* | 2     | Standard \$ | \$48,000.00     |

**This equates to a total Death or Total and Permanent Disablement (TPD) entitlement at 30 June 2021:**

|       | Insured Benefit | Account Balance | Total Entitlement |
|-------|-----------------|-----------------|-------------------|
| Death | \$48,000.00     | \$87,300.46     | \$135,300.46      |
| TPD   | \$48,000.00     | \$87,300.46     | \$135,300.46      |

**Deposit Transaction**

No contribution transactions for the period 1 July 2020 to 30 June 2021

**Important information**

The administration fee is \$1.35 per week. An asset based fee of 0.05% of your account balance (capped at \$2708 per month) is deducted from your account on a monthly basis.

If your Flexible Rollover Product account balance is less than \$5,000 at the end of the financial year, the total combined amount of administration fees, investment fees and indirect costs charged to you is capped at 3% of the account balance. The administration fee amount in your annual statement is net of any fee capping adjustment that is applicable.

Investment management costs and a deduction for the Operational Risk Reserve has been deducted from the Fund's investment returns through unit prices before they are allocated to your account. No investment management fees are charged directly to your account.

Information about other fees, including investment switching and family law fees is available on the Super SA website. You can change your Investment Strategy or Insurance cover at any time (conditions apply). Refer to the Flexible Rollover Product Disclosure Statement on the Super SA website for more information.

The Super SA Board is obliged to provide information reasonably needed to understand all benefit entitlements. Further information in relation to the Flexible Rollover Product is available on request by contacting Super SA or visiting the Super SA website.

For more information about your investment in the Super SA Flexible Rollover Product visit the Super SA website. You can access news and updates on super issues that affect you as well as Financial Information, Forms and Product Disclosure Statements. The Annual Report will be available on the Super SA website once approved.

**Complaints process:**

If you are dissatisfied with a product or service provided by Super SA, you can escalate the matter by lodging a formal complaint with Super SA. Complaints must be in writing and may be submitted in the following ways:

**Website:** Complete and submit the Member Complaint Form online or download the Member Complaint Form and send to Super SA.

**Email:** [supercomplaints@sa.gov.au](mailto:supercomplaints@sa.gov.au)

**Mail:** Complaints Officer, Super SA, GPO Box 48, Adelaide SA 5001

If you are dissatisfied with the decision made by Super SA, you may request a review of the decision in writing to the Super SA Board or the South Australian Civil and Administrative Tribunal (SACAT). An application to review a decision must be lodged within three months of receiving notice of the decision.

Alternatively, you may refer the matter to the State Ombudsman.

**Contact Us**

|       |  |      |                                |
|-------|--|------|--------------------------------|
| Email | <a href="mailto:super@sa.gov.au">super@sa.gov.au</a> | Call | 1300 363 315                   |
| Web   | <a href="http://super.sa.gov.au">super.sa.gov.au</a> | Post | GPO Box 48<br>Adelaide SA 5001 |

Disclaimer: While every effort has been made to safeguard against errors or omissions, your entitlements remain those which are stated in accordance with the Southern State Superannuation Act 2009 and Regulations and the Product Disclosure Statement. No responsibility will be accepted for any error or omission. The entitlements shown on this statement are based on information available at the date of this statement. Your future entitlements will vary due to changes in contributions, investment earnings and any rollovers. This is printed on paper that is formed from sustainable resources.

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