

Hi Gisella,

Thanks for the email.

You are correct about the incorrect payment from Virgin.

I have kept all the correspondence from them (4 emails) with what has occurred and how they fixed it. As the letter on the last email explains, I let them take the outstanding amount from future contributions. I'm not sure how you would like these email. If you like I can send them thru one by one so you can follow what payroll has done?

As for Kate's ESA. We have been onto both her employers and they have both entered the correct ESA into their systems, however we keep getting an email advising them that it's not correct.

We have shown both employers this and they have both responded that it is correct on their end. They even snapshotted their screen to show it is correct.

Aside from advising them, I don't know what else we can do.

I will send these four emails now.

Please advise if you require anything further.

Kind regards

Shane

On 31 Jan 2024, at 22:57, Gisella D'Orio <Gisella@greenfrogsuper.com.au> wrote:

Hi Shane,

It appears that Virgin has paid \$3,056.81 into the SMSF for employer contributions belonging to a colleague - Brad Mulcahy:

<image.png>

If correct, this amount will need to be paid back. We do note though that it may be an error as your employer contributions are paid once a month and that was the only amount received in Feb-2023 from Virgin:

<image.png>

The employer contribution messages are not being received from Kate's employer/s which suggests that they haven't updated the ESA in their payroll programs. Please provide the new ESA: **BGLSF360**, or the attachment, to her employers as soon as possible.

Let me know what you find out from Virgin.

Many thanks

Gisella

On Tue, Jan 30, 2024 at 11:59 AM, <[gisella@greenfrogsuper.com.au](mailto:gisella@greenfrogsuper.com.au)> wrote:

Excellent, thank you Shane!

Have a great day,

Gisella

On Tue, Jan 30, 2024 at 11:51 AM, <[kateshanehunter@bigpond.com](mailto:kateshanehunter@bigpond.com)> wrote:

Begin forwarded message:

**From:** Shane Hunter <shane.hunter@virginaustralia.com>

**Date:** 1 February 2024 at 06:40:50 AEDT

**To:** Bigpond <kateshanehunter@bigpond.com>

**Subject:** Fwd: Super Update-Important



Shane Hunter

Captain

VA Lane 2, Gate 26, South Centre Road, Tullamarine, VIC

+61 417 983 312

[Shane.Hunter@virginaustralia.com](mailto:Shane.Hunter@virginaustralia.com)

Please consider the environment before printing this email.

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**From:** Payroll Queries <Payroll.Queries@virginaustralia.com>

**Sent:** Wednesday, March 1, 2023 5:41:34 PM

**To:** Shane Hunter <Shane.Hunter@virginaustralia.com>

**Subject:** Super Update-Important

 [27022023 Letter to SMSF overpayment - S Hunter.pdf](#)

Good afternoon

We recently informed you about an administrative error relating to superannuation contributions which has impacted you.

Please find letter attached, the purpose of this letter is to provide you with further detail explaining the error and to provide guidance on next steps.

Thank you

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Begin forwarded message:

**From:** Shane Hunter <shane.hunter@virginaustralia.com>

**Date:** 1 February 2024 at 06:40:38 AEDT

**To:** Bigpond <kateshanehunter@bigpond.com>

**Subject:** Fwd: Superannuation Update



Shane Hunter

Captain

VA Lane 2, Gate 26, South Centre Road, Tullamarine, VIC

+61 417 983 312

[Shane.Hunter@virginaustralia.com](mailto:Shane.Hunter@virginaustralia.com)

Please consider the environment before printing this email.

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**From:** People Team Support <PeopleTeamSupport@virginaustralia.com>

**Sent:** Friday, February 24, 2023 3:31:33 PM

**To:** People Team Support <PeopleTeamSupport@virginaustralia.com>

**Subject:** Superannuation Update

Good afternoon,

Last week we let you know that you have been impacted by an administrative error made by Virgin Australia regarding superannuation contributions for January 2023.

Since we became aware of the error, a dedicated group of team members has been working hard to rectify the situation as quickly as possible. Some information about the actions we have taken so far is included below.

### **Correcting superannuation contributions**

As a priority, we identified those team members who either did not receive a superannuation contribution or received less than their required superannuation contribution for January 2023, and we processed the correct contribution yesterday. This means you should receive it soon, but it may take up to 14 days.

In the small number of cases where people have received more than their required contribution, we will be contacting you individually to discuss next steps.

### **Where new accounts were created as part of the error**

In some instances, where the superannuation contribution was sent to the incorrect superannuation fund, the fund assumed that the team member was a new fund member and opened a new account on their behalf. In opening the account, the superannuation fund used the personal information that VA ordinarily shares when making these contributions. This has resulted in some team members receiving communications, including text messages, emails, or mail in the post, from those funds.

We have contacted these superannuation funds and requested the fund close these newly created accounts. The superannuation funds have regulatory obligations that apply to how they handle personal information. This includes information handling and data security obligations under the Privacy Act. We are working with the superannuation funds to make clear our expectation that the superannuation funds delete or de-identify this personal information unless they are legally required to retain all or some of it (in which case the superannuation fund must retain it in accordance with their obligations under the Privacy Act). For example, a fund may be required to retain a record of an account that has been opened and closed, including accounts that have been opened in error.

If you have a self-managed superannuation fund, we will contact you directly to discuss your specific circumstances.

### **Next steps**

The team is working hard with the superannuation funds to resolve these issues. The best resource to support you at this time is the internal



so please refer to this in the first instance. If your question is not answered in the document, feel free to submit it

Begin forwarded message:

**From:** Shane Hunter <shane.hunter@virginaustralia.com>

**Date:** 1 February 2024 at 06:40:25 AEDT

**To:** Bigpond <kateshanehunter@bigpond.com>

**Subject:** Fwd: Superannuation Update



Shane Hunter

Captain

VA Lane 2, Gate 26, South Centre Road, Tullamarine, VIC

+61 417 983 312

[Shane.Hunter@virginaustralia.com](mailto:Shane.Hunter@virginaustralia.com)

Please consider the environment before printing this email.

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**From:** People Team Support <PeopleTeamSupport@virginaustralia.com>

**Sent:** Friday, February 17, 2023 5:43:53 PM

**To:** People Team Support <PeopleTeamSupport@virginaustralia.com>

**Subject:** Superannuation Update

Good Afternoon

Yesterday you received an email from our Chief People Officer Lisa Burquest, advising that due to an administrative error, incorrect superannuation contributions have been made to some team members for the month of January.

We have identified that you have been impacted by this error.

Please know we are working to rectify the situation as quickly as possible and will ensure that the correct entitlement is paid.

We will be in touch with you next week with an update.

We are regularly updating our internal Q&A so please refer to this in the first instance if you have any questions.

Thank you for your patience as we work through the details.

Virgin Australia People Team



The content of this e-mail, including any attachments, is a confidential communication

A note from:

# Lisa Burquest

Chief People Officer

Hi everyone

Due to an administrative error, we regret to advise that some incorrect superannuation contributions have been made for the month of January. As a result, some of your personal information may have been shared with the wrong superannuation fund.

We sincerely apologise for the error, and rest assured, we are working to rectify the situation as quickly as possible and will ensure that the correct entitlement is paid. This was an internal human error, and not a result of unauthorised access to our systems, nor does it involve any guest or member information.

The exact number of team members involved and the impact is still being confirmed. We believe our VARA and Velocity employees are not impacted. We will contact impacted employees with a further update in the next 48 hours.

In the meantime, if you have a question, you can submit it [here](#). A Q&A document and contact phone number will soon be made available on the homepage of The Vine.

Again, we apologise for this error, and thank you for your patience as we work through the details.

Regards  
Lisa