



ANZ Australian Staff Superannuation Scheme  
GPO Box 4303, Melbourne, VIC 3001

16 June 2022

**Private and Confidential**

Mr M Lostumbo  
3 71 Cragg Street  
CONDELL PARK NSW 2200

**ANZ Australian Staff Superannuation Scheme  
Membership Number: 41162  
Benefit Payment Request – Further information required**

Dear Mr Lostumbo

Thank you for being a valued member of ANZ Australian Staff Superannuation Scheme.

I would like to assist with your request to have your benefit paid.

Unfortunately, we are unable to process your payment at this time due to the reason(s) stated below.

**I have outlined the action(s) that need to be completed so that your benefit payment can progress. I have also attached the necessary forms for you to complete.**

**Why can't my payment be processed and what do I need to do?**

Your balance as at 16/06/2022 is \$49,694.73 (subject to fluctuation due to unit pricing). You have requested a partial withdrawal of \$45,000.00, however your account has insufficient balance. Please note a minimum balance of \$5,000.00 is required to keep the account active.

Please advise whether you wish to proceed with a full withdrawal that will close your account.

You will need to complete the relevant section of the attached form.

## What happens next?

Please complete the attached form and return it together with the required documentation to:

ANZ Australian Staff Superannuation Scheme  
GPO Box 4303  
MELBOURNE VIC 3001

If you have any questions or need any assistance, please contact us on 1800 000 086 and a team member will help you.

Yours sincerely



### **For and on behalf of the Trustee, ANZ Australian Staff Superannuation Scheme**

Helpline: 1800 000 086  
Email: [anzstaffsuper@superfacts.com](mailto:anzstaffsuper@superfacts.com)  
Website: [www.anzstaffsuper.com](http://www.anzstaffsuper.com)

#### **Your privacy**

The Scheme is administered by us along with our service provider, Mercer Outsourcing (Australia) Pty Ltd. We collect, use and disclose personal information about you in order to manage your superannuation benefits and give you information about your super. We may also use it to supply you with information about the other products and services offered by us and our related companies. If you do not wish to receive marketing material, please contact us on 1800 000 086.

Our Privacy Policy is available to view at [www.anzstaffsuper.com](http://www.anzstaffsuper.com) or you can obtain a copy by contacting us on 1800 000 086.

If you do not provide the personal information requested, we may not be able to manage your superannuation.

We may sometimes collect information about you from third parties such as your employer, a previous super fund, your financial adviser, our related entities and publicly available sources.

We may disclose your information to various organisations in order to manage your super, including your employer, our professional advisors, insurers, our related companies which provide services or products relevant to the provision of your super, any relevant government authority that requires your personal information to be disclosed, and our other service providers used to assist with managing your super.

In managing your super your personal information will be disclosed to service providers in another country, most likely to Mercer's processing centre in India. Our Privacy Policies list all other relevant offshore locations.

Our Privacy Policies set out in more detail how we deal with your personal information and who you can talk to if you wish to access and seek correction of the information we hold about you. It also provides detail about how you may lodge a complaint about the way we have dealt with your information and how that complaint will be handled.

If you have any other queries in relation to privacy issues, you may contact us on 1800 000 086 or write to our Privacy Officer, ANZ Australian Staff Superannuation Scheme, GPO Box 4303 Melbourne VIC 3001.

# Requirements for Payment of Benefit

## ANZ Australian Staff Superannuation Scheme

Issued by ANZ Staff Superannuation (Australia) Pty Limited ABN 92 006 680 664, AFSL 238268, RSEL L0000543 as Trustee of the ANZ Australian Staff Superannuation Scheme ABN 83 810 127 567, RSE R1000863

**Fund use only** M-Track Job No: 201712242

### Personal details

**Name:** Mr Marco Lostumbo  
**Membership Number:** 41162  
**Date Joined Fund:** 13/10/2016  
**Postal Address:** 3 71 Cragg Street  
CONDELL PARK NSW 2200

### Provide required documents / information

I re-confirm my original benefit payment instructions as follows:

(Tick box for your chosen option)

I wish to withdraw the maximum amount available

**OR**

I wish to withdraw a partial amount of \$    ,    net of tax (must be less than maximum)

### Sign and return form

I have attached all required documents / information and request that my benefit be paid in accordance with my original payment instructions.

**Sign here:** \_\_\_\_\_ **Date:** \_\_\_\_\_