



**FIRST**  
super



Level 1, 165 Bouverie Street  
Carlton VIC 3053  
PO Box 666 Carlton South VIC 3053

Tel: 1300 360 988  
Fax: 1300 362 899  
Email: [mail@firstsuper.com.au](mailto:mail@firstsuper.com.au)  
**firstsuper.com.au**

First Super Pty Ltd ABN 42 053 498 472  
Trustee of First Super ABN 56 286 625 181  
AFS Licence # 223 988

02 August 2022

Ms Lieu Thi Ngoc Nguyen  
63 Reema Boulevard  
ENDEAVOUR HILLS VIC 3802

Dear Ms Nguyen,

**First Super**  
**Member Number : 4096941 - Withdrawal Benefit**

Thank you for advising us of how you would like us to pay your benefit.

We have rolled over **\$163,552.50** into your nominated superannuation fund(s).

We enclose a Benefit Statement for your records. We also enclose a copy of the Rollover Statement that you will need when completing your next tax return.

**Death Benefit**

Your membership in the Fund ceased from 02/08/2022, as did your entitlement to a Death Benefit. Before this date your Death Benefit was the gross benefit in your account plus any insurance cover to which you were entitled. Details of insurance cover were given to you when you joined the Fund. Any changes to the cover since that time have been notified to you separately.

**Complaints Procedure**

If you are dissatisfied with the way the benefit was processed, or the net benefit amount, the Fund Trustee has established the following procedure for resolving complaints :

1. Submit your complaint in writing to the Complaints Officer at this Fund's address. The Officer will investigate the complaint and take every necessary step to ensure it is dealt with fairly and properly. We hope your complaint can be handled internally to everyone's satisfaction. If necessary, the Officer will refer your complaint to the Fund Trustee.
2. The Complaints Officer will write to you informing you of the investigation and, if possible, of the resolution of this issue. You will receive a reply as soon as possible after the complaint is received, but well within the 90 days that is prescribed by legislation.

If you need more information, please call First Super Administration on **1300 360 988** for the cost of a local call.

Yours sincerely

**First Super Administration**

(ACPD)



**FIRST**  
super



Level 1, 165 Bouverie Street  
Carlton VIC 3053  
PO Box 666 Carlton South VIC 3053

02 August 2022

Lotus Super  
Po Box 1839  
BROADBEACH QLD 4218

Tel: 1300 360 988  
Fax: 1300 362 899  
Email: [mail@firstsuper.com.au](mailto:mail@firstsuper.com.au)

[firstsuper.com.au](http://firstsuper.com.au)

First Super Pty Ltd ABN 42 053 498 472  
Trustee of First Super ABN 56 286 625 181  
AFS Licence # 223 988

Dear Sir / Madam,

**First Super Member : Lieu Thi Ngoc Nguyen - Member Number : 4096941**  
**Your Reference : Unknown**

We enclose a cheque for **\$163,552.50** which is the amount being rolled over for Ms Lieu Thi Ngoc Nguyen.

We attach an ETP Rollover Statement showing details of this member and the components of the benefit.

If you need more information, please call First Super Administration on **1300 360 988** for the cost of a local call.

Yours sincerely

**First Super Administration**

(ACPD)

Lotus Super  
Po Box 1839  
Broadbeach Qld 4218

Client Number: 4096941

02/08/2022      Withdrawal Benefit :      \$163,552.50

\$163,552.50

02/08/2022

\$163,552.50

LOTUS SUPER  
O/A LIEU THI NGOC NGUYEN

# First Super - Rollover Benefits Statement

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## Section A : Receiving fund

1. Australian business number (ABN) : 23 576-604-676
2. Fund name : Lotus Super
3. Postal address : PO BOX 1839  
BROADBEACH QLD 4218
4. (a) Unique superannuation identifier :
- (b) Member client identifier :
- 

## Section B : Member's details

5. Tax file number (TFN) : 454-179-354
6. Full name      Title : Mrs  
Family name : Nguyen  
First given name : Lieu  
Other given name : Thi Ngoc
7. Residential address : 63 REEMA BOULEVARD  
ENDEAVOUR HILLS VIC 3802
8. Date of birth : 22/06/1962
9. Sex : F
10. Daytime phone number : 0397001508
11. Email address : tomlienguyen@hotmail.com
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## Section C : Rollover transaction details

12. Service period start date : 15 / 04 / 2000

### 13. Tax components

Tax-free component : \$ 27,067.65

KiwiSaver tax-free component : \$ 0.00

Taxable component :

Element taxed in the fund : \$ 136,484.85

Element untaxed in the fund : \$ 0.00

**Tax components TOTAL \$ 163,552.50**

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#### 14. Preservation amounts

Preserved amount : \$ 163,552.50  
KiwiSaver preserved amount : \$ 0.00  
Restricted non-preserved amount : \$ 0.00  
Unrestricted non-preserved amount : \$ 0.00

**Preservation amounts TOTAL \$ 163,552.50**

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#### Section E : Transferring fund

16. Fund ABN : 56 286 625 181  
17. Fund name : First Super  
18. Contact name : Jennifer Burgoyne  
19. Daytime phone number : 1300360988  
20. Email address : mail@firstsuper.com.au

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#### Section F : Declaration

*I declare that :*

- I have prepared the statement with the information provided the superannuation provider;*
- I have received a declaration made by the superannuation provider that the information provided to me for the preparation of this statement is true and correct; and*
- I am authorised by the superannuation provider to give the information in the statement to the ATO.*

Name : William Watson

Authorised representative signature



: Date 05 August 2022

Mrs L T N Nguyen  
63 Reema Boulevard  
ENDEAVOUR HILLS VIC 3802



Level 1, 165 Bouverie Street  
CARLTON, VIC 3053

Member Number : 4096941  
Benefit Statement: 02/08/2022

Dear Mrs Nguyen

## FIRST SUPER

Your benefit has been calculated as follows:

		\$
<b>Account Balance at 30/06/2021</b>		<b>156,048.22</b>
PLUS	Member Contributions & Roll-ins	0.00
	Employer Contributions	4,924.46
	Government Co-contributions	0.00
	Fund Earnings credited, included as a result of this payment	4,352.00
	Small Account Rebate	0.00
LESS	Previous payments in the period	0.00
	Administration Fees including any benefit payment fees	404.90
	Insurance Premiums	628.60
	Contribution Tax	738.68
	Surcharge Tax	0.00
	Surcharge Adv Inst	0.00
	Miscellaneous	0.00
<b>Account Balance at 02/08/2022 before this payment</b>		<b>163,552.50</b>
Preserved component of Account Balance :		163,552.50
Restricted Unpreserved component of Account Balance :		0.00
Unrestricted Unpreserved component of Account Balance :		0.00
		<b>163,552.50</b>
<b>Your Account Balance after this Payment at 02/08/2022 is equal to :</b>		
Account Balance at 02/08/2022 before this payment		163,552.50
LESS	Net Value of this Payment	163,552.50
	Income Tax Deducted	0.00
Gross Value of this Payment		<b>163,552.50</b>
<b>Account Balance at 02/08/2022 after this payment</b>		<b>0.00</b>
<b>Insurance type</b>	<b>Cover amount</b>	
Death	(Your cover of \$22,000.00 stopped on 02/08/2022)	0.00
Total & Permanent Disablement	(Your cover of \$22,000.00 stopped on 02/08/2022)	0.00
income Protection	(Your cover of \$0.00 per month stopped on 02/08/2022)	0.00

Your benefit from the Fund is determined on an accumulation basis in accordance with the Fund rules and other literature issued to you when you joined the Fund.

Your transaction summary

Date	Description	Gross	Tax	Net
01/07/2021	Opening Balance	0.00	0.00	156,048.22
01/07/2021	Superannuation Guarantee Payment	484.65	-72.70	411.95
19/07/2021	Superannuation Guarantee Payment	140.20	-21.03	119.17
31/07/2021	Administration Fees	-35.18	0.00	-35.18
31/07/2021	Insurance Premium	-56.00	0.00	-56.00
06/08/2021	Superannuation Guarantee Payment	287.95	-43.19	244.76
13/08/2021	Superannuation Guarantee Payment	591.68	-88.75	502.93
31/08/2021	Administration Fees	-32.98	0.00	-32.98
31/08/2021	Insurance Premium	-44.80	0.00	-44.80
20/09/2021	Superannuation Guarantee Payment	245.00	-36.75	208.25
30/09/2021	Administration Fees	-32.27	0.00	-32.27
30/09/2021	Insurance Premium	-44.80	0.00	-44.80
31/10/2021	Administration Fees	-35.30	0.00	-35.30
31/10/2021	Insurance Premium	-56.00	0.00	-56.00
10/11/2021	Superannuation Guarantee Payment	156.80	-23.52	133.28
22/11/2021	Superannuation Guarantee Payment	430.92	-64.64	366.28
30/11/2021	Administration Fees	-30.77	0.00	-30.77
30/11/2021	Insurance Premium	-44.80	0.00	-44.80
31/12/2021	Administration Fees	-33.45	0.00	-33.45
31/12/2021	Insurance Premium	-56.00	0.00	-56.00
19/01/2022	Superannuation Guarantee Payment	522.87	-78.43	444.44
31/01/2022	Administration Fees	-31.60	0.00	-31.60
31/01/2022	Insurance Premium	-44.80	0.00	-44.80
01/02/2022	Superannuation Guarantee Payment	422.87	-63.43	359.44
18/02/2022	Superannuation Guarantee Payment	410.38	-61.56	348.82
28/02/2022	Administration Fees	-29.36	0.00	-29.36
28/02/2022	Insurance Premium	-44.80	0.00	-44.80
21/03/2022	Superannuation Guarantee Payment	410.38	-61.56	348.82
31/03/2022	Administration Fees	-31.74	0.00	-31.74
31/03/2022	Insurance Premium	-44.80	0.00	-44.80
26/04/2022	Superannuation Guarantee Payment	410.38	-61.56	348.82
30/04/2022	Administration Fees	-32.87	0.00	-32.87
30/04/2022	Insurance Premium	-56.00	0.00	-56.00
19/05/2022	Superannuation Guarantee Payment	410.38	-61.56	348.82
31/05/2022	Administration Fees	-31.82	0.00	-31.82
31/05/2022	Insurance Premium	-44.80	0.00	-44.80
30/06/2022	Administration Fees	-31.05	0.00	-31.05
30/06/2022	Insurance Premium	-44.80	0.00	-44.80
30/06/2022	Net investment earnings	-817.78	0.00	-817.78
02/08/2022	Administration Fees	-16.51	0.00	-16.51
02/08/2022	Insurance Premium	-46.20	0.00	-46.20
02/08/2022	Net investment earnings	5,169.78	0.00	5,169.78
02/08/2022	Rollover out	-163,552.50	0.00	-163,552.50
02/08/2022	Account Balance	0.00	0.00	0.00

### Your fee summary

**Fees deducted directly from your account: \$404.90**

This amount has been deducted directly from your account (reflected in the transactions listed on this statement).

**Fees and costs deducted from your investment \$1,269.67**

This approximate amount has been deducted from your investment and covers amounts that have reduced the return on your investment and that are not reflected as transactions listed on this statement or in the Additional explanation of fees and costs.

**TOTAL FEES AND COSTS YOU PAID \$1,674.57**

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

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If you review these transactions and believe there to be errors or omissions, please contact our Member Services Team on **1300 360 988** for clarification.

\*If your closing balance is less than \$6,000, the total combined amount of administration fees, investments fees and indirect costs charged to you is capped at 3% of the account balance. Any amount charged in excess of that cap must be refunded, and will be refunded after 30 June.



We will help you with your questions about the Fund and your membership. Information you reasonably need to understand your benefit entitlement will be made available. This includes documents such as the Trust Deed, audited financial accounts, investment policy information, information on enquiries and complaints procedures and the risk management framework. You can contact our Member Service Team on 1300 360 988 or visit [firstsuper.com.au](http://firstsuper.com.au)

## **COMPLAINTS/DISPUTES RESOLUTION MECHANISM:**

If an issue has not been resolved to your satisfaction, you can lodge a complaint with the Australian Financial Complaints Authority, or AFCA. AFCA provides fair and independent financial services complaint resolution that is free to consumers.

Website: [www.afca.org.au](http://www.afca.org.au)

Email: [info@afca.org.au](mailto:info@afca.org.au)

Telephone: 1800 931 678 (free call)

In writing to: Australian Financial Complaints Authority, GPO Box 3, Melbourne VIC 3001.