

21 December 2018



000022

Mr Paul Buchanan
875 South Pine Rd
EVERTON PARK QLD 4053

Dear Mr Buchanan,

Member number: 9913423

Your AUSfund withdrawal finalised

As per your request, we have withdrawn your full account balance for you based on your rollover to another fund. The withdrawal has been distributed as follows:

Your rollovers/transfers

BUCHANAN SUPER FUND

\$1,700.41

We attach a Rollover Benefits Statement for your records.

Your exit statement

The Trustee is required to provide you with any information that you reasonably require for the purpose of understanding your entitlements from AUSfund.

The enclosed exit statement should assist you with this. It details how your benefit has been calculated and explains the components of your benefit.

For more information

If you require any further information or assistance regarding this matter, please contact the AUSfund Customer Service Centre on **1300 361 798** or email **admin@ausfund.com.au**. You may also like to visit our website at **ausfund.com.au**.

Yours sincerely,
AUSfund Administration

Industry Funds Investments Limited (IFI), ABN 17 006 883 227, AFSL 229881 as the Trustee of AUSfund, Australia's Unclaimed Super Fund, ABN 85 661 973, Locked Bag 5132, Parramatta NSW 2124.

Rollover benefits statement

Section A: Receiving fund

- 1 Australian business number (ABN) 82 611 471 585
- 2 Fund name
BUCHANAN SUPER FUND
- 3 Postal address
PO Box 53

Suburb/town/locality RED HILL State/territory QLD Postcode 4059
Country if outside Australia
- 4 (a) Unique Superannuation Identifier (USI)
(b) Member Client Identifier P Buchanan

Section B: Member details

- 5 Tax file number (TFN) 483 403 155
- 6 Full name
Title Mr
Family name Buchanan
First given name Paul Other given names Robert
- 7 Residential address
Street address 875 South Pine Rd

Suburb/town/locality EVERTON PARK State/territory QLD Postcode 4053
Country if outside Australia
- 8 Date of birth Day/Month/Year 05/05/1957
- 9 Sex Male Female
- 10 Daytime phone number (include area Code) 07 3353 2722
- 11 Email address (if applicable) pbuc3132@bigpond.net.au

Information, enquiries and complaints

About your benefits

Access to super is generally restricted to members who have reached their preservation age. A member's preservation age ranges from 55 to 60 depending on the member's date of birth.

"Preserved Benefits" and "Restricted Non-Preserved Benefits" must be preserved in accordance with the Trust Deed, Rules of the Fund, and superannuation legislation until a condition of release is met.

The most common conditions of release for paying benefits are that the member has reached their preservation age and retires; has reached their preservation age and begins a transition-to-retirement income stream; ceases an employment arrangement on or after the age of 60; is 65 years of age (even if they haven't retired); or on the death of a member.

In special circumstances, such as terminal illness, permanent incapacity, severe financial hardship, compassionate grounds or where a non-resident permanently departs from Australia, preserved benefits may be released before a member reaches retirement age.

"Unrestricted Non-preserved Benefits" don't require a condition of release to be met, and may be paid on demand by the member.

The "Net benefit" is the withdrawal benefit payable by the Fund. The Net Benefit amount is generally equal to any employer and member contributions (received prior to 1 January 2014) and any other amounts paid into the Fund plus earnings net of costs, less taxes and fees.

Your investment summary

The Trustee reviews the Fund crediting rate on a monthly basis and sets a new interim rate generally during the first week of each month. For further information about investments and the Fund's crediting rate please refer to the AUSfund Product Disclosure Statement available on our website at ausfund.com.au.

Additional explanation of fees and costs

- The indirect cost ratio (ICR) for AUSfund is the ratio of the total of the indirect costs to the average net assets of AUSfund. A fee deducted directly from your account is not included in the ICR.
- Administration Fee – The Administration Fee is charged annually at 30 June and if you exit the Fund during the year.

Information, enquiries and complaints

We are required to give you any information you need to understand the benefit entitlements that the Fund provides.

If you have an enquiry or would like more information about AUSfund, including information about any fees or charges applied, please contact us:

By phone: **1300 361 798**
By email: **admin@ausfund.com.au**
In writing: **AUSfund Administration**
Locked Bag 5132
Parramatta NSW 2124

If your enquiry is not satisfactorily resolved, you should write to AUSfund, heading your letter 'Notice of Dispute'. You should send your letter to:

AUSfund Complaints Officer
Locked Bag 5132
Parramatta NSW 2124

The AUSfund Complaints Officer will consider your letter and then advise you of the outcome.

If you are not satisfied with our response or if you have not received a response within 90 days, you can contact the Superannuation Complaints Tribunal (SCT) – an independent body established by the Federal Government to help members and beneficiaries to resolve certain complaints:

By phone: **1300 884 114**
By email: **info@sct.gov.au**
In writing: **The Secretariat**
Superannuation Complaints
Tribunal (SCT)
Locked Bag 3060 MELBOURNE
VIC 3001

It is important to note that the SCT cannot consider your complaint until our internal dispute resolution process has been completed.