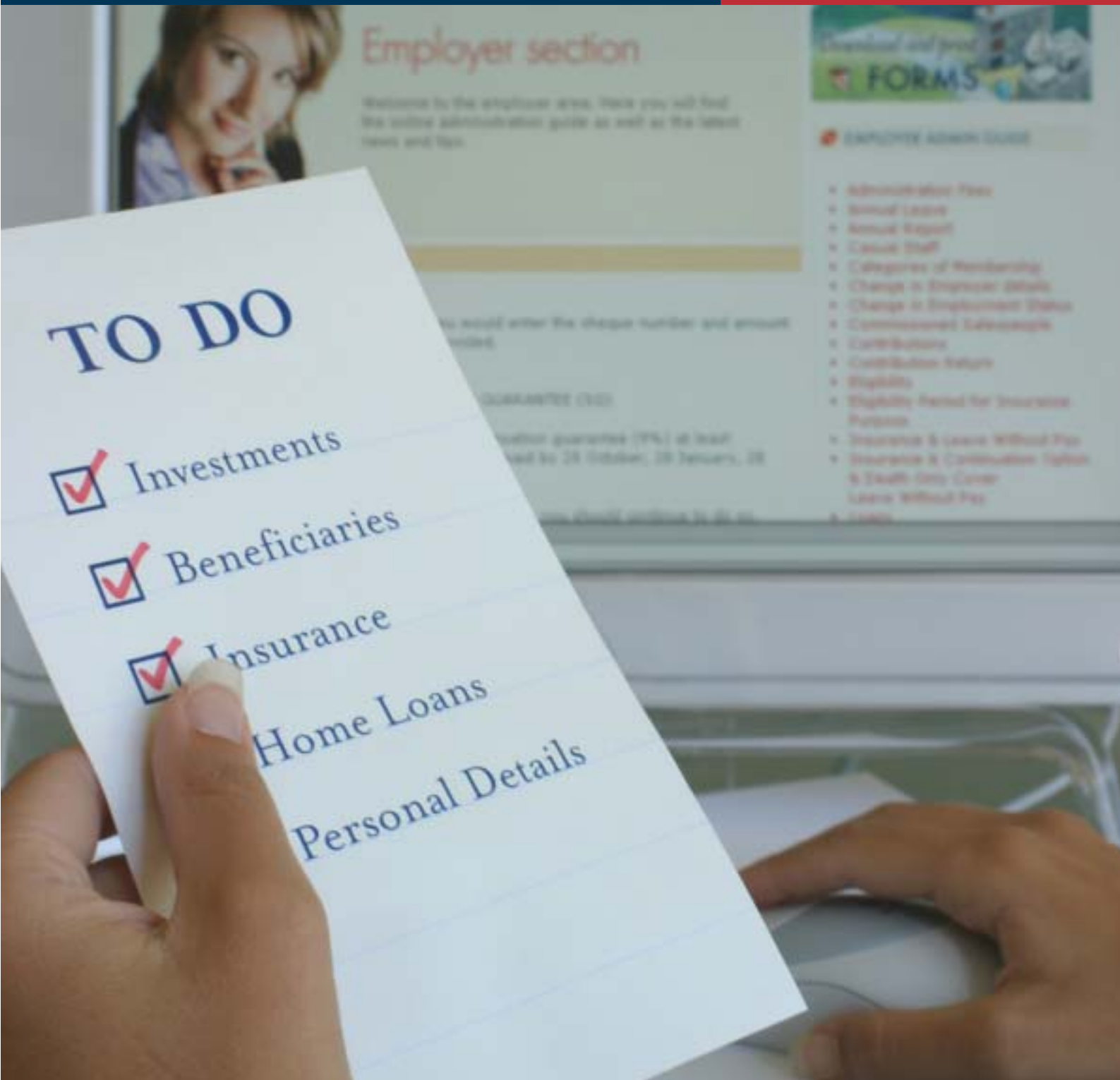


TAKE CONTROL OF YOUR SUPER  
**WWW.REISUPER.COM.AU**

ANNUAL REPORT 2002-2003





A long term perspective is a fundamental aspect of investing. Analysing events in the short term distorts the picture. As the table shows, there is no sense in backing last year's top performing asset class!

Asset Sector Returns ~ 1 Year to 30 June (%)					
Sector	'99	'00	'01	'02	'03
Australian Shares	15.3	15.5	9.1	-4.7	-1.7
International Shares	8.2	23.8	-6.0	-23.5	-18.5
Listed Property	4.3	11.9	13.9	14.9	12.1
Australian Bonds	3.3	6.2	7.4	6.2	9.8
International Bonds	-3.1	13.3	15.2	2.9	12.2
Cash	5.0	5.6	6.1	4.7	5.0

## 2 FUND STATISTICS

- NET ASSETS
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- FEES
- ADMINISTRATION FEES AND CHARGES
- BENEFITS PAID
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- LOW COST HOME LOANS
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- TOTAL & PERMANENT DISABLEMENT (TPD)

## 6 TRUSTEE

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# CHAIRMAN'S REMARKS



Dear Member

I am pleased to present the Annual Report for Rei Super for 2002/2003.

Again, it was a difficult and disappointing year for share investments. Unusually, for the second year in a row, the Super Growth and Trustee Super Balanced investment options recorded negative returns. However, over 70% of active members in the Trustee Super Balanced investment option had positive investment earnings. This was a result of their employers making regular monthly contributions on their behalf.

Notwithstanding the poor results in share markets, our investment managers performed better than benchmark.

It is interesting to note how quickly share markets can turn around. From 1 July 2003 to 31 August 2003, the Super Growth investment option and the Trustee Super Balanced investment option have returned +7.0% and +3.8% respectively for the two months.

During the year, we amended the Trust Deed to allow for changes to the Family Law Act in relation to the splitting of superannuation benefits on divorce.

Significant improvements were made to the website and members can now change their personal records on line.

Looking ahead, the Fund has now appointed Industry Funds Financial Planning to provide financial advice and financial education to members. A further investment option, 30% growth assets and 70% fixed interest assets will become available in November.

We will also be assisting employers with the move to quarterly payment of superannuation guarantee contributions and the facility to send data and contributions to the Fund, electronically.

Membership continued to grow over the year and reached 28 171 members and 3 434 contributing employers.

Since the initial separation of the Fund from REIA in 1998, membership growth has continued and increasingly, property professionals other than real estate agents and their staff, are joining the Fund.

The Board of Trustees of Rei Super, the Property Industry Fund are ever mindful of the needs of all in the property industry.

On your behalf I thank the Trustees and the Executive Officer for the diligence they have exercised in managing our Fund over the past year.

Yours faithfully

P W Woolcock – Chairman

## HIGHLIGHTS OF THE YEAR 2002/2003

- Assets, individual and employer members all increased in 2002/2003
- David Cameron, Norm Meadows and Beth Stratfold were all re-elected to the board.
- The number of members accessing the Fund's website steadily increased
- 326 members of the Fund have obtained \$44.5 million in mortgage finance from Super Members' Home Loans
- Industry Funds Financial Planning was appointed to provide financial planning advice to Fund members.
- The website has been enhanced.
- Changes to Fund membership required by the Family Law Act and the splitting of superannuation on divorce have been implemented

## LOOKING AHEAD TO 2003/2004

The board will:

- Apply for an Australian Financial Services Licence
- Consider alternative investment opportunities
- Assist employers with the move to quarterly superannuation guarantee payments from July 2003
- Introduce another investment option
- Provide a facility for employers to send contribution information and contributions electronically
- Appoint a Business Development Manager

- NET ASSETS
- MEMBERSHIP
- FEES
- ADMINISTRATION FEES AND CHARGES
- BENEFITS PAID
- INSURANCE
- LOW COST HOME LOANS
- LOW COST BUSINESS LOANS
- SALARY PROTECTION INSURANCE (SPI)
- TOTAL & PERMANENT DISABILITY (TPD)



## FUND STATISTICS

**NET ASSETS** Net assets stood at \$288.7 million at 30 June 2003, up 14.3 per cent. The return on the Fund's assets for the year is negative 7.3 per cent (Super Growth), negative 1.3 per cent (Trustee Super Balanced) and positive 4.9 per cent (Super Cash).

### MEMBERSHIP

Employee Members	Employer Members
1 July 2002 – 26 490	1 July 2002 – 3 280
30 June 2003 – 28 171	30 June 2002 – 3 497
Increase – 6.3 per cent	Increase – 6.6 per cent

Membership of the Fund increased steadily during 2002/03.

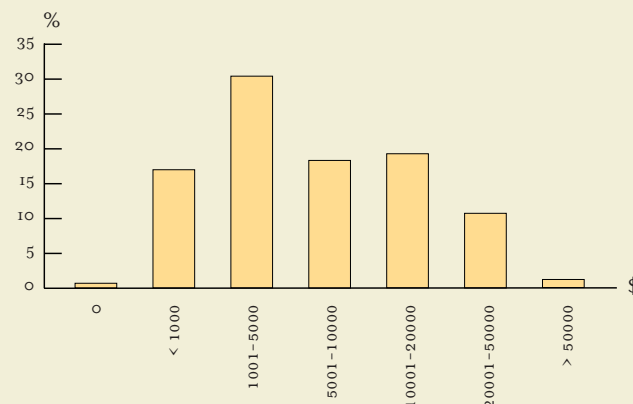
Membership by State and Territory as at 30 June 2003 was as follows:

	Number	%
New South Wales	10 218	36.3
Victoria	10 974	39.0
Queensland	2 829	10.0
Western Australia	2 427	8.6
South Australia	339	1.2
Tasmania	671	2.4
ACT	346	1.2
Northern Territory	263	0.9
Overseas	104	0.4
Total	28 171	100

Almost 60 per cent of the members of the Fund are female.

**ACCOUNT BALANCES** The value of a member's account as advised in the annual Statement of Benefits is established on 30 June. If a member leaves the Fund during the year the value of the benefit payment is based on the next unit price struck.

Account Balances as at June 30, 2003



*I have not accessed my super details before on the [www.reisuper.com.au](http://www.reisuper.com.au) website. What information will the website provide?*

With your member number and a valid PIN, you will be able to:

- > View your account balance
- > View recent contributions received, and details of amounts transferred into the Fund from previous super funds (under "Transfers in")
- > Update your beneficiaries
- > Change your address
- > Select your own PIN for the website
- > Change your investment choice

In addition to these functions, there is a wealth of information and investor education material under the headings 'Library' and 'Plan ahead'. Topics range from Asset Allocation to Superannuation Surcharge Tax to Wealth Creation.





**ADMINISTRATION FEES AND CHARGES** The administration fees and charges levied by the Fund are deducted from members' benefits and their account balances. Insurance costs are allocated to each member seeking such cover and are deducted from the member's account.

### BENEFITS PAID

Type	2002-2003		2001-2002	
	No.	\$( '000)	No.	\$( '000)
Death (incl. Insurance)	17	534	19	640
TPD (incl. Insurance)	8	216	12	461
Retrenchment & Resignation	4 227	19 839	4 216	13 691
Retirement	552	8 628	611	7 408
Total	4 804	29 217	4 858	22 200

### MEMBER BENEFITS

**INSURANCE** All new members must accept one unit of insurance cover unless they can show that they have a similar level of cover in place. Under the Fund's group life policy, new members are automatically accepted for this cover without a medical declaration or examination. Up to two units of cover are available on joining the Fund without medical evidence.

Up to 10 units of cover are available, subject to medical clearance for cover in excess of two units on joining the Fund. Members may request an increase in their level of cover but acceptance depends on our insurer accepting the medical evidence provided. Each unit of cover costs \$1 per week. Details of insurance options can be obtained from the Administrator or the website at [www.reisuper.com.au](http://www.reisuper.com.au)

While on Leave Without Pay/Maternity Leave, members' cover continues for up to 12 months provided that the member's account balance exceeds the applicable premium to be deducted.

On termination of employment, Hannover Life Re of Australasia, our insurer, provides death and TPD cover for 90 days. If the member remains in the Fund after this time, they automatically receive one unit of death-only cover at a cost of \$0.75 per week. The level of cover depends on age. A schedule of the level of cover at different ages is available on the website [www.reisuper.com.au](http://www.reisuper.com.au)

**LOW COST HOME LOANS** The Trustee has invested \$1 million in the Super Members' Home Loans program. This investment currently returns around five per cent. Importantly, it allows Fund members access to very competitive variable and fixed rate housing and residential investment property finance.

### FEES

Fees and Charges	All Members
Administration Fee	\$1.20 per week (from 1 July 2003)
Funds Transferred into Rei Super	NIL
Voluntary Contributions Fee	NIL
Benefit Processing Fee (if applicable)	\$40

There are no establishment fees and the lending criteria matches that of the major banks. If members qualify, they can refinance their existing loan.

Rei Super is one of over 100 superannuation funds participating in the program that is administered by Members Equity.

Call 1300 654 990 for more information or visit the website [www.membersequity.com.au](http://www.membersequity.com.au)

**LOW COST BUSINESS LOANS** The Trustee has invested \$1 million in Super Business Loans. Super Business Loans provides very competitive finance for all business needs including vehicle leasing.

Call 1800 500 680 for more information or visit the website [www.membersequity.com.au](http://www.membersequity.com.au)

**SALARY PROTECTION INSURANCE (SPI)** The Fund offers SPI to protect a member's income in the case of an accident and/or illness.

Members can insure up to 75 per cent of their salary. Salary includes commissions, retainers and bonuses.

Each unit of cover provides \$100/week and costs \$13 a year. If 75 per cent of your annual salary is, say, \$52 000, then to provide cover for \$1 000/week would cost \$130/year.

If members earn in excess of \$50 000 per year, they should seriously consider using their superannuation account to pay for their SPI.

For a brochure on SPI, call the Fund's Administrator on 1300 13 44 33. The brochure is also available on the website at [www.reisuper.com.au](http://www.reisuper.com.au)

**TOTAL & PERMANENT DISABLEMENT (TPD)** Members who work full-time receive protection for total and permanent disablement. The policy offered through Hannover Life Re of Australasia Limited provides a good deal for Fund members.

This cover provides protection for both members and their families. The cover is 24 hours a day, 7 days a week. The protection applies even when the member is not at work.

The rules for making a claim are strict and eligibility for a benefit is governed by the definition of Total and Permanent Disablement. The definition of TPD is:

- a** suffering the loss of two limbs or the sight of both eyes or the loss of one limb and the sight of one eye (where limb is defined as the whole hand or the whole foot); or
- b** having been absent from employment through injury or illness for six consecutive months and having provided proof to the satisfaction of the Insurer that the Member has become incapacitated to such an extent as to render the Member unlikely ever to engage in or work for reward in any occupation or work for which the Member is reasonably qualified by education, training or experience.

Clause (b) is the definition of TPD that most members rely on when they submit a claim. To be successful, the claimant must be so seriously injured or disabled that they can NEVER work again in a job that they are REASONABLY QUALIFIED to do.

Unfortunately, in some instances, members have the misconception that they may be eligible for TPD benefit if they cannot find a job. This is not the purpose of the TPD cover provided.

If a member indicates on their benefit payment request form that they left employment because of disablement and they have insurance cover, the appropriate forms will be sent to them for completion. In collecting information on a member's disablement, the insurer may require a specialist medical report. The insurer pays for this report. The insurer assesses the claim and either accepts it or denies liability. If the insurer denies liability, the Trustee reviews the insurer's decision and makes a final determination.

## BOARD COMMITTEES

**ADMINISTRATION COMMITTEE** The Administration Committee has been formed to assist the Board of Rei Super to monitor the performance of service providers, to recommend the appointment of service providers and to monitor and respond to administration complaints.

**DEATH AND DISABLEMENT CLAIMS COMMITTEE** The Death and Disablement Claims Committee has been formed to assist the board by handling death and TPD claims out-of-session.

**COMPLIANCE AND AUDIT COMMITTEE** The objectives of the Committee are to ensure the internal control framework meets the needs of Rei Super through overseeing the compliance and audit functions, to assure the objectivity and reliability of financial reports, and to assist the board in understanding its obligations at law and ensuring that Rei Super is compliant with all legislative and other government obligations.

**MARKETING COMMITTEE** The Marketing Committee has been formed to assist the board of Rei Super in promoting the benefits of the Fund to members and potential members. The Marketing Committee develops the Fund's Marketing Plan.



**Ian Armstrong >**  
*Marketing Committee (Chairman),  
Compliance & Audit Committee*



**David Cameron >**  
*Administration Committee,  
Marketing Committee*



**Michael Kumm >**  
*Death & TPD Claims Committee,  
Marketing Committee*



**Norm Meadows >**  
*Administration Committee,  
Compliance & Audit Committee*

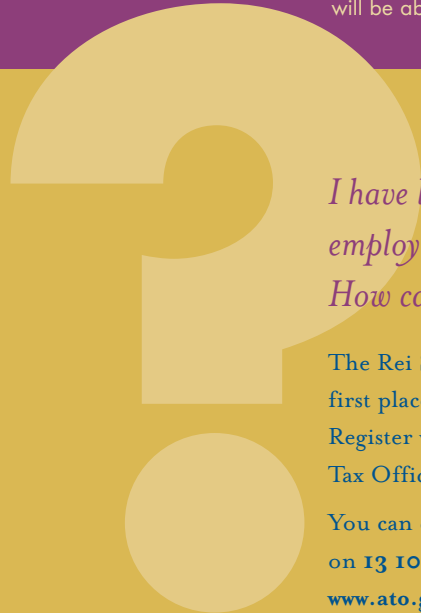


## THE REI SUPER HELPLINE

is open from 8.30am to 5.30pm Monday to Friday (national business days) and receives a broad range of enquiries from the Fund's members.

When calling the Rei Super helpline, please have your member number ready and a pen and paper to take note of any details provided.

The Customer Service Representative will firstly locate your membership details, and ask a series of security questions in order to protect your privacy. On confirmation of the security questions, the Customer Service Representative will be able to assist you with your enquiry.



*I have lost track of my super from previous employment before I joined Rei Super. How can I find my lost super?*

The Rei Super helpline recommends that the first place you check is the Lost Members Register which is maintained by the Australian Tax Office.

You can call the ATO Superannuation Infoline on 13 10 20 or log onto the website at [www.ato.gov.au/super](http://www.ato.gov.au/super) and conduct a search online using the 'SuperSeeker' option. The online search will require your name, tax file number and date of birth.

If you are on the Lost Members register, obtain details of the super fund involved, and contact that fund directly for further details of your benefit and their requirements to transfer the balance to Rei Super.



**Helen Cunningham** >  
Administration Committee,  
Death & TPD Claims Committee



**John Greig** >  
Administration Committee  
(Chairman), Marketing Committee



**Neville Pozzi** >  
Marketing Committee, Compliance  
& Audit Committee (Chairman)



**Beth Stratfold** >  
Administration Committee,  
Marketing Committee,  
Compliance & Audit Committee



**Ken Searson** >  
Compliance & Audit Committee



**Phil Roberts** >  
Fund Secretary,  
Committee Secretary

- TRUSTEE
- TRUSTEE DEED
- TRUSTEE RESPONSIBILITIES
- CONTRIBUTIONS
- EMPLOYERS
- SURCHARGE
- GOVERNMENT IMPOSED TAXES AND CHARGES
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- BENEFITS
- PORTABILITY
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- GOODS AND SERVICES TAX (GST)
- TRUSTEE INDEMNITY INSURANCE



## TRUSTEE

**TRUSTEE** The chairman, directors and officers at 30 June 2003 were:

**Independent Chairman (non-voting)** ■ Bill Woolcock

**Directors** ■ Ian Armstrong, David Cameron, Helen Cunningham, John Greig, Michael Kumm, Norm Meadows, Neville Pozzi, Ken Searson (Independent), Beth Stratfold

**Officer, Fund Secretary and Public Officer** ■ Phil Roberts

The Trustee of the Fund and registered office is:

Rei Superannuation Fund Pty Limited (ABN 68 056 044 770)  
Level 5, EDS Centre  
108 North Terrace  
ADELAIDE SA 5000

**TRUST DEED** The Trust Deed was amended during the year. The amendments allow splitting of a superannuation benefit if the Family Court of Australia so directs.

**TRUSTEE RESPONSIBILITIES** The responsibility of trustees and their workload continues to grow. During 2002/2003, elected trustees were paid directors' fees of \$1 917 per month, the independent trustee \$2 666 per month and the Chairman, \$3 583 per month. All directors attended all board meetings during the year with the exception of John Greig who was unable to attend the December 2002 and March 2003 meetings and Beth Stratfold who was unable to attend the March 2003 meeting.

**CONTRIBUTIONS** The Fund is the industry fund for the property sector. It receives both employer and employee contributions. Employers should base their contributions on their payroll records and should make at least the minimum contribution required by the Superannuation Guarantee, 9 per cent, or the applicable award or enterprise agreement. Contributions paid to the Fund are accounted for on an accrual basis in the Fund's financial statements. When benefits are reviewed annually on 1 July, contributions are accounted for on a cash basis.

**EMPLOYERS** During the year there was a further increase in the number of employers who made monthly contributions for their employees. As monthly contribution returns are sent to each employer, the Fund encourages monthly remittance of contributions. The Australian Tax Office continued its program of Superannuation Guarantee audits during the year. Employers should be aware that the ATO has no discretion should an employer not comply with the Act. All employers should keep a copy of their contribution returns. Employers are required to comply with the Trust Deed. In 2002/2003, 115 employers had their Fund membership cancelled because they ceased trading.

From 1 July 2003, employers are required to make superannuation guarantee contributions at least quarterly.

*I have forgotten my PIN for the website.  
Can you assist?*

The Rei Super helpline can issue a replacement PIN over the phone provided you can answer a series of security questions including:

- > member number
- > date of birth
- > current mailing address
- > date that you joined Rei Super
- > your nominated beneficiary or beneficiaries

A replacement four digit number will be provided, which will give you immediate access to the site.

It is also recommended that after logging on with this PIN, that you change your PIN. Click on the "Personal Details" tab at the top of the screen, and "Update PIN" and this will enable you to select your own four digit PIN for future use.



**SURCHARGE** For 2002/2003, the surcharge commences at an adjusted taxable income of \$90 527 at 0% and increases to 15% for an adjusted taxable income of \$109 924 or more. The surcharge tax paid by Fund members in 2002/2003 was \$1 570 600. In addition to taxes, the Fund is required to pay a fee to the Australian Prudential Regulation Authority. The fee for 2002/2003 was \$66 000.

**GOVERNMENT IMPOSED TAXES AND CHARGES** The Federal Government imposes the most significant taxes and charges levied on the Fund. Employer contributions on behalf of employees and before-tax contributions by employees are taxed at 15 per cent. Earnings on investments are also taxed at 15 per cent and capital gains tax depends on the asset and the length of time it is owned.

Income tax for 2002/2003 was \$6 906 290.

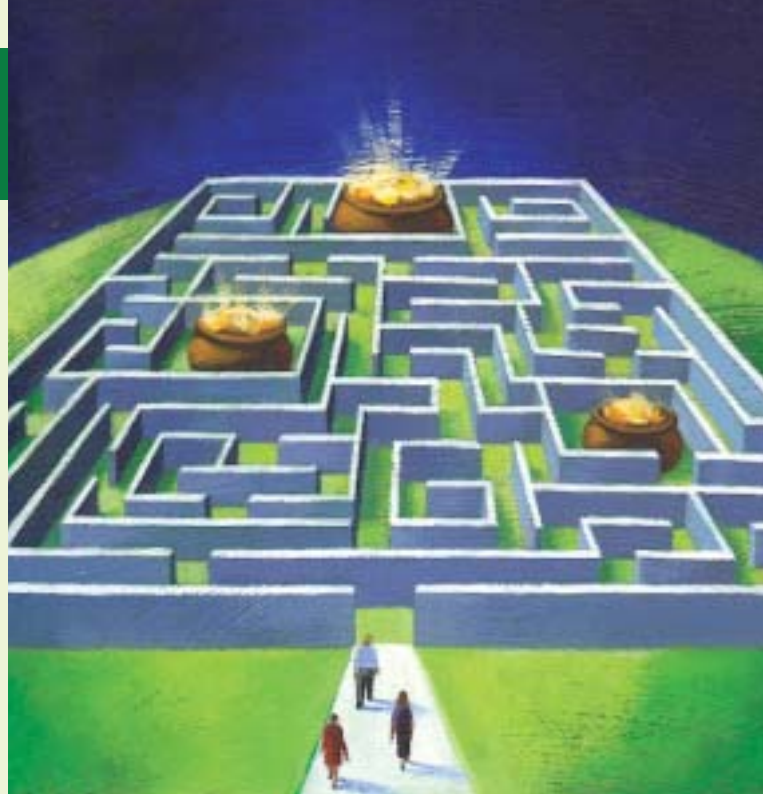
**MEMBER PROTECTION** From 1 July 1995, the Fund has protected members' account balances of less than \$1 000. This means that the account balance of the 'protected member' will not be reduced by administration charges. Where applicable, other charges such as the Federal Government's contributions tax, surcharge tax and insurance premiums will continue to be deducted.

**BENEFITS** Benefits payable to members will represent the total of all accounts held by the Fund in each member's name that are vested in the member. In the event of death or total and permanent disablement or an accident, additional benefits may be payable if the member is insured.

**PORTABILITY** The Fund has been specifically designed with portability in mind. Members can retain their membership, and therefore their benefits in the Fund, whilst transferring between employers who are members of the Fund. For a period of up to 2 years after leaving employment, the Fund can accept voluntary contributions from a member. There are no charges for changing employment and retaining membership in the Fund. If members have a benefit from another fund they can transfer (roll-over) that benefit into Rei Super. There are no charges for having superannuation benefits rolled into the Fund. Members can also transfer their benefits to another fund when they change employer.

**UNITISATION** Since 1 May 2002, the assets of the Fund have been unitised. Each week, a unit price is struck for each investment option. The unit price reflects the redemption value of the underlying assets. Consequently unit prices move up and down in line with asset values.

Contributions received are used to purchase units in the applicable investment option. A buy/sell spread has been established for each investment option; 0.6 per cent for Super Growth, 0.4 per cent for



**CONTRIBUTIONS** The Fund accepts:

- superannuation guarantee contributions;
- occupational superannuation contributions required under an Award or prescribed agreement or arrangement;
- voluntary contributions by an employer over and above the levels prescribed under Superannuation Guarantee and/or an Award or prescribed agreement or arrangement;
- voluntary member contributions;
- contributions from existing Category 1a members; and
- contributions on behalf of low income spouses of members.

Trustee Super Balanced and 0.2 per cent for Super Cash. The buy/sell spread simply reflects the cost of purchasing and disposing of assets.

If cash flow is used to pay benefits thereby eliminating the need to redeem units, the financial benefit is retained in the Fund and distributed to members.

**GOODS AND SERVICES TAX (GST)** Rei Super has registered for GST and has an Australian Business Number (ABN) 76 641 658 449.

Rei Super pays GST on the goods and services it purchases. Some of these goods and services are eligible for a reduced input tax credit (RITC).

**TRUSTEE INDEMNITY INSURANCE** The Trustee has arranged a policy for Trustee Indemnity Insurance cover of \$10 million. This policy is designed to provide added protection for the Fund's assets.

## ABRIDGED FINANCIAL STATEMENTS REI SUPER AS AT 30 JUNE 2003

ABRIDGED STATEMENT OF FINANCIAL POSITION AS AT 30 JUNE			ABRIDGED OPERATING STATEMENT FOR THE YEAR ENDED 30 JUNE 2003		
	2003	2002		2003	2002
	\$ ('000)	\$ ('000)		\$ ('000)	\$ ('000)
<b>Assets</b>			<b>Revenue</b>		
Investments	275 506	246 006	Net investment revenue	(6 006)	( 17 981 )
Cash at bank	8 318	5 352	Contributions revenue	71 121	64 032
Sundry debtors	7 327	6 801	Transfers from other funds	12 375	10 660
Tax Assets	4 431	512	Proceeds from group life claims	477	727
<b>Total Assets</b>	<b>295 582</b>	<b>258 671</b>	Other income	5	571
<b>Less Liabilities</b>			<b>Total Revenue</b>	<b>77 972</b>	<b>58 009</b>
Benefits payable	1 381	591	<b>Less Expenditure</b>		
Sundry creditors	448	746	Surcharge	1 570	972
Provision for income tax	3 986	3 869	Group life premiums	1 116	1 016
Provision for deferred income tax	1 067	995	Administration fees	954	875
<b>Total Liabilities</b>	<b>6 882</b>	<b>6 201</b>	Other general administration expenses	1 289	1 142
<b>Net Assets Available to Pay Benefits</b>	<b>288 700</b>	<b>252 470</b>	<b>Total Expenditure</b>	<b>4 929</b>	<b>4 005</b>
Represented by:			<b>Benefits Accrued as a result of</b>		
<b>Liability for Accrued Benefits</b>			<b>Operations before Income Tax</b>	73 043	54 004
Allocated to Members' Accounts	281 818	244 296	<b>Income Tax Expenses</b>	6 906	9 678
Unallocated Amounts	6 881	8 174	<b>Benefits Accrued as a Result</b>		
<b>Liability for Accrued Benefits</b>			<b>of Operations</b>	66 137	44 326
<b>as at 30 June</b>	<b>288 700</b>	<b>252 470</b>			

The Financial Statements of the Fund have been audited and an unqualified auditor's report has been received.

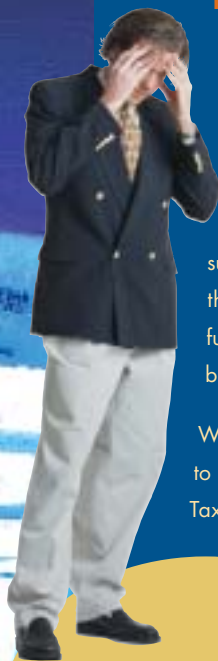
### PERFORMANCE OF THE FUND OVER THE PAST FIVE YEARS

INVESTMENT OPTION	TRUSTEE SUPER BALANCED	SUPER GROWTH			SUPER CASH					
		CR	CPI	RR	CR	CPI	RR			
<b>Year</b>	<b>Earnings \$</b>									
1998-99	9 613 785	8.4	1.1	7.3	9.5	1.1	8.4			
1999-00	21 122 457	9.7	3.2	6.5	13.1	3.2	9.9			
2000-01	8 915 844	4.0	6.0*	-2.0	1.5	6.0*	-4.5			
2001-02 (17 981 489)		-4.9	2.8	-7.7	-13.3	2.8	-16.1			
2002-03 (6 006 024)		-1.3	2.7	-4.0	-7.3	2.7	-10.0			
<i>Five Year Compound Average</i>		3.2%			0.3%			4.7%		

CR — Crediting Rate CPI — Consumer Price Index RR — Real Return

\* Includes Once Only GST Impact

## **\$8 BILLION IN SUPER IS LOST! IS SOME OF IT YOURS?**



Each year, millions and millions of superannuation contributions are reported to the ATO as lost because members change jobs and forget their old superannuation accounts. Then when they move and don't advise their fund of their change of address, they become a lost member.

When this occurs, the super fund has to send their last known details to the Tax Office.

If you think that you may have lost contact with some of your super, you can check online at [www.ato.gov.au/super](http://www.ato.gov.au/super)

By providing some personal details and your tax file number, you can search the Lost Members Register, the Superannuation Holding Account Reserve and superannuation guarantee records.

If a possible match is found, the person conducting the search is provided with the name and contact phone number of the superannuation fund that provided the information to the Tax Office.

## *When does my employer need to make Superannuation Guarantee payments?*

Rei employers are requested to pay contributions on a monthly basis.

As a minimum, legislation effective 1 July 2003 now requires your employer to submit Superannuation Guarantee payments on a quarterly basis. Your employer has until the 28th of the month from the end of the quarter to complete Superannuation Guarantee payments.

<b>Quarter</b>	<b>SG Payment Due</b>
1 July – 30 September	28 October
1 October – 31 December	28 January
1 January – 31 March	28 April
1 April – 30 June	28 July

## *I am a member of Rei Super, but no longer work in the Real Estate industry. Can my new employer contribute to Rei Super?*

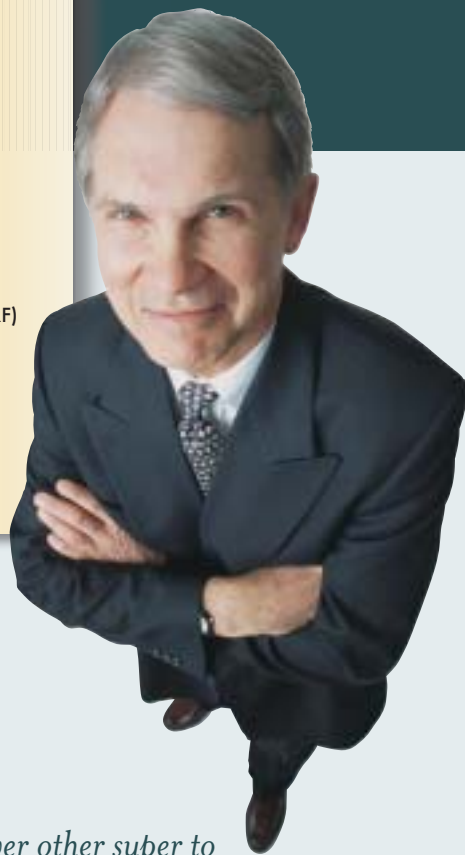
Yes. If you are a current member of Rei Super, your new employer is able to join Rei Super as a participating employer by completing:

- > an employer application (a legal requirement of Rei Super); and
- > a transfer of membership between participating employers form.

These forms can be downloaded from [www.reisuper.com.au](http://www.reisuper.com.au)  
There are no joining fees!



- FUND ADMINISTRATION
- SUPERANNUATION SECRETARIAT SERVICES
- COMPLYING FUND
- REGULATED FUND
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## How do I roll over other super to my Rei Super account?

The Rei Super helpline recommends that you firstly contact your previous superannuation provider to confirm the applicable fees and charges that will be incurred. It is standard practice for super funds to charge a benefit payment fee to effect the transfer to another fund. However, some super products also incur a substantial penalty for rolling out of the plan prior to retirement age. For this reason it is advisable to check the fees and penalties your previous fund will be charging.

Now follow these three simple steps.

**Step 1** Log onto [www.reisuper.com.au](http://www.reisuper.com.au) and download the transfer form from the Fund website (no PIN required)

- > Click on the "Forms Download and print" icon
- > Select "Transfer of previous superannuation benefits form" located under member forms and print copy.

**Step 2** Complete the form, which requires full details of your previous superannuation fund membership.

A separate form is required for each of the previous funds holding a current balance that you wish to transfer into Rei Super.

**Step 3** Return the original completed form to: Rei Super Fund Administrator, Locked Bag 479, Adelaide SA 5001

The previous fund will provide written confirmation once the balance has been transferred to Rei Super. You will also be provided with a written advice from Rei Super confirming receipt of the monies from your previous fund.

**FUND ADMINISTRATION** The Fund is administered by Mercer Human Resource Consulting (Mercer). The company is part of the Marsh & McLennan Group, which is one of the largest insurance broking operations in the world. The Trust Deed allows the Trustee to appoint an Administrator for the Fund. The tasks and duties of the Administrator are detailed in a Memorandum of Delegation of Authority that the Trustee has provided to Mercer. Under the Memorandum, Mercer is responsible for establishing and maintaining all Fund administration records, receiving contributions, paying benefits and attending to most administrative requirements of the Fund. Mercer is paid a monthly fee for the administration it provides, based on the number of Fund members. From time to time Mercer provides additional services to the Fund that are paid for on a 'fee for service' basis.

**SUPERANNUATION SECRETARIAT SERVICES** The Trustee has appointed Superannuation Secretariat Services Pty Ltd to provide secretariat services for the Fund. The company employs Mr Phillip Roberts as Executive Officer/Fund Secretary. He is also the Public Officer of the Corporate Trustee and Complaints Officer for the Fund.

**COMPLYING FUND** Rei Super has complied with the Occupational Superannuation Standards legislation since the legislation was introduced. Since 1 July 1994 the Fund has also complied with the Superannuation Industry (Supervision) Act, 1993. This makes Rei Super a complying fund and ensures that members benefit from concessional tax advantages.

The staff of the Fund Administrator who can help you with any enquiries you may have regarding your entitlements are:

**Fund Administration Manager** ■ Julie Ingham

**Work Group Leader** ■ Aileen Hurst

**Fund Administrators** ■ Angela Godleman, Rebecca Sims, Steven Conlon, Lisa Hall, Elke Vormelker.

**REGULATED FUND** The Fund is a regulated superannuation fund. The Superannuation Industry (Supervision) Act 1993 and regulations govern the operation of superannuation funds in Australia. This report contains all the information and disclosures required by the legislation.

**ELIGIBLE ROLLOVER FUND (ERF)** The Superannuation (Industry) Supervision legislation allows the Trustee to pay a member's benefit to an eligible rollover fund once 28 days have elapsed after a benefit becomes payable and the member has not given a direction to the Trustee. Currently, the legislation also requires that the Trustee must pay a member's benefit into an ERF if the member becomes a 'lost member'.





Birth Date	Preservation Age
Before 1/7/60	55
1/7/60-30/6/61	56
1/7/61-30/6/62	57
1/7/62-30/6/63	58
1/7/63-30/6/64	59
After 30/6/64	60

During the year, the Trustee has used the discretion provided by the legislation to rollover members' benefits into Australia's Unclaimed Super Fund (AUSfund) ERF. Members affected by this Trustee decision are notified.

AUSfund is an eligible rollover fund where all accounts are protected. Member accounts transferred to AUSfund continue to receive interest, but insurance cover is not provided.

The ERF can be contacted as follows:

AUS fund  
 PO Box 2468  
 KENT TOWN SA 5071  
 Tel: 1300 361 798  
 Fax: 1300 366 233

**MANAGING YOUR FUND** The Trustee is responsible for the overall management of the Fund. The board meets quarterly to review the operations of the Fund and considers such matters as:

- performance of the Fund's investments and assessment of the investment strategy;
- administration of the Fund including receiving reports from Mercer on administration and technical superannuation issues;
- payment of discretionary benefits relating to death or total and permanent disablement claims; and
- promotion of the Fund to members, employers and other interested parties.

Comprehensive performance standards for the Fund Administrator have been established. These standards are designed to obtain the best possible service for members. They provide the means by which the Trustee monitors the performance of Mercer.

Performance standards are agreed with the Fund Administrator to ensure they are realistic and reasonable. With the aim of improving services to members, the Trustee directors regularly review the standards against industry 'best practice'.

**PRESERVATION** Under changes to the superannuation legislation that came into effect on 1 July 1997, benefits payable in excess of \$200 must be preserved and paid into an 'Approved Deposit Fund' unless the member:

- has reached preservation age and has permanently retired from the work force.
- is permanently disabled;
- has reached age 65.

If one or more of these conditions can be satisfied, the benefit can be paid to the member. Proof of satisfying these conditions must be provided to the Fund Administrator. All superannuation contributions received after 30 June 1999 are preserved.

**COMPLAINTS** Rei Super has formally established and approved procedures for handling complaints from members. The procedure provides members with a mechanism to lodge complaints and to have them answered.

In the first instance, complaints should be in writing and addressed to:

Complaints Officer  
 Rei Super  
 Locked Bag 479  
 Adelaide SA 5001

The Complaints Officer will consider a member's complaint and respond in writing. If members are not completely satisfied with the response, or consider that they have been disadvantaged by a decision, they should formally notify the Fund that they dispute the decision. In this case, their letter to the Complaints Officer should be headed "Notice of Dispute". The Fund will consider and respond to the notice of dispute within 90 days.

Members have a further avenue of redress if they do not receive a response within 90 days or are not satisfied with the response. If the above procedures have been followed, members can then approach the Superannuation Complaints Tribunal for assistance with their dispute.

The Superannuation Complaints Tribunal can be contacted on **13 14 34**.



TRUSTEES (Standing L to R) Phil Roberts, Michael Kumm, Norman Meadows, Ian Armstrong, David Cameron, Ken Searson.  
(Seated L to R) John Greig, Beth Stratfold, Bill Woolcock, Helen Cunningham, Neville Pozzi.

## SERVICE PROVIDERS

**Accounting Advisor** ■ Mercer Human Resource Consulting ■ ABN 32 005 315 917

**Taxation Advisor** ■ Sharyn Long Chartered Accountants ■ ABN 51 713 229 511

**Auditor** ■ Ernst & Young ■ ABN 75 288 172 749

**Bank** ■ ANZ ■ ABN 11 005 357 522

**Custodian** ■ Cogent ■ ABN 71 002 655 674

**Insurers** ■ Hannover Life Re of Australasia Limited ■ ABN 37 062 395 484  
MLC Limited ■ ABN 94 000 000 420

**Fund Administrator and Advisor** ■ Mercer ■ ABN 32 005 315 917

**Investment Advisor** ■ InTech Fiduciaries Limited ■ ABN 54 071 808 501

**Secretariat Services** ■ Superannuation Secretariat Services ■ ABN 83 078 767 049

**Solicitor** ■ G Banner Consulting Pty Limited ■ ABN 78 079 976 373

**DISCLAIMER** *The information contained in this report does not constitute financial product advice. However, to the extent that the information may be considered to be general financial product advice, Rei Super warns that:*

- a) *Rei Super has not considered any individual person's objectives, financial situation or particular needs; and*
- b) *individuals need to consider whether the advice is appropriate in light of their goals, objectives and current situation.*

*Information provided in this report is correct as at 31 October 2003.*

**WEBSITE UPGRADED** Earlier this year, the Fund's website was upgraded significantly.

Major improvements include:

- Forms in a pdf format that can be downloaded and stored in your computer.
- Access to your personal details and account history for the previous and current financial year.
- Details of the latest weekly unit prices (available each Friday).
- Latest news.
- Financial planning information.

If you haven't logged on to [www.reisuper.com.au](http://www.reisuper.com.au) recently, you are in for a pleasant surprise.



*I would like more information about my investment choice.*

To view detailed information on your current investment option, log onto [www.reisuper.com.au](http://www.reisuper.com.au) and follow these prompts:

- > Click on the Explore your Super tab
- > Click on Your Investments
- > Click on Your Investment Mix

Information is also available in the Member Investment Choice Booklet.

Alternatively, call the Rei Super helpline on 1300 134 433. A Customer Service Representative will be pleased to assist with explaining the investment options, and can arrange for the Member Investment Choice Booklet to be mailed to you.

*And if I do not make an investment choice?*

The Trustees of the Fund have selected the Trustee Super Balanced option for members who do not actively select an investment choice (referred to as the default option).

