

The key to smart investing



8.71%

Net return
during 2010-11

For the Trustee Super Balanced Option

Chairman's Message

2010–11 was a great year for REI Super members. The Trustee Super Balanced option (where over 90% of members invest) delivered a very healthy return of 8.71%

2010–11 Year in Review

Following the previous year's period of recovery, where we saw positive investment returns, 2010–11 also saw a continuation of this for members, with the Trustee Super Balanced (default) investment option returning 8.71% and the Super Growth option 10.92%, during a year with periods of marked volatility. This confirms the view that super is a long term investment, and that investors need to look beyond short term fluctuations in investment markets.

The continuing sovereign debt issues, particularly in Europe, and refinancing of corporate debt affected market confidence. Australia, to 30 June 2011, experienced a year of steady growth, with sectors such as mining and banking continuing to provide solid returns.

At the time of writing this report, the investment world's attention is focused on the concerted and collective action of the European Union governments and European Central Bank to deal with the Greek debt issue and restore confidence in the system.

During 2010–11...

Actively managed Australian and international share portfolios performed particularly well. International property (hedged) also performed very well over the period. Cash, bonds and other fixed interest securities, which are part of the investment portfolio to provide some stability, did not add as much value, although since 30 June 2011 they have assisted in capital protection of members' funds.

During the year, the Fund's international shares were underweight in Europe and the US, and overweight in a number of Asian countries, which assisted performance as we sought to take advantage of investment opportunities.

Vale Ken Searson

The Board of REI Super is deeply saddened to announce the recent death of independent Director, Ken Searson after a period of illness.

Ken had been on the Board of the Fund since 1998, and was a former Commissioner for Superannuation and CEO of Commonwealth Super. During his time as an independent Director of REI Super, Ken was instrumental in guiding the Fund's investment policy. His knowledge of superannuation and investments, commitment to our membership, wise counsel and sense of humour will all be missed by all Board members, staff and service providers who knew him.

The Fund is presently in discussion with suitable candidates to replace Ken's position.

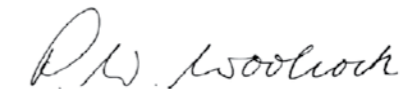
Managing your superannuation

Super is a part of providing comfort and security for your retirement, and in these present times, comfort is often difficult to achieve. I am confident that REI Super will continue to provide members with the opportunity to achieve a financially secure retirement.

The Board, Secretariat staff and our service providers continued to work hard on your behalf over the past twelve months, and I wish to thank them for their efforts.

On behalf of the Board of Trustees, I am pleased to present to members this report for the financial year ended 30 June 2011.

Yours faithfully,



PW Woolcock
Chairman



CEO's report

Stronger Super

Members may have seen press reports concerning the Government's 'Stronger Super' announcements. These new measures, which will be phased in over the next several years, are in response to a comprehensive enquiry into the super system conducted during 2010.

These measures will result in a more efficient, transparent and responsive system for all super fund members. REI Super has already anticipated many of the recommendations of this review, and they are incorporated into the way we currently service our members.

Essentially though, the Government recognises that super is members' deferred pay. Our national super system has greatly assisted in providing financial stability in markets, particular during volatile economic times. Super also provides a pool of long term 'patient' capital to engage in infrastructure and nation building activities.

Investment Outlook

The ongoing sovereign debt issues in Europe will continue to affect global growth and confidence; however, the effects of this turbulence will be buffered somewhat for Australian investors by the ongoing demand for resources from Asia.

Investors should always remember that superannuation is a long term investment – both during your working career and also once you've retired. Volatility is to be expected in any investment market, and the only solutions to this are to maintain discipline in the investment process and to utilise a highly diversified portfolio. Every type of investment carries risk – for example, cash is eroded by inflation over time, which can reduce any 'safe haven' perception that investors have.

Despite a year of media headlines about global financial crises, REI Super members achieved a solid positive return on their investments. In the coming year, we expect continued investment volatility as the ongoing management of global debt proceeds. However, there will also be growth in particular sectors and markets, and both your Trustee and its advisors will work hard on your behalf to take advantage of these opportunities.

Investment Strategy

During periods of marked volatility such as now, diversification of investments across many asset classes and within each asset class between different markets and investment managers has served REI Super members well.

By investing across a range of asset classes – both growth and defensive – it is possible to mitigate short term investment weakness and to offset these against other sectors which are performing well, such as unlisted property. This is done both by the portfolio mix selected and REI Super's management of the allocations between each asset class within the portfolios in response to emerging market trends.

Here to help you

Being an industry fund, our focus is on being run only to profit members and in putting our members' interests first.

We have continued to substantially increase the number of employers who pay contributions to the Fund electronically through our clearing house service or BPAY. As this is a more efficient method of payment, our administration fees are kept low and contributions are more promptly invested into super accounts, leading to better investment returns for members.

Remember that we have available many services, tools and calculators – including Helpline support and a new online insurance application process – to help members manage their investments. We also provide a choice of investments to offer members control over their super investment, for those who wish to invest in arrangements different from the default investment option.

The ongoing work of your Fund and our service providers will continue to deliver members a modern, flexible and well performing super fund, both before and during retirement.

Regards,



Mal Smith
CEO



REI Super – your Industry SuperFund

Choosing an Industry SuperFund, like REI Super, could make tens of thousands of dollars difference to the money you have in retirement.

Strong performance

On average, Industry SuperFunds have consistently produced stronger returns for their members than retail super funds run by banks and insurance companies.* Over the five-year period to 30 June 2011, REI Super on average delivered \$2.70 in earnings for every dollar taken out in fees, while retail super funds on average delivered only \$1.40.** Over a lifetime, these figures could add up to thousands of dollars more for an Industry SuperFund member.

Low fees

Because REI Super is run only to benefit members, our fees are generally much lower than most retail funds. The fees you pay can greatly affect your final retirement payout.

A study by SuperRatings based on existing fee structures concluded that REI Super would return on average \$77,491 more (in today's dollars) than the average retail super fund over a 30-year working life.***

Run only to benefit members

REI Super is an Industry SuperFund, and does not pay commissions to financial advisors, financial planners, agents or insurance companies. REI Super is run only to benefit members.



Compare the pair

Average Retail Master Trust Member

\$ 355,593

Average REI Super Member

\$ 433,084

Being in an Industry SuperFund like REI Super could see you retire with a lot more super.***

* Past returns are not guarantees of future performance. (Source: ISN Comparison of long term superannuation investment performance, September 2011.)

** Source: IFS Net benefit to member research, June 2011.

*** Based on a sample of 16 Industry SuperFunds and a sample of 16 retail super funds as at 30 June 2011. (Source: Research by SuperRatings, commissioned by REI Superannuation Pty Ltd ABN 68 056 044 770, AFSL 240569.) The comparison shows projected outcomes, applying current fees for REI Super's Trustee Super Balanced option over 30 years. Differences in fees may change in the future, and this would alter the outcome. The amounts are not predictions or estimates of actual outcomes. Outcomes will vary between individual funds. Research and modelling current at 30 June 2011 by Super Ratings, commissioned by REI Super. The above example is a comparison of two employees, aged 40, that assumes same starting account balance of \$50,000, same annual income of \$58,000; 2.5% inflation rate; 3.5% salary increase per annum; 9% superannuation guarantee contributions; no additional salary sacrifice or voluntary contributions; 15% contributions tax; employer asset sizes accumulated at 11.6% per annum; investment return of 7.225% (gross of taxes and fees at 8.5%, but with taxes of 15% deducted); explicit costs deducted from members' accounts (e.g. member fees) subject of a 15% tax allowance; contribution fees, entry fees, additional advisor fees excluded from calculations; employer asset size \$150,000. Consider your own objectives, financial situation and needs before making a decision about superannuation, because they are not taken into account in this information. You should consider the Product Disclosure Statement as a whole before making an investment decision.

Market report

Australia's relatively healthy debt position and exposure to the growth of the developing markets has made it an economic standout in 2010–11.

Economic and market environment

Economic momentum slowed towards the end of 2010–11 following several natural disasters earlier in the year, along with the effects of the Reserve Bank of Australia's interest rate rises over the last 18 months and a persistently high Australian dollar.

The ongoing large interest rate gaps between Australia's relatively high rates and the near-zero rates in the US and elsewhere, along with Australia's record terms of trade, have seen the AUD remain at near parity or above the USD. The strength in the Australian dollar has helped boost the returns of international equities hedged back into the Australian currency.

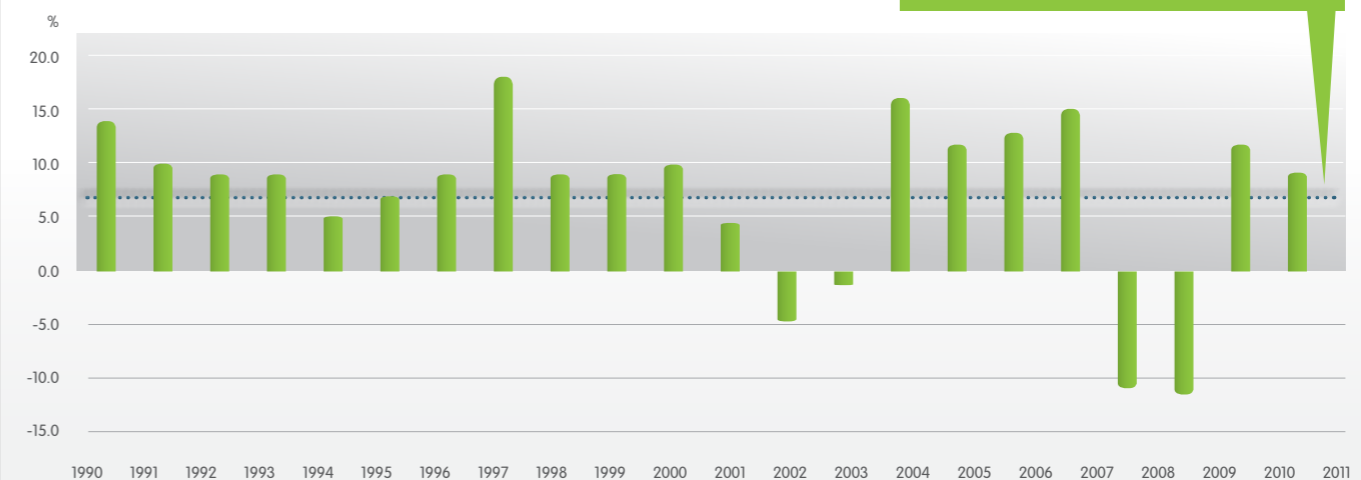
In isolation, the fundamentals of many foreign companies remained healthy despite the economic woes of the countries in which they operate. The healthy state of companies and high levels of cash held on corporate balance sheets has seen businesses look to use their financial flexibility to boost returns to shareholders in the form of higher dividends and share buy-backs.

Some businesses have actively pursued mergers and acquisitions as a means of locking in future growth. On a regional basis, Japanese and US equities were the best-performing equity markets, while Europe was one of the worst performers despite its late rally towards the end of the year.

Australian equities were volatile, as investors responded to the economic slowdown, weaker global risk appetite, lower commodity prices in the middle of the quarter and the increasingly apparent 'two-speed' nature of the market arising from the ongoing strength in the Australian dollar.

In summary, the events of the second quarter of the calendar year saw a pullback in risk assets, fuelled by weaker economic data and European debt concerns. Many growth assets still appear vulnerable to future fragile sentiment in the short term.

REI SUPER LONG TERM RETURNS TO 30 JUNE 2011



6.5% average return over 20 years for REI Super's Trustee Super Balanced option.

Market report continued

Investment outlook

Although most growth assets rallied during 2010–11, this momentum may be difficult to sustain in the medium term because economic recovery has stumbled in many developed markets. With inflation on the rise and a US election less than 18 months away, the threshold for government intervention in markets has been set significantly higher.

Issues in Europe remain volatile, and inflation indicators all around the world are heading higher over the last quarter. In Europe, the International Monetary Fund and European Central Bank have extended funding to Greece and other economies to avert a default.

Longer term issues remain, and if not addressed, the spread of European economic woes could affect Europe's banks that have large exposures to European government bonds. These may pose the threat of a broader contagion to the global banking system.

The current issues require Europe as a whole to work towards a wide-ranging solution to avert another crisis.

Investment Managers

REI Super's Investment Managers

REI Super's investment consultant Ibbotson appoints specialist investment managers for each asset class, and reviews these appointments continually in conjunction with the Fund Trustee. REI Super agrees strategic allocation benchmarks for each investment option in consultation with Ibbotson.

The following managers were terminated in 2010–11:

International Shares

- > AXA Rosenberg
- > Vanguard

Australian Shares

- > Bernstein
- > Wallara
- > BGI
- > Vanguard
- > Atom

International Bonds

- > Rogge

The following managers were appointed in 2010–11:

International Bonds

- > Omega Global

International Shares

- > AQR

Australian Bonds

- > Omega Aus

Australian Shares

- > Vinva
- > Omega

Australian Property

- > ISPT

Investment Managers as at 30 June 2011

Investment Managers

Australian Equities

Northcape

JCPIP

Platypus

Dimensional

Ibbotson High Alpha Trust

Omega

Vinva

International Equities

Marathon

Altrinsic

Axiom

Sands Capital

AQR

Dimensional

Vanguard

Australian Property

Vanguard

ISPT

International Property

Perennial

ING Clarian

International Bonds

Colchester

PIMCO Global Credit

PIMCO Global Bond

Omega

Australian Bonds

Vanguard

Alternatives

Ibbotson Diversified Alternatives Trust

Cash

ME Bank

Vanguard

Investment results

2010–11 has seen another year of positive returns for REI Super members.

The Trustee Super Balanced option (the default option most members are invested in) did well in 2010–11, matching the median return for all superannuation funds*.

International Property provides stellar returns

REI Super's global property investments returned 22.2% for Super members and 28.6% for Pension members as part of the Super Growth, Trustee Super Balanced and Super Stable investment portfolios, and as the Global Property single sector investment option for Elite members. This continues the outstanding 25.3% and 28.9% respective returns achieved for members in the previous year (2009–10). Both Australian and International shares achieved solid double-digit returns in the year despite some challenging periods of volatility, furthering the positive double-digit returns in 2009–10.

* 8.70 median balanced fund. REI Super 8.71%.
Source: SuperRatings www.superratings.com.au.

6.5%

**Average net return
over 20 years**

For the Trustee Super Balanced option
(where 90% of members invest)

Investment results for year ended 30 June 2011

Investment Option	1 year (%)	3 years (% p.a.)	7 years (% p.a.)	Commencement date
REI Super Fund				
Super Growth	10.9	0.4	4.2	1 July 1998
Trustee Super Balanced	8.7	2.2	4.8	1 July 1990 [#]
Super Stable	6.1	3.3	4.1	1 November 2003
Super Cash	3.7	4.1	4.5	1 July 1998
REI Elite Options				
Australian Shares	12.8	4.8	n/a	31 July 2006
International Shares	12.7	5.6	n/a	31 July 2006
Australian Property	4.1	2.3	n/a	31 July 2006
Global Property	22.2	7.2	n/a	31 July 2006
Fixed Income	5.5	6.8	n/a	31 July 2006
Elite Allocated Pension				
Super Cash	4.5	3.7	n/a	31 October 2006
Super Stable	7.2	4.9	n/a	31 October 2006
Trustee Super Balanced	10.1	2.4	n/a	31 October 2006
Super Growth	12.5	0.4	n/a	31 October 2006
Australian Shares	13.9	5.3	n/a	31 October 2006
International Shares	14.9	6.3	n/a	31 October 2006
Australian Property	5.0	2.6	n/a	31 October 2006
International Property	28.6	8.8	n/a	31 October 2006
Fixed Income	6.0	7.8	n/a	31 October 2006

[#] Using comparable investment returns.
All returns are quoted net of fees and tax. Past performance is not an indication of future performance.

Your investment options

With REI Super, you can choose to invest in one, or all of our four investment options.

Super Growth

Overall objective:

To provide members with a top-performing growth-style diversified investment option.

Investment objective:

To earn a rate of return, after tax and fees, that exceeds CPI by at least 4% per annum over the average time expected to be spent by members in the workforce.

Risk Profile:

High

The Super Growth investment option is designed for members who want higher potential returns and who are more comfortable with greater fluctuations in returns. This option invests only in growth assets, and has the potential for the highest return over the long term.

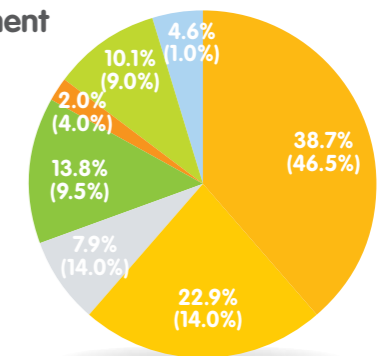
However returns will vary, and are expected in some years to be low or negative.

To provide an illustration of the risk profile, based on the last 30 years of market data, this option would have delivered a positive return on average in around 4 out of every 5 years.

- Australian shares
- International shares (hedged)
- International shares (unhedged)
- Australian property
- Global property
- Alternatives
- Cash

Allocations shown above may vary +/-10%

Investment mix:



Trustee Super Balanced

Overall objective:

To provide members with a top-performing growth-oriented diversified investment option.

Investment objective:

To earn a rate of return, after tax and fees, that exceeds CPI by at least 3% per annum over the average time expected to be spent by members in the workforce.

Risk Profile:

High to Medium

The Trustee Super Balanced investment option is designed for members who prefer to accept a medium to high potential return for medium risks. This option invests mainly in growth assets, with some defensive assets.

It has potential for high returns over time, due to the significant proportion of growth assets. However, returns will vary, and

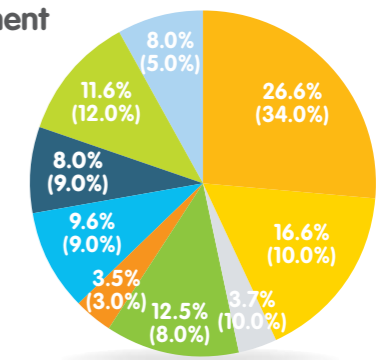
are expected in some years to be low or negative, although to a lesser degree than the Super Growth option.

To provide an illustration of the risk profile, based on the last 30 years of market data, this option would have delivered a positive return on average in around 5 out of every 6 years.

- Australian shares
- International shares (hedged)
- International shares (unhedged)
- Australian property
- Global property
- Australian bonds
- International bonds (hedged)
- Global Inflation Linked Securities
- Alternatives
- Cash

Allocations shown above may vary +/-10%

Investment mix:



* Allocations shown above are actual asset allocations as at 30 June 2011. The figures in brackets show the Fund's neutral or long term Strategic Asset Allocation position. The short term position can vary by +/- 10%.

Your investment options continued

Super Stable

Overall objective:

To provide members with a top-performing, conservative diversified investment option.

Investment objective:

To earn a rate of return, after tax and fees, that exceeds CPI by at least 1% per annum over rolling 3-year periods.

Risk Profile:

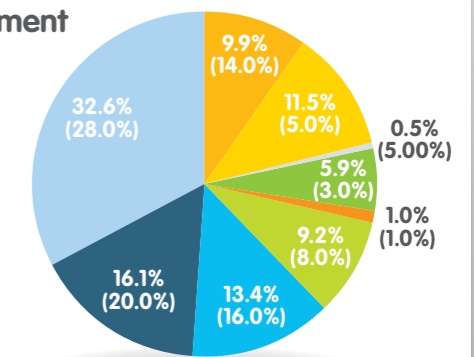
Medium to Low

The Super Stable investment option is designed for members who require more stable returns. This option invests mainly in interest-bearing assets, with some growth assets. Returns have the potential to be higher than just investing in cash investments. Returns will vary, and there is still a slight possibility of a negative return in any one year, but are likely to be

more stable than for options with a higher proportion of growth assets.

To provide an illustration of the risk profile, based on the last 30 years of market data, this option would have delivered a positive return on average in around 19 out of every 21 years.

Investment mix:*



■ Australian shares ■ International shares (hedged) ■ International shares (unhedged) ■ Australian property ■ Global property
■ Australian bonds ■ International bonds (hedged) ■ Global Inflation Linked Securities
■ Alternatives ■ Cash Allocations shown above may vary +/-10%

Super Cash

Overall objective:

To provide members with a secure investment that has a very high chance of capital being preserved over any 12-month period, after fees and tax.

Investment objective:

To match and, where possible, enhance performance relative to the CPI benchmark over rolling 3-year periods.

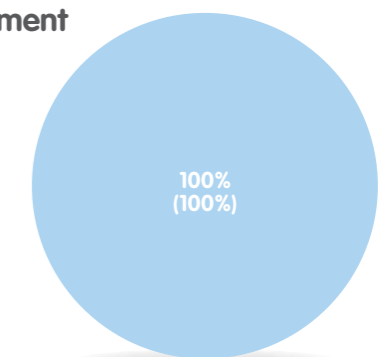
Risk Profile:

Low

The Super Cash investment option is designed for members who seek a lower potential return in exchange for low risk.

Returns will be comparatively stable, with only a negligible risk of delivering a negative return in any one year.

Investment mix:*



■ Cash

* Allocations shown above are actual asset allocations as at 30 June 2011. The figures in brackets show the Fund's neutral or long term Strategic Asset Allocation position. The short term position can vary by +/- 10%.

Your Elite investment options

REI Super Elite members have five additional investment options to choose from.

Australian Shares

Overall objective:

To provide members with a top-quality, professionally managed, diversified Australian shares investment.

Investment objective:

To earn a rate of return (gross of fees and tax) above the benchmark over rolling 5-year periods within a clearly defined risk profile.

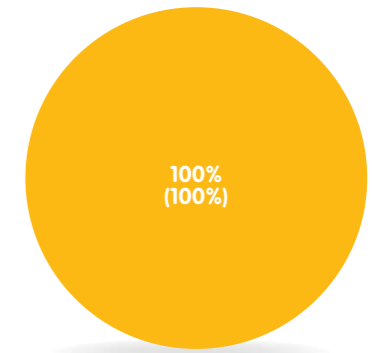
The benchmark is the S&P/ASX 300 Accumulation Index.

Risk Profile:

High

The Australian Shares Option is designed for members who want higher potential returns and are more comfortable with greater fluctuations in returns. This option invests only in growth assets (Australian shares), and has the potential for high returns over the long term. However, returns will vary, and are expected in some years to be negative.

Investment mix:



■ Australian Shares

International Shares

Overall objective:

To provide members with a top-quality, professionally managed, diversified international shares investment.

Investment objective:

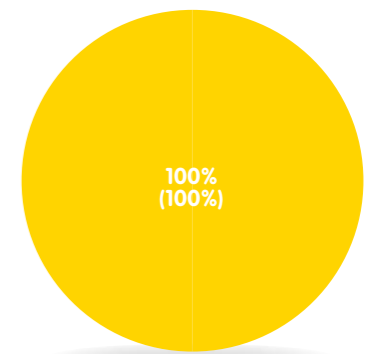
To earn a rate of return (gross of fees and tax) above the benchmark over rolling 5-year periods within a clearly defined risk profile. The benchmark is the MSCI All Country World ex-Australia Index with net dividends reinvested (50% hedged into \$A).

Risk Profile:

High

The International Shares Option is designed for members who want higher potential returns and are more comfortable with greater fluctuations in returns. This option invests only in growth assets (international shares), and has the potential for high returns over the long term. However, returns will vary, and are expected in some years to be low or negative.

Investment mix:



■ International Shares

* Allocations shown above are actual asset allocations as at 30 June 2011. The figures in brackets show the Fund's neutral or long term Strategic Asset Allocation position. The short term position can vary by +/- 10%.

Your Elite investment options continued

Australian Property

Overall objective:

To provide members with a top-quality, professionally managed, diversified domestic property securities investment.

Investment objective:

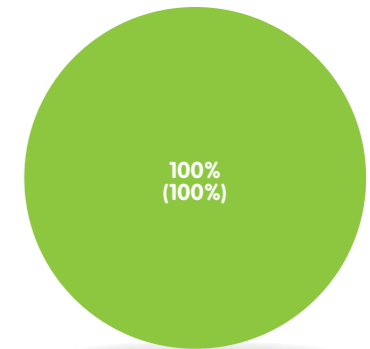
To match and, where possible, enhance performance relative to the benchmark (gross of fees and tax) over rolling 5-year periods. The benchmark is the S&P/ASX 300 Property Accumulation Index.

Risk Profile:

High to Moderate

The Australian Property option is designed for members who want higher potential returns and who are more comfortable with greater fluctuations in returns. This option invests only in growth assets (Australian listed property), and has the potential for high returns over the long term. However, returns will vary, and are expected in some years to be low or negative.

Investment mix:



■ Australian Property

International Property

Overall objective:

To provide members with a top-quality, professionally managed, diversified global property securities investment.

Investment objective:

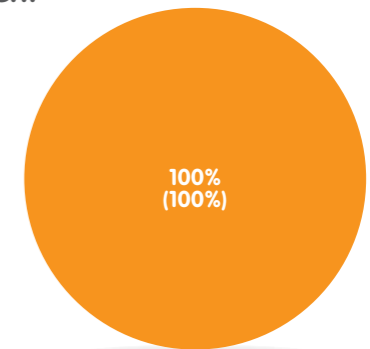
To earn a rate of return (gross of fees and tax) above the benchmark over rolling 5-year periods within a clearly defined risk profile. The benchmark is the UBS Global (ex-Australia) Property Investors Index (fully hedged into \$A).

Risk Profile:

High to Moderate

The Global Property option is designed for members who want higher potential returns and who are more comfortable with greater fluctuations in returns. This option invests only in growth assets (global property), and has the potential for high returns over the long term. However, returns will vary, and are expected in some years to be low or negative.

Investment mix:



■ International Property

* Allocations shown above are actual asset allocations as at 30 June 2011. The figures in brackets show the Fund's neutral or long term Strategic Asset Allocation position. The short term position can vary by +/- 10%.

Your Elite investment options continued

Fixed Income

Overall objective:

To provide members with a top-quality, professionally managed, bond and fixed income investment.

Investment objective:

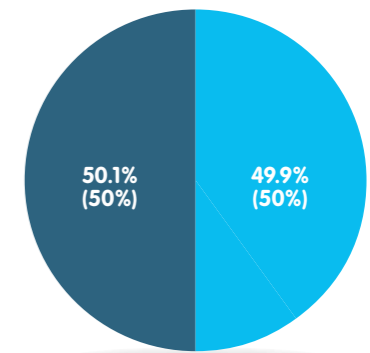
To earn a rate of return (gross of fees and tax) above the benchmark over rolling 3-year periods. The benchmark is 50% UBS Government Bond (All Maturities) Index, and 50% Lehmann Global Aggregate (hedged into \$A) Index.

Risk Profile:

Moderate

The Fixed Income option is designed for members who require more stable returns. This option invests in interest-bearing assets (bonds), with possibly a small amount of cash. Returns have the potential to be higher than just investing in cash investments. Returns will vary, and there is the slight possibility of a negative return in any one year, but are likely to be more stable than options with a higher proportion of growth assets.

Investment mix:



■ Australian Bonds
■ International Bonds

* Allocations shown above are actual asset allocations as at 30 June 2011. The figures in brackets show the Fund's neutral or long term Strategic Asset Allocation position. The short term position can vary by +/- 10%.

Super investment choice

With REI Super, you can choose how your super is invested. You can invest in one option, or spread your super over a range of different options.

Your super, your choice

The majority of REI Super members have several years until they retire and begin drawing down their super. Many members will also continue to keep their super invested in an income stream upon retirement, taking regular payments throughout their retirement years, rather than taking their entire account balance as a lump sum.

For these reasons, REI Super offers members a range of investment options to suit their differing investment needs and time horizons. While growth assets – such as Australian and international shares, and both Australian and international property – may experience more volatility over the short term, they are expected to produce higher benefits over a longer term. As a result, the Trustee Super Balanced and Super Growth options have investment objectives oriented towards achieving a higher rate of growth over five years or longer.

If you wish to invest your money more conservatively, with less expected short term volatility but less opportunity for growth, the Super Stable or Super Cash investment options are available with a more conservative rate of risk and return as their stated investment objective.

REI Super members can choose how their super is invested

Members can select from four diversified investment options (with Elite members having an additional five single-sector options). If you do not make an investment choice, your super will be invested in the default option – Trustee Super Balanced, which is designed to provide a growth oriented option. Members can also nominate where future contributions or lump sum contributions are to be allocated if desired.

If you're thinking about changing your investment option, we recommend that you complete the [risk profile quiz](#) to determine what option suits your needs best.

Members can also use the [tools and calculators](#) available to assess their retirement savings needs and plan for their retirement.

Did you know? You can change and/or split your investment option online any time. You will need your membership number and PIN. You can [reset your PIN online](#).



Grow your super

Achieving the standard of living you want in retirement isn't likely to happen by accident.

It's important to plan your retirement savings strategy, to give you some flexibility and choice in your retirement. Whilst your superannuation might seem like a lot of money, once you take inflation into account and consider that your money needs to last 20 years or more into your retirement, you might find that the compulsory employer contributions may not provide enough for you to meet your needs.

Superannuation is an extremely valuable tool for growing your retirement nest egg. The combination of tax benefits, low fees, long term investment returns and effects of compound interest provide growth opportunities over the longer term.

Government co-contribution scheme

This scheme aims to help Australian's earning less than \$61,920 pa to save for their retirement. If you earn less than this amount and make an after tax contribution to your super, then you may be eligible for a top-up from the Government into your super account.

If you earn under \$31,920 pa, for every \$1 you contribute, the Government will match your contribution up to a maximum of \$1,000.

If you earn more than \$31,920 pa, the Government contribution reduces for each dollar you earn over this amount, and cuts out after \$61,920.

After you lodge your annual tax return (remembering to notify of your after tax contribution) the Australian Tax office will calculate your co-contribution and pay it into your super account after 31 October.

You can use our [co-contribution calculator](#) to find out how much you could receive.

How regular savings make a big difference.

John and Chris are both aged 40. Both intend to retire at age 60.

John decides to invest \$1,000 per month for the next 20 years, in preparation for retirement. He uses salary sacrifice to ensure that this amount is taken from his pre tax income to minimise the effect on his take home pay with the tax savings made.

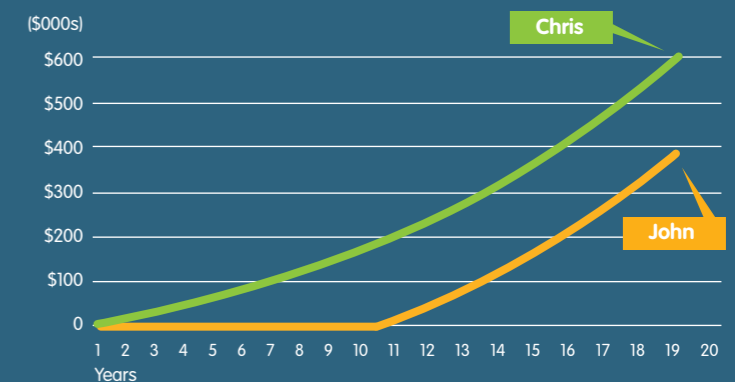
Chris decides to wait until he is 50 before commencing a super savings strategy. At 50, he decides to invest \$2,000 per month.

It is assumed that both John and Chris's investments will both generate the same average return of 8% pa.

The graph displayed here shows that even though both invested \$240,000 and earn the same rate of return, John's investment is much larger because of the additional 10 years of compound interest.

The REI Super website has [calculators and tools](#) to help you decide how much to save. You can determine how this will affect you take home pay, to ensure that your household expenses are met. You can then decide whether to make contributions via salary sacrifice arrangement, and could also consider your eligibility for the co-contribution scheme or making personal non concessional contributions to boost your retirement.

Investment Balance



The key to success is to establish your financial goals, develop a plan and to start saving as early and regularly as you can.



Grow your super continued

Salary Sacrifice

You can benefit from income tax savings by contributing from your pre tax income. For example, if you earn \$70,000 per year and contribute \$10,000 over the year to your super account, you will pay income tax on the remaining \$60,000 but only 15% contributions tax on the \$10,000 contributed to super.

Super offers considerable tax advantages as a form of saving if your marginal tax rate is above the super contributions rate of 15%. This effectively means increasing your super savings.

There are limits to the amount that you can contribute in this manner. Pre tax contributions are known as concessional contributions and include:

- > employer contributions (including salary sacrifice payments)
- > personal contributions claimed as a tax deduction by a self-employed person.

A maximum of \$25,000 can be contributed to your super under the concessional contributions cap.

Income year	Amount of cap	
	Aged under 50	Aged 50 or over
2010-11	\$25,000	\$50,000
2011-12	\$25,000	\$50,000

An increased concessional contributions cap applies until 30 June 2012 for people aged over 50.

REI Super's online calculators



This information is for general information purposes only. It does not take into account your investment objectives, financial situation or specific needs, therefore it doesn't constitute personal advice on investment or financial matters. You should assess your own financial situation and needs before making any decision and refer to the Australian Tax Office regarding taxation information.

After tax personal contributions

These are known as non concessional contributions.

The maximum you can contribute is \$150,000 per year – or if you are under the age of 65, up to \$450,000 over 3 years.

Between ages 65 and 74, you can generally contribute to super whenever you like, so long as you meet the 'work test'. You will meet this test if you have worked for at least 40 hours within a period of 30 consecutive days during the financial year. This doesn't include unpaid work.

Increase your savings, cut your tax and maintain your take home pay

Anne earns \$80,000 a year and wants to add to her super while maintaining her lifestyle, which requires around \$50,000 take home pay. Below is a comparison of how Anne can save by using salary sacrifice or making personal after tax contributions.

Annual salary and tax details	After tax contribution	Salary sacrifice contribution
Gross income	\$80,000	\$80,000
Salary sacrifice contributions	\$0	-\$16,500
Taxable income	\$80,000	\$63,500
PAYG tax	-\$18,750	-\$13,392
After tax contributions	-\$16,500	\$0
Take home pay	\$44,750	\$50,107
Super contributions	After tax contribution	Salary sacrifice contribution
Employer SG contributions	\$7,200	\$7,200
Salary sacrifice contributions	\$0	\$16,500
Contributions tax	-\$1,080	-\$3,555
After tax contributions	\$16,500	\$0
Government co-contributions	\$0	\$0
Net super contributions	\$22,620	\$20,145
Total take home pay and net super contributions	\$67,370	\$70,252

*15% contributions tax applicable. SG 9%. Tax rates based on 2011-12, including Medicare levy and low income offset if applicable. Figures calculated using the REI Super online calculators. Further tax may be payable when you leave a superannuation fund.

Anne can save for her retirement without reducing her living expenses.

It is important to understand how salary sacrifice works. Please refer to the [REI Super salary sacrifice calculator](#) and [website](#) for more information.



REI Super Pension and Transition to Retirement

Pensions aren't just for pensioners! If you are 55 or older, you can access your super with an REI Super Elite Pension, whether you're working, easing into retirement, or enjoying life after work.

Key features of the REI Super Elite Pension

Flexible income stream – frequency and amount*

- > Tax-effectiveness
- > Investment earnings are tax free**
- > Investment choice – 9 options to choose from
- > Ability to draw down lump sums
- > Low fees
- > Transition to retirement available

* legislative minimum amounts apply.

** past performance should not be taken as an indication of future performance.

REI Super's Elite Pension allows members to continue to keep their retirement savings in the superannuation environment, using the investment option of their choice to ensure that their savings maximise long term investment returns.

REI Super looks after you into your retirement

Taking your super as an income stream rather than as a lump sum upon retirement can be an effective way of managing your retirement money.

You can keep your super investment, so that while you aren't using it, your investment has the ability to generate returns over the period of your retirement.

The returns that your investment generates are generally tax free.

Starting an REI Super Elite Pension

When you start an income stream, it is similar to receiving a salary, because you receive money out of your super at regular intervals. REI Super's Elite pension is highly flexible, as it allows you to select the frequency of your payments as well as the amount you are paid (subject to minimum and maximum amounts set out in legislation).

You can also still take a portion of your super as a lump sum if this suits your needs (provided preservation rules are met).

You can end your pension at any time, and take the remaining money as a lump sum (known as commuting your pension).

Elite Pension members have the choice of 9 investment options, and you can split your savings if you want to divide your short and longer term investment needs for certainty and opportunity for growth.

REI Super has qualified financial planners who can assist you in establishing a super pension and can answer your questions.

And, as an Industry SuperFund, REI Super pays no commission to financial planners, meaning more savings for you.

Contact the REI Super helpline on **1300 13 44 33**.



REI Super Pension and Transition to Retirement continued

Still working?

Transition to retirement

This option is available for members who are aged over 55 and who would like to begin to access their super in the form of a super pension while still working to ease their way into retirement.

Members can utilise a transition to retirement strategy by opening a pension account and continuing to make contributions into their REI Super account.

How does it work?

Under the rules, once you have reached your preservation age (see table at right) you may be able to reduce your working hours without reducing your income, by topping up your income with regular payments from an REI Super Elite pension account.

Under the preservation rules, you can only access your super as an income stream, not as a lump sum, while you are still working.

This strategy allows you accelerate your super savings in the lead-up to your retirement, by allowing you to salary sacrifice a larger proportion of your salary than you may otherwise be able to afford to do, and also drawing down funds from your super to maintain your required level of disposable income.

If you are able to work after 60 and maintain this strategy, it becomes even more tax effective, as the income stream drawn down from your pension then becomes tax free.

Interested?

There are rules surrounding a transition to retirement strategy, and REI Super can assist you in understanding how this works.

Contact the REI Super helpline on **1300 13 44 33**. They can refer you to a financial planner who can assist with establishing these arrangements.

Preservation age	
Date of birth	Preservation age
Before 1/7/60	55
1/7/60 – 1/6/61	56
1/7/61 – 1/6/62	57
1/7/62 – 1/6/63	58
1/7/63 – 1/6/64	59

Add up the \$ benefits

Take advantage of the tax breaks while you work and plan for a better life in retirement.

To find out more, click on the links below.

[REI Super Transition to Retirement calculator](#)

[Retirement Planner](#)

[Budget Planner](#)

[How long will I need to fund my retirement?](#)



Insurance you can afford

You probably insure your home, your possessions and even your car.
But what about your income?

Why have insurance?

One in five families will be impacted by the death of a parent or a serious accident or illness that renders a parent unable to work. The typical Australian family will lose half or more of their income following a serious illness, injury or the loss of one of parent as a result of under-insurance.*

The right mix of insurance can protect you and your family from financial distress if unforeseen events occur. With the right insurance in place, you are far less likely to need to draw down on your savings, or put your home or your long term plans at risk.

Insurance can help you stay financially secure when the unexpected happens. It can't prevent accidents, illness or injury, but it can provide financial protection if they occur. Without insurance, you may have to use your savings or other assets to make sure that you can cover your outgoings.

It's an important part of any sound financial plan to consider how you would manage financially if:

- > you were unable to work for a long period due to illness or injury
- > you needed expensive medical care or treatment.

It's also good financial planning to consider how you and your family would manage in the event of your death.

Salary Continuance insurance

What would you do if you were unable to work due to illness or injury? Could you manage your living expenses?

Salary continuance cover provides a monthly income benefit for up to two years while you are unable to return to your usual employment.

REI Super members can choose salary continuance insurance that provides cover for a nominated amount, subject to a maximum of 75% of their income, for up to two years.

You can [apply online to add or increase your level of cover](#) through REI Super at any time.

Remember, if you change your employer, your insurance cover can continue. Be sure to check that the level of cover remains appropriate for your needs.

Death cover

As a member of REI Super, you automatically receive death cover. You can increase the amount of cover at any time by completing an [online application](#). Extra insurance can provide more for your family if the unexpected happens. If you die, your benefit is calculated as your account balance plus your insurance cover, which depends on your age at the time of your death.

Better cover for a lower cost!

When you arrange insurance through your super fund you are using pre tax dollars.

Use the buying power of REI Super

This can be cheaper than paying for insurance separately, as you obtain the buying power of the REI Super group insurance discount. REI Super, as an Industry SuperFund, pays no commission to financial planners and offers tailored insurance to suit the particular needs of those working in the real estate industry.

Apply online

To [apply for insurance](#) through REI Super, you can simply go online.

It takes less than 8 minutes, and if eligible, you will receive instant notification of acceptance.



Total and Permanent Disablement cover

REI Super also provides total and permanent disablement cover for members. This cover provides a lump sum in the event that you become totally and permanently disabled.

For full details, download the Product Disclosure Statement or go to our [website](#).

If you already have insurance with another provider and wish to transfer across to REI Super, you can complete a [transfer of insurance](#) to ensure that you have continuous cover for your needs.

REI Super Elite

REI Super Elite is available to all Fund members with a balance over \$100,000. Once you reach this milestone, you will be invited to transfer to the Elite service, with no additional costs or obligation involved.



Key features and benefits

- > Select from a range of flexible and comprehensive investment options
- > No fees for switching investments
- > View and manage your account online
- > Access to personal financial advice
- > Low fees – as REI Super is an industry super fund, you will pay no commission to financial planners, which can make a huge difference to your savings
- > Enhanced insurance options – choice of waiting period for benefit payments, additional life and total and permanent disablement cover available (with fixed or declining insured value) and salary continuance cover up to 75% of your income (including commission)

REI Super Elite provides you with an additional suite of membership resources and options to allow you to tailor your super to suit your individual needs.

Investment options

REI Super Elite members have the opportunity to invest in an additional five sector-specialist investment options, to tailor your asset allocation and construct your preferred portfolio. The sector-specialist options complement the four standard diversified portfolio options – Growth, Balanced, Stable, and Cash. These diversified options, designed to cover the broad risk spectrum, use a portfolio mix that matches the risk profile of each option. REI Super Elite enables you to also choose any combination of:

- > Australian Shares
- > International Shares
- > Australian Property
- > Global Property
- > Fixed Income
- > Super Growth
- > Trustee Super Balanced
- > Super Stable
- > Super Cash

All options are managed by expert fund managers and provided to you at wholesale rates. Plus, you have the flexibility to select any combination of options and switch options at any time without a switching fee. (Buy/Sell spreads do apply with some options.)

REI Super Elite Pension

If you are a member of REI Super Elite, you can transfer part or all of your super account into an account based pension or a transition to retirement pension. REI Super will handle the administration and end of year reporting – you simply need to indicate your drawdown requirements (within the specified thresholds).

If you are a member of REI Super and considering a super pension, we can also arrange financial planning advice. This will ensure that your pension arrangements are exactly tailored to meet your needs.

Call the Helpline on **1300 13 44 33** to arrange an appointment.



Take your super with you

Have you changed jobs in the last 12 months?

If you have changed jobs or are thinking of changing jobs, you can stay with REI Super even if you decide to leave the real estate profession altogether. Your super account is completely portable between employers.

Simply complete a [choice of super form](#) which your new employer is required to provide you, or you can download a copy from our website.

This means that you can continue to enjoy the benefits of REI Super membership, such as low fees, strong long term investment returns and fantastic insurance cover, no matter where your career takes you.

Enjoy low-cost banking with ME Bank

ME Bank was created with the support of industry super funds to benefit their members. With a range of member home loans, personal loans, business banking and savings accounts, all of your banking needs are covered at a low cost and with great service. In addition, ME Bank offers:

- > Business loans
- > Vehicle salary packaging
- > High-yield deposits accounts

Call ME Bank on 13 15 63 or visit mebank.com.au for more information.



There are currently over 32.7 million Australian super accounts with more than **\$13 billion in unclaimed super...** some of this could be yours.



Find your lost super

Had more than one job at the same time? Changed jobs in the last ten years? Changed your name? You might have lost super as a result.

To find your lost super, you can:

- 1 Search AUSfund's database unclaimedsuper.com.au
- 2 Use the Australian /Tax Office Super Seeker ato.gov.au/super

Both searches are provided free of charge.

Once you have located your lost super, you can roll it into your REI Super account using a [rollover form](#).

REI Super can search for you

In addition, REI Super conducts a search of various ATO databases in the hope of reuniting you with your lost super, using your current name, address and date of birth on our records.

A free service

This is a free service that we provide on your behalf. If we find any lost super, we will let you know, and you can decide what to do with your money. If we find money in the superannuation guarantee or superannuation holding account databases, we will automatically transfer this into your REI Super account. REI Super also participates in a no-cost AUSfund service, where inactive superannuation held with AUSfund is returned to active accounts of our members.

If you do not want us to search on your behalf, or you do not want any super we find transferred to REI Super, please let us know by calling the Helpline on **1300 13 44 33**.

Managing your Fund

Board members



Bill Woolcock
Chairman
(Appointed
December 2000)

Ian Armstrong
(November 1996)

John Bailey
(September 2007)

David Cameron
(July 1998) – retired
30 September 2011

**Helen
Cunningham**
(June 2002)

John Greig
(May 1992)

Michael Kumm
(February 2001)

Neville Pozzi
(December 1993)

Ken Searson
(December 1998)

Beth Stratford
(May 1998)

The Fund is managed by the Trustee company REI Superannuation Fund Pty Ltd ABN 68 056 044 770. The Fund began in 1975 as a service to all staff and members of the REIA. In the 1980s, the Fund was made available to the broader real estate industry as part of the spread of compulsory award and then SG super.

There are nine Directors, eight elected by members in accordance with the Rules for Member Representative Directors and an independent Director. There is also an independent Chairperson.

Directors are expected to attend the four quarterly Board meetings per year as well as various other meetings, committees and conferences. In addition, they are required to consider certain matters out of session as required.

Directors were paid \$3,000 per month in 2010–11, the independent Director \$4,196 per month, with the Chairperson receiving a fee of \$5,600 per month. These fees are benchmarked against suitable industry comparisons.

The Fund also has six standing committees comprising a number of Board members – Administration, Death and Disablement, Compliance and Audit, Investment Review, Governance, and Marketing – each with a Committee Chair.

Directors are required to undertake mandatory ongoing education and training.

REI Super's directors are committed to further education and strategic analysis outside their direct management duties of Board meeting attendance, to ensure that the Board is best placed to evaluate the challenges and opportunities leading to the sound management of members' investments.

The Fund has a set of rules applying to the appointment and removal of Directors.

Fund information

Trust Deed

The Trust Deed is a legal document governing how the Fund operates and what benefits can be paid to members. During 2010–11, the Trust Deed was not amended.

Trustee Indemnity Insurance

The Trustee has arranged a policy for Trustee Indemnity Insurance cover, which is designed to provide added protection for the Fund's assets.

Service Providers

The Trustee has appointed a number of specialist service providers to assist with the professional and smooth operation of the Fund:

Fund Administration: Mercer (Australia) Pty Ltd

Investment Advisor & Implemented Investment Consultant: Ibbotson Associates

Fund Accountant/Tax Advisor: Sharyn Long Chartered Accountants

Auditor: Ernst & Young

Bank: ANZ Banking Group

Custodian: BNP Paribas

Insurer: MetLife Insurance Limited

Solicitor: G Banner Consulting Pty Ltd

Financial Planning Advice: Mercer Wealth Solutions

Fees and other costs

The costs of running the Fund are managed carefully

Administration fees are deducted from members' account balances each month. For members with insurance cover, the cost of cover is also deducted from members' accounts according to the number of insurance units held. In addition, employer and pre tax member contributions (such as salary sacrifice) are subject to contributions tax, which is deducted from your account.

Investment management fees are paid to the investment managers for managing the Fund's assets, and these vary according to the investment option selected.

You should read all the information about fees and costs, because it is important to understand their impact on your investment. Please refer to the Fund's [Product Disclosure Statement \(PDS\)](#) for more information. You do not pay GST on any of the fees and charges set out below.

Buy/Sell spread

Buy/sell spreads apply when contributions are made, when transfers are received, or when you switch from one investment option to another.

The buy/sell spread is a percentage of the amount involved (being contributed, transferred, switched or withdrawn) that is charged by the Fund to cover the costs associated with the transaction. These include fees charged by investment managers; brokerage, settlement and clearing costs; stamp duty; and other fees that would be incurred in buying or selling part or all of the underlying investments.

The buy/sell spread applicable to each investment option is shown in the table below. The percentage is applied at the time of making a contribution, transfer, switch or withdrawal from the Fund. This fee is additional to the fees and costs detailed in the [Fees table](#).

Buy/Sell spreads for the Fund's investment options are:

Super Growth	0.55% (55 basis points)
Trustee Super Balanced	0.40% (40 basis points)
Super Stable	0.18% (18 basis points)
Super Cash	Zero (0 basis points)
Australian Shares	0.60% (60 basis points)
International Shares	0.50% (50 basis points)
Australian Property	0.40% (40 basis points)
Global Property	0.70% (70 basis points)
Fixed Income	Zero (0 basis points)

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. Capital gains tax can also apply, depending on the asset and the length of time it is owned. Income tax paid by the Fund in 2010–11 was over \$17.6 million (2010: \$19.5 million).

As the Government's superannuation regulator, the Australian Prudential Regulation Authority (APRA) charges each superannuation fund a fee to fund

its activities and provide supervision to the industry. During the year, REI Super paid \$218,000 in fees to APRA.

Member Protection

Federal Government legislation limits the amount of fees and charges that can be applied to certain small superannuation account balances. If your account balance is less than \$1,000 at the end of a member reporting period (30 June each year) or at your date of exit from the Fund, and your account includes any employer superannuation guarantee contributions, the Trustee currently applies this requirement to limit the total fees (excluding insurance premiums and taxes) charged to your account to be no more than the investment earnings credited to your account in that period.

Insurance fees

The cost of insurance premiums is also passed on to members by deduction from their accounts. Please refer to the Fund's [PDS](#) for more details.

Indexation of fees

The Family Law service fee is indexed annually each year in line with AWOTE.

Fee increases (other than indexation)

The Trustee has the right to increase fees at any time. You will receive at least 30 days' notice of any increase in fees.

REI Super fees and costs

Type of fee or cost	Amount	How and when paid
Fees when your money moves in or out of the Fund		
Establishment fee The fee to open your investment in REI Super	Nil	Not applicable
Contribution fee The fee on each amount contributed to your investment – either by you or your employer	Nil	Not applicable
Withdrawal fee The fee on each amount you take out of your investment	\$55	The withdrawal fee will be deducted from your benefit at the time of payment (including partial withdrawals and closing your account).
Termination fee The fee to close your investment	Nil – included in withdrawal fee	Not applicable
Management costs		
The fees and costs for managing your investment in REI Super	<p>REI Super and REI Super Elite An administration fee of \$1.50 per week, plus up to 0.21%* of your balance (estimate) plus fees which represent the Fund's Indirect Cost Ratio (ICR).</p> <p>REI Super Elite Pension An administration fee of \$3.50 per week, plus up to 0.21%* of your balance (estimate) plus fees which represent the Fund's Indirect Cost Ratio (ICR).</p> <p>There are fees for managing the Fund's investments. These fees are deducted before net earnings are credited to member accounts as follows:</p> <p>Super Growth – 0.56% — 0.66% of your balance; Trustee Super Balanced – 0.40% — 0.47% of your balance; Super Stable – 0.31% — 0.35% of your balance; Super Cash – 0.15% of your balance; Australian Shares – 0.46% of your balance; International Shares – 0.59% of your balance; Australian Property – 0.15% of your balance; Global Property – 0.71% of your balance; Fixed Income – 0.31% of your balance.</p>	<p>The fixed administration fee is deducted from your account balance monthly in arrears. The percentage fees are deducted as part of the calculation of unit prices. These amounts are estimates and may vary from year to year.</p> <p>The percentage fee ranges shown for the Super Growth, Trustee Super Balanced and Super Stable investment options are as a result of 'performance based' investment fees payable to some underlying investment managers. None of the other investment options currently have any exposure to managers that charge performance-based investment fees.</p>
Service fees		
Investment switching fee The fee for changing investment options	Nil	Not applicable
Family Law fees A one-off fee for Family Law information and splitting a superannuation payment upon receipt of a splitting agreement or court order	\$340	This fee will be invoiced directly to the relevant party.

* Note that where the actual expenses incurred by the Fund are less than the amount financed by this 0.21% deduction, the additional amount is credited to your account via an (upwards) adjustment to the weekly unit price. Note that 100bp (basis points) equals 1.00%.

Legislative changes to super in 2010–11

This is a summary of some of the Federal Government's implemented and proposed changes to Australia's superannuation system announced in 2011.

Help for lower-income workers to build wealth

Currently, around 3.5 million Australians get no tax benefit from contributing to superannuation, because the 15% superannuation contribution tax is at or above their income tax rate.

From 1 July 2012, the Government will make the system fairer, by ensuring that no tax is paid on the 9% superannuation guarantee (SG) contributions for Australians earning up to \$37,000, and that this money is instead directed into their superannuation.*

Proposed refund of excess concessional super contributions

In 2011-12, the general concessional super contributions cap is \$25,000. This cap is indexed to increase in \$5,000 increments. For Fund members aged 50 or over, a transitional cap of \$50,000 per annum (not indexed) remains in place until 30 June 2012.

In the May 2011 Budget, the Government announced its intention to introduce an option for eligible individuals to refund any excess concessional contributions made in 2011-12 and for these contributions to be assessed at their marginal rate of tax.

Use of tax file numbers for super purposes

From 1 July 2011, super fund trustees will be able to use their members' tax file numbers (TFNs) as a primary locator to link contributions and rollovers with member accounts and to locate member accounts. By 1 January 2012, TFNs may also be used by super fund trustees' providers to help consolidate super accounts, whether in the same fund or across multiple funds.

These measures will make it easier to locate any lost super, whether it is sitting in a lost account or in multiple accounts across various funds.

Stronger Super – Government super reforms

The Government's 'Stronger Super' package is expected to improve the operation of the superannuation system, and should deliver a comfortable and secure retirement for current and future generations of Australians. The proposed reforms include the introduction of a new low-cost and simple default superannuation product called 'MySuper', heightened duties for superannuation trustees, and support for the Super System Review's SuperStream proposals.

It should be noted that actual legislative changes have not yet been implemented.

Proposed change to Superannuation Guarantee

The Government has announced changes, that if agreed to by Parliament, will gradually increase the Superannuation Guarantee from 9% to 12% from 2013-14 incrementally, becoming a full 12% in 2019. The purpose is to ensure adequate retirement savings for the average Australian in the future. REI Super will keep members and employers updated on the progress of this proposal.

* Source: Australian Taxation Office (ATO) www.ato.gov.au

Financial statements

Net assets: \$827M
Employee members: 31,796
Employer members: 5,509

	2011	2010
	\$ ('000)	\$ ('000)
ASSETS		
Investments	806,679	704,456
Cash at bank	10,413	16,945
Sundry debtors	619	133
Tax assets	17,500	21,079
Total Assets	835,211	742,613
LIABILITIES		
Benefits payable	34	53
Sundry creditors	1,076	978
Employee benefits	99	84
Provision for income tax	5,114	6,056
Total Liabilities	8,268	7,171
Net Assets Available to Pay Benefits	826,943	735,442
Represented by:		
Liability for Accrued Benefits		
Allocated to Members' Accounts	819,107	728,504
Unallocated Amounts	5,358	6,938
Operational Risk Resource	2,478	-
Liability for Accrued Benefits as at 30 June	826,943	735,442

	2011	2010
	\$ ('000)	\$ ('000)
REVENUE		
Net investment revenue	74,208	76,242
Contributions revenue	89,591	94,077
Transfers from other funds	17,333	17,984
Insurance proceeds	3,224	1,818
Group life rebate	-	-
Other income	-	2
Total Revenue	184,356	190,123
EXPENDITURE		
Contribution surcharge	2	4
Group life and salary continuance premiums	2,356	2,429
General administration expenses	4,870	4,128
Total Expenditure	7,228	6,561
Benefits Accrued as a result of Operations before Income Tax	177,128	183,562
Income Tax Expenses	17,577	19,455
Benefits Accrued as a Result of Operations	159,551	164,107

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

REI Super supports the Real Estate Institutes and other organisations



Contact us

1300 13 44 33

Between 8.30am – 5.30pm AEST Mon-Fri
(local call cost within Australia)

The REI Super Helpline can assist with a broad range of enquiries from members – such as general advice to members on matters such as investment choice, insurance options and general superannuation information – and also has qualified financial planners on staff. Our Fund administrator, Mercer, operates the REI Super Helpline.

Web reisuper.com.au

Fax (03) 9245 5827

Email reisuper@mercerc.com

Post REI Super, GPO Box 4303, Melbourne VIC 3001

Change of details?

We keep you informed about your super by sending you member benefit statements, annual reports and newsletters. If you change your address or email, it's in your best interest to let us know. You can update your details online at reisuper.com.au or call us on **1300 13 44 33**.

Protecting Your Privacy

The Fund holds personal information about you (such as your name, address date of birth, tax file number) in order to provide your super benefits. This personal information may be disclosed as necessary to the Fund's administrators and professional advisors, insurers, Government bodies, employers and other parties.

The Fund has a privacy policy that sets out in more detail the way your personal information is handled. If you would like a copy of the Fund's privacy policy, please contact the Fund's Privacy Officer or see our website.

If you have a problem...

Most queries can be answered over the phone. If you are not satisfied with our response, REI Super has formally established and approved procedures for handling complaints from members. The procedures provide members with a mechanism to lodge complaints and to have them answered.

Complaints should be in writing and addressed to:

The Complaints Officer
REI Super
GPO Box 4303
Melbourne VIC 3001

The Complaints Officer will respond to a member's complaint in writing. If a member is not satisfied with the response, or considers that they have been disadvantaged by a decision, they should formally

notify the Fund in writing and their letter 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 if they are not satisfied with the response. They can approach the Superannuation Complaints Tribunal (SCT) for assistance. The SCT can be contacted on **1300 884 114**.

Want to be informed?

REI Super provides members with up to date details on investment returns and all things 'super' throughout the year, online and via email. Register your email address to receive regular news and updates.

REI Super members can access a comprehensive range of tools, calculators and resources to understand and manage their super. You can use the website to:

[Access your account online](#)

[Download forms](#)

[Apply for insurance online](#)

[Update your personal details](#)

[Make investment switches](#)

[Access super and pension calculators.](#)

reisuper.com.au