

PERIODIC STATEMENT PART 2

Your Annual Report for 2010

APSS PENSION MEMBERS

"No administration fees"



Australia Post Superannuation Scheme (ABN 42 045 077 895)
Issuer: PostSuper Pty Ltd (ABN 85 064 225 841)
RSE Licence Number L0002714
APSS Registration Number R1056549



Your 2010 Annual Report

This part of your 2010 Periodic Statement provides information that must be reported to you annually by law, along with the personal information in Part 1.

CONTENTS

Investing in retirement: a matter of time	3
Crediting rates	4
Investment objectives and strategy	6
Abridged financial statements (unaudited)	8
Changes in the APSS	9
Your Trustee Directors	11
Illegal early release of super benefits and identity theft	12
Procedures for inquiries & complaints	12
Privacy policy	12

HOW WE CAN HELP YOU

The APSS is at your service. If you require more information to understand your super benefit or other information regarding your investment in the APSS, you can do so by contacting us.



...online at **apss.com.au**, just log on and press *contact us*;



...call *SuperPhone* on **1300 360 373**. Speak with a Service Representative between 9am and 7pm (EST) Monday - Friday;



...by fax **(02) 9372 6288**;



...by mail at:
**APSS, Locked Bag A5005,
Sydney South NSW 1235.**

Disclaimer

Part 1 of your Periodic Statement contains personal information prepared to help you understand your benefits. Part 2 of your Periodic Statement contains general information about the APSS, including the financial condition, the management and the investment performance.

The Periodic Statement does not contain financial product advice and should not be relied upon as such. Before making any decision on the basis of this information, you should obtain the relevant Product Disclosure Statement(s) for you and independent advice that takes into account your particular circumstances. The Trustee of the APSS, and the issuer of interests in the APSS, is PostSuper Pty Limited ABN 85 064 225 841 (RSE Licence Number L0002714). The Australia Post Superannuation Scheme (APSS) Registration Number is R1056549 and the APSS ABN is 42 045 077 895.

Neither PostSuper Pty Limited nor Australia Post holds an Australian Financial Services Licence and, therefore, neither can provide you with financial product advice.

INVESTING IN RETIREMENT: A MATTER OF TIME

The APSS Pension provides you with a way to invest your Member Savings and tailor your investment to meet your retirement saving goals. Take a longer-term approach or keep your Member Savings safe from shorter-term investment risks. You have the choice.

MEMBER SAVINGS

The Member Savings in your APSS Pension Account are affected by investment returns. Since 5 August 2009, you have been able to choose whether to have your Member Savings in Market Return Member Savings, Cash Return Member Savings or a combination of both. The Crediting Rates applied for the year ended 30 June 2010 depend on the choices you made between Market Return Member Savings and Cash Return Member Savings

Market Return Member Savings

The Market Return Crediting Rates depend on the returns earned by the assets in the Market Return Portfolio. The Market Return Portfolio is designed to deliver on the expectation that economic activity creates wealth for investors in the long-term. The Trustee expects the Market Return Portfolio to benefit from the value created by economic activity in the long-term but over shorter intervals it can be affected by economic cycles. In 2009-10 this resulted in a year of two halves. The first half was still dominated by falling asset values while the second half saw a gradual improvement in asset values as the world economy began to emerge from recession. The net result was a compounded Market Return Crediting Rate of 0.17% for the 12 months to 30 June 2010.

The Market Return Portfolio is mainly invested in privately-traded assets with smaller amounts held in publicly-listed shares and government bonds. Privately-traded assets include businesses, buildings and other commercial assets that form part of the world economy, just as publicly-listed companies do. Publicly-traded shares, which form the bulk

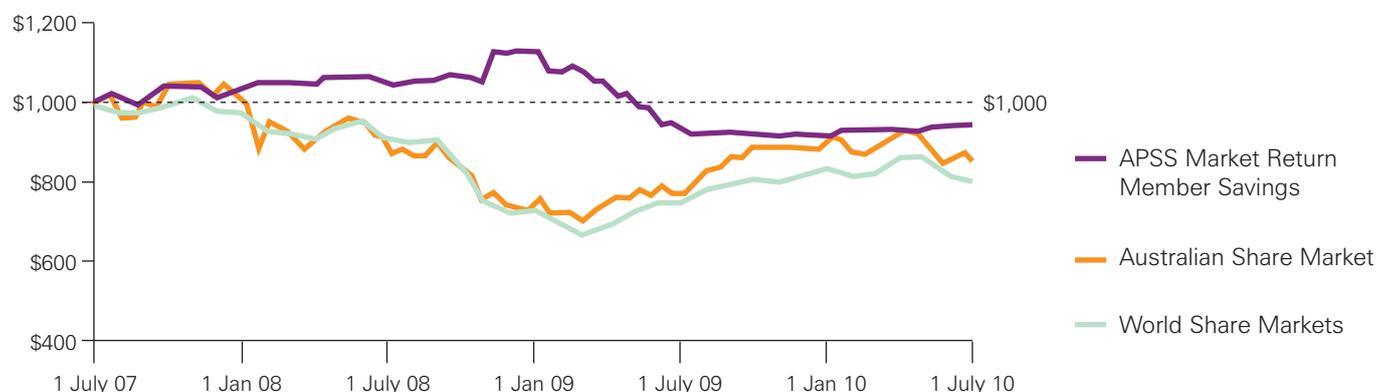
of many other superannuation funds' investment strategies, recovered in value earlier and by more than privately-traded assets in the 12 months to 30 June 2010 – but only after falling further at the onset of the economic crisis in 2008. Over the three years to 30 June 2010 the differences between the compounded average Market Return Crediting Rate and the returns achieved by superannuation fund investment strategies that are focussed more heavily on publicly-traded shares drop away.* This highlights the need to take a longer-term view of your Market Return Member Savings.

The chart below illustrates how the Market Return Crediting Rate has produced a similar net result to the Australian share market – with less volatility over a three year period. This is just an illustration of past experience. The Trustee does not expect future investment returns to be exactly the same as the past returns illustrated in the chart.

Cash Return Member Savings

The Cash Return Crediting Rates are based on the returns earned by the Cash Portfolio and can never be negative. The Cash Portfolio is invested in a managed fund that holds bank-guaranteed cash securities. The returns are expected to be similar to the official cash interest rates set by the Reserve Bank of Australia (the RBA) after an adjustment for investment expenses. The compounded Cash Return Crediting Rate from 5 August 2009 to 30 June 2010 was 3.42% (i.e. 3.8% annualised). This corresponds with the RBA's official cash rate through the year. The RBA's cash rate was 3.0% per annum on 1 July 2009 but had risen to 4.5% per annum on 30 June 2010 after a series of rate increases declared by the RBA.

How the value of \$1,000 held in Market Return Member Savings at 1 July 2007 would have fluctuated compared to the same amount held in Australian or overseas share market indexes to 30 June 2010.



Important reminder: past investment returns are not necessarily indicative of future investment returns.

*Over the three years to 30 June 2010, the compounded Market Return Crediting Rates have averaged -2.7% compared to the "Russell Balanced Option" offered by the Russell Pooled Superannuation Trust, which earned -4.9% per annum. The Russell Pooled Superannuation Trust is a superannuation investment vehicle that is used to invest the assets of other superannuation funds.

CREDITING RATES

This section provides the compound Crediting Rates for the 2009-10 year and for longer periods.

Until 5 August 2009, the Crediting Rates that applied to your Member Savings in the APSS Pension were the Market Return Crediting Rates. From that date, you have been able to choose whether to have your Member Savings in Market Return Member Savings, Cash Return Member Savings or a combination of both. Fortnightly and Interim Crediting Rates may be positive or negative for Market Return Member Savings depending upon investment market returns. Cash Return Member Savings are protected by a Capital Guarantee which means that fortnightly and Interim Crediting Rates cannot be negative.

The Crediting Rates you receive will depend on whether your Member Savings have been in Market Return Member Savings, Cash Return Member Savings or a combination of both. They will also depend on when you made your Member Savings and other factors. Therefore, the compounded Crediting Rates shown opposite may not represent the actual rates that were credited to your Member Savings.

PAST CREDITING RATES

Period	Market Return ^	Cash Return*
2009-10	0.17%	3.42%
2008-09	-16.52%	-
2007-08	10.03%	-
2006-07	19.88%	-
2005-06	14.79%	-
2004-05	14.66%	-
2003-04	16.03%	-
2002-03	0.67%	-
2001-02	-5.39%	-
2000-01	9.99%	-
1999-00	13.74%	-
Compounded average last 3 financial years	-2.7%	-
Compounded average last 5 financial years	4.8%	-
Compounded average last 10 financial years	5.8%	-
Compounded average since inception	8.1%	3.42%

Important Note: Past Crediting Rates are not necessarily indicative of future Crediting Rates.

^ The actual compounded Market Return Crediting Rate is shown for 2009-10. Prior to 1 July 2008, the APSS Pension used unit pricing rather than Crediting Rates. Therefore, the compounded average Crediting Rates for the last three, five and ten financial years, and since inception, are calculated based on the actual Market Return Crediting Rates for the years 2008-09 and 2009-10 and, in respect of periods prior to 1 July 2008, are based on the difference between the unit price for the APSS Pension as at 30 June each year.

* On 5 August 2009, Cash Return Member Savings were made available to APSS Pension members. Although Cash Return Member Savings commenced on 1 July 2007 (available only to APSS Employee and Spouse members), the actual Cash Return Crediting Rates since 1 July 2007 are not comparable to the Returns that might have applied to your APSS Pension Account had Cash Return Member Savings been available prior to 5 August 2009. This is because the investment earnings of APSS Pension Accounts are not subject to tax. Therefore, the compounded Cash Return Crediting Rate shown for 2009-10 and since inception is for the period from 5 August 2009 to 30 June 2010 only.

FORTNIGHTLY CREDITING RATES 2009-10

The fortnightly Crediting Rates for 2009-10 are shown below:

Fortnight	Market Return	Cash Return
24 Jun 09 to 07 Jul 09	-3.01%	-
08 Jul 09 to 21 Jul 09	-1.45%	-
22 Jul 09 to 04 Aug 09	0.07%	-
05 Aug 09 to 18 Aug 09	0.17%	0.11%
19 Aug 09 to 01 Sep 09	0.11%	0.11%
02 Sep 09 to 15 Sep 09	-0.49%	0.12%
16 Sep 09 to 29 Sep 09	0.00%	0.13%
30 Sep 09 to 13 Oct 09	-0.25%	0.10%
14 Oct 09 to 27 Oct 09	-0.09%	0.12%
28 Oct 09 to 10 Nov 09	-0.14%	0.14%
11 Nov 09 to 24 Nov 09	0.20%	0.14%
25 Nov 09 to 08 Dec 09	-0.76%	0.11%
09 Dec 09 to 22 Dec 09	0.14%	0.16%
23 Dec 09 to 05 Jan 10	-0.04%	0.15%
06 Jan 10 to 19 Jan 10	1.81%	0.15%
20 Jan 10 to 02 Feb 10	0.07%	0.14%
03 Feb 10 to 16 Feb 10	0.41% [†]	0.17%
17 Feb 10 to 02 Mar 10	0.13%	0.15%
03 Mar 10 to 16 Mar 10	0.13% [†]	0.15%
17 Mar 10 to 30 Mar 10	0.00%	0.14%
31 Mar 10 to 13 Apr 10	-0.67%	0.15%
14 Apr 10 to 27 Apr 10	-0.03%	0.17%
28 Apr 10 to 11 May 10	1.40%	0.14%
12 May 10 to 25 May 10	0.15%	0.18%
26 May 10 to 08 Jun 10	0.91%	0.18%
09 Jun 10 to 22 Jun 10	-0.05%	0.18%
23 Jun 10 to 06 Jul 10	0.07%	0.18%

Cash Return Member Savings were only made available to APSS Pension members from 5 August 2009. In addition, from 5 August 2009, fortnightly Crediting Rates, rather than interim rates, have been used when members switch between Market Return Member Savings and Cash Return Member Savings.

† The Market Return Crediting Rate for the fortnight ended 16 February 2010 was lower than the investment return of the Market Return Portfolio. The Market Return Crediting Rate for the fortnight ended 16 March 2010 was correspondingly higher than the investment return on the Market Return Portfolio. This has had no material impact on the vast majority of APSS members.

For information about how Crediting Rates are applied, see the *APSS Pension PDS*, available online at apss.com.au in the *Publications & Forms* section, or you can call *SuperPhone* on **1300 360 373** and request a copy.

INVESTMENT OBJECTIVES AND STRATEGY

The following pages provide information about how the Trustee invests the assets of the APSS.

INVESTMENT OBJECTIVES FOR MEMBER SAVINGS IN 2009-10

The Member Savings in your APSS Pension Account are affected by investment returns. Since 5 August 2009, you have been able to choose whether to have your Member Savings in Market Return Member Savings, Cash Return Member Savings or a combination of both. The Crediting Rates applied for the year ended 30 June 2010 depend on the choices you made between Market Return Member Savings and Cash Return Member Savings.

Investment objectives for Market Return Member Savings

The Trustee's objective for Market Return Member Savings is to credit returns over the long term that both exceed the rate of inflation and exceed the return credited to Cash Return Member Savings without incurring undue fluctuations in the short-term.

The Crediting Rates for Market Return Member Savings are determined by reference to the investment returns of a diverse portfolio of assets in the APSS, known as the Market Return Portfolio.

The Trustee expects that the return credited to Market Return Member Savings over the long-term will be 3-4% per annum more than the return credited to Cash Return Member Savings.

The Trustee expects that fluctuations in the investment markets could cause the Market Return Portfolio to fall in value about one year in every five years on average, but that the Crediting Rate for Market Return Member Savings will exceed the rate of inflation, and be higher than the Crediting Rate for Cash Return Member Savings in the long run.

The Trustee cannot guarantee that its long-term expectation will be met because investment markets are unpredictable. Historically the markets for long-term investments like those in the Market Return Portfolio have had greater rises than falls in the long run. Of course, history is not necessarily a guide to what may happen from year to year in the future. You should consider whether you have enough time before you need to access your savings, to withstand periods when the investment markets may go down.

Investment objectives for Cash Return Member Savings

The Trustee's objective for Cash Return Member Savings is to avoid any reduction in the dollar value of your Member Savings at all times, while also earning a rate of return that lets the value of your Member Savings at least keep up with inflation over the longer term.

The Crediting Rates for Cash Return Member Savings are determined by reference to the investment returns of the Cash Portfolio.

The Trustee expects Crediting Rates for Cash Return Member Savings to be similar to the cash interest rate set by the Reserve Bank of Australia, less investment costs.

Cash Return Member Savings are protected by the Capital Guarantee, which means that the Crediting Rates and Interim Crediting Rates for Cash Return Member Savings cannot be negative. However, the Capital Guarantee does not cover the risk of inflation reducing the purchasing power of your Member Savings.

TRUSTEE'S INVESTMENT STRATEGY

The funds in the APSS are divided into two investment portfolios, those being the Market Return Portfolio; and the Cash Portfolio. Member Savings are allocated between these two portfolios.

Regardless of the actual allocation of Member Savings between the Market Return Portfolio and the Cash Portfolio at any particular time, the Market Return Member Savings Crediting Rates are determined by reference to the investment returns of the Market Return Portfolio and the Cash Return Member Savings Crediting Rates are determined by reference to the investment returns of the Cash Portfolio.

The Market Return Portfolio is a diversified portfolio of assets that are mainly invested for the long-term.

The Trustee's investment strategy for the Market Return Portfolio involves making allocations between classes of the world's financial assets that have different degrees of risk (and therefore different levels of expected return) and ensuring that each allocation includes a wide array of financial assets in that asset class to reduce the overall impact if some investments fail.

The Trustee has defined four distinct asset classes:

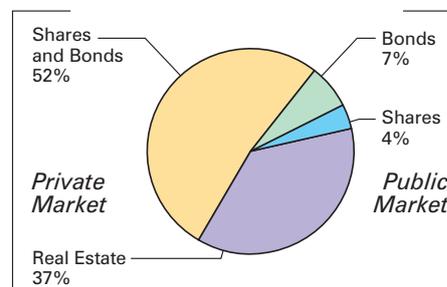
- public market Shares;
- public market Bonds;
- private market Real Estate; and
- private market Shares and Bonds.

The Cash Portfolio is invested separately from the Market Return Portfolio. It may include bank deposits or bills and short-term interest-bearing securities with very high credit quality. These may be held directly or via a managed investment trust.

Actual and target asset allocation for the Market Return Portfolio are provided in the next column.

ASSET ALLOCATION – MARKET RETURN PORTFOLIO

Actual Allocation as at 30 June 2010

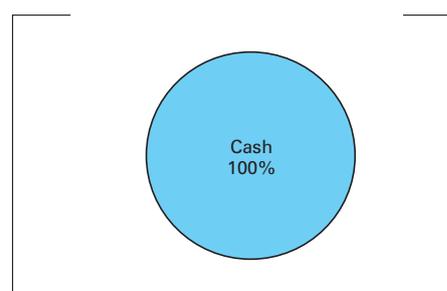


Market Return Portfolio	30 June 2010		30 June 2009	
	Target	Actual	Target	Actual
Private market Shares and Bonds	40%	52%	40%	47%
Private market Real Estate	30%	37%	30%	42%
Public market Bonds	20%	7%	20%	7%
Public market Shares	10%	4%	10%	4%

Actual and target asset allocations for the Cash Portfolio are shown below:

ASSET ALLOCATION – CASH PORTFOLIO

Actual Allocation as at 30 June 2010



Cash Portfolio	30 June 2010		30 June 2009	
	Target	Actual	Target	Actual
Cash	100%	100%	100%	100%

INVESTMENT MANAGERS APPOINTED BY THE TRUSTEE

Vanguard Investments Australia Ltd – Public market Shares, Bonds and Cash.

Macquarie Investment Management Limited – Currency risk management.

INVESTMENTS GREATER THAN 5% OF TOTAL APSS ASSETS

More than 5% of the total APSS assets are held in the Alternative Investment Private Syndicate Fund A and the Vanguard Cash Reserve Fund. Each of these entities is an investment vehicle holding a large number of underlying investments. None of the individual underlying investments exceeds 5% of the total assets of the APSS.

USE OF DERIVATIVES

Derivatives are financial securities which derive their value from another security (e.g. futures and options). The APSS's investment managers are permitted to use derivatives to achieve their investment objectives, for example, to control investment risks and costs. The Trustee has established compliance and audit processes to ensure that the authorised use of derivatives by the APSS's investment managers complies with all relevant legal requirements and APRA directives.

ABRIDGED FINANCIAL STATEMENTS (UNAUDITED)*

	\$million	\$million
APSS assets at 1 July 2009		5,751
Plus		
Net earnings from APSS assets	199	
Increase in value of APSS assets	87	
Employer payments	182	
Money saved by Members	61	
Money transferred to the APSS	35	564
Less		
Benefits paid to Members	336	
Expenses	16	
Tax expense	87	439
APSS assets at 30 June 2010		5,876

***Note:** At the time of printing this report, the APSS's Approved Auditor is in the process of auditing the financial statements of the APSS. Full audited financial statements are submitted in September each year for adoption by the Trustee. When adopted by the Trustee, a copy of the full audited financial statements and the Auditor's Report for the 2009-10 financial year will be available on written request.

CHANGES IN THE APSS

This section tells you about any changes made to the APSS during the 2009-10 year and more recently.

APSS TRUST DEED CHANGES

The following changes were made to the APSS Trust Deed during the year ended 30 June 2010:

An amendment to reflect legislative changes to superannuation law affecting members in same-sex relationships. These changes include amendments to the definition of 'Spouse' and 'Child' to include same-sex partners and their children. The effects of these changes is to provide members with:

- Greater flexibility in who they can nominate as their death benefit beneficiaries (including reversionary beneficiaries), as this may now include same-sex partners and their children; and
- The opportunity to open an APSS Spouse Account and request contribution splitting with same-sex partners.

These changes also provide the Trustee with greater flexibility to act on relevant superannuation agreements and court orders arising from the breakdown of de facto relationships (including same-sex relationships) under family law legislation.

PROPOSED CHANGES RESULTING FROM FEDERAL BUDGET AND HENRY TAX REVIEW – 2010

The Federal Budget announced no further significant changes to those super reforms proposed on 2 May 2010 in response to the Henry Tax Review.

The main initiatives relating to Superannuation are outlined in further detail below:

- Superannuation Guarantee contributions to increase incrementally from 9% to 12%.
- Superannuation Guarantee age limit to increase from age 70 to 75.
- \$50,000 before-tax contribution limit for over 50s with less than \$500,000 in super.
- Low income earners to receive a Government contribution.
- Co-contribution income thresholds remain unchanged for 2010-11 and 2011-12 years.

It should be noted that at the date of printing the proposed changes (with the exception of the Co-contribution changes) had not been legislated. Members will be notified once any of the proposed changes become effective under law.

Increase in the Superannuation Guarantee from 9% to 12%

The Government has announced it will increase the minimum Superannuation Guarantee rate from 9% to 12% of an employee's Ordinary Time Earnings (OTE) between 1 July 2013 to 1 July 2019 by small annual increments.

Increase in the Superannuation Guarantee age from 70 to 75

The Government has also indicated a commitment to provide mature workers an extra incentive to remain in the workforce by raising the Superannuation Guarantee age limit from 70 to 75 from 1 July 2013.

Higher Concessional Contributions cap for certain individuals

Individuals aged 50 or over with “total superannuation balance” of less than \$500,000 will have a higher Concessional Contributions cap of \$50,000 (indexed) from 1 July 2012. This extends the current transitional Concessional Contributions cap of \$50,000 (which is not indexed) for those aged 50 or over, which is due to expire on 30 June 2012.

The higher cap will allow those with superannuation balances lower than \$500,000 to “catch up”, and will particularly benefit those who have had periods outside the workforce.

Introduction of Government contributions for low income earners

The Government will pay a rebate (by way of a contribution into a person’s superannuation account in the following year) for low income earners to offset contributions tax payable on Concessional Contributions, from 1 July 2012 (although the first contribution from the Government, in relation to the 2012-13 year, will not be paid until 2013-14). The contribution will be equal to 15% of the Concessional Contributions made by or for individuals on adjusted taxable incomes of up to \$37,000 (therefore, aiming to match the 15% contributions tax paid on those contributions), subject to a maximum contribution of \$500 p.a. (not indexed).

Concessional Contributions are contributions made to superannuation that are taxed in the superannuation fund. They include the before-tax (salary sacrifice) contributions of employee members of the APSS and the amount the APSS notifies the Australian Taxation Office (ATO) as Australia Post’s or an Associated Employer’s notional contribution to provide employee members with their Employer-Financed Benefit.

This contribution will be in addition to the current Government Co-contribution scheme, which applies to after-tax contributions for members on adjusted taxable incomes below the threshold described below.

Co-contribution income thresholds remain unchanged

The Government will match Non-Concessional Contributions (generally after-tax contributions) made during the 2009-10 financial year at a rate of \$1 for every dollar, up to a maximum of \$1,000 p.a. for persons with total income below \$31,920. The amount of the Co-contribution phases down for total incomes up to \$61,920.

These total income thresholds will remain unchanged for the 2010-11 and 2011-12 financial years. The maximum matching rate will remain at \$1 for every dollar, up to a maximum Co-contribution of \$1,000.

MEMBER SAVINGS INVESTMENT ARRANGEMENTS

As advised in the 2009 Annual Report, the Trustee made some improvements to Member Savings investment arrangements from 5 August 2009. As these changes came into effect during the 2009-10 year they are briefly outlined below:

Cash Return Member Savings made available for APSS Pension and APSS Rollover members

The Cash Return Member Savings option is now available to APSS Pension and APSS Rollover members. This means these members can have Member Savings in the APSS in Market Return Member Savings, Cash Return Member Savings, or a combination of both.

Asset allocations

All Member Savings in the APSS are allocated between two investment portfolios: the Market Return Portfolio and the Cash Portfolio.

From 5 August 2009, it was determined that the allocation of Member Savings between the Market Return and Cash Portfolios may vary from time to time, at the Trustee’s discretion, according to factors including the value of the Employer-Financed Assets, the investment environment and how much members have in Market Return Member Savings and Cash Return Member Savings.

The changes enable the Trustee to invest the assets of the APSS in the most efficient possible way for both Market Return Member Savings and Cash Return Member Savings.

Regardless of the allocation of Member Savings between the Market Return Portfolio and the Cash Portfolio at any particular time:

- the Crediting Rates for Market Return Member Savings will be determined by reference to the Market Return Portfolio; and
- the Crediting Rates for Cash Return Member Savings will be determined by reference to the Cash Portfolio.

MINIMUM PENSION PAYMENTS

The 50% reduction in the minimum pension payment amount that was introduced in 2008-09 and remained in place for 2009-10, has been extended to the 2010-11 year.

PRODUCT DISCLOSURE STATEMENTS

The APSS Product Disclosure Statements (PDSs) are updated regularly to provide information on changes. Copies of the most recent PDSs can be downloaded from the website at apss.com.au or you can call *SuperPhone* on **1300 360 373**.

YOUR TRUSTEE DIRECTORS

The legal entity responsible for operating a superannuation fund is known as the Trustee. This section provides information about PostSuper Pty Ltd, which is the Trustee of the APSS.

APPOINTMENT AND REMOVAL OF TRUSTEE DIRECTORS

All directors are appointed for a term of no more than three years, at which time they are eligible for re-appointment.

The three directors appointed by Australia Post may be removed or replaced at any time at the discretion of Australia Post or if they resign or retire.

The three directors appointed by the sponsoring unions may be removed or replaced at any time at the discretion of the appointing union organisation or if they resign or retire.

The directors appoint the independent director who, as provided in the Trust Deed, is the Chairman. The removal or replacement of the independent director requires a resolution passed by at least a two-thirds majority of the directors.

On 28 February 2010, Mark Birrell ceased to be a Director and was replaced by Peter Carne, whose term commenced on 6 May 2010.

YOUR TRUSTEE DIRECTORS AS AT 30 JUNE 2010

Len Early: Independent Director and Chairman.

Ed Husic: Appointed by the Communications, Electrical, Electronic, Energy, Information, Postal, Plumbing and Allied Services Union of Australia (CEPU).

Jim Metcher: Appointed by the Australian Council of Trade Unions (ACTU).

Louise Persse: Appointed by the Community and Public Sector Union (CPSU).

Mark Darras: Appointed by Australia Post.

Peter Carne: Appointed by Australia Post.

Peter Meehan: Appointed by Australia Post.

MEMBER REPRESENTATIVE DIRECTORS APPOINTMENT AND REMOVAL RULES

Member Representative Directors are appointed by each of:

- The Communication Electrical Plumbing Union of Australia;
- The Community and Public Sector Union; and
- The Australian Council of Trade Unions, as representing Members whose interests are represented by other Unions, in accordance with Rules approved by the Trustee.

These Rules also deal with the process for removal of Member Representative Directors. A copy of the Rules may be obtained by calling *SuperPhone* on **1300 360 373**.

TRUSTEE INDEMNITY INSURANCE

Indemnity insurance has been taken out to protect the Trustee directors and officers against certain financial losses arising from claims that may be lodged against the Trustee. The cost of this insurance is effectively borne by Australia Post or Associated Employers through their contribution obligations to the APSS.

ILLEGAL EARLY RELEASE OF SUPER BENEFITS AND IDENTITY THEFT

To help safeguard your interests the APSS has a number of security measures in place to ensure that it maintains security over your personal information.

These processes are designed to help protect your APSS superannuation benefits and include verification procedures such as the need to provide appropriate proof of identity in situations where personal information is being made available or a benefit payment or rollover to another superannuation fund is being made.

There are also legal restrictions imposed on when you may access your superannuation. Full details on these restrictions can be found in the APSS Product Disclosure Statements available online at apss.com.au in the *Publications & Forms* section, or by calling *SuperPhone* on **1300 360 373**.

As a result of increased criminal activity, including the illegal early release of superannuation benefits and identity theft, it is important that you safeguard your personal information and maintain some security over documents you receive from the APSS that contain your personal details.

PROCEDURES FOR INQUIRIES & COMPLAINTS

You can make an inquiry, including a request for information, at any time by contacting us.

If you wish to make a complaint about a Trustee decision, please make it in writing, preferably using the APSS complaint form. By law you must specify the Trustee decision that you are making the complaint about. Complaint forms are available by contacting us.

All complaints will be brought to the attention of the APSS Inquiry and Complaints Officer (ICO). Contact details for the ICO are:

**Inquiry and Complaints Officer,
APSS,
Locked Bag A5005,
Sydney South NSW 1235.**

The Trustee has established a formal Inquiry and Complaints Procedure to make sure all inquiries and complaints are properly considered and are dealt with as required under the law.

If you don't like the Trustee's decision and your complaint about the decision is not resolved to your satisfaction by the APSS internal procedures within 90 days, you may have a right to lodge a complaint about the decision with the Superannuation Complaints Tribunal (SCT).

The SCT is an independent body set up by the Federal Government to review trustee decisions relating to Members (as opposed to trustee decisions relating to the management of the super fund as a whole).

Contact details for the SCT are as follows:

**Superannuation Complaints Tribunal,
Locked Bag 3060,
Melbourne, VIC 3001.
Phone: 1300 884 114.
Fax: (03) 8635 5588.
E-Mail: info@sct.gov.au**

PRIVACY POLICY

The APSS has always respected your privacy, and has policies in place to make sure that your personal information is kept private and confidential. These policies are aligned with the Federal Government's "National Privacy Principles" (NPPs). You can access the Trustee's Privacy Policy:



...online at apss.com.au;



...by calling *SuperPhone* on **1300 360 373**.

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Issuer: PostSuper Pty Ltd (ABN 85 064 225 841)
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