



## Employer Newsletter November 2008

### Updating Member Details

REI Super is continually working to minimise paperwork and ease the administrative burden on employers. You can now use the website to advise the Fund of new and departing staff or to send us updated member details.

#### **To add/remove staff:**

You can now email us to advise staff starting and leaving. Simply go to the [add/remove staff page](#) and if you populate the fields and send the email we will process your request within a few days.

#### **Incomplete member information**

On your Contribution Return you may notice members with a date of birth of 01/01/1960. The Fund uses this date of birth when we have not been advised of a date of birth, generally as the Fund has not received either a completed Membership Application or full personal details some other way. If any of your staff are showing with this date of birth, please forward the Fund a completed [Membership Application Form](#) either by email, fax or post, so that we can ensure that they have the correct insurance details included in their membership.

### October Contribution Return

In October we made some changes to the way we create the monthly Contribution Returns. Prior to these changes, it was not possible for a member to be shown on the Contribution Return of more than one employer. The changes we have made now make this possible. This was a feature requested by quite a few REI Super employers who have employees that may be casual or part-time, and also work casually or part-time for other employers, for example.

Due to the changes, a small number of employers may have noticed that old employees are again appearing on their Contribution Returns. We apologise for any inconvenience caused and if your old employees are still showing on your November Contribution Return we would appreciate if you could email their details and we will update our records.



## Employer Online

We have had a very good response to 'Employer Online' a quick internet based payment service for all REI Super employer members. If you like to register to pay your REI Super contribution by BPAY®, please email [reisuper@mercero.com](mailto:reisuper@mercero.com) or call the helpline on **1300 13 44 33**.

Advantages to you are:

- No contribution return required
- Online history of payments made
- Straight through processing means transactions show on Member accounts more quickly

Employer Online will replace EFT payments, which have proved difficult to reconcile due to delays in banking and incomplete data provision.

## Investment Option Changes

We have been receiving instructions to change member investment options through Contribution Returns or from employers, which unfortunately cannot be accepted. Members can change their investment option anytime without charge, either by:

Logging into the member area of the website,

or Completing a [Changing Your Investment Options form](#) available from the website under Forms & Publications or Investments, or by calling the helpline on **1300 13 44 33**. The form needs to be fully completed, signed and dated to avoid any delays.

Note: If staff would like to make changes online but can't remember their login details, it is now possible to get their PIN via email. To do this, go to the [REI Super homepage](#), 'for Members', 'Login' and click on the 'Reset my PIN' option

## Annual Report

The 2007/2008 Annual Report is being prepared and will be available on the website. However encourage your staff to check that we have their current address details. They can do this by checking their account on our [website](#), or by calling our helpline on **1300 13 44 33**.

### Disclaimer

*The information contained in this newsletter does not constitute financial product advice. However, to the extent that the information may be considered to be general financial product advice, REI Super warns that we have not considered any individual person's objectives, financial situation or particular needs. Individuals need to consider whether the advice is appropriate in light of their goals, objectives and current situation. Members and Employers should obtain a copy of the appropriate Product Disclosure Statement and read the terms and conditions before making any decisions.*

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