

MySuper member communication

FAQs - as at 11 October 2013



AMP will start sending out significant event notices (SEN) to members from 25 October 2013. This will help members impacted by MySuper make an informed choice about their super.

This will be sent to all members who have been identified as having an Accrued Default Amount (ADA). These are members who we do not have a record of providing us with an investment direction so are destined to have their future contribution profile changed to AMP MySuper from 1 January 2014. Existing monies will be held in the default investment option which needs to be transferred to MySuper before 1 July 2017.

The mailout includes:

- Letter
- AMP MySuper brochure
- Investment direction form
- Reply paid envelope

The letter will provide them with information about the changes coming with MySuper, a brochure with details of their AMP MySuper investment option and will include an investment direction form so they can make an investment direction and return it to us quickly and easily.

Frequently Asked Questions

Q. When will the letter and Investment direction form be sent to members?

A. The letters and **Investment direction** forms will be sent to members over a period between mid-October and late November 2013 as per the schedule below:

Product	Timing
Super Directions for Business	From 25 Oct – 22 Nov
Super Directions for Business Rollover Section	From 25 Oct – 22 Nov
Simple Super	From 25 Oct – 22 Nov
Simple Super Rollover Plan	From 25 Oct – 22 Nov
Flexible Lifetime Super	From 29 Oct – 14 Nov
AMP Flexible Super	From 31 Oct – 4 Nov
SuperLeader	From 31 Oct – 13 Nov
SignatureSuper	From 25 Nov
CustomSuper	From 25 Nov

MySuper member communication

FAQs - as at 11 October 2013



Q. What will the Investment direction form ask members to do?

A. The Investment direction form is pre-populated with the members' full name, product and member number. They will be asked to use the **Investment direction** form to confirm that they wish to remain in their current default investment. This has the effect of advising the trustee the client wishes to remain in the current default investment and not go to MySuper.

Q. How do members return the Investment direction form to AMP?

A. Members who receive an **Investment direction** form, will also receive a reply paid envelope (BRE). They can simply fill in the form and send it back to us using the BRE, or their own envelope to the reply paid address on the top of the **Investment direction** form.

Q. How long will it take for the investment direction to take effect?

A. Once we have received the signed and dated form, we will process the form. There will be no change on the client's account, other than we will flag the client's account that they have provided an investment direction so they will not be moved or change to MySuper.

The client will not receive a confirmation from us as there is no physical transaction on their account.

Q. What if the form is received by AMP after 1 January 2014?

A. The **Investment direction** form has a dual purpose and can be used as an investment switch form. If the form is received after 1 January 2014 and the member has indicated they would like to remain in their current default, any member contributions that have been directed to the new AMP MySuper investment option will be automatically switched back to the default investment option prior to 1 January 2014. This is because a member with an accrued default amount will have their future contribution profile changed to MySuper on 1 January 2014, so this profile will need to change back to the previous default option. Also any subsequent contributions that may have been contributed to the member's account after 1 January 2014 would have been invested in MySuper – so this will need to be switched back to the member's previous default option.

Q. Besides an Investment direction form – what are the other ways a member can inform AMP they do not want their accrued default amount or contributions to go to MySuper?

A. A member can switch their existing investment options to any available investment options at any time using the normal switching process – either online or by completing the relevant form to switch investment options. This will have the effect of having 'provided an investment direction', so the member's contributions will not go into MySuper.