

The State Bank SuperSafe

Approved Deposit Fund

2014/2015 Annual Report to Depositors

This report is issued by Colonial Mutual Superannuation Pty Ltd
ABN 56 006 831 983 AFSL 235025, the trustee of The State Bank
SuperSafe Approved Deposit Fund ABN 30 152 006 147
Date of issue: 31 July 2015



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Glossary

APRA Authority	Australian Prudential Regulation Authority
ATO	Australian Taxation Office
CFSAMA, the Investment Manager	Colonial First State Asset Management (Australia) Limited ABN 89 114 194 311 AFSL 289017
CMLA	The Colonial Mutual Life Assurance Society Limited ABN 12 004 021 809 AFSL 235035
Corporations Act	<i>Corporations Act 2001</i> (Cth) and Regulations
Depositor	A person whose name appears on the Fund's register
DHS	Department of Human Services
RBA	Reserve Bank of Australia
SIS	<i>Superannuation Industry (Supervision) Act 1993</i> and Regulations
SuperTrace	SuperTrace Eligible Rollover Fund ABN 73 703 878 235 AFSL 235025
the Fund	The State Bank SuperSafe Approved Deposit Fund ABN 30 152 006 147
the Group, CBA	Commonwealth Bank of Australia ABN 48 123 123 124 and its subsidiaries
TFN	Tax File Number
CMS, Trustee, we, us, our	Colonial Mutual Superannuation Pty Ltd ABN 56 006 831 983 AFSL 235025

Note: CMS is the trustee of The State Bank SuperSafe Approved Deposit Fund which is administered by CMLA. Commonwealth Financial Services is a registered business name of CMS and CMLA.

Trustee's report

We are pleased to provide the 2014/2015 Annual Report to Depositors which includes Abridged Financial Statements for the 2014/2015 financial year.

Fund investment objective and strategy

The investment objective has been to provide a high level of security and consistent interest income through investment in cash at call. The investment strategy was to invest in a single portfolio comprising of cash at call only. The asset allocation for the 2014/15 financial year was 100% cash at call. In April 2015, the Trustee reviewed its investment objectives and strategy.

Please refer to the 'Significant event notice' section on page 5 of this report for details about the change in investment objectives and strategy.

Investment performance

The following table shows the net earning rates credited to Depositors:

Period	Actual return for half year (annualised)
Half year ended 31 December 2014	1.11%
Half year ended 30 June 2015	0.80%

These rates were achieved after the deduction of fees and expenses of the Fund, and allowing for up to 15% tax on earnings.

The effective annual rates of return to 30 June for each of the past five years were:

Period	Annual rate of return (% p.a.)
2011	3.16%
2012	2.71%
2013	1.65%
2014	1.11%
2015	0.91%

The compound average effective rate of net earnings for the five years ended 30 June 2015 was 1.90%.

Earnings rate

The lower-risk / lower-return nature of the Fund may not be appropriate for the benefits you wish to have in the long term. You may wish to consider:

- other superannuation arrangements that may provide a greater return over the long term; and
- seeking advice on alternative investment strategies that may be more suitable.

In considering your options it's important to remember that your capital in the Fund is guaranteed by the Commonwealth Bank.

If you would like more information about other superannuation arrangements, we would be happy to offer you a no obligation consultation with a Commonwealth Financial Planner[^]. Simply call 1800 241 996, 8.30 am to 5 pm (Sydney time) to arrange an appointment.

For information on investment markets and market commentaries, please go to www.cfsgam.com.au/au/insto/insights/insights

Past investment returns should not be relied upon as a guide for the future. Returns are dependent on economic conditions, investment management and taxation laws. In calculating the above returns we have assumed that income is reinvested and is net of ongoing fees, taxes and expenses.

You should not make investment decisions on the basis of any matter in this Annual Report without considering and, if necessary, seeking appropriate professional advice based on your own particular circumstances.

[^] Commonwealth Financial Planners are representatives of Commonwealth Financial Planning Limited ABN 65 003 900 169 AFSL 231139

Legislated changes impacting superannuation

These changes are legislated and, depending on your individual circumstances, may have an impact on you.

Changes to the Commonwealth Seniors Health Card income test

Effective 1 January 2015, new superannuation pension income will be included in the income test assessment for the Commonwealth Seniors Health Card.

There will be no change for members who are existing CSHC holders as at 1 January 2015 and who have existing superannuation account-based income streams. However any new superannuation account-based income streams purchased from 1 January 2015 will be subject to the new rules.

Transition to higher preservation age

The gradual increase to the superannuation preservation ages commenced on 1 July 2015. The transition schedule is shown below:

Date of birth	Preservation age
Before 1 July 1960	55 years
1 July 1960 – 30 June 1961	56 years
1 July 1961 – 30 June 1962	57 years
1 July 1962 – 30 June 1963	58 years
1 July 1963 – 30 June 1964	59 years
After 1 July 1964	60 years

Increase to the low-rate threshold of superannuation lump sum payments

If you withdraw your superannuation money as a lump sum cash payment, tax may also be deducted and withheld from the taxable component of the superannuation benefit paid to you. The amount to be deducted and withheld will depend on your age, and the make-up of your tax-free and taxable components.

Legislated changes impacting superannuation

From 1 July 2015, the low-rate threshold increased from \$185,000 to \$195,000, above which you are taxed at 17% (inclusive of Medicare Levy). This applies if, at the time of the withdrawal you are between your preservation age and 60.

Earlier access to benefits due to a terminal medical condition

From 1 July 2015, the Government has amended the current criteria to allow members diagnosed with a terminal medical condition to access their superannuation early.

Prior to 1 July 2015, members had to provide certification from two medical practitioners (including a specialist) that they had less than one year to live in order to gain access to their superannuation balance. The Government will change this period to two years, giving terminally ill members the opportunity to have earlier access to their superannuation.

Involuntary transfer of member balances

Effective 1 July 2015, members who are subject to an involuntary transfer of their superannuation balance from one fund to another will keep the tax free component of their balance. This applies to a transfer of benefits between superannuation funds without the specific request or consent of the member. An example of involuntary transfer could be where a member is considered lost, uncontactable and inactive for a set period of time, after which the member is transferred to an eligible rollover fund.

Significant event notice

Change in investment strategy

On 22 April 2015 the Trustee approved a change in the investment objective and strategy and its investment arrangements, as outlined in the table below:

Date	Investment Objective	Investment Strategy	Asset Allocation
Pre 22 April 2015	The investment objective is to provide a high level of security and consistent interest income through investments in cash at call.	To invest in a defensive portfolio of income assets in accordance with the investment instructions and within the limits, target asset allocations and restrictions set out in the investment mandate in the Investment Management Agreement (IMA).	100% Cash at call
22 April 2015 onwards	The investment objective is to provide a high level of security and consistent interest income.	To invest in a defensive portfolio of income assets including money market securities, bank deposits and similar investments to deliver stable returns.	From 22 July 2015: 100% Cash

The implementation of this change took place on 22 July 2015.

The State Bank SuperSafe Approved Deposit Fund invests in the Colonial First State Wholesale Premium Cash Fund which is offered by Colonial First State Investments Limited. The investment manager for the fund is Colonial First State Global Asset Management.

Important information

The Trustee

The Trustee is a holder of a Registrable Superannuation Entity licence under SIS. The Fund is a Registrable Superannuation Entity in accordance with SIS.

The Trustee is responsible for ensuring that the Fund is administered in accordance with the Trust Deed, superannuation legislation and in the best interests of all Depositors. No penalties have been imposed on the Trustee under SIS.

Colonial Mutual Superannuation Pty Ltd (ABN 56 006 831 983 AFSL 235025) (CMS) is the Trustee of the Fund. CMS is a wholly owned subsidiary of Commonwealth Bank of Australia (ABN 48 123 123 124).

Complying status of the Fund

The Fund is a complying approved deposit fund in accordance with SIS and as such is eligible for concessional tax treatment. The complying status of the Fund can only be revoked in exceptional circumstances. It is the Trustee's intention to ensure that the Fund will continue to qualify as a complying approved deposit fund.

Indemnity insurance

The Trustee, as a member of the Group, is covered under the Group's 'Directors & Officers' indemnity and professional indemnity insurance policies.

Fund Trust Deed

The rules governing the Fund are contained in the Fund Trust Deed which sets out the rights and obligations of the Trustee and Depositors. The Trust Deed may be changed at any time. However, any change that may adversely affect your accumulation balance can generally only be made if:

- it is expressly permitted by SIS,
- all affected Depositors agree to the change, or
- APRA agrees.

If a change is made to the Trust Deed that affects you, we will advise you.

Trust Deed amendments

There were no amendments to the Trust deed during 2014/2015.

Guarantee

Under the Fund Trust Deed, Depositors are entitled to be paid their accumulated account balance. This includes their original deposit plus accumulated earnings less an adjustment for costs, expenses, taxes and charges and excludes any previous withdrawals made from the Fund. If there are insufficient Fund assets to meet a payment request, CBA will pay any shortfall. CBA's liability for the shortfall is guaranteed by the Commonwealth of Australia.

Compulsory exit at age 65

While SIS was amended to remove the requirement for Depositors to exit the superannuation system upon reaching age 65, the Trust Deed still requires you to exit the Fund at age 65.

We will send you a reminder before your 65th birthday. It is important that you allow sufficient time to make an informed decision about your future investment needs so that we are able to implement your instructions before your 65th birthday.

Please note that if we have not received instructions from you by your 65th birthday, we will cash out your investment and we will forward a cheque and all relevant paperwork to you.

Suspension policy

In certain circumstances, where we consider it to be in Depositors' interests, we may suspend processing of withdrawals. If this happens, we will apply the interim crediting rate determined after the suspension is lifted to any withdrawal requests affected by the suspension.

Important information

Adjustment and error compensation

Under the current investment arrangement, the Trustee is the owner of the investments. The investment earnings are passed on to depositors via annual crediting rates or interim crediting rates for depositors who have left before the date the annual crediting rate is declared. Sometimes, errors may be made in the crediting rate calculation process, resulting in an incorrect account balance. In that case an adjustment to your account may be required.

CMLA has established a policy to deal with these events and return depositors to a financial position that is materially the same as if the error had not occurred. If the error is material, you may be entitled to compensation which may be paid:

- by crediting your account with the amount due or
- where your account is closed, if the amount of the adjustment is greater than a payment threshold of \$20 (or less at CMLA's discretion), by sending you a payment by cheque or electronic funds transfer.

Note: if you have not met a condition of release, compensation will be paid to a new account in SuperTrace or another superannuation or retirement savings account product. The tolerance levels used are in line with industry standards and regulatory practice guidelines.

The value of good advice

For many Australians, their superannuation savings are a major asset. Consequently, you may wish to seek advice from your financial adviser regarding your superannuation or retirement arrangements as part of any comprehensive financial plan. If you don't currently have a financial adviser, a Commonwealth Financial Planner may be able to help you.

Commonwealth Financial Planners take into account:

- your present circumstances – personal and work related
- your accumulated superannuation savings
- your assets and income needs, so that you can make the most of your retirement

- changing legislation
- economic, tax and social security issues affecting your investments. (You should seek advice from your taxation adviser in relation to taxation matters.)

Any CBA branch can inform you of the location of your nearest Commonwealth Financial Planner and arrange an appointment for you.

Alternatively, call **1800 241 996** between 8.30 am and 5 pm (Sydney time), Monday to Friday, or visit **commbank.com.au** to arrange for a Commonwealth Financial Planner to contact you.

Payment to an Eligible Rollover Fund

The Trustee will not transfer your benefits to an Eligible Rollover Fund unless it is permitted to do so by law, in which case the Trustee has selected SuperTrace as the fund to which benefits may be transferred.

The trustee of SuperTrace is Colonial Mutual Superannuation Pty Ltd ABN 56 006 831 983 AFSL 235025. SuperTrace is part of the Group's range of products and is administered by CMLA.

On transfer, you cease to be a Depositor in the Fund and become a member of SuperTrace.

You should also note the following:

- SuperTrace has a different investment approach and will apply a different fee structure. You should refer to the latest SuperTrace Product Disclosure Statement (PDS) for more details
- SuperTrace, like the Fund, does not currently offer insured benefits in the event of death and disablement.

To obtain a copy of the current SuperTrace PDS, please contact:

The Administrator
SuperTrace Eligible Rollover Fund
Locked Bag 5429, Parramatta NSW 2124
Telephone 1300 788 750 or visit their website
www.supertrace.com.au

Other information

Family law

Family law legislation allows the superannuation of married and de facto (including same sex) couples that have divorced or separated to be divided (however, provisions of this legislation do not extend to Western Australia in respect of terminating de facto or same sex relationships).

The legislation allows the following key family law processes to occur in relation to your account:

- **Information request:** This is a written request for information about your account and is used to determine the value of the superannuation asset. This request may be made by you, your spouse or a person intending to enter a superannuation agreement with you (such as a pre-nuptial agreement). The response to an information request will only be issued to the requestor. If a request is received from your spouse or intending spouse, the legislation states that you must not be informed of the request.
- **Payment flag:** A payment flag may be placed on your account through an agreement by you and your spouse or through a court order. The presence of this flag requires the Trustee to prevent certain types of withdrawals being made from your account.
- **Splitting instructions:** Splitting instructions specify how your account is to be divided. This may be expressed as a dollar amount or as a percentage. These splitting instructions may be made in the form of a superannuation agreement between you and your spouse, or by a court order. In both cases, valid instructions will be binding on us. If your spouse does not provide instructions within a specified timeframe, their entitlement may be withdrawn from your account and transferred to SuperTrace.

The provisions of the family law legislation allow for the charging of reasonable fees for the administration of family law transactions. We have decided not to charge fees at this time. You will be notified if a decision is made to introduce fees for family law transactions in the future.

For full details regarding the family law processes which can occur on your account, please contact your financial adviser or call **1300 730 324** between 8.30 am and 5 pm (Sydney time), Monday to Friday.

Portability

Portability rules allow super balances to be moved from one fund to another. Where a request has been received, we will comply with the relevant timeframes for processing payment requests as prescribed by the Data and Payment Standards and in accordance with SIS. Generally, a transfer must be made within 3 business days after the request has been received.

Access to your benefits

You can take your benefits as a lump sum once you have met a condition of release, retired and reached your preservation age or on compulsory exit at age 65 (refer to page 6 of this Report).

Your benefit in the Fund may include preserved benefits and unrestricted non-preserved benefits.

- **Preserved benefits** are benefits that must be retained in the superannuation system, until you satisfy a condition of release.
- **Unrestricted non-preserved benefits** are benefits that do not need to be preserved, usually because a condition of release has been met. Accordingly, such benefits are payable at any time on request.

All earnings are preserved until a condition of release has been met.

The conditions of release include when:

- You have permanently retired after reaching your 'preservation age'.

Your 'preservation age' is based on your date of birth as follows:

Date of birth	Preservation age
Before 1 July 1960	55
1 July 1960 to 30 June 1961	56
1 July 1961 to 30 June 1962	57
1 July 1962 to 30 June 1963	58
1 July 1963 to 30 June 1964	59
After 30 June 1964	60

Other information

- you have reached age 65
- you have reached age 60 and an arrangement under which you are gainfully employed has come to an end
- you have reached preservation age and elect to purchase a transition to retirement or non-commutable income stream
- you become permanently incapacitated
- you die
- we believe you satisfy the severe financial hardship criteria (after meeting a number of regulatory requirements)
- you were a temporary resident (other than a New Zealand citizen) who has departed Australia permanently
- the DHS approves payment on specified compassionate grounds
- you have previously been classified as a lost member under superannuation legislation and are now found and your total benefit in the Fund is less than \$200
- we are instructed to release monies to comply with a forfeiture order made under Commonwealth, State or Territory proceeds of crime legislation
- you suffer a terminal medical condition.

Tax components of your benefit

Your benefit in the Fund is made up of Tax-free and/or Taxable components.

Tax-free component

The Tax-free component of your benefit will be exempt from tax.

Taxable component

The remaining portion of your superannuation benefit is the Taxable component. The Taxable component of your benefit is generally taxed depending on your age.

Summary

A summary of these tax arrangements referable to the Tax-free component and the taxed element of the Taxable component is provided on page 12. Note all tax rates include the Medicare levy of 2%:

If you cash your benefits when you are:	Your benefits will be taxed as follows	
	Taxable component—taxed element (rates are inclusive of Medicare Levy)	Tax-free component
Age 60 or over	Tax-free	Tax-free
Preservation age up to 59	Tax-free up to the low rate cap of \$195,000 (indexed*) 17% thereafter	Tax-free
Under preservation age	22%	Tax-free

* Low rate cap applicable for 2015/2016 income year, indexed in line with Average Weekly Ordinary Times Earnings (AWOTE) in increments of \$5,000. The low rate cap amount is reduced by any amount previously applied to the low rate threshold.

Please note: Different tax rates may apply to temporary residents who have permanently departed Australia or where a Depositor has not provided his or her TFN.

Tax treatment of death benefits

Lump sum death benefit payments are Tax-free if paid to a dependant (as defined by tax legislation).

For payments to non-dependants (irrespective of their age) the Taxable component (taxed element) will attract 17% tax (includes Medicare levy of 2%).

Please note: Different tax rates may apply where a beneficiary does not provide his or her TFN.

Taxation considerations are general and based on present taxation laws and may be subject to change. You should seek independent, professional tax advice before making any decision based on this information.

CMS is not a registered tax (financial) adviser under the Tax Agent Services Act 2009 and you should seek tax advice from a registered tax agent or a registered tax (financial) adviser if you intend to rely on this information to satisfy the liabilities or obligations or claim entitlements that arise, or could arise, under a taxation law.

Other information

Lost members and unclaimed monies

Lost members

You will be treated as lost if you are uncontactable, meaning that:

- we have never had an address for you, **or**
- two written communications to your last known address have been returned unclaimed, **and**
- we have not received a contribution or rollover for you in the last 12 months.

If you are lost at any time, we will report this to the ATO. The ATO maintains a Lost Member Register. We will also need to tell the ATO if you are subsequently found, or transferred to another superannuation provider.

Additionally, if you are lost and your account balance is below \$2,000, the Trustee may be required to transfer your benefit to the ATO.

Unclaimed monies

In some circumstances your benefits in the Fund may become subject to unclaimed superannuation benefit laws.

Benefits may become unclaimed if:

- the Trustee has not had contact with the Depositor for five years, after which reasonable efforts to make contact were unsuccessful
- the Depositor has died and the Trustee determines that an immediate benefit (other than a pension) is required to be paid and the Trustee cannot find the person entitled to the benefit after making reasonable efforts to do so and after a reasonable period has passed
- the Depositor has ceased to hold a temporary visa and left Australia and the ATO requires payment of the Depositor's benefit
- with reference to compulsory exit at age 65, the Depositor has attained aged 65 and after making reasonable efforts, we haven't been able to contact the Depositor.

The Trustee will transfer unclaimed benefits to the ATO. Where the Trustee has transferred such benefits, any request for payment should be directed to:

Unclaimed Super Money
Australian Taxation Office
PO Box 3578
Albury NSW 2640

You can also contact the ATO on 13 10 20.

Alternatively, you can do an online search for unclaimed superannuation using Super Seeker, available at www.ato.gov.au/super

Anti–Money Laundering and Counter–Terrorism Financing laws

These laws establish a regulatory regime to combat money laundering and the financing of terrorism. They impose significant obligations upon the Trustee of the Fund. We are required to comply with these laws, including the need to establish your identity (and, if relevant, the identity of a beneficiary and other persons associated with your account).

Additionally, from time to time, we may require additional information to assist with this process. You will be notified if we need to establish your identity or if we require further information to assist with this process.

We may be required to report information about you to the relevant authorities. We may not be able to tell you when this occurs. We may not be able to transact with you or other persons. This may include delaying, blocking, freezing or refusing to process a transaction. This may impact on your investment and could result in a loss of income and principal invested.

Collection and verification of customer information

‘Customer information’ is information about a customer. It includes personal information such as name, age, gender, contact details as well as your health and financial information.

Other information

The law requires us to identify our customers. We do this by collecting and verifying information about you. We may also collect and verify information about persons who act on your behalf. The collection and verification of information helps to protect against identity theft, money–laundering and other illegal activities.

We use your customer information to manage our relationship with you, provide you with the products and services you request and also tell you about the products and services offered by the Group's affiliated providers and external providers for whom we act as agent. If you have given us your electronic contact details, we may provide marketing information to you electronically.

The collection and verification of customer information may be carried out in different ways and we will advise you of the most acceptable methods of doing this. We may disclose your customer information in carrying out verification – e.g. we may refer to public records to verify information and documentation, or we may verify with an employer that the information you have given us is accurate.

The type of information we may collect and verify includes your full name, date of birth and residential address. If you are commonly known by two or more different names, you must give us full details of your other name or names.

In addition, during your relationship with us, we may also seek and collect further information about you and about your dealings with us.

You must provide us with accurate and complete information. If you do not, you may be in breach of the law and also we may not be able to provide you with products and services that best suit your needs.

Australian Privacy Principles

The Australian Privacy Principles ('APP') regulate how we collect, maintain and use the information we have about our customers, including who we share our information with and how it is shared.

The Commonwealth Bank Group Privacy Policy can be viewed at www.commbank.com.au/privacy

Protecting customer information

We comply with the Australian Privacy Principles as incorporated into the *Privacy Act 1988* (Cth).

We disclose customer information to other members of the Group (including overseas members), so that the Group may have an integrated view of its customers and to facilitate the integrated treatment of its customers. It also enables other members of the Group to provide you with information on their products and services.

Other disclosures

So that we can manage our relationships, customer information may be disclosed to:

- brokers and agents who refer your business to us
- any person acting on your behalf, including your financial adviser, solicitor, settlement agent, accountant, executor, administrator, trustee, guardian or attorney
- external product providers into which you might direct some of your investment, other product providers to which your investment might be transferred and
- organisations to whom we may outsource certain functions.

In all circumstances where our contractors, agents and outsourced service providers become aware of customer information, confidentiality arrangements apply. Customer information may only be used by our agents, contractors and outsourced service providers for our purposes.

We may be required to disclose customer information by law, e.g. under court orders or statutory notices pursuant to taxation or social security laws or under laws relating to sanctions, anti-money laundering or counter terrorism financing.

The Group may send customer information overseas if:

- that is necessary to complete a transaction or
- we outsource certain functions overseas.

We may also be permitted, as distinct from required, to disclose information in other circumstances.

Other information

Access to your personal information

The law allows you (subject to permitted exceptions) to access your personal information. You can do this by contacting us as follows:

- emailing **customerrelations@cba.com.au**
- calling **1800 805 605*** between 8.30 am and 5 pm (Sydney time) Monday to Friday
- writing to:
Customer Relations
Commonwealth Bank
Reply Paid 41
Sydney NSW 2001

We may charge you for providing access to your personal information.

Further information

For further information on our privacy and information handling practices, please refer to the Group's Privacy Policy, which is available at **commbank.com.au** upon request from us or at any Commonwealth Bank branch.

* A free call unless made from a mobile phone, which will be charged at the appropriate mobile rate.

Financial information

Fund size as at 30 June 2015 (unaudited)

\$16.8 million.

Distribution of income

After allowance for provisions and expenses of the Fund (including taxation liability), the earnings of the Fund are calculated for the relevant income period. Earnings are credited to your account as at 30 June and 31 December each year or when you close your account.

Fees and charges

The Trustee is remunerated by way of a fee calculated daily at the rate of 1% p.a. (plus GST) of the Fund's assets. In addition, the Trustee may also receive up to 6% p.a. of the Fund's earnings. For the year ended 30 June 2015, the Trustee did not charge a fee on the Fund's earnings.

The Trustee is, in addition to the remuneration payable under the Trust Deed, entitled to be reimbursed out of the assets of the Fund for such costs and charges as set out in the Trust Deed. These costs and charges are provided for and deducted daily from the Fund.

The provisions are based on costs incurred in the previous year and are reviewed from time to time. Included in the provisions is an allowance for taxation of 15% on the Fund's earnings.

Fund investments disclosure

Under the *Corporations Act* (Cth) we are required to provide you with details of all investments (in-house assets) that have a total value in excess of 5% of the value of the Fund's assets. This includes investments held in a single enterprise or a single group of associated enterprises that have a combined value in excess of 5%.

As at 30 June 2015 all proceeds were held by the Fund in cash.

Trustee policy towards use of derivatives

The Investment Manager is not authorised to utilise derivatives in managing the investments of the Fund.

Abridged financial statements

For the year ended 30 June 2015

Set out below are the unaudited abridged financial statements for the Fund for the year ended 30 June 2015.

	Unaudited 30 June 15 \$'000	Audited 30 June 14 \$'000
REVENUE		
Interest	458	566
TOTAL REVENUE	458	566
EXPENSES		
Trustee Fees	200	233
Auditors Remuneration	48	32
APRA Levies	–	4
Income Tax Expense	32	45
TOTAL EXPENSES	280	314
Increase in Depositors funds	178	252
Balance brought forward	20,756	23,552
Less: Benefits Paid	–4,081	–3,048
Depositors funds	16,853	20,756
Represented by:		
ASSETS		
Cash	16,917	20,817
Interest income receivables	28	43
GST receivable	3	3
Income tax refund receivable	–	2
Deferred tax assets	2	–
TOTAL ASSETS	16,950	20,865
LIABILITIES		
Benefits payable	5	9
PAYG withholding tax	–	3
Trustee fees payable	49	58
Accounts payable	42	38
Other payables	–	1
Income tax payable	1	–
TOTAL LIABILITIES	97	109
NET ASSETS AVAILABLE TO PAY BENEFITS	16,853	20,756
Depositors funds	16,853	20,756

Customer Service

Enquiries and complaint resolution

The Trustee is obliged to provide you with any information you reasonably require to understand your benefit entitlements. If you require further information about the Fund, require assistance in understanding your benefit entitlements, have any other enquiries or have a complaint, please call **1800 552 660** between 8.30am and 6pm (Sydney time), Monday to Friday.

What to do if you have a complaint

We accept that sometimes we can get things wrong, and when this happens we're determined to make them right again.

Talk to us

Most problems can be resolved quickly and simply by talking with us. You can call us to get help resolving your problem you can contact us these ways:

Commonwealth Financial Services

Phone: **1800 552 660**

Fax: **1800 895 021**

Email: **service@cba.com.au**

Customer Relations Team

Phone: **1800 805 605**

Fax: **1800 028 540**

Email: **CustomerRelations@cba.com.au**

National Relay Service TTY/Voice

Phone: **133 677**

Website: **Relayservice.com.au**

Speak and Listen Relay (SSR)

Phone: **1300 555 727**

If you need further assistance after your initial enquiry, you can also contact us by writing to:

The Complaints Manager
Customer Relations
Commonwealth Bank Group
Reply Paid 41
Sydney NSW 2001

Customer service

Or you can contact us through a third party, providing you give us written authority to deal with them regarding the complaint.

What we will do

When you make a complaint to us we will:

- acknowledge your complaint and make sure we understand the issues
- do everything we can to fix the problem
- keep you informed of our progress
- keep a record of your complaint
- give you the name of the person dealing with your complaint, a reference number and contact details so that you can follow up if you want to
- provide you with regular updates on your complaint, and
- provide a final response within 90 days.

If we are unable to provide a final response to your complaint within 90 days, we will:

- inform you of the reasons for the delay
- advise you of your right to complain to the Superannuation Complaints Tribunal (SCT), and
- provide you with the SCT contact details.

Superannuation Complaints Tribunal (SCT)

Before the SCT has jurisdiction to deal with the matter it must be satisfied that the complaint was referred to an appropriate person under our internal enquiries and complaints arrangements. The SCT cannot deal with your complaint until you have made reasonable efforts to have the complaint resolved by the Fund.

If, after you have made a complaint to the Fund, you are not satisfied with the response, or do not receive a response, within 90 days, you can then lodge a complaint with the SCT.

The SCT cannot deal with certain matters, for example, decisions that relate to the management of the Fund as a whole, such as investment performance, the level of fees and charges.

If the SCT accepts the complaint, it will attempt to resolve the matter through conciliation. If a complaint cannot be resolved by conciliation and has not been withdrawn by the SCT, it proceeds to Review. This means the SCT will consider submissions and make a decision to determine the outcome of the complaint.

To contact the SCT, you can telephone 1300 884 114 between 9 am and 5 pm AEST, Monday to Friday from anywhere in Australia. Alternatively, visit their website at www.sct.gov.au.

Information on request

We will make copies of the following information available to a Depositor free of charge once each year:

- a copy of the most recent audited accounts of the Fund; and
- a copy of the auditor's report.

To obtain a copy of the above documents or a copy of the Fund Trust Deed please call **1800 552 660** between 8.30 am and 6 pm (Sydney time), Monday to Friday.

Directory

at the date of issue of this report

Trustee

Colonial Mutual Superannuation Pty Ltd
ABN 56 006 831 983 AFSL 235025

Investment Manager

Colonial First State Asset Management (Australia) Limited
ABN 89 114 194 311 AFSL 289017

Administration Manager

The Colonial Mutual Life Assurance Society Limited
ABN 12 004 021 809 AFSL 235035

Principal Office of Administration

Level 1
11 Harbour Street
Sydney NSW 2000

Postal address:

Commonwealth Financial Services
Locked Bag 5075
Parramatta NSW 2124

Auditor

PricewaterhouseCoopers
201 Sussex Street
GPO Box 2650
Sydney NSW 1171

General enquiries

National callers	1800 552 660 8.30 am to 6 pm (Sydney time), Monday to Friday
Facsimile	1300 895 021
Internet	commbank.com.au
Email	service@cba.com.au

1800 552 660

8.30 am – 6 pm (Sydney time)

Monday to Friday