

Important changes to Virgin Super Frequently Asked Questions



27 October 2016

Last year, Virgin Super contacted you to advise that we had appointed and transitioned to a new administrator, Mercer Outsourcing (Australia) Pty Ltd. Diversa Trustees Limited (ABN 49 006 421 638), the Trustee of Virgin Super, advises that Virgin Money is now pleased to announce that it is intending to expand that partnership in order to deliver further enhancements for Virgin Money's superannuation members, planned to take effect by the end of the year.

Over the next couple of months, all Virgin Super accounts will be transferred from the existing Virgin Super fund to a new fund, called Virgin Money Super. For a short time, this will interrupt some of our services. Be assured that we are working hard to minimise any inconvenience to our customers as we implement these changes.

Here's some further information to help you understand these changes and how they may impact you.

Background

HOW WILL I BE ADVISED OF THESE CHANGES?

We will communicate directly with all Virgin Super members regarding the fund transition and related changes.

A Significant Event Notice (SEN) was issued to all Virgin Super customers on the 28 October. The SEN is also available on our [website](#).

Additional information will be sent directly via email and/or post to all members during November.

And you can find further information here, in these FAQs.

WHAT CAN I LOOK FORWARD TO?

The new Virgin Money Super offering is expected to deliver improved benefits for members, including:

- a simplified product structure, with the current Virgin Super Essentials and Virgin Super Plus products combined into a single offering, called Virgin Money Super
- an improved and more advanced LifeStage Tracker® option, with the aim of providing better investment outcomes. The new LifeStage Tracker will be the new MySuper option and replaces the existing LifeStage Tracker Balanced and LifeStage Tracker Aggressive options
- a decrease in administration fees and investment fees across all investment options
- a new, broader range of investment options
- a brand new, mobile-friendly, state of the art online account to make managing your super even easier

This information in this statement has been prepared without taking into account your personal objectives, financial situation or needs. You should consider obtaining advice suited to your personal circumstances to determine how the changes may affect you or before acting on any of the information contained within.

- access to personalised superannuation advice over the phone
- an online tool that will search for your lost super and make it easier for you to consolidate from other funds.

IS THERE ANYTHING I SHOULD DO?

BEFORE 28 NOVEMBER

Prior to 28 November, you may wish to download past statements and/or transaction history as your new online account will only show transactions from 1 December 2016. Transactions made between 1 July 2016 and 30 November 2016 will be made available to you through a personalised transaction statement or by calling the Customer Care Team.

Any changes you want reflected on your account will need to be made by 27 November. This will be the last day before the transition period starts.

The updated Product Disclosure Statement (PDS) and supporting documents will be made available on our [website](#) from 12 December. We recommend you review these documents. You can also request a paper copy at any time, which will be provided free of charge, by calling our Customer Care Team.

WHO IS MERCER OUTSOURCING (AUSTRALIA) PTY LTD ('MERCER')?

We have appointed Mercer to partner with us in administering Virgin Money Super. In Australia, Mercer has been conducting superannuation administration for 40 years. Mercer's top priority is delivering the highest standard of customer service to members.

Impacts to your Virgin Super account during the transition period – 28 November to 12 December 2016

HOW WILL MY VIRGIN SUPER ACCOUNT BE IMPACTED DURING THE TRANSITION PERIOD?

The transfer of all accounts to the new Virgin Money Super fund is expected to take place between 28 November 2016 and 12 December 2016. During this time, you will not be able to transact on your account. We apologise for any inconvenience caused by the service interruption.

YOUR ACCOUNT

During the transition period:

- you will not have access to your online account and you will not be able to make any changes or requests through your online account. This includes rolling money in or out, insurance or investment changes, personal contributions, general updates and general withdrawals. **Please consider reviewing and making any planned updates to your online account prior to 28 November 2016.**

At the end of the transition period, we will send out your new Virgin Money Super member number and online account Personal Identification Number (PIN). Once you receive this communication you will be able to transact on your new account as normal (using your new member number and your new online PIN) and you will have access to all of the new features.

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You will also receive a transfer statement from the trustee of the Virgin Super Fund, which will be a statement of all the transactions that occurred on your current Virgin Super account between 1 July 2016 to 30 November 2016, including your account balance that was transferred and your insurance holdings.

For any assistance, including insurance enquiries or financial hardship benefit payment applications, please call us on 1300 652 770.

CAN I CONTINUE TO ACCESS MY VIRGIN SUPER ONLINE ACCOUNT?

From 28 November to 12 December, your Virgin Super online account will not be accessible to you. Once you receive your transfer statement you can login to your online account with your new member number and new PIN.

From 12 December, you'll be able to access your new, improved and mobile-friendly Virgin Money Super online account and recommence submitting transactions.

CAN CONTRIBUTIONS STILL BE MADE (INCLUDING EMPLOYER AND SPOUSAL CONTRIBUTIONS) TO MY VIRGIN SUPER ACCOUNT?

Transactions, including any employer contributions, received up until 27 November 2016 will be processed as normal. From 28 November contributions that are received during the transition period will not be processed immediately, but rather will be stored and processed once everything is up and running, expected to be 12 December.

If you were planning to transact, we encourage you to submit your personal contributions or other super account related requests before 28 November 2016.

CAN I MAKE ANY CHANGES OR SWITCHES TO MY VIRGIN SUPER PRODUCT, INVESTMENT MIX OR INSURANCE PREFERENCES?

Unfortunately not. Investment instructions received up to 27 November 2016 will be processed as normal.

Effective 1 December, we'll move your existing investments into the corresponding new investment options. The Transfer Guide will provide you with more information about these changes.

Once the transition is complete, you'll be advised of your new member number and PIN.

There will be no changes to your insurance cover or your insurance premiums.

YOUR TRANSACTION HISTORY

Your new online account will show all transactions from 1 December 2016. Transactions made between 1 July 2016 and 30 November 2016 will be made available to you through your transfer statement or by calling the Customer Care Team.

Transaction history prior to 1 July 2016 is available on your prior year annual statements or by calling the Customer Care Team.

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WHAT IF I HAVE A CURRENT CLAIM (E.G. RELATED TO RETIREMENT, COMPASSIONATE, FINANCIAL HARDSHIP, INCOME PROTECTION, TPD, DEATH)?

We will continue to process all existing claims and will be in touch with you as soon as possible to discuss the progress and outcome of your claim.

CAN I UPDATE MY CONTACT DETAILS?

Up until 27 November, you can update your contact details via your existing Virgin Super online account.

From 12 December, using your new customer number and new PIN, you'll be able to update your contact details through the new mobile-friendly Virgin Money Super online account.

CAN I CONTACT YOU DURING THE TRANSITION PERIOD?

You will be able to call us on 1300 652 770, Mondays to Fridays from 8am to 6pm (Sydney time) - apart from public holidays.

Please note that between 28 November and 12 December, our Customer Care Team will have limited access to our systems. If your enquiry is not urgent, we recommend that you contact us after 12 December. We apologise for the inconvenience this may cause.

Impacts to your Virgin Super account – from 12 December 2016

From 12 December your Virgin Money Super account should be up and running.

IMPORTANT THINGS YOU NEED TO COMPLETE AFTER THE TRANSFER

You must resubmit (if applicable) the following documentation to ensure your instructions are acknowledged by the new Trustee. These are:

- ✓ Binding Death Benefit Nomination Form;
- ✓ Third Party Authority to your account; and
- ✓ Any Powers of Attorney

FROM 12 DECEMBER

- ✓ Update your BPAY details with your new Customer Reference Number
- ✓ Login to your online account to:
 - review your investment holdings
 - make contributions
 - search for lost super or consolidate super from another fund
 - review your insurance holdings
- ✓ Update your documentation for Binding Death Benefit Nomination Form, Third Party Authority to your account and any Powers of Attorney

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Read the new Product Disclosure Statement (PDS) and supporting documents available in the 'Important Documents' section at virginmoney.com.au/super. You can also request a paper copy at any time, which will be provided free of charge, by calling the Customer Care Team on 1300 652 770.

WILL I NEED TO REPLACE MY DIGITAL CARD?

Yes. As your member number will be changing to keep all your details front of mind, don't forget to download your updated digital card (and delete the old one).

From 12 December, when you're ready to download your digital card, simply tick the "Request a digital card" box on the 'Your Personal Details' screen within your new online account and it will be emailed to you within 30 minutes.

DO I NEED TO MAKE ANY CHANGES TO HOW I MAKE PERSONAL CONTRIBUTIONS (INCLUDING SPOUSAL CONTRIBUTIONS) TO MY VIRGIN SUPER ACCOUNT?

Yes. To make personal (and spousal) super contributions you will need to update your Customer Reference Number (CRN) for any BPAY payments. From 12 December, you can find your updated CRN either by logging into your online account or by calling the Customer Care Team on 1300 652 770.

WILL THERE BE ANY CHANGES TO HOW MY EMPLOYER MAKES EMPLOYER CONTRIBUTIONS TO MY VIRGIN SUPER ACCOUNT?

Yes. From 12 December your employer will need to update the Unique Superannuation Identifier (USI) details for employer contributions they send to Virgin Money Super on your behalf. We'll notify your employer of the new details in November. We'll also make the information available on our website and via our Customer Care Team in December.

More information about the changes to Virgin Money Super for Employers can be found on our [website](#).

WILL THERE BE ANY CHANGES TO MY CURRENT VIRGIN SUPER PRODUCT, INVESTMENT MIX OR FEES?

From 1 December your account balance and future contributions will be invested in the investment options in Virgin Money Super that most closely match the investment options you have in your Current Fund.

LifeStage Tracker® Investment Option

The LifeStage Tracker investment option allows you to leave the investment of your super with Virgin Money so you spend your time enjoying your life today. When you join the LifeStage Tracker option, you are allocated to a sub-option (called a cohort) based on the year of your birth. Each year, the asset allocation within your cohort will be adjusted towards the next cohort with a decrease in growth assets and an increase in defensive assets.

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How does it work?

LifeStage Tracker automatically adjusts your asset allocation (where your money is invested) and investment blend from growth to defensive assets as you get older, providing you with more stability as you approach retirement. The below graph shows how the changing allocation to Growth and Defensive assets as you get older.

The table below outlines how your Current Fund's investment options are proposed to mapped and transferred to the new Virgin Money Super investment options. The proposed mapping is subject to the agreement of both Trustees.

Current Fund investment option		New Virgin Money Super investment option
Virgin Super Essentials	LifeStage Tracker Balanced	LifeStage Tracker
Virgin Super Plus	LifeStage Tracker Balanced	LifeStage Tracker
	Life Stage Tracker Aggressive	LifeStage Tracker
	Australian Equities	Indexed Australian Shares
	International Equities	Indexed Overseas Shares
	Property	Australian Listed Property
	Cash & Fixed Interest	Cash

Note: The outcome of the assessment of the investment options does not mean that the Current Fund's investment options and the new Virgin Money Super investment options are identical – some differences between the options may apply.

Three new investment options will also be available to you from 12 December in the new Virgin Money Super:

1. Enhanced Indexed Growth
2. Enhanced Conservative Growth
3. Indexed Diversified Shares

ARE THERE ANY CHANGES TO FEES?

One of the major enhancements being delivered through the expanded partnership between Virgin Money and Mercer is a reduction in fees. The administration and investment fees are being lowered across all investment options.

The table below provides a fee comparison between the new Virgin Money Super Fund, and your Current Fund.

	New Fund	Current Fund	
	Virgin Money Super	Virgin Super Essentials	Virgin Super Plus
Administration Fees			
Administration Fee	\$58 p.a + 0.394% of your account balance	\$78 p.a + 0.5% of your account balance	\$78 p.a, + a % of your account balance calculated as follows: Account Balance \$0 – \$25,000 0.7% p.a. \$25,000.01 – \$250,000 0.5% p.a. \$250,000.01 + 0.3% p.a.
Investment Fees			
LifeStage Tracker	0.116% p.a. of your account balance in this option	0.3% p.a. of your account balance	0.3% p.a. of your account balance
Australian Shares			
International Shares			

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Australian Listed Property	0.20% p.a. of your account balance in these options		
Cash	0.10% p.a. of your account balance in this option		
Indexed Diversified Shares	0.20% p.a. of your account balance in this option	Not Applicable	
Enhanced Indexed Growth	0.24% p.a. of your account balance in this option		
Enhanced Indexed Conservative Growth	0.24% p.a. of your account balance in this option		
Other Fees			
Indirect cost ratio	0.04% p.a. of account balances	0.15% p.a. of account balances	0.15% p.a. of account balances
Withdrawal Fee	\$100	\$0	\$0
Insurance Administration Fee	\$18 p.a. per policy (deducted monthly)	\$18 p.a. per policy (deducted monthly)	\$18 p.a. per policy (deducted monthly)
Total Fees			
Example of total fees for a member with a \$50,000 balance invested in the LifeStage Tracker option with no insurance			
Administration Fee	$\$58 + (0.394\% \times \$50,000)$ = \$255	$\$78 + (0.50\% \times \$50,000)$ = \$328	$\$78 + (0.70\% \times \$25,000) + (0.50\% \times \$25,000)$ = \$378
Investment Fee	$0.116\% \times \$50,000$ =\$58	$0.30\% \times \$50,000$ =\$150	$0.30\% \times \$50,000$ =\$150
Indirect Cost Ratio	$0.04\% \times \$50,000$ =\$20	$0.15\% \times \$50,000$ = \$75	$0.15\% \times \$50,000$ = \$75
Total Fees for a customer with a \$50,000 balance invested in the LifeStage Tracker option	$\$255 + \$58 + \$20$ =\$333	$\$328 + \$150 + \$75$ =\$553	$\$378 + \$150 + \$75$ =\$603

These fees are correct as at the time of publication. Fees may be subject to change in the future.

MY CONTRIBUTION HAS BEEN RETURNED TO ME. WHAT DOES THIS MEAN?

Virgin Super's banking details will change in December, so you'll need to use our new BPAY details for any personal (and spousal) contributions you send to Virgin Money Super from this date. We'll make these account details available on our website and via our Customer Care Team in December.

If your contribution has been returned, it's likely you've attempted to pay into our closed bank account. Please retry with our new BPAY details, which you can obtain from our website or by calling our Customer Care Team.

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Need more information?

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