Solid returns across all Virgin Super portfolios in 2013

Virgin Super
2013 Annual Report

virgin money + super
good together

Virgin Super (your Super Fund): Virgin Superannuation ABN 88 436 608 094

Virgin Money (the Promoter): Virgin Money Financial Services Pty Ltd ABN 51 113 285 395 AFSL 286869 PO Box R1801, Royal Exchange NSW 1225. Virgin Money is a subsidiary of Virgin Money Australia.

Trustee (the Issuer & Trustee): The Trust Company (Superannuation) Limited ABN 49 006 421 638 AFSL 235153 PO Box 361 Collins Street West VIC 8007
T: (03) 9665 0200 F: (03) 9620 5821

Administrator: Pillar Administration ABN 80 976 223 967 AFSL 245591 PO Box 1489, Wollongong NSW 2500
T: 1300 652 770 F: 1300 882 327

Investment Manager: Macquarie Investment Management Limited ABN 66 002 867 003 (Macquarie). Macquarie is the investment manager of underlying funds in which Virgin Super invests.

Your 2013 Annual Report is for the 2012/2013 Financial Year and has been prepared by Virgin Money for the Trustee as Trustee of Virgin Super. Please note your Annual Report doesn't contain personal financial product advice. It contains general information that doesn't take account of your objectives, financial situation or needs so before making any decisions you may wish to consult a financial advisor having regard to your personal situation. You should also consider the current Virgin Super Product Disclosure Statement (PDS) which can be found on the website virginmoney.com.au/super.

As the promoter of Virgin Super, Virgin Money will directly and through its agents (including the Virgin Super website virginmoney.com.au), provide general advice and arrange for customers to acquire products issued by The Trust Company (Superannuation) Limited in its capacity as Trustee of Virgin Super. Virgin Money provides these services under its own Australian Financial Services Licence (AFSL) and not as representative of the Trustee. The Trustee does not accept responsibility for the advice and arranging services provided by Virgin Money under its own AFSL.

You should read the current Virgin Super PDS issued by the Trustee for details of product features, investment options, fees and costs before making any decision about Virgin Super. Neither Virgin Money, the Trustee or any related entities guarantee the return of your capital or the performance of Virgin Super or its investment options.

Inside, the year that was

Why you and Virgin Super are good together

We're delighted to report that all Virgin Super members saw some strong returns in the Financial Year 2012/13.

How performance has affected your super will depend on which investment option you're invested in. With all Virgin Super portfolios posting solid returns, there's some good news for everyone.

Virgin Super Essentials & Virgin Super Plus

We recently notified you of some changes to Virgin Super. This Annual Statement and Report refers to performance for Virgin Super before we moved to our new product offerings, known as Virgin Super Essentials and Virgin Super Plus. In next year's statement, you'll see results for Super Essentials and Super Plus.

Your personal circumstances and the investment market can change over time, so you may need to re-evaluate your investment options from time to time. You can switch between our Super Essentials and Super Plus at anytime.

How your super is invested

Investing that tracks the index

In terms of the bigger picture on superannuation investing, there are two key strategies that funds use – index tracking and active fund management. Our investment options use index tracking.

Index tracking is designed to mirror the performance of a share or bond index by investing in a percentage of stocks or bonds on a particular index to closely replicate the performance of that index – so instead of trying to outperform the market like active managers, our options track (or follow) the market instead.

This strategy has a proven history of long-term performance in all the major asset classes. This is because few active managers have been able to consistently sustain above-benchmark returns after costs over the long term.

Tracking the index has another cost benefit – because the typical index fund is not actively managed, we're not paying the wages of active fund managers, our costs are lower than average management costs for actively managed funds, which means you are more likely to pay less fees.

To see the investment option you are currently in, login to your account at virginmoney.com.au, call us on 1300 652 770 or read your 2012/2013 Virgin Super Annual Statement. Your 2012/2013 Virgin Super Annual Statement shows your investment option as at 30 June 2013, so if you have made any changes since then go to the website or call us.

LifeStage Tracker®

Our LifeStage Tracker® investment options provide the potential for long-term stability by adjusting your exposure to risk at four key life stages – under 40s, 40s, 50s, over 60s+. And the great thing is that you can choose what level of risk you're comfortable with.

- Our **balanced** mix is for people who want mid to long-term growth while maintaining risk at a moderate level. It's made up of an investment mix that targets moderate returns – Cash & Fixed Interest, Listed Property, Australian and International Shares.
- Our **aggressive** mix is for people who don't mind taking on more risk for the potential of higher returns. It comprises an investment mix that targets higher growth – a greater percentage is allocated assets like Listed Property, Australian and International Shares.

Select Your Own

For people who like to have a bit more control, Select Your Own allows members to invest in one or all of the available asset classes. Each asset class has a different level of risk and return, so you can choose where you want your money invested depending on your risk profile.

Your risk profile

Your risk profile is a personal choice, but you could look at it in terms of age or life stage.

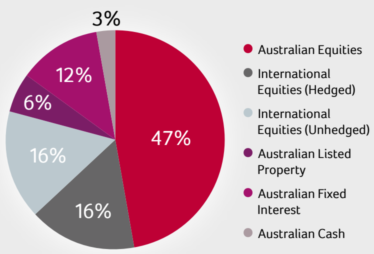
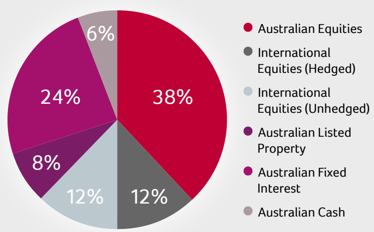
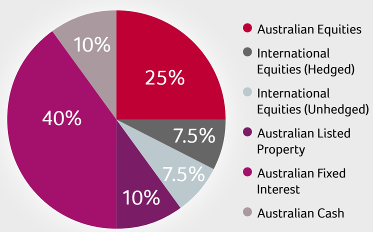
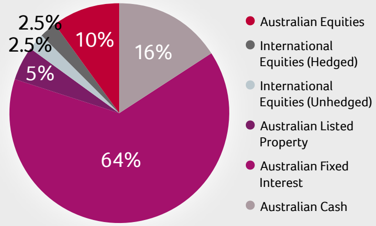
- At one end of the spectrum are workers nearing retirement with not much time left in the investment market. For these people risk is potentially tricky in that any losses incurred could be harder to recoup over a shorter timeframe.
- At the other end are the young ones with many years of work left in them. For these people risk could be less of an issue, as they've got more time to recover from share market fluctuations.

For more information about risk, read the current Virgin Super PDS.

Important info on investment options

When looking at your investment options, remember that objectives are not a promise or guarantee of a particular return. Asset allocations are indicative only and from time to time there may be some variation depending on the experience of the underlying funds, investment market fluctuations or asset allocation decisions.

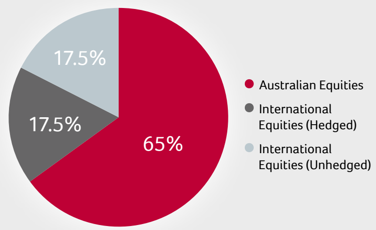
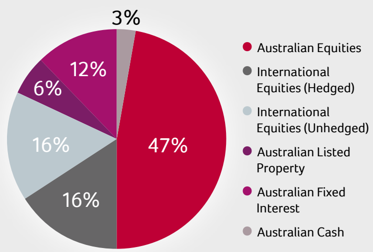
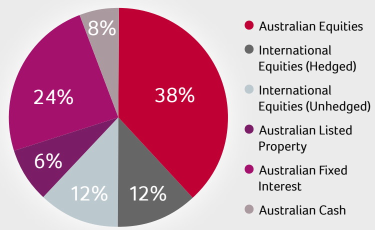
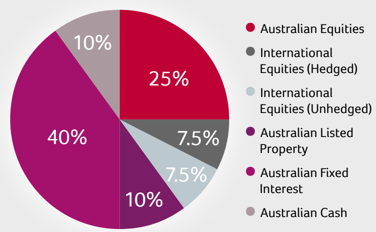
Investment characteristics – LifeStage Tracker® – Balanced (LSTB)

	Under 40's Mix	40's Mix	50's Mix	Over 60's mix
Applicable to	All LSTB members aged under 40	All LSTB members aged between 40 and 50 years	All LSTB members aged between 50 and 60 years	All LSTB members aged over 60 years
Investment objective	Achieve returns (after fees and taxes) that exceed movements in the Consumer Price Index (CPI) by at least 3.0% over rolling 10 year periods	Achieve returns (after fees and taxes) that exceed movements in the Consumer Price Index (CPI) by at least 2.5% over rolling 10 year periods	Achieve returns (after fees and taxes) that exceed movements in the Consumer Price Index (CPI) by at least 2% over rolling 10 year periods	Achieve returns (after fees and taxes) that exceed movements in the Consumer Price Index (CPI) by at least 1% over rolling 10 year periods
Strategic asset allocation				
Date of inception	5 July 2005	5 July 2005	5 July 2005	5 July 2005
Standard Risk Measure Profile	Band 6: High Risk	Band 6: High Risk	Band 5: Medium to High Risk	Band 3: Low to Medium Risk
Probability of not achieving return objective	5 out of 20 years	Between 4 and 5 out of 20 years	4 out of 20 years	2 out of 20 years
Estimated Liquidity	High	High	High	High
Minimum suggested investment time period	7 years	5 years	4 years	2 years

The objectives shown above are not a promise or guarantee of any particular rate of return or benefit. Instead, the objectives are used by the Trustee to monitor the performance of Virgin Super's investments.

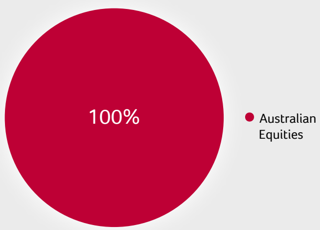
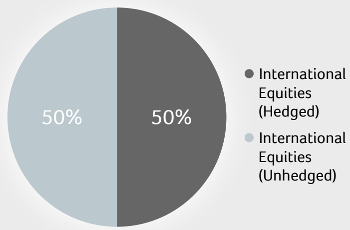
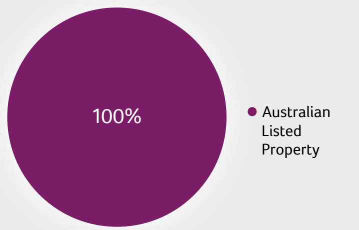
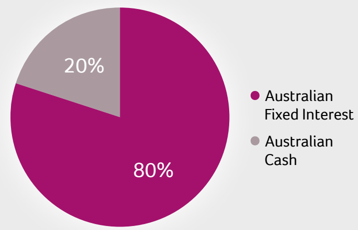
Important info on investment options cont.

Investment characteristics – LifeStage Tracker® – Aggressive (LSTA)

	Under 40's Mix	40's Mix	50's Mix	Over 60's mix
Applicable to	All LSTA members aged under 40	All LSTA members aged between 40 and 50 years	All LSTA members aged between 50 and 60 years	All LSTA members aged 60 or more
Investment objective	Achieve returns (after fees and taxes) that exceed movements in the Consumer Price Index (CPI) by at least 3.5% over rolling 10 year periods	Achieve returns (after fees and taxes) that exceed movements in the Consumer Price Index (CPI) by at least 3.0% over rolling 10 year periods	Achieve returns (after fees and taxes) that exceed movements in the Consumer Price Index (CPI) by at least 2.5% over rolling 10 year periods	Achieve returns (after fees and taxes) that exceed movements in the Consumer Price Index (CPI) by at least 2% over rolling 10 year periods
Strategic asset allocation				
Date of inception	5 July 2005	5 July 2005	5 July 2005	5 July 2005
Standard Risk Measure Profile	Band 6: High Risk	Band 6: High Risk	Band 6: High Risk	Band 5: Medium to High Risk
Probability of not achieving return objective	6 out of 20 years	5 out of 20 years	Between 4 and 5 out of 20 years	4 out of 20 years
Estimated liquidity	High	High	High	Medium to High
Minimum suggested investment time period	7 years	5 years	5 years	4 years

Important info on investment options cont.

Select your own

	Australian Equities	International Shares	Listed Property	Cash/Fixed Interest
Applicable to	All members that select a choice of investment strategy that includes an allocation to the Fund's Australian Equities Portfolio investment option	All members that select a choice of investment strategy that includes an allocation to the Fund's International Equities investment option	All members that select a choice of investment strategy that includes an allocation to the Fund's Australian Listed Property investment option	All members that select a choice of investment strategy that includes an allocation to the Fund's Australian Cash/Fixed Interest investment option
Investment objective	Achieve returns (after fees and taxes) that exceed movements in the Consumer Price Index (CPI) by at least 3.5% over rolling 10 year periods	Achieve returns (after fees and taxes) that exceed movements in the Consumer Price Index (CPI) by at least 3.0% over rolling 10 year periods	Achieve returns (after fees and taxes) that exceed movements in the Consumer Price Index (CPI) by at least 3.5% over rolling 10 year periods	Achieve returns (after fees and taxes) that achieve movements in the Consumer Price Index (CPI) over rolling 10 year periods
Strategic asset allocation				
Date of inception	5 July 2005	5 July 2005	5 July 2005	5 July 2005
Standard Risk Measure Profile	Band 6: High Risk	Band 6: High Risk	Band 6: High Risk	Band 3: Low to Medium Risk
Probability of not achieving return objective	6 out of 20 years	5 out of 20 years	6 out of 20 years	4 out of 20 years
Estimated liquidity	High	High	High	High
Minimum suggested investment time period	7 years	7 years	5 years	1 year

2012/2013 Market Review

Note: This information is based on market commentary provided by Macquarie Investment Management Limited (AFSL 237492) and is published in this report with its consent. It is very important to note it relates to investment markets generally and not this product or its investments specifically. It does not constitute financial advice and is of a general nature only without taking into account a person's individual circumstances or needs. Past performance is not indicative of future performance. The opinions, estimates and other forward looking statements are subject to various risks and uncertainties.

Cash and Fixed Interest

The financial year 2013 started off quite volatile as global bond markets were moved by macroeconomic events. In 2H2012, signs of a further deterioration in the European crisis caused the Spanish and Italian 10 year bond yields to move past 7% and 6% respectively. In the US, economic data surprised to the downside, however, dovish US Federal Open Market Committee (FOMC) comments and negative global economic data again saw a strong rally in global bonds. This turned as central banks delivered monetary stimulus with the US Federal Reserve (Fed) announcing another round of monetary easing, open ended and directed towards mortgage back securities. The European Central Bank (ECB) also took the unprecedented measure of announcing an unlimited bond-buying program to lower borrowing costs for struggling Eurozone countries. This drove treasuries slightly lower towards the end of 2012. The start of 2013 was positive for markets as European markets seemingly calmed down and the US fiscal cliff passed without major issue. Improving global sentiment and strong US data saw a steady drop in treasury prices, pushing treasuries to the lowest level in 7 months, with 10 year yields trading around the 2% region in the first part of the 1Q2013. Global bonds ended the FY2013 lower, led by the US, as markets continued their sell off after the Fed indicated that the current level of monetary stimulus could be reduced far sooner than previously expected. US 10 year yields rose to 2.61%.

Locally, the Reserve Bank of Australia (RBA) began the year hesitant to cut interest rates as the outlook for Chinese growth appeared to improve, however, this turned once the cracks in the Australian economic outlook emerged on the back of continued mediocre data releases and subdued commodity prices. Interest rates were cut towards the end of 2012 and continued through sporadically in 2013. Early in 2013, domestic rate markets broadly followed the moves of US treasuries, but saw some outperformance early on with domestic data being slightly weaker than expected. This sold off towards the end of 1Q2013, fuelled by strong employment data – setting yield highs for the quarter. The domestic bond market moved significantly wider with 10 year yields rising from 3.36% to 4.04%, even outpacing US treasuries following the Fed's comments. However, subdued Chinese data and instability in the Chinese money markets, combined with ongoing concerns over the domestic economy, saw Australian bonds rally into June 2013 year end.

2012/2013 Market Review cont.

Listed Property

The S&P/ASX 200 A-REIT Index (+24.2%) outperformed the broader S&P/ASX 200 Index (+22.8%) by 1.47% in FY2013, adding to 17.8% outperformance in FY2012. The Index was up in every quarter of the year. REITs moved very tightly with the broader market over most of the financial year. The market chased yield stocks, despite 10 year bonds being 0.63% higher over FY2013, and the sector was a major beneficiary of this. Interestingly, the June 2013 quarter was the only quarter of REIT outperformance.

The best performers were the property fund managers (Charter Hall +81% and Goodman Group +39%) who proved up strong capital partnerships to grow funds under management, and recovering residential developers (Australand +50% and Mirvac +33%). Lower risk rent collectors (CFS Retail +10.5%, Investa Office +14.2%, Commonwealth Property Office +15.5% and Westfield Retail +15.6%) all underperformed in FY2013.

Australand also benefited from a bid from GPT in December 2012. While the bid was pulled at year end, its 59% owner (Capitaland) announced that it is committed to its investment in the stock. Mirvac unexpectedly changed its CEO whilst operational improvements continued in the residential business, giving improved visibility on earnings growth. The stock also executed a series of pre-commitments and a 50% sell-down of major office development projects. CFS Retail underperformed in every quarter as soggy retail sales and continued problems with its Emporium development dragged down returns. Investa Office also underperformed in every quarter as office market conditions became tougher through the year. The year also saw the listing of Shopping Centres Australia after it was spun out of Woolworths' property holdings.

Australian Shares

The 2013 financial year was positive for stocks, as central bank policies were seen as supporting valuations and reducing global economic risks. The S&P/ASX 200 had twice as many up months as down during the year, and rallied 22.7% on an accumulation basis. The rise came in the first three quarters of the year. The fourth quarter saw a decline as sentiment soured towards the end of the year as the Fed began to flag a moderation of its easy-money policies and investors became increasingly concerned about the prospects for China's growth.

While the earnings outlook for the market tended to be subdued, earnings held up well due to cost and capital spending discipline amongst the major miners and other companies. Earnings downgrades were a consistent feature of the year: mining services contractors downgraded earnings guidance, citing reduced capex amongst large miners, and growth in non-commodity sectors was also challenging with companies such as Coca-Cola Amatil pointing to a weak consumer. M&A activity was light with ADM's bid for Graincorp the highlight. News Corp demerged its entertainment business into a new vehicle, 21st Century Fox.

Investors globally tended to seek stable earnings and yield. The best performing sectors tended to be beneficiaries of these themes, and included Health Care (+45% acc.), Telecommunications (+39%) and Banks (+39%). Materials (-7.6%) was the key laggard, and was the only sector to end the year in the red. Materials were hampered by emerging concerns about China and metal prices. The LME base metals index fell 9.6% over FY2013 with the weakness skewed to the second half. Similarly, the iron ore benchmark (Tianjin 62% fines) peaked in February before retreating to post a 13.1% decline over the year.

2012/2013 Market Review cont.

The RBA cut the cash rate three times by a total of 75 basis points over FY2013 as labour market and housing credit data remained soft. This was a strong driver of the market's search for yield. US unemployment appeared to be staying stubbornly high at circa 8% at the start of FY2013; the Fed responded by extending its asset purchase program, and unemployment did fall moderately over the year. Chinese policies appeared to shift to acceptance of a slower rate of economic growth following the reshuffling of the country's leadership. During the year the Australian dollar weakened 10.7% versus the US dollar, with most of this happening in the last quarter as the Fed flagged the end of its quantitative easing (QE) program.

International Shares

Global investor sentiment in the 2013 financial year was influenced by uncertainty across a number of regions, from the post-election 'fiscal debate' question in the US to the Chinese leadership transition and reforms in the Eurozone region, resulting in sluggish trade and weak foreign direct investment.

Recessionary conditions continued to plague Europe throughout the year, but remained mild compared to the GFC experience. Although the risk of a near term break up in the Eurozone has declined significantly, the economic climate was tainted throughout FY2013 by a number of macroeconomic events, including the haphazard handling of the Cyprus bank bailout. Financial markets, however, appear to have become less sensitive to adverse policy news from vulnerable countries, and remained relatively calm during and after negotiations in Cyprus. A rising trend in manufacturing and service conditions and consumer sentiment throughout the year, led by strong growth in Germany, as well as a more relaxed stance to fiscal austerity also appear to be diminishing risks associated with European assets and adding to confidence that the recession in Europe is beginning to abate.

The US continued to exhibit a landscape of solid, but not booming, growth in FY2013, with a housing upswing beginning to foster a broader and deeper recovery in US economic activity. More positive news for the US came with S&P acknowledging the reduction of fiscal risks facing the country, after the deal to head off the fiscal cliff and the US budget deficit falling faster than expected, by moving the US' AA+ sovereign rating outlook from negative to stable. Investor enthusiasm for a move back into risk assets early in the year, however, was dampened in the final quarter of FY2013, as signs emerged that the Fed was on track to begin slowing its QE program sooner than initially envisaged.

Following Japan's continued deflation and recession throughout early FY2013, the introduction of increased stimulus measures by the new Bank of Japan leadership team in April gave a much needed boost to Japanese assets. In contrast, growth in major emerging market economies, particularly China, disappointed throughout the year, driven by a number of factors, including slower external demand growth, lower commodity prices and financial stability concerns.

More investment information

Derivatives and their use

While the Trustee doesn't directly invest in derivatives, the managers of the underlying investments may use derivatives indirectly as a hedging device to help protect the value of assets against a significant decline in investment markets.

(Derivatives are a type of security that derive their value from other security types, like futures and options. They're often used to increase returns while minimising the risk of losing money.)

How we value your super and pass on investment earnings

When you invest in Virgin Super, you don't buy actual assets – instead, you are allocated units in the investment option your money goes into.

Your account balance is calculated by multiplying the number of units you have by the applicable unit price (at any particular time). Your account balance will reflect that unit prices may fluctuate from day to day based on the value of underlying investments after taking into account any investment earnings and relevant fees, costs and taxes. Each investment option has a different unit price, because they grow at different rates. Unit prices may fall as well as rise and in this way investment earnings (negative or positive) are passed on to members.

There is a difference between the unit price we use when you put money into an investment option and the one we use when you take money out, this is called a buy/sell spread. Unit prices are usually calculated daily, based on the latest available market price at the end of each business day. The unit price is normally calculated the next business day.

(For more information on buy/sell spreads^, read the current Virgin Super PDS.)

How the Fund was invested at 30 June 2013

	30-Jun-12	30-Jun-13
Macquarie Treasury Fund	$20,541,094	$21,863,408
Macquarie True Index Australian Fixed Interest Fund	$75,165,368	$79,281,951
Macquarie True Index Listed Property Fund	$25,678,675	$31,798,215
Macquarie International Index Equity Fund (Unhedged)	$44,509,431	$61,214,685
Macquarie International Index Equity Fund (Hedged)	$45,806,030	$58,846,072
Macquarie True Index Australian Equity Fund	$154,763,123	$188,789,105
Macquarie Cash Reserve	$9,410	$88,578
Tax Provision*	$2,385,851	$2,820,908
Total	$368,858,981	$444,702,922

Note: Macquarie True Index Australian Fixed Interest Fund, Macquarie True Index Listed Property Fund, Macquarie International Index Equity Fund (Unhedged), Macquarie International Index Equity Fund (Hedged) and Macquarie True Index Australian Equity Fund each represented more than 5% of the Fund's total assets.

* Tax Provision is the money that's set aside to pay the Contributions Tax to the Tax Office each year. For further information about Contributions Tax, refer to the "Key Fund Information" section of this report or go to www.ato.gov.au.

^A Buy price applies when acquiring units (for example, when you join the Fund or switch into a new investment option). A Sell price applies when selling units (for example, when you leave the Fund or switch out of an investment option). Buy/sell spreads can change from time to time.

Performance to 30 June 2013

LifeStage Tracker® – Balanced	Net Earnings* 1 Year (% pa)	3 year compound average (% pa)	5 year compound average (% pa)	Compound average since Inception^ (% pa)
Under 40s (85% growth)	18.6	8.7	3.6	4.6
40s mix (70% growth)	15.5	8.2	4.2	4.8
50s mix (50% growth)	11.6	7.5	5.0	5.0
Over 60s (20% growth)	5.8	6.0	5.6	5.1

LifeStage Tracker® – Aggressive	Net Earnings* 1 Year (% pa)	3 year compound average (% pa)	5 year compound average (% pa)	Compound average since Inception^ (% pa)
Under 40s (100% growth)	21.4	8.8	2.9	4.5
40s mix (85% growth)	18.6	8.7	-3.6	4.6
50s mix (70% growth)	15.5	8.2	4.2	4.8
Over 60s (50% growth)	11.6	7.5	5.0	5.0

Select Your Own Portfolios	Net Earnings* 1 Year (% pa)	3 year compound average (% pa)	5 year compound average (% pa)	Compound average since Inception^ (% pa)
Australian Shares	19.6	7.3	2.4	5.1
International Shares	24.6	11.7	3.8	3.4
Listed Property	20.4	11.1	0.9	-0.4
Cash & Fixed Interest	2.0	5.0	5.7	5.1

Source: Atchison Consultants, 30 June 2013. Past performance is not an indicator of future performance.

* Net earnings are calculated after the deduction of applicable taxes, fees and costs during the relevant periods. Refer to the current Virgin Super PDS for information about taxes, fees and costs currently applicable.

^ "Since inception" means the earliest date that Virgin Super began investing into each investment portfolio. For LifeStage Tracker® options, the inception date is 4 July 2005, for Select Your Own options it is 5 July 2005.

In case you didn't know

Performance can go up and down and there's no guarantee which way it will go. So you might get back less than what you first put in because of fluctuations in investment returns and the deduction of applicable taxes, fees and insurance premiums.

Performance to 30 June 2013 cont.

ERA Reserve

The Trustee established an expense reserve in March 2011 to meet operational expenses and to fund other strategic projects. The Trustee considers the investment strategy of the Fund when investing reserve amounts. The reserve is held in cash unless otherwise determined by the Trustee. In the management of the reserve, the Trustee reviews the appropriateness of the amount of the reserve and ensures that payments from the reserve are limited to those purposes for which the reserve was established. In accordance with the Trustee's expense reserve policy the following movements occurred over the period.

Financial Year	2011–2012	2012–2013
Opening Balance	$35,490	$9,390
Deposits	$1,695,167	$1,888,561
Withdrawals	$1,721,267	$1,809,500
Closing Balance	$9,390	$88,451

Please Note: This shows reserving information as at 30 June 2013. The Fund's approach to reserves changed on 01 July 2013. For further information refer to the current Virgin Super PDS for more details.

Key fund information

Deduction of tax from contributions

Contributions Tax is deducted from your taxable contributions (eg. employer contributions), put into an account and forwarded to the ATO once a month (we call this the 'Tax Provision').

The Trustee has determined that the interest accrued on this account be used to pay certain extraordinary fund expenses, such as the cost of upgrading administration systems to ensure they comply with legislative change.

In the future, the Trustee may determine to use any remaining interest on this account to reimburse certain expenses, properly incurred by the Trustee, in the administration and management of the Fund.

Superannuation Surcharge Tax (where applicable) may also apply to some members. While the superannuation surcharge was abolished with effect from 1 July 2005, the ATO may still issue assessments in relation to previous years. Any assessments received in relation to individual members of Virgin Super are paid to the ATO by deducting the surcharge amount from the relevant member's account balance.

The Trustee

The Trustee is The Trust Company (Superannuation) Limited (ABN 49 006 421 638, AFSL No 235153, RSE L0000635) (the Trustee).

It's the Trustee's job to keep Virgin Super running smoothly and working the best it can for you so that Virgin Super remains compliant under super and other relevant laws. The Trustee is also responsible for the issue of this Annual Report. The Trustee has engaged various service providers to assist with the management and operation of the Fund, and the issue of this report.

Approved Guarantee

The Trustee satisfies its capital requirements under section 29 DA (3) of the Superannuation Industry (Supervision) Act through an Approved Guarantee in the sum of $5 million. A copy of the Approved Guarantee is available for review at the Trustee's offices (see the Trustee's contact details at the beginning of this report).

The Trustee's insurance

Should any claims be made against the Fund, the Trustee has taken out professional indemnity insurance. This protects the directors and the Fund from any liabilities that might arise subject to the terms of the insurance policy. Like most insurance, not all claims are covered.

Key fund information cont.

Lost member, a definition

You're classed as a lost member if we:

- receive one piece of unclaimed mail returned from your address, or
- have no details of your current address, or
- haven't received any contributions or rollovers for you in five years.

It's easy to become a lost member, but just as easy not to. If you're moving house please let us know by calling 1300 652 770 otherwise your benefits may be transferred to the Tax Office or our nominated eligible rollover fund.

The Eligible Rollover Fund (ERF)

Our nominated ERF is Super Safeguard. The ERF is the fund used should we decide to move a member's super money elsewhere. So, if we lose contact with you and your balance is less than $2000 (and you become a lost member) or your account balance falls below $1000 we may transfer your super into the ERF we've chosen unless we are required to pay your lost account to the Tax Office.

If it's the latter, we'll try to contact you first to see if you'd like to top up your account and stay with Virgin Super.

A few things happen if your super is transferred to the ERF:

- you stop being a member of Virgin Super
- you'll need to talk directly with the ERF about your super (see contact details below)
- the investments and fees are different to Virgin Super
- any insurance cover you have with Virgin Super will stop.

The Administrator
Super Safeguard
GPO Box 3426
Melbourne VIC 3001
Tel: 1300 135 181
Fax: 1300 135 191

The Trust Company (Superannuation) Limited is also the trustee of Super Safeguard and receives remuneration in this capacity.

Key fund information cont.

Temporary residents

If you enter Australia on a temporary visa you are entitled to receive your superannuation benefit once you leave Australia permanently and your visa has expired (except for certain visa sub-classes). This type of payment is known as a Departing Australia Superannuation Payment (DASP). Under Federal Government (Unclaimed Money) legislation, a former temporary resident's superannuation benefit must be paid to the Australian Taxation Office as unclaimed money where it has been at least six months since they have departed Australia and their visa has lapsed AND the Australian Taxation Office issues a notice to the Fund requesting the benefit be paid to the Australian Taxation Office. If this happens, you have a right, under the Government's legislation, to claim your super money directly from the Australian Taxation Office (subject to the applicable tax rates). For more information go to www.ato.gov.au

If you are a former temporary resident whose superannuation benefits are transferred to the ATO as unclaimed money, you may not be notified of this or receive an exit statement after the transfer occurs. The Trustee will rely on relief provided by the Australian Securities & Investments Commission (ASIC) Class Order [CO 09/437] which says, in effect, that the trustee of a superannuation fund is not obliged to meet certain disclosure requirements in relation to non-residents that have ceased to hold an interest in the fund as a result of the payment of unclaimed superannuation to the Commissioner of Taxation. If you require any further information, contact the Administrator on 1800 336 911.

How to resolve a complaint

As you'd expect, we're dedicated to providing the best service we can. If there comes a time that you're not happy, please write to us at the address below. We'll try to resolve your issue within one week and will write to you with the outcome. If the issue is complicated please allow up to 90 days to hear from us.

Resolutions Manager
Virgin Money
PO Box 1489
Wollongong NSW 2500
T: 1300 652 770

If you make a complaint and you're not happy with the outcome or you don't hear from us in 90 days, you can contact the Superannuation Complaints Tribunal (SCT) at the address or on phone number listed below. (The SCT is an independent body set up by the Federal Government to help super members resolve their complaints.)

Superannuation Complaints Tribunal
Locked Bag 3060
Melbourne VIC 3001
T: 1300 884 114
W: **sct.gov.au**

Here to help

For general inquiries including information about investments, insurance and contribution options available to you or any other information about Virgin Super, refer to the current Virgin Super PDS, contact our Customer Care Team on 1300 652 770 or email us at expert@virginsuperannuation.com.au

Virgin Super's financials

The following tables contain the Fund's abridged financial information (based on audited accounts) which shows how financially healthy we were at 30 June 2013. If you would like a copy of our full audited accounts and auditor's report, they will be available on request from 16 November 2013 through our Customer Care Team on 1300 652 770.

Statement of net assets	30-Jun-12 ($)	30-Jun-13 ($)	Statement in changes in net assets	2012 ($)	2013 ($)
Assets			**Changes in Net Assets**		
Investments	368,859,982	446,136,442			
Cash at Bank	3,679,498	4,063,505	**Plus Income**		
Sundry Debtors	29,478	10,705	Trust Distribution Income	15,720,784	20,727,902
Deferred Tax Assets	9,121,903	3,804,392	Interest	115,674	98,602
GST Receivable	68,597	75,663	Other Investment Income	91,715	58,988
Total Assets	381,759,458	454,090,707	Changes in Net Market Value of Assets	(15,552,274)	49,234,148
			Employer Contributions	46,838,692	47,439,759
Less Liabilities			Member Contributions	3,578,559	4,014,971
Benefits Payable	136,346	1,195,845	Transfers In	13,101,636	12,017,864
Administration Fees Payable	126,490	332,736	Other Revenue	–	4,334
Insurance Premiums Payable	89,912	73,658	Government Co-Contributions	493,452	368,250
Cash Clearing Account	641,580	1,210,188	Total Income	64,388,238	133,964,818
Other Amounts	57	92	**Less Outgoings**		
Income Tax Payable	1,259,215	1,560,793	Insurance Premiums	854,162	896,716
Deferred Tax Liabilities	855	1,130,596	Administration Expenses	4,028,215	4,979,961
Total Liabilities	2,254,455	5,503,908	Superannuation Contribution Surcharge	1,617	2,858
Net Asset Available to Pay Benefits at 30 June	379,505,003	448,586,799	Other Expenses	1,733,543	1,823,504
			Total Outgoings	6,617,537	7,703,039
Represented by: Liabilities for Accrued Benefits			**Benefits Accrued before Income Tax**	57,770,701	126,261,779
Allocated to Members Accounts	377,441,952	446,392,974	**Benefits Paid before Income Tax**	29,979,815	44,009,482
Unallocated	2,063,051	2,193,825	Less Income Tax Expenses	4,628,615	13,170,501
Total	379,505,003	448,586,799	**Net Assets Available to Pay Benefits at 30 June**	379,505,003	448,586,799

virgin money + super
good together

Virgin money