

# How to read your statement

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This guide is designed to help you understand your 2024-25 Annual Statement for your Flexible Rollover Product (FRP) account. For up-to-date account information, or to view annual statements from previous financial years, log into the member portal at **supersa.sa.gov.au**.

## 1 Client ID

This number is unique to you and is used by Super SA to identify you. You need your Client ID to log into the member portal on the [Super SA website](https://supersa.sa.gov.au).

## 2 Account ID

Each account you have has its own Account ID. This is the Account ID for your FRP account only.

## 3 Personal Details

This section provides a summary of your personal information. Make sure your contact details are up to date so you don't miss any important information about your super. You can update your details via the member portal, anytime.

## 4 Account Summary

This summary includes details of contributions, withdrawals and itemised fees. Your Account Summary also shows your net investment earnings for the financial year. This will vary depending on your investment option(s).

## 5 Total Fees You Paid

This section outlines the fees and costs incurred during the financial year, excluding insurance premiums.



**Sample Name**  
123 Sample Street  
SAMPLE SA 5067

**Your Client ID:** XXXXX  
Use this to log into the online member portal

**Your Balance:** \$XXX,XXX  
at 30 June 2024

**Your Account ID:** XXXXX  
Your Product: Flexible Rollover Product

### Annual Superannuation Statement

#### Rates of Return

Option	1 Year %	3 Year % p.a.	5 Year % p.a.	10 Year % p.a.
Cash	5.84	2.15	1.45	1.62
Capital Defensive	4.93	0.99	1.81	2.89
Stable	5.93	1.75	2.30	4.03
Moderate	6.94	2.90	4.28	5.74
Balanced	7.89	3.77	5.84	6.52
High Growth	8.46	4.27	6.52	7.58
Socially Responsible	7.07	4.18	6.09	6.31

These are the net rates of return for the periods ending 30 June 2024. The rates of return provided above may not be your actual return because your personal rate of return will vary based on the timing of transactions (including deposits, withdrawals and switching) and the unit price at the time of those transactions. It is important to remember that past performance should not be taken as an indication of future performance.

#### Summary

Opening balance at 1 July 2023	
Contributions	\$0
Deductions	\$0
Earnings	\$0
Withdrawals	\$0
Closing balance at 30 June 2024	\$0

#### Personal Details

Date joined Flexible Rollover Product	27/09/2018	Eligible service date	30/06/2008
Tax File Number supplied	Yes		
Email address supplied	Yes		

#### Account Summary

	Total
Opening balance at 1 July 2023	\$14,71.88
Contributions from you	\$0.00
Rollovers received	\$0.00
Co-contribution	\$0.00
Account adjustments <sup>1</sup>	\$0.00
Net investment earnings <sup>2</sup>	\$5,716.78
Less: Death/TPD insurance premiums	\$16.00
Less: administration fees	\$10.20
Less: advice fees	\$0.00
Less: contributions tax	\$0.00
Closing balance at 30 June 2024	\$19,706.46

<sup>1</sup>From time to time, account adjustments may be made for minor corrections.  
<sup>2</sup>Net investment earnings are calculated by multiplying the number of units held at the end of the period by the variation in unit price during the period of each unit held.

#### Fees deducted directly from your account

Investment	\$728.50

This amount has been deducted directly from your account (reflected in the transactions listed on this statement).

#### Fees and costs deducted from your investment

This approximate amount has been deducted from your investment and covers amounts that have reduced the return on your investment and that are not reflected as transactions listed on this statement.

#### TOTAL FEES AND COSTS YOU PAID

**\$845.10**

This approximate amount includes all of the fees and costs that affected your investment during the period.

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For more information about Flexible Rollover Product, including insurance, investment options and performance, visit **supersa.sa.gov.au**.

## 6 Investment Option(s)

This section provides a summary of the number of units you hold in your investment option(s) and their unit price(s) at 30 June 2025. You can view and change your investment options via the member portal.

## 7 Withdrawal Benefit at 30 June 2025

This shows the amount of your benefit if you withdrew it, and the amount subject to Australian Government preservation rules.

For a detailed breakdown of your super components, log into the member portal to generate an account summary. To do this, select 'Flexible Rollover Product,' from your homepage, click 'Generate Account Summary,' and open the PDF.

Taxes may apply. Refer to the [FRP Reference Guide](#) for more details.

## 8 Insurance cover at 30 June 2025\*

This details any FRP insurance cover you have, including the type of insurance, the number of units and the amount payable in the event of your death or total and permanent disablement. For more details, refer to the [FRP Insurance fact sheet](#).

\*Insurance cover and entitlement are determined in accordance with the *Southern State Superannuation Act 2009 and Regulations*.

## 9 Total Death or TPD Entitlement at 30 June 2025

This is the amount payable in the event of your death or total and permanent disablement (including terminal illness). This is the sum of your Death or TPD insurance cover (if any) plus your account balance. The insurance entitlement shown on your statement reflects our records at 30 June 2025. Conditions may apply to your insurance cover. Taxes may apply. Refer to the [FRP Reference Guide](#) for more details.

## 10 Payment of Death Benefits

This section shows if you have made a binding nomination for your Legal Personal Representative (your executor or administrator of your estate) to receive your benefit in the event of your death. A nomination is valid for three years. Refer to the [FRP Reference Guide](#) for more details.

## 11 Deposit Transactions

This lists all the contributions and rollovers received in your account from 1 July 2024 to 30 June 2025. You can view all account transactions when you log into the member portal.

## 12 Important Information

This section provides information about the fees you may be charged as an investor in the FRP and includes details of the disputes resolution process. Refer to the [FRP PDS](#) or visit [supersa.sa.gov.au](https://supersa.sa.gov.au) for more information.

**Super SA**

Your Client ID: XXXXX  
Your Account ID: XXXXX  
Your Product: Flexible Rollover Product

### 6 Investment Option(s)

As at 30 June 2025 your account balance is:

Investment Option	Percentage	Units	Unit Price	Amount
Balanced	100.00%	35,079.75425	\$2,424.09	\$87,000.46
<b>Total:</b>	<b>100.00%</b>			<b>\$87,000.46</b>

You can learn more about your investment by visiting the Super SA website. The unit prices shown on the Super SA website reflect the changes in the value of the underlying investments.

### 7 Withdrawal Benefit at 30 June 2025

Withdrawal benefit at 30 June 2025	\$87,000.46
Amount of benefit that is preserved	\$87,000.46
Amount of benefit that is restricted non-preserved	\$0.00
Amount of benefit that is unrestricted non-preserved	\$0.00

Please contact Super SA for further information on withdrawal of funds from your account.

### 8 Your insurance cover at 30 June 2025 is:

	Units	Type	Insured Benefit
Death*	2	Standard \$	\$48,000.00
TPD (including terminal illness)*	2	Standard \$	\$48,000.00

### 9 This equates to a total Death or Total and Permanent Disablement (TPD) entitlement at 30 June 2025:

	Insured Benefit	Account Balance	Total Entitlement
Death	\$48,000.00	\$87,000.46	\$135,000.46
TPD	\$48,000.00	\$87,000.46	\$135,000.46

Insurance cover and entitlements are determined in accordance with the Southern State Superannuation Act 2009 and Regulations. Please refer to the Product Disclosure Statement for further detail. For further information about insurance entitlements, please contact Super SA.  
\* Available until you reach age 75 (except for Total and Permanent Disablement (TPD) which ceases at age 55), subject to conditions. For more information use the Flexible Rollover Product Insurance fact sheet.  
\$ The amount of insurance above is at 30 June 2025 and may change.

### 10 Payment of Death Benefits

You do not have a valid binding Nomination in place. This means your Death Benefit will be paid to your spouse, or if you don't have a spouse, to your estate. You can nominate a Legal Personal Representative at any time if you would like your

### 11 Deposit Transaction

No contribution transactions for the period 1 July 2024 to 30 June 2025

### 12 Important information

Super SA Flexible Rollover Product (ABN 11 652 819 854; UOI 1152 5819 854) is an exempt public sector superannuation scheme. The Super SA Board is responsible for the Administration of the Flexible Rollover Product (including investments). Super SA is the administrator of the Flexible Rollover Product on behalf of the Board.

**Fees:** The administration fee is \$4.15 per week, plus an asset based fee of 0.02% of your account balance (capped at \$2,000 per month) which is deducted from your account on a monthly basis. Investment fees and costs, and a deduction of 0.05% for the Operational Risk Reserve have been deducted from the Fund's investment returns through unit prices before they are allocated to your account. No investment management fees are charged directly to your account.

**Additional explanation of fees and costs:** You may also have been charged other fees such as activity fees (including family law fees, advice fees and insurance premiums). If your Flexible Rollover Product account balance is less than \$5,000 at the end of the financial year, the total combined amount of administration fees, investment fees and indirect costs charged to you is capped at 3% of the account balance. The administration fee amount in your annual statement has been adjusted for any fee capping adjustment that is applicable. For more information about fees and costs, please refer to the Flexible Rollover Product PDS.

**Insurance:** If your cover is cancelled due to a low balance and you wish to hold cover, you will need to reapply.

**Other information:** You can change your investment strategy or insurance cover (if applicable) at any time. The Board is obliged to provide you with information you reasonably require to understand your benefit entitlement. For information on providing your Tax File Number please see the Flexible Rollover Product PDS. Further information in relation to the Flexible Rollover Product including governance information, significant events, PDS and forms, are available on request by contacting Super SA or by visiting the Super SA website. Super SA's Annual Report will be available at [supersa.sa.gov.au/about-us/governance](https://supersa.sa.gov.au/about-us/governance) once finalised.

**Disputes resolution process:**  
If you are dissatisfied with a product or service provided by Super SA, you can escalate the matter by lodging a formal complaint with Super SA. Complaints may be submitted in the following ways:  
**Website:** Complete and submit the Member Complaint Form online or download the Member Complaint Form and send to Super SA via email or post.  
**Email:** [supercomplaints@sa.gov.au](mailto:supercomplaints@sa.gov.au)  
**Mail:** Dispute Resolution Team, Super SA, GPO Box 48, Adelaide SA 5001  
**Member Centre, Kaurua Country:** 151 Pine Street, Adelaide (enter via Putney Street)  
**Telephone:** 1300 369 375  
If you are dissatisfied with the decision made by Super SA, you may request a review of the decision in writing to the Super SA Board or the South Australian Civil and Administrative Tribunal (SACAT). An application to review a decision must be lodged within three months of receiving notice of the decision. Alternatively, you may refer the matter to the State Ombudsman.

**Contact:**  
Email: [sa.gov.au](mailto:sa.gov.au)  
Post: GPO Box 48, Adelaide SA 5001  
Website: [supersa.sa.gov.au](https://supersa.sa.gov.au)  
Phone: 1300 369 375  
Member Centre, Kaurua Country  
Ground floor, 151 Pine St, Adelaide SA 5000  
(enter from Putney Street)

Disclaimer: While every effort has been made to safeguard against errors or omissions, our statements remain those which are determined in accordance with the Southern State Superannuation Act 2009 and Regulations and the Product Disclosure Statement. No responsibility will be accepted for any error or omission. The entitlements shown on this statement are based on information available at the date of the statement. Your future entitlements will vary due to changes in contributions, investment earnings and any withdrawals. This is printed on paper that is formed from sustainable resources.

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