

Schedule A

PSSap Accumulation Plan

Service Delivery Standards

This schedule defines the services to be provided on behalf of ARIA to PSSap members. ComSuper is responsible for delivering the services described in the service description to the standards specified and provide reporting on the outcomes of that service delivery as specified.

Service Description	Identifier	Service Standard
1 - Payment of Benefits		
Payment of Standard Benefit Entitlements		
PSSap benefits will be processed and paid expeditiously in accordance with the relevant scheme rules and legislation	A1.1	<ul style="list-style-type: none"> ◆ 95% of all benefit applications to be paid within 5 business days of the receipt of a validated benefit application
	A1.2	<ul style="list-style-type: none"> ◆ All members being paid a benefit will be provided with the necessary written notification of their benefit payment and exit statement documentation required under legislation within 2 business days of payment
Income Protection/Invalidity/Death Claims		
Assess and process income protection, death/TPD and early release of preserved benefit claims expeditiously and send documentation for insurance based claims to insurer	A1.3	<ul style="list-style-type: none"> ◆ All invalidity claims will have the assessment and submission to delegate and payment made with 10 business days after receipt of decision from insurer
	A1.4	<ul style="list-style-type: none"> ◆ 95% of invalidity claims to be paid within 3 business days of receipt of payment from the insurer
	A1.5	<ul style="list-style-type: none"> ◆ All terminally ill claims will be paid within 3 business days of the date of receipt of payment from the insurer
	A1.6	<ul style="list-style-type: none"> ◆ All death claims will be paid within 5 business days of determining the legal beneficiary
	A1.7	<ul style="list-style-type: none"> ◆ All valid insurance based claims to be sent to insurer within 3 business days of receipt
2 - Member Investment Choice		
Process member investment switches & profile changes		
Process member investment switch requests and profile changes and provide written advice to the member confirming details of the switches processed	A2.1	<ul style="list-style-type: none"> ◆ 100% of valid switch requests to be processed within 4 business days of receipt
	A2.2	<ul style="list-style-type: none"> ◆ 95% of confirmation advices dispatched to members within 6 business days of receipt

4 – New Member Welcome Process

Provide New Members with a Welcome Pack

Provide all new members with a welcome pack which provides important information and respond to enquiries from new members about their membership, insurance and investment options

A4.1

- ◆ Dispatch welcome letters to new members on a weekly basis so that all new members receive their welcome letter within **15** business days of receipt of notification of their membership commencement from employers

5 – Member Binding Nominations

Receive and maintain binding nominations

Process binding nominations received from members by recording details onto membership records and provide relevant notification to members. Contact members prior to binding nominations reaching their expiry date

A5.1

- ◆ Record all valid binding nominations into the administration system and provide written advice to members within **5** business days of their receipt
- ◆ Dispatch letters to members within XX business days of their binding nominations expiring

6 – Insurance

Receive, process and maintain insurance information

Receive, process and record applications for Death/TPD and income protection insurance and variations including the maintenance of processes with the insurance company and the remittance of insurance premiums on a monthly basis	A6.1	◆ All insurance premiums due for the previous month will be commenced on the 1st business day of the next month using the relevant unit price
	A6.2	◆ Submit all documentation to insurer within 3 business days of receipt of valid application
	A6.3	◆ All Death/TPD and Income protection applications and variations to be processed and recorded on member records within 5 business days of receipt or insurance company acceptance
	A6.4	◆ All premiums received in a month to be remitted to the insurance company by the 7th business day of the following month and all supporting data by the 10th business day

7 – Family Law

Receive and process orders and requests for information in relation to family law matters

Receive and provide information to relevant parties in relation to request for information (Form 6) for Family Law matters and also receive and process Family Law Court Orders/Superannuation Agreements for a payment split of a PSSap superannuation interest. These actions must be completed within the timeframes as specified in the relevant legislation	A7.1	◆ Respond to 90% of Form 6 requests from members and non-member spouses within 28 calendar days of receipt of a correctly completed application
	A7.2	◆ Process all Family Law Orders or Agreements within 4 business days of receipt
	A7.3	◆ Provide all Payment Split Notices to the relevant parties within 28 calendar days of the latter of the operative time of receipt of Family Law orders or agreements

8 – Member Enquiries

Telephone Enquiries

Respond to telephone enquiries from members and provide general advice as authorized representatives of the PSSap. Provide correct and practical information and general advice which satisfies all of the member's enquiries	A8.1	◆ 70% of all calls to be answered within 2 minutes
	A8.2	◆ Abandoned rate of no more than 10%

Email & other written enquiries

Respond to email and other written enquiries and requests from members and provide general advice as authorised representatives on the PSSap. Provide correct and practical information and general advice which satisfies all of the member's enquiries	A8.3	◆ Respond to all member email and other written member enquiries within 7 business days
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9 – On-line Services

Provide secure on-line services to PSSap members

Provide online services so that PSSap members can transact and enquire online including:

- ◆ Check their account balance and transaction history
- ◆ View and switch their investment options
- ◆ View their nominated beneficiaries
- ◆ Update their contact details
- ◆ View their annual and half yearly member statements
- ◆ Use calculators
- ◆ Facilitate the payment of Bpay payments

A9.1

- ◆ Provide a range of online services for PSSap members with access **95%** of the time

10 – Member Account Maintenance

Receive, record and apply contributions, rollovers and other remittances for PSSap members - Collect, record and maintain membership data

Receive and process contributions, rollovers and other remittances and related membership data amendments onto membership records so as to accurately record all membership details (excluding binding nominations)

A10.1

- ◆ All validated member remittances and data amendments to be accurately recorded onto a member's record within **4** business days

A10.2

- ◆ All unallocated entries in PSSap account to be resolved within **28** business days