

SUBMISSION ON POLICY ISSUES RAISED IN ROUND 6

Submitted By: [REDACTED]

Email: [REDACTED]

Phone Number: [REDACTED]

Submission for: My Self

Name of other person, business or organisation:

Do you agree to your submission being published: Yes

Do you agree to your full name being published: No

Your submission:

I am a 51 year old Australian male and have been living and working in Asia for the last 10 years. Approximately, eight years ago, I updated [REDACTED] that my residential address was a Singapore address.

Recently, I downloaded the [REDACTED] mobile application and updated it with my new Singapore address. However, I noticed that my balance in my Super fund was less than my last balance. I checked the transactions and noticed that they were deducting a considerable amount for Insurance Premiums (\$394.42/month). I have made two phone calls and sent four emails and I still cannot confirm if I am even entitled to the policy, given that I live overseas. The policy is for Death and Disability. The last response I received was that the Fund Administrator would respond.

My main issue is that in a recent change to the Policy conditions, a caveat is placed on individuals living overseas, but I was not informed of these caveats, when I updated my address (on two occasions).

If these caveats prevent my family from receiving the fund, I would have found a local alternative.