

SUBMISSION ON POLICY ISSUES RAISED IN ROUND 5

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:

[REDACTED] withheld evidence during the complaints process. My sister called [REDACTED] to remove the beneficiary from her insurance portion of her superannuation with [REDACTED]. This call was not submitted to the Tribunal. "This is in her own words directly to [the Fund]! This phone call from the 17th January 2014 should not be ignored as it occurred just two weeks prior to her passing. The Deceased Member died before she got the chance to change her beneficiary but her message is very clear in this phone call." This evidence worked in my favour but to withhold evidence is a concern. I have lodged a complaint about this but nothing has happened. Superannuation companies think they are a law unto themselves.