

Lost Members

We know it can be difficult to keep track of your super if you've had a number of different funds over the years.

Protecting your Super

The Australian Taxation Office (ATO) Lost Members Register helps keep track of your super. You can use your myGov account to search for your lost or unclaimed super, available at my.gov.au

Where possible the ATO will proactively consolidate the inactive low-balance accounts into active super funds on your behalf.

If we think you are a lost member, we are required to tell the ATO and to transfer your super to the ATO. They will record your details on the register. We will only do this if we can't contact you, or if your account is inactive.

There are several ways in which your super can be transferred to the ATO:

1. You become uncontactable
2. Your account becomes inactive
3. Your account balance is small and we cannot contact you

Uncontactable lost members

You will be recorded as an uncontactable lost member if we have not received a contribution or rollover to your QSuper Accumulation account within the last 12 months, and:

- We have never had an address for you, or
- Two pieces of correspondence we have sent you have been returned as undelivered, and
- You have not contacted us within the last 12 months, and
- You have not accessed this particular account or any QSuper account via QSuper Member Online within the last 12 months.

There are some exceptions to this:

- You have requested to be permanently excluded from being a lost member, or
- Within the last two years we have verified that your address is correct and we have no reason to believe the address is now incorrect, or
- We have a valid email address on file for you.

Inactive lost accounts

Your account will be recorded as an inactive lost account if all of the following apply:

- You commenced your QSuper Accumulation account through an employer more than two years ago, and
- We have not received a contribution or rollover to your account within the last five years
- You have not confirmed or changed your address in the last two years
- You have not contacted us within the last 12 months, or
- You have not accessed this particular account or any QSuper account via QSuper Member Online within the last 12 months.

Unless:

- You have requested to be permanently excluded from being a lost member, or
- Within the last two years we have verified that your address is correct and we have no reason to believe the address is now incorrect.

If your account is recorded as inactive, we will continue to send you correspondence if we believe your address is correct.

Small, or insoluble lost member accounts

Some lost member accounts are classified as small, or insoluble lost member accounts, excluding Defined Benefit accounts. This occurs when :

- You are considered a lost member
- Your account balance is less than \$6,000 (this is a small lost member account), or
- Your account has been inactive for 12 months, and we believe we will never be able to pay an amount to you because we do not have enough information (this is an insoluble lost member account).

Inactive low-balance accounts

Your account will be recorded as an inactive low-balance account if all of the following apply:

- We have not received funds, such as a contribution or rollover from an external fund, to your account within the last 16 months¹
- Your account balance is less than \$6,000
- You have not met a prescribed condition of release
- The account does not support or relate to a defined benefit account
- There is no insurance on the account
- The account is not held in a self-managed super fund (SMSF), or small Australian Prudential Regulation Authority (APRA) fund.

Unless, within the last 16 months you have actioned one of the following in the account:

- You have changed your investment option
- You have changed your insurance cover
- You have made, or amended a binding death benefit nomination
- You have made a written declaration that you are not a member of an inactive low-balance account, using the ATO form (NAT 75198) available at my.gov.au
- You owed an amount to the super provider.

How we protect your information

If we have had two pieces of correspondence returned to us, we record you as uncontactable. We then stop sending your annual statements and any other important information that we are required by law to issue, to ensure they are not being sent to the wrong person, and your details are kept safe. If you have not received your annual statement, or any other information from us, contact us on **1300 360 750** and we will update your address, and other contact details, once you have confirmed your identity.

What you need to do

To check if you are a lost member and update your details, call us on **1300 360 750**.

¹ This excludes internal transfers from a defined benefit, income account, or any other Australian Retirement Trust accounts.

Member Services team

Phone 1300 360 750
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Member Centres

Visit qsuper.qld.gov.au/membercentres for locations