



CANEGROWERS  
SUPERANNUATION PTY LTD  
A.C.N. 009 938 845

190-194 Edward Street Brisbane 4000  
GPO Box 1032 Brisbane Qld Australia 4001  
Phone (07) 3864 6444 Fax (07) 3864 6429

**Transfer of Benefits to  
Canegrowers Retirement Fund**

**CRF Account Number**

Surname \_\_\_\_\_ Given Names \_\_\_\_\_

Postal Address \_\_\_\_\_

Daytime Phone \_\_\_\_\_ Postcode \_\_\_\_\_

Number ( ) \_\_\_\_\_ Date of Birth \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_

**Transfer Fund Details**

Fund Name \_\_\_\_\_

Postal Address \_\_\_\_\_

Membership \_\_\_\_\_ Postcode \_\_\_\_\_

Number \_\_\_\_\_

***Request and Authority***

***I hereby request that you transfer the total value of the abovementioned account to the Canegrowers Retirement Fund of which I am a Member.***

*The Canegrowers Retirement Fund is a complying superannuation fund within the terms of the Australian Prudential Regulation Authority guidelines and is authorised to accept transfers from other superannuation funds. The Canegrowers Retirement Fund SFN No. is 1513 759 48.*

*Please forward to me documentation and fees applicable to initiate this transfer together with a statement of my accrued benefit.*

Signature of Member \_\_\_\_\_ Date \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_

## ENQUIRIES AND COMPLAINTS

As you would be aware, the fund has in place an enquires and complaints procedure to assist members in the first instance, with general enquires about the fund and any complaints. General enquires should be directed to this company. However, if you have a complaint and do not obtain a satisfactory initial response, your complaint can be directed in writing to Mr AJ Utting, CRF Secretary, at the above address for a formal reply.

If your complaint is not resolved by the Fund within 90 days you may submit it to the Superannuation Complaints Tribunal for conciliation. The Tribunal is an independent body set up by the Federal Government to assist members or beneficiaries to resolve certain types of complaints with fund trustees.

However, you and the fund must have made a genuine effort to resolve the dispute via the fund's own complaint process. The tribunal will attempt to resolve the matter through conciliation, which involves assisting you and the fund to come to a mutual agreement. If conciliation is unsuccessful, the complaint is referred to the Tribunal for a determination which is binding.

If you wish to find out whether the tribunal can handle your complaint and the type of information you would need to provide; phone the following number for the cost of local call:

Superannuation Complaints Tribunal: 1300 780 808

## PRIVACY STATEMENT

*The purpose of collecting the information we have asked you for on this form is to provide superannuation benefits for you. This includes checking your eligibility for an insurance benefit where requested.*

*If insurance cover is selected the information on this form will be given to the Fund's insurer. If you subsequently make a claim for an insurance benefit, information about you may be disclosed to doctors and other experts nominated by the Fund's insurer. In addition, if there is any dispute about your entitlement, Canegrowers Retirement Fund may disclose information about you to other advisors (for example, legal advisors).*

*A copy of the Fund's privacy policy will be provided to you on request.*

***By signing this form, you consent to the disclosure of information about you for those purposes.***

## **IDENTIFICATION REQUIREMENTS**

Please ensure you return with this form either **(a)** photocopies of your driver's licence or passport, certified by a Commissioner for Declarations or Justice of the Peace, or a Local Canegrowers Office Manager as being a true copy of the original.

**OR (b)** a primary non-photographic document and a secondary document as defined below:

### **Primary non-photographic identification**

- A birth certificate or birth extract;
- A citizenship certificate issued by the Commonwealth;
- A citizenship certificate issued by a foreign government;
- A birth certificate issued by a foreign government etc.
- A pension card issued by Centrelink that entitles the person to financial benefits

### **Secondary identification document**

- A notice issued by the Commonwealth etc. with name and address, and records the provision of financial benefits;
- A notice issued by the ATO containing the name and address and records a tax debt payable to or by the individual;
- A rates or utilities notice containing the name and address and recording the provision of services to the person or address;
- In relation to a person under the age of 18, a notice issued by a school principal containing the name and address of the individual and the time at the school.