

Schedule C

Services Delivered to ARIA

This schedule defines the services to be provided to ARIA in relation to the PSSap, PSS and CSS schemes. 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 – Communications Services - Websites & Publications		
Manage and maintain websites on behalf of ARIA		
<p>ComSuper will manage and maintain the ARIA, PSSap, PSS, CSS and Employer Administration websites on behalf of ARIA on a day to day basis</p>	<p>C1.1</p> <p>C1.2</p> <p>C1.3</p> <p>C1.4</p> <p>C1.5</p> <p>C1.6</p>	<ul style="list-style-type: none"> ◆ Maintain accurate tracking of website usage ◆ Maintain backups of websites ◆ Websites to be maintained in compliance with Australian Government guidelines ◆ Provide updating of web pages - to be provided in test format, all updates to online publications and web pages need ARIA approval (except earning rates and unit prices). Urgent updates (e.g. Fixing and error, earning rates, urgent news item) to be made within one hour after receipt of notification from ARIA. Regular updates to be made within 6 hours. Major updates or urgent changes outside of business hours are to be negotiated and agreed. ◆ Clear written guidelines on requirements are to be provided when an external agency is updating design ◆ Allow for major reviews to all websites at least once annually involving uploading revised templates or redesigned web content.

Publications		
Provide graphic design and print management services for a range of publications including Product Disclosure Statements, fact sheets, forms, Financial Services Guides, super book, family law book and others as required and agreed.	C1.7	◆ Update specified publications as required and within agreed timeframes
	C1.8	◆ Ensure communications approval checklist is followed and all publications are approved by ARIA Communications Manager.

2 – Financial Reporting		
Provide necessary inputs and reporting for ARIA's annual financial statements process		
ComSuper will provide a range of financial information on the PSSap, PSS and CSS schemes which will form an essential part of ARIA's annual financial statements process.	C2.1	◆ Provide usual month end transaction summary information and reconciliations for PSSap, PSS and CSS.
	C2.2	◆ Provide financial information required for preparation of annual statutory Financial Statements for the PSSap, PSS and CSS with the scope and timing to be agreed between ARIA CFO and ComSuper CFO by 30 June each year.

3 – Manage Scheme Banking Transactions

Administer and account for transactions on the PSSap, PSS and CSS Fund Bank Accounts

Provide administration services in relation to the operation of the scheme bank accounts and provide reconciled accounting summaries for scheme banking transactions, and advice of redemptions and investment amounts	C3.1	◆ Ensure all relevant benefit payments, member and employer contributions, transfer amounts etc are processed accurately in the various fund bank accounts
	C3.2	◆ Daily reconciliation of Acurity to PSSap bank account
	C3.3	◆ Monthly reconciliation of contributions, benefits, Tax, insurance premiums, surcharge and switch fees.
	C3.4	◆ Make tax payments from time to time as advised by ARIA
	C3.5	◆ For CSS and PSS advise AERIA monthly of redemption/investment required. Funds transferred on 1 st business day of the month

4 – Unit Pricing – PSSap

Provide information required for PSSap unit pricing process

Provide money flows and information to ARIA on a daily basis that is required for the PSSap unit pricing process and inform the custodian of daily cash flows into and out of the various investment options	C4.1	◆ Apply the daily unit prices as advised by JP Morgan to member contributions, benefit payments and switching processes
	C4.2	◆ Provide cash flow template -using the latest unit price on each business day provide by 4 p.m. a summary of net applications and redemptions to Custodian and ARIA
	C4.3	◆ In the case of a negative net cash flow (i.e. net redemption) summary report must be endorsed by ARIA's Investment Operations & Unit Price Analyst
	C4.4	◆ By close of business each business day provide ARIA with a daily reconciliation of year to date movements in investment options by movement type
	C4.5	◆ Submit moneys to JP Morgan via Reserve Link (RTSG) daily by 4p.m.

5 – Investment Switch Processing – PSS and CSS

Compile and provide switch data in relation to PSS and CSS members

Compile the cash and default option switch data in accordance with switch processing timetables.	C5.1	◆ Compile and provide monthly switch data to ARIA Investment Operations on the first Tuesday following the monthly cut-off
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6 – Fund Allocation – PSS and CSS

Allocation of Fund Earnings to member accounts

Ensure that investment earnings are allocated to member accounts	C6.1	◆ Apply monthly earning rates (and daily rates where relevant) to member accounts for PSS and CSS members after each month end
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7 – Revenue Collection

Collect revenue from employer agencies and remit ARIA share

Collect employer revenue from employer agencies and remit relevant share to ARIA	C7.1	◆ Remit amounts on last business day of 1 st and 2 nd month of the quarter
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8 – Employer Services

Provide employer support and services

Provide a range of services to assist employers in carrying out their administrative and reporting obligations on behalf of their employees as members of the PSSap, PSS and CSS.	C8.1	◆ Provide an online employer administration centre with a range of tools and information resources regarding the administration of the schemes.
	C8.2	◆ 90% of employer emails actioned within 7 business days of receipt.
	C8.3	◆ 90% of employer phone calls answered within 120 seconds.
	C8.4	◆ Provide an online facility for employers to meet their reporting obligations
	C8.5	◆ Provide an online tool to assist employers meet their PSSap, SG reporting obligations
	C8.6	◆ Provide training to employers regarding administration matters where mutually agreed between the employer and ComSuper.
	C8.7	◆ One site visit per year for each agency with contributor numbers greater than 10% of the fund membership.
	C8.8	◆ Two Employer Forums to be held each calendar year.

9 – Compliance

Deliver services that comply with the necessary legislation and regulatory framework

ComSuper will ensure that it has in place the necessary procedures, processes and controls to meet the compliance obligations under the regulatory framework including Corporations law, SIS and ARIA's license conditions. ComSuper will also provide the necessary reporting to ARIA in relation to those obligations in accordance with the ARIA Compliance and Breach Policies.	C9.1	◆ Provide quarterly compliance report in accordance with the ARIA Compliance Policy
	C9.2	◆ Report compliance breaches and incident reports, and potential compliance breaches and incident reports, in accordance with the ARIA Breach Policy
	C9.3	◆ Undertake follow up discussions with ARIA's Compliance Officer and provide information to assist in ARIA's analysis of breaches and incidents.

10 – AML - CTF

Carry out obligations for Anti Money Laundering – Counter Terrorism Financing Program

ComSuper will maintain the appropriate record keeping and procedures to ensure compliance with ARIA's - Anti Money Laundering, Counter Terrorism Financing Program	C10.1	◆ Meet AML/CTF requirements including ongoing transaction monitoring and reporting.
	C10.2	◆ Advise ARIA of any required exception reporting and as directed by ARIA provide exception reporting to AUSTRAC.

11 – Complaints

Manage complaints received from members of the PSSap, PSS and CSS Schemes

<p>Receive, register and respond to complaints received from PSSap, PSS and CSS scheme members. Work co-operatively with the ARIA complaints officer and provide input into any cases that require a joint response.</p>	C11.1	<ul style="list-style-type: none"> ◆ Acknowledge receipt of at least 95% of complaints within 2 business days of receipt.
	C11.2	<ul style="list-style-type: none"> ◆ Investigate and provide respond to 95% of simple complaints within 20 business days.
	C11.3	<ul style="list-style-type: none"> ◆ Investigate and provide respond to 95% of complex complaints within 40 business days.
	C11.4	<ul style="list-style-type: none"> ◆ Provide timely information to ARIA complaints officer as required.
	C11.5	<ul style="list-style-type: none"> ◆ Provide a monthly complaints report to the ARIA in agreed format within 5 business days of the end of each month.

12 – External Review & Legal Claims

Manage the external review processes/claims/litigation

<p>ComSuper will manage the Superannuation Complaints Tribunal cases, claims and other litigation on behalf of the trustee and provide advice to ARIA's Legal & Risk Manager as required.</p> <p>ComSuper will provide papers electronically on claims that require Board decision within required schedules and cut-off dates.</p>	C12.1	<ul style="list-style-type: none"> ◆ Manage the SCT cases objectively and expeditiously within statutory time frames
	C12.2	<ul style="list-style-type: none"> ◆ Provide copies of SCT submissions for comment at least two days prior to submission date
	C12.3	<ul style="list-style-type: none"> ◆ Effectively manage cases involving litigation
	C12.4	<ul style="list-style-type: none"> ◆ Assess and respond to all legal claims for compensation not requiring Board approval within 90 calendar days of claim.
	C12.5	<ul style="list-style-type: none"> ◆ Provide all legal claims for compensation requiring Board approval to the Board within 150 calendar days of claim.

13 – Internal Review

Management of the Internal Review Process through Reconsideration Advisory Committee (RAC)

ComSuper will provide appropriate representatives to the RAC consistent with the charter and prepare and submit submissions in an objective and timely fashion for the consideration of the RAC	C13.1	◆ Provide administration services to the RAC to enable it to function effectively
	C13.2	◆ Convene, in consultation with the Chair and members, at least 5 meetings of the RAC annually.
	C13.3	◆ Assess all requests for reconsideration and respond to applicant within 15 business days of request.
	C13.4	◆ Manage accepted reconsideration cases so that 80% of cases are presented to Board within 6 months.

14 – Audit

Provide advice to ARIA in relation to audit activities

ComSuper will provide advice to ARIA in relation to any significant internal audit findings that relate to the administration of the PSSap, PSS or CSS and provide an annual independent certification of its major administration processes	C14.1	◆ Provide GS 007 audit report annually
	C14.2	◆ Provide results of annual testing of business continuity and disaster recovery plans
	C14.3	◆ Provide immediate advice of significant audit findings and proposed corrective action
	C14.4	◆ On an as required basis provide ARIA's internal and external auditors with access to ComSuper's premises, documents and systems on an agreed basis

15 – Client Satisfaction and Benchmarking Research

Undertake member and employer satisfaction surveys & participate in benchmarking

ComSuper will arrange for an annual independent member and employer satisfaction survey to be conducted and will provide a report on the outcomes of the surveys. ComSuper will also provide the outcomes of any benchmarking activities undertaken.	C15.1.1	◆ Provision of feedback to ARIA on outcomes of satisfaction surveys and benchmarking activities
	C15.2	◆ Consultation with ARIA's Communications Manager on the annual member and employer research

16 – Scheme Information & Statistical Reporting

Provide regular scheme statistical & demographic information and respond to other ad hoc requests

ComSuper will provide ARIA with key statistical information on the PSSap, PSS and CSS schemes as specified. ARIA and ComSuper will discuss and agree on the provision of any additional ad hoc requests which will assist ARIA for planning and development of member communication and education campaigns, taking into account ComSuper's prevailing resources and budget.	C16.1	◆ Provide reports within agreed timeframes
	C16.2	◆ Provide scheme statistical information to populate ARIA's quarterly stakeholder guide
	C16.3	◆ Provide an agreed range of scheme statistics and demographics on a monthly basis
	C16.4	◆ Provide required member data to enable execution of member education campaigns within 2 weeks of request.
	C16.5	◆ Provide additional scheme information and statistics on an ad hoc basis as agreed.

17 – External Reporting

Reporting to external entities in relation to the schemes

ComSuper will discharge its reporting obligations to external entities including: ◆ ETP Reporting ◆ PAYG Tax Withholding ◆ Surcharge reports – MCS and AVA's ◆ Co-contributions ◆ Pension increase reporting - Centerlink & DVA/MCRS ◆ Actuarial Reporting	C17.1	◆ Provide reporting to external entities according to required schedules or legislative requirements
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