



Superannuation No:

7 October 2011

Dear Mr

### Your 30 June 2011 annual member benefit statement

On behalf of First State Super, I am writing to inform you of a recent issue involving your superannuation account.

As you may be aware, benefit statements are issued to all members twice each year and the most recent, dated 30 June 2011, were recently issued. These statements are posted to members' mailing address and/or loaded to their online account.

It has come to our attention that a member of First State Super, who has online access to their account, devised a way to view an image of your statement. Access to view your statement was limited and rectified almost immediately.

**Please note:** This incident was **not** the result of a targeted attempt to access your statement or account details. This member alerted us to the ability to view your statement and advised that your statement was only viewed when testing the security of his own online account. The member advised that he has not retained any details of your statement or account.

Please be assured that we take all issues around privacy very seriously. Immediate action was taken and permanent changes to our processes to prevent this issue occurring again have been made.

We have also placed a notification on your account to alert all administration staff so that any benefit payment requests or unusual activities are to be reported to management immediately for additional verification.

Your account remains secure. However, should you wish to further secure your privacy, you have the option of changing your existing account membership number by establishing a new account and membership number.

If you have any further queries or would like to establish a new First State Super account and membership number, please feel free to contact our Customer Service Centre on 1300 650 873 between 8.30 am and 5.30 pm from Monday to Friday (AEST).

On behalf of the Trustee and the Administrator of the Fund, I sincerely apologise for this incident.

Yours sincerely

Patrick McGoulrick  
Administration Manager  
**First State Super**