

APPENDIX B
TABLE OF COMPLAINTS

NUMBER	NAME	PROVIDER	COMPLAINT ALLEGES
8	N E Renton	Westpac	Fee increased arbitrarily - no mention in contract (in evidence, not submission).
9	Kingsley Siebel	Not Given	\$3 000 exit fee on premiums of \$19 000 over 8 years
13	David McJannet	National Mutual	High management charge, 4% penalty on switch.
15	Phillip R Garrett	Guardian Royal Exchange Insurance	Excessive fees in early years.
17	David Schwarz	MLC	Exit fees. Obscure language.
22	Julian Lucas	General Comment	Fees excessive.

NUMBER	NAME	PROVIDER	COMPLAINT ALLEGES
24	Graeme Hearn	MLC	Non-disclosure of excessive fees and commissions. Misleading information e.g. exclusion of fees and taxes from calculation of future benefits. Confusing jargon in documentation.
47	Brendan Fisk	General	Commissions inhibit independent financial advice. Admin/management fees too high.
54	Peter Chamen	General	Super returns poor. Fees should be based on earnings, not assets.
70	Mrs M Belshaw	(1) Super Trust of Australia (2) Colonial Mutual	Fees and taxes excessive - may (with tax) absorb whole contribution - even leave a member in debt.
90	Jacques Martin		Quantifies impact of various levels of fees on final benefits.
97	Taxpayers' Association of Tasmania	Nexis (National Mutual) BUS (Jacques Martin)	Complaints about freedom of choice.

NUMBER	NAME	PROVIDER	COMPLAINT ALLEGES
99	Jack Foley	National Mutual	<p>11 documented case studies:</p> <p>A Employment of NM employees as trustees breaches the independence requirement.</p> <p>B Members of NM super plans, who contribute 74% of premium income, should have voting rights.</p> <p>C NM had used incorrect information to further its takeover of T and G and had introduced retrospective exit fees without notification or amendment of policies.</p> <p>D Inadequate disclosure of fees; excessive transfer fees; undisclosed fees; administrative inefficiency.</p> <p>E NM acted on verbal request of employer to withhold refund of contributions to a terminating employee on grounds of alleged debt to employer.</p> <p>F NM had been negligent in not ensuring remittance to fund of contributions withheld from wages.</p>

NUMBER	NAME	PROVIDER	COMPLAINT ALLEGES
			<p>G Low standard of information on administration costs and contributions tax.</p> <p>H Inefficiency in carrying out payment instructions, causing higher fees and taxes.</p> <p>I NM followed employer's instructions in preference to those of employee re choice of fund.</p> <p>J Death and disability cover sold as super.</p> <p>K Processing delays, at employer's request, on fund commencement deprived employees of death/disability cover.</p>
123	Gillian Moon	General	Comprehensive analysis of arguments re full disclosure.
131	L De Visser	Mercantile Mutual	Errors in statement cost \$950.
139	AFCO	General	Total disclosure essential.
145	Trade Practices Commission		Generally relevant on all consumer issues.

NUMBER	NAME	PROVIDER	COMPLAINT ALLEGES
153 159 160 161	Gary Crawford A J Weijers W Foster Lech Gierczycki	WA State Super Fund	No vesting or preservation. Very poor retrenchment/resignation benefits.
162	H Ramakrishnan	CSS	No vesting on resignation.
179	W J Armstrong	National Mutual	High fees/charges. Low surrender value.
180	Arthur Rutter	NSW State Super	Poor investment returns.
184	Mike Taylor	WA Government Employees Super	Same as submission no. 160. Plus vulnerability of benefits to arbitrary reduction.
193	Errol Grace	CSS	Poor earnings.
200	Mark Ellis	General	Fees and commissions excessive.
213	W H Blanchard	T & G	Misleading sales information - aggressive selling.
215	R L H Wilson	National Mutual	Excessive fees.
216	C A Banner	MLC	Policy compulsorily paid out by MLC under Reg 5AC(2) and (11). Early surrender charge of \$2300 deducted from \$8000 benefit.

NUMBER	NAME	PROVIDER	COMPLAINT ALLEGES
217	Rosalie Cogger	National Mutual (BP)	Main complaint is at BP trustees for tardiness and wrong decision on deceased member benefit. NM criticised for investment policy and failure to communicate.
220	J P Toohy	AMP	Imposition of "adjustment index" fee on lump sum policy - no mention either verbally or even in small print. Agent had never heard of it.
224	Ian Craig	National Mutual	Excessive fees, poor returns.
226	A T Kenos	Zurich Australia	Excessive early cancellation fee.
228	Michael Petch	Scottish Australia/Colonial Mutual	Excessive cancellation fee.
230	Ron Kain	AMP	Adjustment Factor Index (see sub no. 220)
234	Keith M Sayers	Colonial Mutual (advised verbally)	High exit fees. Inadequate pre-sale information. Refusal to provide further information.
238	Les Sadowsky	National Mutual	Excessive exit fees. False information on sale.
245	Alan Wilson	Australian Eagle	Ordinary life policy sold as super.

NUMBER	NAME	PROVIDER	COMPLAINT ALLEGES
246	Mediterranean Shipping Company	National Mutual	1) High exit/rollover fee. Not mentioned until 3 years after purchase. 2) Misunderstanding of, or misleading information on, meaning of "capital guaranteed". 3) Poor administration. 4) Conflict of interest - NML were trustees and fund managers.
265	N M Davidson	National Mutual	1) Excessive fee on transfer - . Premium paid \$3 000 . Transfer value \$262 2) Failure to respond to written and verbal queries.
266	Sonia Nolan	NCR Super / National Mutual	Disagreement over total and permanent disability claim.
268	J Morris	Telecom Super Scheme	Delay in paying benefits involved substantial loss of interest.
270	Condon's Business Centre	AMP	Asset Adjustment Index Factor (see sub no. 220). Charged on withdrawals. No prior notice or inclusion in documentation.
273	G L & G L Woodley	National Mutual	Rollover fee of \$3 500 on fund value of \$14 000. Not foreshadowed in sales literature.
274	H A New	Scottish Australian	95% rollover fee to new fund.

NUMBER	NAME	PROVIDER	COMPLAINT ALLEGES
292	Nicol & Nicol	National Mutual	Excessive fees on rollover to new fund.