

Senate Standing Committee on Economics

ANSWERS TO QUESTIONS ON NOTICE

Treasury Portfolio

Additional Estimates

10 – 11 February 2010

Question: aet 11

Topic: Disputes before the Superannuation Complaints Tribunal

Hansard Page: Written

Senator BUSHBY asked:

1. What is the current number of disputes before the Superannuation Complaints Tribunal (SCT)?
2. What is the Tribunal's policy regarding waiting time for the settlement of disputes?
3. What percentage of disputes have been with the SCT for longer than:
 - a) 2 years
 - b) 18 months
 - c) 12 months
 - d) 6 months
4. What percentage of SCT disputes have arisen in public sector funds, industry, corporate and retail funds?
5. What percentage and number of SCT disputes relate to unit pricing, timing of deposit/switching and asset valuation matters?
6. In relation to question 5 above, has the SCT referred any of these matters to APRA for resolution at the trustee level as they might have prudential supervision implications?
If so, can details be provided without attribution to individual or fund?

Answer

1. 1,123 open complaints as at 18/02/2010
2. The Tribunal attempts to resolve complaints as quickly as possible and has time frames for each stage of the complaint. However, as a result of the global financial crisis the number of complaints received by the Tribunal has increased by around 20% and there is currently an allocation queue of approximately 10 weeks.

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3.

Length of time	Number of disputes	Percentage of disputes
Greater than 2 years	14	1.3%
18 months to 2 years	52	4.6%
12 months to 18 months	144	12.8%
6 months to 12 months	348	31.0%
Less than 6 months	565	50.3%

4. 2008-2009 figures:

Total Written Complaints within Jurisdiction by Fund Type

Fund Type	Number of Complaints	Percentage of Total (%)
Corporate	95	6.3
Industry	391	25.7
Retail	786	51.8
Public Sector	213	14.0
Other *	34	2.2
Total	1,519	100.0

*Note: The 'Other' category includes complaints received towards the end of the reporting period where Fund Type had yet to be determined.

5. The following figures are in relation to the 1,519 complaints received in 2008/09 that were within the Tribunal's jurisdiction:
- Timing of deposit/switching: 65 (4.3%)
 - Asset valuation matters: 226 (14.9%)
 - Unit pricing – The Tribunal did not receive any complaints about unit pricing other than those included in the above figures.
6. No matters were referred to ASIC or APRA in relation to question 5 above in 2008-2009. The *Superannuation (Resolution of Complaints) Act 1993* only permits reporting of contraventions of the law or of the governing rules of a fund to the regulators.