

Bringing service to life



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#### **Review of Superannuation Guarantee Contributions - Outcome**

Serco has been carrying out a review to make sure that Superannuation Guarantee Contributions were paid correctly. The review has found that in your case, there was a shortfall in the amounts paid to your superannuation fund. We have now taken action to correct this, in accordance with the requirements set down by the Australian Taxation Office (ATO).

To calculate the total amount owed, we reviewed the Superannuation Guarantee Contributions that were paid to your superannuation fund for each quarter, and where a shortfall existed, an interest component is calculated by the ATO in accordance with legislation. In line with the requirements, we pay that amount to the ATO, which they then remit to your superannuation account. We have advised the ATO of your superannuation fund details in order for them to do this.

In the coming weeks, you will receive correspondence from the ATO confirming the amounts, including the interest component. This may result in multiple letters from the ATO.

After you have received that correspondence from the ATO, if you require further detail of the final amount paid to your superannuation fund please contact the ATO by phoning 13 10 20 (between 8am and 6pm Monday to Friday).

We would like to apologise for any inconvenience this may have caused. We have now improved procedures in relation to Superannuation Guarantee Contributions.

If you have any questions or require more information, please contact us via phone on 1800 115 536 – select Option 2, or email to [Superannuation@serco-ap.com.au](mailto:Superannuation@serco-ap.com.au).

Yours sincerely,

