



CSC Employer Newsletter: May 2022

CSC recently sent out our annual survey. We are forever grateful for those of you who took the time to complete it, your ongoing feedback helps us understand what we are doing well, and what we could improve.

We will be finalising the survey in the coming days. In the next edition of the employer newsletter we will share some of the findings with you, as we start looking at initiatives that will provide a better service to you and your staff, as well as strengthening the relationship between CSC and your agency into the future.

If you have any questions, please drop us a line at employer.service@csc.gov.au

Kind regards
Peter Lewis
Senior Manager, Employer Services
Commonwealth Superannuation Corporation

Introduction to the Customer Operations Team

Customer Operations at CSC is made up of around 270 people who traverse roles in customer service, member education, claims management, financial advice and employer relations.

[Read more](#)

Executive Manager, Customer Operations Bio - Adam Nettleheim

Adam is a financial services industry professional with more than 25 years' experience across insurance, superannuation and financial advice. He has extensive experience in the superannuation industry, having held senior roles across MLC, Asteron Wealth Management, Colonial First State and QSuper prior to moving to CSC.

[Read more](#)

CSC Transformation

As the superannuation partner for current and former members of the Australian Government and Australian Defence Force (ADF) employees – a particularly niche membership – we're unmatched in our understanding of our employers and customers.

[Read more](#)

Stapling update

It has now been a few months since the *Your Future, Your Super* Legislation brought Stapling requirements into effect. You can read more here about [how stapling impacts new APS employees](#).

[Read more](#)

CSC and AV Super consider merger

CSC and AV Super are considering merging, announcing last week they have entered into a Memorandum of Understanding (MoU) to conduct due diligence to determine whether a merger of the two organisations would be in the best interests of both AvSuper and CSC members.

[Read more](#)



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Celebrating 100 years of service

In 2022, CSC is celebrating its proud heritage, who we are today, and who we want to become, as we mark 100 years since the start of the 1922 Scheme - which after several names and restructures, became the Commonwealth Superannuation Corporation in 2011.

We invite you to read more about our history, our staff and our celebrations at our dedicated 100 Years site.

Read more



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Your privacy is important to us

We're committed to protecting your privacy. We collect your personal information for the purposes of providing superannuation services to you, improve our products and to keep you informed. We will only share your personal information where necessary for providing superannuation services to you. This may include disclosing your personal information to our scheme administrator, service providers or government or regulatory bodies. Your personal information may be accessed overseas by our service providers. Please see our privacy policy for full details. Your personal information will not be otherwise used or disclosed unless required or permitted under law. A full copy of our privacy policy as well as the privacy complaint process is available at www.csc.gov.au/privacy

General Advice

Any financial product advice in this document is general advice only and has been prepared without taking account of your personal objectives, financial situation or needs. Before acting on any such general advice, you should consider the appropriateness of the advice, having regard to your own objectives, financial situation and needs. You may wish to consult a licensed financial advisor. You should obtain a copy of the relevant Product Disclosure Statement (PDS) and consider its contents before making any decision regarding your super.

Target Market Determination

To ensure that CSC is keeping customers at the centre of our approach to the design and distribution of our products, a Target Market Determination (TMD) has been made for ADF Super, PSSap and CSCri. A TMD describes the types of customers a financial product is appropriate for based on their likely needs, objectives and financial situation (target market), and it establishes the conditions and restrictions in relation to how the product can be distributed to customers. The TMD also describes our reporting requirements, and events or circumstances where we may need to review the TMD. CSC TMD's can be found on our website csc.gov.au/tmd.

Commonwealth Superannuation Corporation (CSC) ABN: 48 882 817 243 AFSL: 238069 RSEL: L0001397
Trustee of Commonwealth Superannuation Scheme (CSS)ABN: 19 415 776 361 RSE: R1004649
Military Superannuation and Benefits Scheme (MilitarySuper) ABN: 50 925 523 120 RSE: R1000306
Public Sector Superannuation Scheme (PSS) ABN: 74 172 177 893 RSE: R1004595
Public Sector Superannuation Accumulation Plan (PSSap) ABN: 65 127 917 725 RSE: R1004601
Defence Force Retirement and Death Benefits Scheme (DFRDB Scheme) ABN 39 798 362 763
ADF Super ABN: 90 302 247 344 RSE: R1077063

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