



Pensioner Services Online Access Number Request Form

Who should use this form?

Use this form if you are a DFRDB Pension Recipient and you wish to request a new or replacement Access Number.

Where to submit this form?

Fill in all your details and post it to:

DFRDB
Reply Paid 244
PO Box 22
Belconnen ACT 2616
(No stamp required) or fax to (02) 6272 9618

Alternatively you can call a customer service representative on the number set out below. Please have your ComSuper Customer Reference number ready before you call.

Where to submit this form?

Use your Access number on our Pensioner Services Online page to:

- update your contact details
- view your pay details and history
- maintain or change your BSB and bank account details.

Further online services will be added in the future.

Privacy

The information provided on this form, together with details of benefit entitlements, may be released to other Commonwealth agencies under the provisions of the *Privacy Act 1988*.

ComSuper also monitors and evaluates its performance against the standards set out in the Service Charter and the standards set by the MSB Board. To continually improve our service we have commissioned an independent firm, Colmar Brunton, to assess our performance against those standards. For this purpose your name, address and telephone number may be passed to Colmar Brunton to undertake random surveys. These surveys may take the form of a telephone survey or a written request for your feedback, should you choose to participate. If you do not want your contact details passed to Colmar Brunton, please put a cross in the box at Question 6 of the application form. The information will not be used for any other purpose and Colmar Brunton are required to protect all details collected under the provisions of the *Privacy Act 1988*

Need more information?

MilitarySuper and DFRDB are administered by ComSuper. If you need more information or help to complete this application please:

Visit Unit 4 Cameron Offices Chandler Street Belconnen ACT 2617	Mail PO Box 22 Belconnen ACT 2616	Email members@dfldb.gov.au members@enq.militarysuper.gov.au
Phone DFRDB 1300 001 677 MSBS 1300 006 727 for the cost of a local call	Fax (02) 6272 9616	Internet www.dfrdb.gov.au www.militarysuper.gov.au

You do not need to return this page with your form.

DISCLAIMER 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. Therefore, before acting on any such general advice, you should consider the appropriateness of the advice, having regard to your own objectives, financial situation or needs. You may wish to do so with or without the assistance of a licensed financial advisor.

The DFRDB is administered by ComSuper	Located at:	Unit 4, Cameron Offices, Chandler St, Belconnen ACT 2617	Internet:	www.dfrdb.gov.au
	Postal Address:	DFRDB, PO Box 22, Belconnen ACT 2616	mail:	members@dfldb.gov.au
			Telephone:	1300 001 677
			Fax:	(02) 6272 9616
			TTY:	(02) 6272 9827

