



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.

Access Number

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, Orima, to assess our performance against those standards. For this purpose your name, address and telephone number may be passed to Orima 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 Orima Research, 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 Orima 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

pensions@dfrdb.gov.au

Phone

1300 001 877
for the cost of a local call

Fax

(02) 6272 9618

Internet

www.dfrdb.gov.au

Disclaimer**IT IS IMPORTANT YOU KNOW—THIS DOCUMENT CONTAINS GENERAL ADVICE OR INFORMATION ONLY**

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.

