8 December 2009

Adviser bulletin

Service update, regular payments and office hours over the holiday period

Service update on financial year end 2008/09

We are pleased to advise that we have successfully completed all year end reporting to your clients and our regulators within our service levels as indicated by the snap shot below:

Report	Due date	Status
Portfolio Management Service		
Taxation reports – tranche* 1	4 September	50% of PMS taxation statements issued by due date
Taxation reports – tranche* 2	25 September	91% of PMS taxation statements issued by due date
Taxation reports – tranche* 3	30 October	99% of PMS taxation statements issued by due date
Private Super Fund		
Pension reviews	30 September	100% completed by due date
Audit of financial statements	31 October	100% completed by due date
Audit of fund compliance with SIS Act	31 October	100% completed by due date
APRA lodgements	31 October	100% completed by due date
Member statements	31 December	On track for 100% completion by due date
Wholesale Access Fund		
Audit Report	30 September	100% completion by due date

* When we issue PMS statements depends on when we receive taxation information from the underlying investment managers.

We anticipate your Private Super Fund clients' Annual Fund Package (including their member statement) will be available from Monday 14 December. We will provide you with another update once statements are uploaded online.

Regular payments

If you have clients who receive regular payments or pensions please note the below date changes and where necessary implement any cash top ups to ensure payment.

Product	Regular due date	Amended date for December payment
Portfolio Management Service – Regular Payment	28th day of the month	23 December 2009
Private Super Fund – Pension payment	15th day of the month	Unchanged.

Contacting us over Christmas and the New Year

Our Client Service Team will be operating between Christmas and the New Year, although at a reduced capacity. In addition to the national public holidays, our Client Services Team will be unavailable during the following periods:

- after 1pm Friday 11 December 2009
- after 2pm Thursday 24 December 2009
- after 2pm Thursday 31 December 2009

All emails and voice messages will be responded to the next business day.

Our contact details are:

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If you have any questions, please contact the Client Services Team on 1800 254 180.

Yours sincerely

Client Services
Australian Executor Trustees Limited