



Industry Funds  
Credit Control

What can you  
do if your members'  
super payments are  
not being paid?



## Are your members really getting the most from being in an 'all benefit to members' super fund?

The 'all benefit to member' super sector is known for and proud of its commitment to its members.

However, if Superannuation Guarantee (SG) payments are not being paid to your members it means they are not getting all the benefits.

*If SG is not being paid your members are not getting a benefit from being a member of an Industry Super Fund.*

## Are your members missing out on the compounding effect?

Super is a long term investment vehicle driven by regular contributions and the power of compounding.

\$2.6 billion in SG payments are not paid each year.\*

That is a lot of member money that won't benefit from compounding.

If trustees are not actively monitoring and taking action, are they meeting their duty to act 'in their members best interest?'

\*Australian Financial Review, 'Workers Missing out on \$2.6b in Super', 16 November 2015

*If fund trustees are not actively monitoring and taking action, are they meeting their duty to act 'in their members best interest?'*

## Why outsource your collections and legal and insolvency processes?

- Few companies have staff with the necessary specialist skills in house and many don't need these services on a full time basis.
- The easiest and fastest way to collect your member's unpaid super monies is to help the employer – very few of them deliberately fall behind in their payment obligations.
- Insolvency is a lengthy process, usually taking at least 18 months (but some take years). Most funds can't justify the large commitment of resources and staff to manage them in-house.

*Asking for money, following up outstanding debt and managing payment arrangements are specialist skills.*

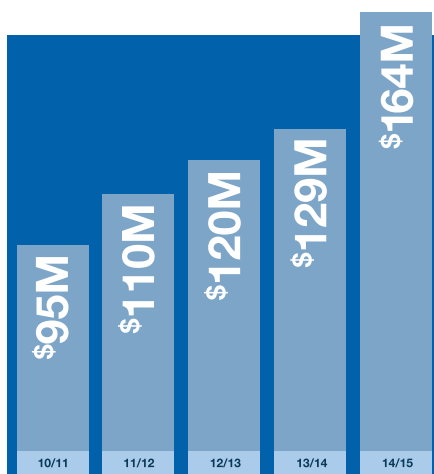
## Does your fund have an active arrears management policy?

### Industry Funds Credit Control (IFCC)

One of Australia's leading credit control and debt recovery providers

#### And

The only one that focuses exclusively on recovering unpaid SG contributions for members of Industry Super.



*Over the past five years we have collected \$618 million for Australian workers.*

# Why choose IFCC for all of your collection needs?

## We are the leader in the recovery of outstanding superannuation contributions.

With over 20 years experience we have a proven track record in partnering with super funds to ensure they have the most effective arrears management policy possible to benefit the member, and the fund:

- Services range from end to end arrears management to specialised legal and insolvency activities;
- Our approach can be tailored to meet the funds needs;
- We have specialist teams with experience across most industries;

- Relationships between the fund, its staff and the employer are maintained. IFCC takes over the 'difficult' conversations and collects any overdue payments;
- We provide the most cost-effective protection for members entitlements – IFCC only charges for each successful collection;
- We have a run only to benefit members philosophy.

*“We have a run only to benefit members philosophy.”*



## IFCC's Range of Services

### Collections

Using proven practices and deep specialist skills IFCC will manage your collections process from start to finish:

- Employers contacted via demand phone calls, SMS or mail;
- Establishing tailored repayment agreements for employers;
- Monitoring of repayment agreements until outstanding balances are cleared;
- Detailed fund reporting so your fund can track how much outstanding superannuation contributions have been recovered.

*“Do you actively follow up any outstanding super contributions for your members?”*

### Litigation Services

In cases where SMS, letters or demand phone call are not successful, legal action might need to be taken against an employer.

With approval from the fund IFCC will prepare and issue all documentation from start to finish of legal proceedings.

### Insolvency Management

- When faced with insolvency, the money owed to employees may not be the first thing on the minds of the company's management.
- During this stressful period, who then is protecting your members' best interest?
- IFCC's dedicated team of insolvency specialists focus on making sure your member's entitlements get paid by:
- Lodging proof of debt
- Attending creditors meetings
- Joining committees of inspection
- Monitoring the progress until conclusion

*“When businesses are closing, who is protecting your members' best interest?”*



## Industry Funds Credit Control

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