

## Frequently Asked Questions

### 1. I am having trouble accessing the link to my online client claim statement (OCCC)

We have had some clients that have experienced issues in accessing the link provided. The link has been designed that it can only be accessed by one user at a time and must only be **clicked once**. Double clicking the link, or reopening it within 10 minutes of it being opened, will freeze the site for security reasons.

Our recommendations:

1. Open the link by clicking on it once or
2. Copy and paste the link into a web browser
3. Check the security settings on your computer, it may not allow you to be redirected from your inbox to a web browser.

Should these recommendations not work, please contact us by replying to our **original email**. We will test your link and provide further advice.

### 2. What do I enter in the “Position” field at the beginning of the survey?

The “Position” information is requesting you advise your position in relation to the account owner. Some examples are:-

- a) If the account is not a corporate account then you may be the “Account Owner”
- b) For a corporate account you would state your position with the corporate eg Director, Managing Director, CEO etc
- c) If it is a Trust, eg superannuation trust, your authorised position in relation to the Trust should be given eg Trustee, Director of Trustee etc

### 3. I have not received my statement, how do I go about getting it?

We believe all statements with a balance of greater than \$1.00 have now been issued. Approximately 1,000 of these were by mail as we had no email address. In addition, there was a small percentage of email accounts that bounced. These are under investigation.

If you believe you should have received a statement and your account balance was greater than \$1.00, please send a request via email to [mfgaustralia@deloitte.com.au](mailto:mfgaustralia@deloitte.com.au). Your email should disclose your account details whilst stating you are the authorised user for the account. We will then investigate your account status.

### 4. My account was always held in foreign currency however my account statement shows a balance converted to AUD, does this mean I will receive AUD upon distribution? Will I have a choice in what currency my funds are distributed if I hold foreign currency?

Please refer to the Explanatory Statement. The treatment of foreign currency claims and cash distribution will require a determination by the Court.

**5. I require statements for compliance purposes for FY11, are you able to assist me?**

MFGA no longer has access to historical client statements as it does not have control over the corporate systems which are located and operated overseas. Therefore historical statements can no longer be provided without significant cost to the account holder, if at all.

**6. Am I able to receive a hard copy claim as opposed to the online process?**

Yes. If you require a hard copy of your statement and claim form due to limited internet access or for any reason please contact us via email [mfgaustralia@deloitte.com.au](mailto:mfgaustralia@deloitte.com.au)

**7. When the distribution process begins am I able to be paid in cheque?**

At this stage for efficiency purposes we will not be accepting requests for payment via cheque.

**8. Is the GLV amount provided on my statement a guaranteed amount? When will I receive this money?**

As set out in client updates there are determinations required to be made by the Court before any interim distribution can be made. The Court process has commenced however the Administrators have little control over the Court timetable.

There is no guarantee that clients will recover their GLV in full as not all funds have been recovered. The status of the recoveries by product type was set out in our client update dated 20 January 2012.

**9. I have disputed my balance, will this slow the payment of my claim? What will be the process going forward?**

All disputes will be recorded and investigated by the Administrators. The impact on distribution will depend on many factors including the nature of disputes, Court determination and quantum of disputes. However, it is very helpful to the Administration that if you have any dispute you still complete the Online Client Claim Statement as soon as possible so that the Administrators can investigate your claim earlier rather than later.

**10. Will clients be readily updated on court proceedings, will I have to go through this process again if court directions alter my statements?**

Clients will be kept updated throughout the court proceedings through our normal client updates posted to [www.deloitte.com.au/mfgaustralia](http://www.deloitte.com.au/mfgaustralia). It may be necessary to re-calculate client accounts and the proving process.