

**For more information, contact:**

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<b>Charter</b>	<b>WA Member Services Discussion Group</b>
<b>Effective date</b>	February 2020
<b>Chair</b>	Murray McKay, Principal, SuperAssist
<b>Secretary</b>	Ian Pepper, Senior Business Development Manager, AustralianSuper
<b>Group purpose and industry role</b>	The Member Services Discussion Group focuses on identifying important issues that affect all super funds, employers and members. The topics and issues discussed cover administration, legislative & compliance, member communication, technology etc. At each meeting an APRA representative provides an update on current issues such as licensing, and APRA audits.
<b>Subsidiary role</b>	<ul style="list-style-type: none"><li>• A forum for technical development, skills enhancement and idea generation.</li><li>• Opportunity to share and shape industry best practice.</li><li>• Identify and resolve legislation and regulatory issues that affect superannuation.</li><li>• Assist ASFA develop and implement ASFA policy.</li><li>• Provide suggestions and feedback to ASFA in relation to topics and issues.</li></ul>
<b>Format of group meetings</b>	<ol style="list-style-type: none"><li>1. The Chair opens the meeting and welcomes all attendees. The minutes of the previous meeting are confirmed and adopted or amended as appropriate.</li><li>2. Chair introduces the meeting topic and opens the floor for group discussion.</li><li>3. Open discussion amongst the group.</li><li>4. Chair closes the discussion as per time allocation.</li><li>5. Chair then raises any other business issues or open discussion if time permits.</li><li>6. Group decides on the next meeting topic and appoints a Discussion Leader who is responsible for the next topic and any guest speaker/s as appropriate.</li><li>7. Chair closes the meeting, confirms date, time and venue for next meeting.</li></ol>
<b>Time</b>	10.30am to 12.00pm
<b>Dial-in details</b>	ISDN +61 (0)3 9872 9023 Enter the PIN followed by # (hash) Please note the PIN will be provided in each monthly agenda
<b>Meeting dates</b>	<i>Dates are subject to change. Please visit the <a href="http://www.asfa.com.au">ASFA website</a> for the most current dates.</i> <ul style="list-style-type: none"><li>• 13 February 2020</li><li>• 29 April 2020</li><li>• 27 May 2020</li><li>• 24 June 2020</li><li>• 29 July 2020</li><li>• 26 August 2020</li><li>• 30 September 2020</li><li>• 28 October 2020</li></ul>