

# Annual Report





## Securing Your Future

MAP's mission is to provide long term wealth creation, and a sustainable income in retirement, to members of the medical, dental and associated professions, their staff and their families.

### MAP is more than just super

As a member of MAP you enjoy the following benefits:

- You can rely on MAP because we have been around since 1957 and are run by people who are looking after your interests.
- MAP Superannuation has consistently achieved investment returns above the market average over the last 5 years (see Page 2).
- Great value for money – there are no entry or exit fees, no commissions to advisers, no shareholder dividends. Our 'not for profit' philosophy means all net earnings go back into member accounts.
- We can help you plan for tomorrow by giving you financial advice you can count on today.
- You can learn about financial markets and issues to help you make informed decisions about your financial future through our seminar program and website.
- You can now pay into your account electronically through BPAY or internet banking.
- If you have multiple jobs or move from one employer to another, you can take your MAP account with you and keep all your super in one place.
- We are there when you need us – real people taking care of you in real time.
- You control your super – MAP gives you choice of investment options to suit your investment goals.
- You can protect your assets by insuring your life through your super account at competitive rates.

### MAP Group Products:

- Superannuation
- Allocated Pension
- Australian Equity Fund
- Investments for Self Managed Super Funds
- Financial Planning
- MAP Group Life Insurance

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# 1.

## Chairman's Report 2002/03



*Dr Bryan E. Todd*

Chairman

Director

Member, MAP Compliance Committee

AM, RFD, ED, MB BS, FAFPHM,

RACP, FAMA

MAP successfully met the challenges of the past year head-on. Despite negative equity returns due to short-term volatility in equity markets and low interest rates, MAP's board of directors is proud that MAP's long-term performance has consistently been in excess of its benchmarks (see Table 1 on Page 2). When investing for the long term, there will be good and bad years, but we are confident that over the longer term MAP's investment options will achieve their investment objectives (see Table 2 on Page 2).

MAP members can feel confident that MAP can be relied upon in these challenging times. We pride ourselves on the excellence of advice that we can offer our members and encourage you to take advantage of our financial planning service. We are also proud to have directors who are leaders in their professions and staff of the highest calibre. In particular, I would like to note Dr. Bill Glasson's appointment as Federal President of the AMA, Mr. Brad Holzberger's promotion to Deputy Chief Executive of Queensland Investment Corporation and Ms. Terri Hamilton's appointment to the national board of the Association of Superannuation Funds of Australia.

As part of MAP's commitment to the health professions, we have embarked this year on a partnership program with a number of Queensland's key medical colleges and industry associations, notably:

- Royal Australasian College of Surgeons Qld (RACSQ)
- Royal Australian College of General Practitioners Qld (RACGPQ), and
- Australian Dental Association Qld (ADAQ).

MAP's aim is to develop long term partnerships that are mutually beneficial for MAP members and members of these organisations.

We are looking forward to 2003/2004 and have a number of exciting initiatives planned including:

- Implementation of weekly unit pricing to ensure greater transactional efficiency on your account
- Enhanced internet features to offer you better services and more information about saving for retirement
- Additional investment options, to give you increased flexibility in your investment choices
- Comprehensive seminar programs to ensure that you have all the financial information you need to achieve your superannuation and retirement goals.

As at 30 September 2003, the Growth and Balanced Superannuation Pools have earned net returns of 5.2% and 3.1% for the period from 1 July 2003. We are looking forward to a year of good returns and thank you for trusting MAP with your financial future.

## MAP Board of Directors



Dr Bryan E. Todd  
Chairman  
AM, RFD, ED, MB BS,  
FAFPHM, RACP, FAMA



Dr Peter B. Boys  
MB BS, FRACS,  
FA OrthA



Dr William J.H. Glasson  
MB BS (Qld), FRACO,  
FRACS, FRC Oph Dip  
App Sci (Qld)



Dr John A. Nye  
RFD, ED, MB BS,  
FRACP



Dr Frederick Schubert  
BSc, MB BS,  
BA FRANZCR, FRCR,  
DDU, FAIM, FAMA

**Table 1: MAP Superannuation, Pooled Superannuation Trust (PST) and Allocated Pension Returns (%p.a.) to 30 June 2003**

		2003	2002	2001	2000	1999	5yr Compound p.a.
Cash Pool	MAP Super & PST	3.7	3.9	5.7	4.4	4.2	4.4
	Market – Super & PST	3.8	3.8	4.7	4.6	4.0	4.2
	MAP – Pension	4.3	4.5	6.4	5.6	5.5	5.3
	Market – Pension	4.5	4.2	n/a	n/a	n/a	n/a
Capital Stable Pool	MAP Super & PST	3.2	2.4	6.9	7.0	5.0	4.9
	Market-Super & PST	2.7	-0.1	4.7	6.5	4.5	3.6
	MAP – Pension	3.8	2.5	7.6	8.2	6.3	5.7
	Market – Pension	3.3	0.2	5.6	7.6	n/a	n/a
Balanced Pool	MAP Super & PST	-2.4	-3.7	7.5	10.6	8.3	3.9
	Market – Super & PST	-3.0	-5.7	4.3	11.7	7.3	2.7
	MAP – Pension	-3.0	-4.4	8.3	11.8	9.7	4.2
	Market – Pension	-2.8	-5.1	5.2	12.9	n/a	n/a
Growth Pool	MAP Super & PST	-7.7	-9.0	8.2	12.7	11.5	2.7
	Market – Super & PST	-8.4	-11.8	2.7	13.7	10.1	0.8
	MAP – Pension	-9.3	-10.2	9.0	13.9	12.8	2.7
	Market – Pension	-9.1	-12.8	n/a	n/a	n/a	n/a

Market for the Cash Pool (Super and PST) is the UBS Warburg Bank Bill Index less 0.5% pa for administration and 15% for tax. For Pension, allowance for tax is nil.

Market for the Capital Stable and Balanced Pools (Super and PST and Pension) is the appropriate Median manager performance of the Mercer Investment Consulting Superannuation Multi-Sector fund survey.

Market for the Growth Pool (Super and PST) is the Benchmark asset weights by the Index returns for that asset class less 1.4% for administration and 7.5% for tax. For Pension, allowance for tax is nil.

All Returns are quoted net of tax and fees. Past returns are not a guarantee or indication of future returns. For more information on MAP Investment Choice please contact MAP for a MAP Investment Strategy Information Sheet.

**Table 2: Summary of MAP Investment Objectives (Before Fees & Taxes) – Super & Allocated Pension**

MAP Pools	MAP Investment Objectives	Likelihood of Negative Return (Intech Investor Choice)
Cash	UBS Warburg Bank Bill Index	1 in 12 years
Capital Stable	CPI* + 2%	1 in 11 years
Balanced	CPI* + 4%	1 in 6 years
Growth	CPI* + 5%	1 in 5 years

\*CPI is the change in the Consumer Price Index (a measure of inflation).

## 2.

### Report from Investment Committee Chair



*Dr Robert A. Hodge*

Deputy Chairman

Director

Chairman, MAP Investment Committee

*MB BS (Qld), FRCS (ED), FRCS (ENG),*

*FRACS, T (S), FAMA, FAICD*

In 2002/2003 MAP continued to perform well against our competitors. Returns for MAP's Superannuation and Allocated Pension Plan investments were generally above their benchmarks (see Table 1 on Page 2). It was however a very difficult year for investors seeking to achieve positive returns. The recent improvement in equity markets has continued into October and we hope these positive returns will continue for the remainder of the 2003/2004 financial year.

MAP employs two investment professionals, Clive Briggs and Andrew Martin, to implement and oversee day to day investment decisions and manage MAP's 15 external investment managers (see Table 8 on Page 7) as well as MAP's Australian Equity Fund. An individual investor can select 15 investment managers but the 'science' lies in the selection of the managers as well as ensuring that the managers complement each other e.g. MAP's Australian Equity funds are spread over a growth investor (Schroders), a value investor (Maple Brown Abbott) and three style neutral managers (MAP, Ausbil and UBS). MAP's Investment Committee sets the framework and guidelines for MAP's investment process and carefully monitors implementation and progress.

The results of the key strategic decisions we made during the year added value for the Fund and are outlined in Table 3 below.

The biggest contributions to MAP's performance were currency hedging, an increased exposure to emerging markets and an above average exposure to listed property. The negative impact on performance during 2003 came from the simultaneous underperformance by the five major Australian equity fund managers used by MAP. It was therefore good to see that for the months of July and August, these same external managers (in aggregate) outperformed the return of the S&P/ASX 300 Index.

Simultaneous underperformance is an unusual occurrence and after a review of each individual fund manager and the overall structure of the Fund, we remain confident that MAP's investment structure is well positioned to take advantage of future equity market returns.

**Table 3: MAP Strategic Investment Decisions and Outcomes in 2003**

Position	Outcome
Overweight property	Positive
Underweight equities	Positive
Favour Australian equities over International Equities	Positive
Increase exposure to Emerging Markets	Positive
Decrease exposure to Fixed interest	Negative
Favour Global Fixed Interest over Australian Fixed Interest	Positive
Stock selection in international equities, international fixed interest, listed property	Positive
Stock selection in Australian equities, cash	Negative
Currency Hedging	Positive

## MAP Board of Directors (cont.)



Dr Richard J. Olive  
RFD, MDSC, FICD



Dr Robert A. Hodge  
MB BS (Qld), FRCS (ED),  
FRCS (ENG), FRACS,  
T (S), FAMA, FAICD



Mr Brad G. Holzberger  
MSc, BA (Hons), FSIA,  
ISFA



Ms Terri Hamilton  
Managing Director  
LLB, FASFA, Dip FP



Ms Elizabeth M Jameson  
BA, LLB (Hons)

# 3.

## Who is MAP?

MAP was established by health professionals, to create wealth and a sustainable income in retirement for our members. The specialist financial team at MAP will work with you to meet your individual needs and goals in relation to building your assets to meet future financial requirements. MAP helps you achieve this by offering a variety of financial products and services including the MAP Master Superannuation Plan, which incorporates the accumulation and pension phase of retirement savings.

MAP Master Superannuation Plan is a public offer managed investment that incorporates:

- MAP Superannuation Plan
- MAP Allocated Pension Plan
- MAP Pooled Superannuation Trust

The Superannuation and Allocated Pension Plans are invested wholly in the MAP Pooled Superannuation Trust.

### Who manages your money?

MAP Funds Management Ltd is the Trustee of the MAP Superannuation Plan (the Plan). The Trustee charges the Plan a fee to:

- meet the costs of managing the plan
- meet the financial requirements of the Australian Prudential Regulation Authority (APRA).

The Trustee does not pay dividends or distribute profits in any form. Fees charged to the Plan in 2002/03 were \$2.224 million.

### What do you pay when you invest with MAP?

- When you contribute or rollover to and from your MAP account you pay no entry or exit fees.
- Each year an administration fee is deducted from your account. If you were invested in the Capital Stable, Balanced or Growth Pools in 2002/03 you paid 1.40% to MAP to manage your investments (0.58% for the Cash Pool).

### Does MAP hold indemnity insurance?

The Trustee maintains an insurance policy to protect itself and the Plan from certain claims for damages or compensation.

### How does MAP use derivatives?

MAP may use derivatives to:

- manage risk
- to change short term asset allocation, and
- to enhance returns.

Derivatives are not used for speculation or trading purposes.

### Does MAP hold reserves and how are they used?

Reserves are held only to facilitate administrative efficiency and are invested to your benefit. As at 30 June 2003, the MAP Master Superannuation Plan held reserves of \$600,158 or 0.3% of the Plan's assets. Income relating to reserves together with all other investment income is distributed to MAP members' accounts. Movements in reserves over the last three years have been:

Table 4: MAP Reserves 2001/03	2003 \$'000	2002 \$'000	2001 \$'000
Opening Balance	719	1,047	463
Increase (decrease) in reserves	(119)	(328)	584
Closing balance of reserves	600	719	1,047

## Your Investment Options


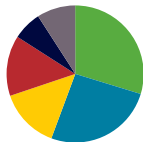
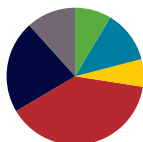
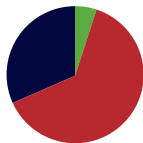
When you invest with MAP, you can choose how conservatively or aggressively you would like your money to work for you. MAP provides you with four investment choices, each pool offering you a unique mix of growth and defensive assets to fit your tolerance to risk. Growth assets include Australian and international shares, listed property, infrastructure and development capital. Defensive assets include cash, fixed interest, and capital guaranteed investments. As at 30 June 2003, MAP Pools were not invested in development capital or capital guaranteed investments.

Our in-house investment managers monitor the performance of each investment option and can vary the mix of assets (within set ranges) from time to time (see Table 6 below), with the objective of improving the returns for each option. The charts below show the long-term mix of assets, the asset allocation at 30 June 2003, the objectives and the strategy for each investment option.

**Table 5: Asset Allocation for each Pool at 30 June 2003 were:**

Asset Class	Cash Pool	Capital Stable Pool	Balanced Pool	Growth Pool
Cash	100%	29.6%	8.5%	5.4%
Australian Fixed Interest		25.9%	12.2%	
International Fixed Interest		14.2%	6.7%	
Australian Equities		14.4%	38.7%	62.8%
International Equities		7.0%	22.2%	31.8%
Property (Listed)		8.9%	11.7%	

**Table 6: MAP Strategy and Objectives for Investment Pools at 30 June 2003**

POOL	Objective	Strategy	Asset Allocation (see Table 5 for %'s)
CASH	Achieve a return, before fees and taxes, commensurate with the return achieved on wholesale cash management funds.	Invest only in capital secure liquid investments.	
CAPITAL STABLE	Consistently achieve a medium term (4 years plus) return, before fees and taxes, equal to the Consumer Price Index (CPI) plus 2% p.a.	Achieve superior returns to the Cash Pool while controlling investment risk by investing across all the major investment classes – cash, fixed interest, equities and property. Capital risk is further reduced on the medium to longer term basis by a requirement to hold a minimum of 65% (max 80%) in income assets (cash and fixed interest) and a maximum of 35% (minimum 20%) in the more volatile growth assets (equities and property).	
BALANCED	Consistently achieve a medium to longer term return (8 years plus), before fees and taxes, at least equal to the Consumer Price Index (CPI) plus 4% p.a.	Achieve growth over the medium to longer term by investing principally in growth assets (equities and property). Even so investment in these asset classes is limited to a maximum of 75% (min 60%) of the pool. Income assets (cash and fixed interest) form a minimum of 25% (max 40%) of the pool.	
GROWTH	The objective of this pool is to achieve a long-term return (10 years plus), before fees and taxes, equal to the Consumer Price Index (CPI) plus 5% per annum.	Achieve growth over the longer term by investing in domestic and international equities with a small reserve of approximately 3% held in cash for liquidity purposes. The investment in equities is to be a minimum of 80%.	



### *Dr Peter B. Boys*

Director

Chairman, MAP Finance & Audit  
Committee

Member, MAP Compliance Committee

*MB BS, FRACS, FA OrthA*

## 4.

### MAP – Your Super in Good Hands

MAP is run for your benefit, not to make a profit for others, so you can be confident that the fee that you pay to MAP for managing your money is applied prudently on your behalf to the cost of running your superannuation fund. MAP is also great value for money – there are no entry or exit fees, no commissions to advisers, and no shareholders dividends. Our ‘not for profit’ philosophy means all net earnings go back into member accounts.

I commend to you the following report, which outlines the sound financial management of your superannuation fund.

Every year our auditors audit the financial statements of the Plan to ensure they present fairly, in accordance with applicable Accounting Standards and other mandatory professional reporting requirements, the financial position of the Plan as at 30 June and the results of its operations and its cash flows for the year then ended. The detailed financial statements set out, among other things:

- Contributions to the fund
- Where the funds’ money was invested and how much income it earned
- Expenses paid by the Plan
- The amount of money left in the fund to pay future benefits
- The amount the fund paid out in benefits.

The financial information on Page 7 is a summary of the Plan’s audited Financial Statement. The audited accounts were not subject to any qualification and a copy of the Plan’s full financial statements is available on request. (see Page 9 for Contact details).

#### Portfolio Asset Allocation for MAP Pooled Superannuation Trust as at 30 June 2003

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When you invest with MAP, your investments are diversified across 21 products from 15 external fund managers, all with specialised expertise in particular asset classes. Table 8 at right provides information on the asset classes in each MAP Pool, who the managers are (and their investment style) and how much of your superannuation fund they are responsible for.

**Table 7: Statement of Financial Position and Statement of Change in Net Assets.  
MAP Master Superannuation Plan 2002/03**

MAP Superannuation Plan – MAP Personal Pension Plan – MAP Pooled Superannuation Trust (PST)						
	Superannuation Plan		Pension Plan		Pooled Super Trust	
	2003 \$'000	2002 \$'000	2003 \$'000	2002 \$'000	2003 \$'000	2002 \$'000
<b>Statement of Financial Position</b>						
Investments					165,285	171,478
Investments in MAP PST	125,435	127,687	39,828	40,464		
Cash					3,962	2,227
Receivables					3,924	5,168
Deferred Tax Assets					1,581	1,095
<b>Total Assets</b>	<b>125,435</b>	<b>127,687</b>	<b>39,828</b>	<b>40,464</b>	<b>174,752</b>	<b>179,968</b>
Sundry Creditors					54	219
Current Tax Liabilities					1,481	2,117
Deferred Tax Liabilities					-	66
<b>Total Liabilities</b>					<b>1,535</b>	<b>2,402</b>
<b>Net Assets Available</b>	<b>125,435</b>	<b>127,687</b>	<b>39,828</b>	<b>40,464</b>	<b>173,217</b>	<b>177,566</b>
Representing						
Cash Pool	11,384	4,610	2,789	706	14,547	5,321
Capital Stable Pool	17,687	15,166	9,022	8,299	27,073	23,927
Balanced Pool	57,933	64,808	23,756	23,958	85,438	93,328
Growth Pool	38,431	43,103	4,261	7,501	45,559	54,271
Reserves					600	719
	<b>125,435</b>	<b>127,687</b>	<b>39,828</b>	<b>40,464</b>	<b>173,217</b>	<b>177,566</b>
<b>Statement of Change in Net Assets</b>						
Net Assets Available at Beginning of Financial Year	127,687	126,826	40,464	39,390	177,566	175,286
Investment Revenue	(2,434)	(3,988)	(541)	(1,164)	(4,180)	(7,775)
Administration Fees	(1,628)	(1,629)	(547)	(531)	(2,299)	(2,298)
Income Tax (Expense)/Benefit excluding Contributions Tax					828	1,960
<b>Net Fund Earnings</b>	<b>(4,062)</b>	<b>(5,617)</b>	<b>(1,088)</b>	<b>(1,695)</b>	<b>(5,651)</b>	<b>(8,113)</b>
Contributions and Rollovers	21,003	23,967	200	210		
Contributions Tax (transferred to PST)	(1,822)	(1,978)				
Surcharge Tax	(830)	(700)	(11)	(23)		
Applications MAP PST					19,292	23,103
Benefits Paid	(11,214)	(8,366)	(5,064)	(3,781)		
Redemptions MAP PST					(17,968)	(12,765)
Transfers between Divisions	(5,327)	(6,445)	5,327	6,363	-	82
Other Movements in Reserves					(22)	(27)
<b>Net Assets Available at End of Financial Year</b>	<b>125,435</b>	<b>127,687</b>	<b>39,828</b>	<b>40,464</b>	<b>173,217</b>	<b>177,566</b>

The financial information set out above is extracted from the Plan's audited financial statements. The audited accounts were not subject to any qualification.

**Table 8: MAP Pooled Superannuation Trust Portfolio Asset Allocation (\$'000)**

30 June 2003						
	Cash	Capital	Balanced	Growth	Total	
<b>Cash</b>						
Colonial First State Investments Ltd. (Enhanced Index)	6,333	3,222	2,639	929	13,123	
Macquarie Investment Management Ltd (Enhanced Index)	7,315	4,227	4,918	1,944	18,404	
Other Cash Holdings (Westpac & Bell Commodities Limited)	900	477	570	280	2,227	
<b>Total Cash</b>	<b>14,547</b>	<b>7,926</b>	<b>8,127</b>	<b>3,154</b>	<b>33,754</b>	
<b>Australian Equities</b>						
Ausbil Dexia Ltd Aus (Style Neutral)		488	4,154	3,485	8,127	
Maple Brown Abbott Ltd (Value)		452	3,841	3,221	7,514	
Schroder Investment Management (Aus) Ltd (Growth at a Reasonable Price)		449	3,820	3,205	7,474	
UBS Asset Management (Aus) Ltd (Style Neutral)		279	2,374	1,991	4,644	
MAP Australian Equity Fund (Style Neutral)		2,225	18,925	15,874	37,024	
MAP Direct (Super)		3	23	21	47	
<b>Total Australian Equities</b>		<b>3,896</b>	<b>33,137</b>	<b>27,797</b>	<b>64,830</b>	
<b>International Equities</b>						
Citigroup Asset Management (Aus) Ltd. (Value)		143	1,436	1,095	2,674	
Credit Suisse Asset Management (Aus) Ltd. (Style Neutral/Growth)		489	4,901	3,739	9,129	
Lazards Asset Management Pacific Co. (Value)		239	2,394	1,827	4,460	
Morgan Stanley Investment Management Ltd. (Value)		302	3,035	2,316	5,653	
National Corporate Investment Services Ltd. (Value)		141	1,419	1,084	2,644	
Wellington International Management Co. Pty. Ltd. (Style Neutral)		488	4,893	3,733	9,114	
<b>Total International Equities</b>		<b>1,802</b>	<b>18,078</b>	<b>13,794</b>	<b>33,674</b>	
<b>Australian Fixed Interest</b>						
Barclays Global Investors (Enhanced Index)		3,032	4,538		7,570	
BT Financial Group Ltd. (Value)		3,592	5,376		8,968	
Vanguard Investments Aus. Ltd.(Index)		450	674		1,124	
<b>Total Australian Fixed Interest</b>		<b>7,075</b>	<b>10,587</b>		<b>17,662</b>	
<b>International Fixed Interest</b>						
Schroder Investment Management (Australasia) Ltd. (Index)		945	1,417		2,362	
Vanguard Investments Aus. Ltd. (Value)		2,975	4,467		7,442	
<b>Total International Fixed Interest</b>		<b>3,920</b>	<b>5,884</b>		<b>9,804</b>	
<b>Australian Property</b>						
Citigroup Asset Management Aus. Ltd. (Value)		730	2,847		3,577	
UBS Asset Management Aus. Ltd. (Style Neutral)		696	2,712		3,408	
Vanguard Investments Australian Ltd. (Index)		883	3,442		4,325	
<b>Total Australian Property</b>		<b>2,309</b>	<b>9,001</b>		<b>11,310</b>	
Other		145	624	814	1,582	
<b>TOTAL</b>	<b>14,547</b>	<b>27,073</b>	<b>85,438</b>	<b>45,559</b>	<b>172,616</b>	
<b>Plus Reserves</b>					<b>600</b>	
					<b>173,217</b>	



**Ms Elizabeth M Jameson**  
 Director  
 Chair MAP Compliance Committee  
 BA, LLB (Hons)

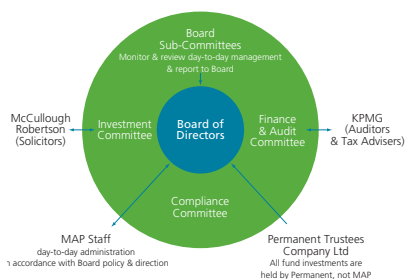


Diagram 1: MAP's Corporate Governance Structure



**Dr William J.H. Glasson**  
 Director  
 Member, MAP Investment Committee  
 MB BS (Qld), FRACO, FRACS,  
 FRCOph Dip App Sci (Optom) (Qld)

# 5.

## MAP's Commitment to Good Corporate Governance

At MAP we believe that one of the keys to achieving a sustainable income in retirement for our members is managing members' funds actively and responsibly with a strong commitment to good corporate governance. This means that MAP has implemented corporate governance processes that provide:

- accountability to you, our investors,
- transparency of decision making,
- a high level of knowledge through training for directors and staff, and
- a vigorous process of monitoring and reporting your investments.

Implementing strong corporate governance standards ensures that the MAP organisation is a stable, accountable and dynamic organisation. MAP is committed to continually improving these processes so that you can be confident your investments are in good hands.

The adherence to strong corporate governance principles and comprehensive, sound administration by MAP's professional fund management team is designed to minimise your risk, maximise your returns and help you achieve your long-term financial goals.

MAP's Corporate Governance structure & processes are illustrated at left.

# 6.

## Working Together To Secure Results

As each health professional confronts individual problems in the practice of their profession, it is more important than ever that we share expertise and unite to achieve the best results for our community, our patients, our colleagues, our staff and ourselves.

It's time to work with each other to protect our patients and our health system in the face of legislative impositions, rising costs and risks of litigation in Australia, which are inhibiting our ability to deliver quality health care to our patients and restricting our ability to operate profitably as a profession.

It has never been more important to work together with our colleagues to plan for the future. In these volatile times, we must ensure that the assets we have worked so hard to build are protected for our future, our retirement and our families.

I have been a Director of MAP for 8 years and seen at first hand the commitment and the degree of dedication and expertise the MAP organisation brings to its members – from the beginning of their careers through to retirement and beyond.

MAP financial consultants can work with you to develop sound economic strategies that are sufficiently flexible and tailored to your needs to accommodate a change of direction, early retirement or a broader focus on lifestyle.

In light of what is happening to our profession, there's never been a better time to consolidate our strengths and seek sound advice – from other health professionals and from MAP, a specialist financial team established by health professionals for health professionals to protect your financial health.

## 7. Further Information

You can view the audited financial statements and the Australian Prudential Regulatory Authority (APRA) returns, by contacting MAP on 07 3838 1234 or 1800 640 055 (toll free outside Brisbane). A copy of the Trust Deed can also be obtained for a small fee.

### MAP Complaints Procedure

If you have a complaint about MAP products or services you can take the following steps:

Contact MAP's Chief Financial Officer at MAP's Brisbane office (address at right) and register the details of your complaint. Every effort will be made to resolve your complaint promptly and fairly. You will be advised of the outcome within 30 days, if not sooner.

If you are not satisfied with our response, you can lodge a complaint with the Superannuation Complaints Tribunal. Contact details are provided at right or go to [www.sct.gov.au](http://www.sct.gov.au).

### MAP Eligible Rollover Fund

If you change address, you must notify us as soon as possible so that we can keep in touch with you about your superannuation account. If we cannot contact you by mail on two consecutive occasions, the Superannuation Industry Supervision (SIS) legislation requires that we rollover your superannuation to an Eligible Rollover Fund (ERF). MAP's ERF is Colonial Supertrace (contact details at right). The Australian Prudential Regulatory Authority (APRA) holds information on benefits held in ERFs and can be contacted on 131 060.

## 8. MAP Super Facts 2003

Total Funds Under Management at 30 June	\$173,217,000
Annual Admin Fee – Growth, Balanced, Cap Stable Pools	1.40%
Annual Admin Fee – Cash Pool	0.58%
CPI Average 2002/03	2.4%
Contributions during 2002/03	\$21,003,000
Total Members at 30 June 2003	3,726
New Members in 2002/03	377

### Keep in Touch

#### MAP Office

MAP Funds Management Ltd  
Level 9, 87 Wickham Terrace  
Brisbane Q 4000  
GPO Box 1130 Brisbane Q 4001  
Telephone 07 3838 1234  
or 1800 640 055 (outside Brisbane)  
[www.mapfunds.com.au](http://www.mapfunds.com.au)  
[enquiries@mapfunds.com.au](mailto:enquiries@mapfunds.com.au)

#### MAP Financial Planning Pty Ltd

ABN 91 090 411 537  
Telephone 07 3838 1234  
or 1800 640 055 (outside Brisbane)

#### Trustee

MAP Funds Management Ltd  
ABN 85 011 061 831

#### Managing Director

Ms Terri Hamilton  
LLB, FASFA, Dip FP

#### Chief Financial Officer

Mr Greg Hoyes  
CA, BCom

#### Auditors

KPMG  
Central Plaza One  
Level 30, 345 Queen Street  
Brisbane Q 4000

#### Custodian

Permanent Trustee Company Limited  
Level 4, 35 Clarence Street  
Sydney NSW 2000  
Telephone 02 8295 8100  
Facsimile 02 8295 8669

#### Eligible Rollover Fund

Colonial Supertrace  
Locked Bag 5429  
Parramatta NSW 2124  
Telephone 1300 788 750  
Fax 02 9947 4184

#### Superannuation Complaints Tribunal

Locked Bag 3060  
GPO Melbourne Vic 3001  
Telephone 13 14 34  
[www.sct.gov.au](http://www.sct.gov.au)

