

SUPERANNUATION ERROR

Virgin Australia has advised the Union and employees that an unknown number of employees have been impacted by incorrect superannuation contributions last week. As a result, some of your personal information may have been shared with the wrong superannuation fund. The initial information from Virgin Australia was that VARA employees were not affected but we have now been advised that this issue may have also impacted you.

This is an unacceptable error.

According to the information provided by the company, the following issues were caused by human error:

- Some employees' January payment has been made to the wrong Superannuation account.
- Employees' personal details were sent to the wrong fund. This means that affected employees may have received a text/email from a Superfund advising them that a new Super account has been set up.

We are working with the company to ensure that your details and superannuation are protected:

WHAT WE ARE DEMANDING

- ▶ Assurance that VA works with the super funds to ensure all incorrectly set up super funds are closed.
- ▶ Assurances from VA that all personal information incorrectly provided to super funds is destroyed.
- ▶ Assurances that safeguards have been put in place to ensure this does not happen again, and that employees' personal details are protected.
- ▶ Necessary measures should be taken to prevent present or future losses to superannuation.
- ▶ Apologies to the affected employees.

If you have any questions or problems to report:

- Cabin Crew contact your delegate or organiser.
- Pilots contact us via email at pilots@twu.com.au or call us on 1800 116 460

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