

What is Address Matching?

Address Matching finds current addresses for participating funds' lost members. It is made available at a heavily discounted rate and does not involve the transfer of any member accounts.

Who conducts Address Matching?

Address Matching is conducted under an agreement negotiated by AUSfund with Veda. Veda maintains a database that holds most adult Australians who are credit active, have made an insurance claim, have connected to a utility or are listed on a publicly available record. Address Matching gives participating funds access to one of the largest, most up-to-date sources of data to update their member details.

Since 2002, AUSfund's Address Matching campaign has found over 1.1 million addresses for participating funds!

What is required of funds that have previously participated in Address Matching?

Funds that have previously participated in an Address Matching exercise do not need to execute a new agreement.

What is required of funds that have not participated in Address Matching before?

Funds that have not participated in an Address Matching exercise with AUSfund will need to enter into an Address Matching Services Agreement with AUSfund and a Confidentiality Agreement with Veda. These agreements will be provided to each fund that wishes to participate in Address Matching and does not already have an agreement in place.

How does it work?

Each year, participating funds set the criteria that determine what a 'match' is. The different types of match criteria Veda offer are explained on the next page.

Confidence Levels

The confidence level measures the likelihood that the address belongs to the individual in question, rather than another individual with similar identifying details. The confidence level can be Very High, High, or Medium.

The confidence level is developed by matching the individual in question to a file containing current and past addresses for millions of individuals. This is completed using the name, address, date of birth, driver's license, and gender information provided on input. The status of each data element can be:

- **Exact**, ie. exactly the same
- **Near**, ie. nearly the same according to fuzzy matching logic
- **Missing**, ie. not supplied on input
- **Different**, ie. not the same

There are dozens of combinations of these values. Each combination will result in no match at all, a poor quality match that is disregarded, or a quality match that is given one of the three confidence levels (Very High, High, or Medium).

Lost Member Search Example

Veda will use the following example of input data supplied by a fund to illustrate the three confidence levels:

First Name: John
Middle Name /Initial: Thomas
Surname: Smith
Street: 123 Oak Street
City: Sydney **State:** NSW **Postcode:** 2000
Date of Birth: 01/01/1956
Date of Last Contact: 01/02/2001

Please note: there are many different data combinations that can result in each of the three confidence levels. The three examples below are merely selected illustrations – there are dozens of other scenarios and data combinations that can result in confidence levels of Very High, High, or Medium.

EXAMPLE 1 'Very high' confidence level

In this example, we hold an address history for John Thomas Smith indicating that he used to live at 123 Oak Street (the same address as supplied on input) and subsequently moved to 345 Maple Street. We are very confident that this is the individual in question because his name and date of birth match exactly and we show him as having previously resided at the input address. Therefore, the 345 Maple Street address will be returned with a 'Very High' confidence level.

EXAMPLE 2 'High' confidence level

In this example, we hold an address for a John T. Smith that is different from, and newer than, the address supplied on input (ie. 345 Maple Street). While we don't have any record of this John T. Smith having lived at 123 Oak Street, we are quite confident that this is the individual in question, based on the very similar name details, the identical date of birth, and the fact we have no one else on file with a comparable level of similarity. Therefore, the 345 Maple Street address will be returned with a 'High' confidence level.



EXAMPLE 3 'Medium' confidence level

In this example, we hold an address for a Jon T. Smith that is different from, and newer than, the address supplied on input (ie. 345 Maple Street). While there is a slight discrepancy in the first name, it is still quite likely to be the individual in question, based on the similar name details, the identical date of birth, and the fact that we have no one else on file with a comparable level of similarity. Therefore, the 345 Maple Street address will be returned with a 'Medium' confidence level.

In the past, AUSfund has specified the matching criteria that each fund would receive, such as exact matches of name, address, and date of birth. Veda has since simplified the process into the three confidence levels.

Funds can advise AUSfund of the confidence levels they wish Veda to use when determining which new addresses to return (very high, high or medium) by making their selection as per the Address Matching invitation. AUSfund does not recommend funds to accept 'Medium' confidence levels, as drivers' licence data is not supplied by any of the funds previously involved in the Address Matching exercise.

What is the file structure format required by Veda?

AUSfund will provide detailed information regarding file structure format to the administrator of each fund participating in the Address Matching service.

How much does it cost?

The cost of the exercise to participating funds is \$1.95 per new address, plus GST. This is the discounted rate negotiated by AUSfund on behalf of its participating funds. AUSfund will invoice all funds involved in the exercise according to these rates. A copy of the Multi-Year Contract between Industry Funds Investments Limited and Veda is Schedule 1 to the Address Matching Services Agreement.

How can we participate?

Twice yearly, AUSfund will invite participating funds to be involved in the next Address Matching campaign. Upon receipt of an RSVP, AUSfund will liaise with each fund to coordinate the process.

Address Matching FAQ



Industry Funds Investments Limited (IFI) - ABN 17 006 883 227, AFSL 229881, RSE L0000413 is the Responsible Entity of AUSfund, Australia's Unclaimed Super Fund - ABN 85 945 681 973, RSE R1000795. IFI is a division of Industry Fund Services (IFS). IFS is a wholly owned subsidiary of Industry Super Holdings Pty Ltd (ABN 71 119 748 060), which in turn is owned by a number of major superannuation funds, some of which use AUSfund as their Eligible Rollover Fund (ERF).

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