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20 May 2019

Mr Kel Ryan  
President  
Defence Force Welfare Association  
PO Box 4166  
KINGSTON ACT 2604  
By email to: [national@dfwa.org.au](mailto:national@dfwa.org.au)

Dear Mr Ryan

**Ombudsman investigation into the Defence Force Retirement and Death Benefits (DFRDB) scheme**

The Commonwealth Ombudsman, Mr Michael Manthorpe PSM, has decided to commence an investigation into the administration of the Defence Force Retirement and Death Benefits (DFRDB) scheme with respect to commutation. I am writing to you as someone who has a strong interest in this issue.

The scope of the investigation is limited to the accuracy of information provided by scheme administrators and relevant departments to DFRDB scheme members in relation to commutation.

We are accepting submissions from members of the DFRDB scheme about the information they were provided about commutation. I invite you or your organisation to provide a submission. I have enclosed a form for you to do so, which are also available electronically on our website at [ombudsman.gov.au/dfldb](http://ombudsman.gov.au/dfldb).

I would also appreciate if you could make your members aware of the investigation so that they are able to provide a submission as individuals should they wish to do so. Specific details about the investigation, including information about making a submission, can be found at [ombudsman.gov.au/dfldb](http://ombudsman.gov.au/dfldb).

If you would like to speak with a member of the DFRDB Investigation Team please contact the team by email [DFRDB.Investigation@ombudsman.gov.au](mailto:DFRDB.Investigation@ombudsman.gov.au) and a member of the team will contact you. Please let the team know if you would like to meet with us in as part of this investigation, and we will be in contact to find a suitable time.

Yours sincerely



Paul Pfitzner  
Senior Assistant Ombudsman  
Complaints Management and Education Branch

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