



**COMBINED FINANCIAL SERVICES GUIDE  
AND PRODUCT DISCLOSURE STATEMENT  
SuperPay Superannuation Clearing House**

This combined Financial Services Guide (FSG) and Product Disclosure Statement (PDS) is prepared and provided by SuperChoice Services Pty Limited (ACN 109 509 739), Authorised Representative (Number 336522) of PayClear Services Pty Limited (ACN 124 852 320) holder of Australian Financial Services Licence Number 314357

---

## FINANCIAL SERVICES GUIDE

This Financial Services Guide (FSG) is prepared and provided by SuperChoice Services Pty Limited (ACN 109 509 739), Authorised Representative (Number 336522) of PayClear Services Pty Limited (ACN 124 852 320) holder of Australian Financial Services Licence Number 314357.

Dated: 11 April 2016

### Purpose of this document

The purpose of this FSG is to inform you of those matters required under the Corporations Act, 2001 (“Act”) and the regulations made pursuant to the Act (“Regulations”) to assist you when you are deciding whether to acquire from SuperChoice Services Pty Limited (“SuperChoice”) the provision of a non-cash payment facility (“Clearing House facility”). This FSG contains all the information required by the Act and Regulations, including:

1. the fact that SuperChoice and PayClear each receive remuneration in providing the Clearing House facility; and
2. how complaints may be made against SuperChoice and how complaints may be resolved.

In conjunction with this FSG, you will receive a Product Disclosure Statement which will inform of you of other matters as required by the Act and Regulations including the nature and characteristics of the financial product that is being offered and the cost of that product.

This FSG relates to the Financial Service of the provision of a Clearing House facility provided by SuperChoice Services Pty Limited (“SuperChoice”) as a part of the SuperChoice service of facilitating the payment of employer superannuation contributions made on behalf of employees and the rollover of employee superannuation contributions from one superannuation fund to another (“SuperChoice Services”). This FSG relates only to the provision of the Clearing House facility and not to the other services provided by SuperChoice.

### Roles and Contact Details of SuperChoice and PayClear

SuperChoice is the provider of the SuperPay Clearing House facility as the authorised representative (numbered 336522) of SuperChoice’s related corporation PayClear which is the holder of Australian Financial Services Licence Number 314357.

Both SuperChoice and PayClear may be contacted as follows:

Address: Level 8, 35 Clarence Street  
Sydney NSW 2000 Australia  
Phone: 61 2 8038 6800 or 1300 659 456  
Fax: 61 2 8038 6823  
Email: [superchoiceenquiries@superchoice.com.au](mailto:superchoiceenquiries@superchoice.com.au)  
Website: [www.superchoice.com.au](http://www.superchoice.com.au)

The only Financial Service provided by PayClear is that of offering a Clearing House facility and the only Financial Service that SuperChoice is authorised to provide as PayClear’s Authorised Representative is that of offering PayClear’s Clearing House facility. Neither PayClear nor

SuperChoice is licensed or authorised to provide any other Financial Service, including that of providing financial advice, other than advice that relates to the Clearing House facility.

Any instructions you wish to provide to SuperChoice, prior to you accepting the offer to receive the SuperChoice Services, are to be provided by email or by accessing the website. If you elect to sign up for the SuperChoice Services, the terms of the contract entered between you and SuperChoice, which terms are set out in the accompanying PDS, will provide details of how your instructions are to be given.

In providing the Clearing House facility that SuperChoice is authorised to provide, PayClear acts as a subcontractor to SuperChoice.

### **Remuneration of SuperChoice and PayClear**

In providing the Clearing House facility, SuperChoice receives remuneration from recipients of the SuperChoice Services. The remuneration received by SuperChoice from its retail clients is set out in the PDS that accompanies this FSG.

In providing the Clearing House facility as a subcontractor of SuperChoice, PayClear receives interest on the funds deposited by recipients of the SuperChoice Services with the Bank that holds these funds and PayClear also receives interest from that Bank. The interest that PayClear receives at the date of this FSG is 2.0% per annum but this interest fluctuates upwards and downwards according to fluctuations in interest rates generally.

Apart from the relationship between SuperChoice and PayClear as prime contractor and subcontractor, and both being subsidiaries of a common holding company, there is no relationship or association between either SuperChoice or PayClear and the issuers of any financial products.

### **Complaints**

Although PayClear and SuperChoice are committed to providing clients with a quality product and service, a client may sometimes feel that he or she has a cause for complaint. If so, the complaint should be communicated and will be dealt with in the following manner.

#### **By phone**

You can contact the customer support team at SuperChoice on 1300 659 456 to advise of the problem.

#### **In writing**

Alternatively, please send the details of the complaint, in writing, to:

Complaints Manager  
SuperChoice Services Pty Limited  
Level 8, 35 Clarence Street, Sydney NSW 2000, Australia  
Fax: 02 8038 6823  
Email: [superchoickeenquiries@superchoice.com.au](mailto:superchoickeenquiries@superchoice.com.au)

To assist in a speedy investigation of your complaint please ensure that you provide the following information:

- Your name

- Employer Name and ABN
- Member Fund Name and ABN
- Details of the problem
- The date when the problem occurred and;
- Your phone number, fax number or email address

### How SuperChoice deals with complaints

SuperChoice has a designated Complaints Manager who is responsible for managing any formal complaints to ensure they are dealt with appropriately.

A written complaint will be acknowledged within 5 business days and every effort will be made to resolve the complaint within 30 business days of receipt. You will be kept informed of the progress of investigating and resolving your complaint.

The complaint will be handled in confidence.

SuperChoice's complaint handling process has been established in accordance with the Australian Securities and Investments Commission (ASIC) Regulatory Guide 165 and the Australian Standard on Complaints Handling (AS 10002:2004).

### Other options

If you are not satisfied within 45 days of notification of your complaint, you may contact the Financial Ombudsman Service.

The Financial Ombudsman Service (FOS) is an independent dispute resolution service that can consider complaints about financial products. For more information about FOS please go to their website at [www.fos.org.au](http://www.fos.org.au)

The contact details for FOS are:

GPO Box 3  
Melbourne Victoria 3001  
Phone: 1300 78 08 08  
Fax: 03 96136399  
Email: [info@fos.org.au](mailto:info@fos.org.au)

PayClear Services Pty Limited is a member of FOS. The service is free to recipients of its Clearing House facility.

You should be aware that FOS will not deal with your complaint unless you have first raised the matter with SuperChoice and given SuperChoice the opportunity to resolve the matter.

### Compensation

SuperChoice and PayClear are both beneficiaries of an Errors and Omissions Liability Insurance Policy that provides cover of up to \$20 million for any claims made by any of their customers arising from any act, error or omission committed by either of them in performing their professional services of providing the Clearing House facility financial service (in the case of PayClear) and of providing superannuation administrative services (in the case of SuperChoice). This Policy satisfies the compensation arrangements required under section 912B of the Corporations Act, 2001.

## Product Disclosure Statement

This Product Disclosure Statement (PDS) is intended to comply with the Product Disclosure Statement requirements of the *Corporations Act 2001* (“Act”) and the regulations (“Regulations”) made pursuant to that Act and is provided to assist you in deciding whether or not to accept the offer of SuperChoice Services Pty Limited (“SuperChoice”) to provide you with a Financial Product being the non-cash payment facility (“Clearing House facility”) of PayClear Services Pty Limited (“PayClear”).

This PDS is intended to comply with SuperChoice’s obligation to provide a PDS to its retail clients, which are any entities employing less than 20 employees or any manufacturing entity employing less than 100 employees. This PDS is also provided to SuperChoice's non-retail clients to record the terms and conditions under which SuperChoice provides its services to those clients.

Although this PDS is required to provide information only relevant to the financial product of the Clearing House facility, because that product is being provided in conjunction with and ancillary to other SuperChoice non-financial products and services, this PDS also provides information concerning those other products and services and the terms pursuant to which SuperChoice provides those other services.

This PDS is prepared and provided by SuperChoice as the Authorised Representative (Number 336522) of PayClear, the holder of Australian Financial Services Licence Number 314357.

PayClear has authorised SuperChoice to distribute this PDS.

In this PDS:

“AFSL” means Australian Financial Services Licence

“Financial Product” has the meaning set out in the Corporations Act 2001

“SuperChoice Services” means all the services provided to you by SuperChoice, including the Clearing House facility.

## Contact Details of SuperChoice and PayClear

SuperChoice is the offeror of the Clearing House facility which is issued by its related corporation PayClear. Both SuperChoice and PayClear may be contacted as follows:

Address:	Level 8, 35 Clarence Street, Sydney NSW 2000
Phone:	61 2 8038 6800 or 1300 659 456
Fax:	61 2 8038 6823
Email:	superchoickeenquiries@superchoice.com.au
Website:	www.superchoice.com.au

---

## SUPERCHOICE AND THE CLEARING HOUSE FACILITY AT A GLANCE

### Who can use the SuperChoice Services

- Employers who want a simple, secure, SuperrStream compliant and cost-effective way of managing their employee superannuation contributions online.

### Benefits of using the SuperChoice Services

- Replace multiple payments to participating superannuation funds with one online payment.
- Eliminate multiple superannuation fund paperwork requirements and forms handling.
- No need to prepare fund remittances.
- Eliminate any remaining postage & cheque costs of paying superannuation funds.
- Online access to review all the reference numbers, times & dates of presentment.
- Validation - stops you paying funds that can't accept choice payments – see applicable fund alerts BEFORE you pay, not after.
- Helps prevent invalid employee choices and member account selections.
- Reduces unnecessary strain on staff and resources.

### Payment Methods

- Direct Debit
  - You may complete a Direct Debit Request that authorises SuperChoice to deduct money from your nominated account. The relevant amount for the contributions is deducted from that account and split to the various superannuation funds.
- Direct Credit
  - If you send a Direct Credit you must ensure you provide the matching reference number provided by SuperChoice or the payment will be returned to you. The relevant amount for the contributions is then deducted from your nominated account and split to the various superannuation funds.

### Fees and Costs

- Refer to the Section “Fees and Charges” later in this PDS for a detailed outline of fees.

### Enquiries and Complaints

SuperChoice has procedures for dealing with complaints. Please refer to the FSG – Complaints

---

## THE SUPERCHOICE SERVICES IN DETAIL

SuperChoice Services enable employers, superannuation fund trustees and Fund Administrators to submit superannuation contributions, member information and payment instructions online. The instructions to pay various superannuation funds are collated. One deduction is made from your nominated bank account and SuperChoice arranges for distribution of the relevant remittance advices and contribution amounts to the various eligible funds.

The SuperChoice Services have two essential (core) components.

- The SuperChoice software– the online software by which you access the Clearing House facility.
- The Clearing House facility.

### The SuperChoice Software

This enables you to access the electronic payment facility. SuperChoice also provides support including (but not limited to) demonstrations of the software, training, payroll interface support, general call and help desk support.

### The Non-cash Payment Facility (Clearing House facility)

This is an electronic facility through which you can make a payment otherwise than through the physical delivery of Australian or foreign currency or by cheque.

SuperChoice provides this facility through its affiliate PayClear, which is the holder of the trust account into which the employer's contributions are paid and from which contributions are paid to the relevant Funds. Attached to this PDS is a Direct Debit Client Service Agreement which governs the relationship between the employer and PayClear in respect of Direct Debits made by PayClear with the employer's authority.

### The SuperChoice Services summarised

- **SuperStream certified:** a SuperStream compliant solution that is certified by the ATO and widely used by payroll and accounting software providers, super funds and banks.
- **Saves Time:** Helps minimise the administrative burden upon employers managing superannuation contributions to multiple superannuation funds. It is an efficient and effective way to make large numbers of superannuation contribution payments to many funds.
- **Easy to use:** Once employers have entered the information required, that information is securely stored. Employers can even upload the payroll file so that the employee details are automatically transferred to SuperChoice. This means that employers do not have to re-key all the employee data to make contributions on their behalf.
- **Flexibility:** If employers need to add, amend or delete an employee record they can log on to the website and do so directly or from payroll.
- **Accessibility:** The website is available 24/7. The help line is available Mon to Fri between 8:00am and 6:00pm (Sydney time), except when the Services are unavailable because of routine or emergency maintenance.

- **Security:** The website is protected by a private cryptographic key system called Secure Socket Layer (SSL) which is widely used by banks for internet banking applications.
- **Support:** Employers are provided with a support infrastructure. There is also a help line and a user guide to assist you with any problems you have.

## Getting Started

To register for the SuperPay Superannuation Clearing House Service (“the service”), click on **Employer Self Enrolment** from the SupeChoice website and follow the links.

Before you start the registration process and in order to sign-up for the service:

1. Ensure you are an Authorised Business Representative, defined in this document as:
  - a) An Owner of the Business being registered; or
  - b) A Managing Director/Executive of the Business being registered; or
  - c) A person who has delegated authority to register the Business for this service by a person as described in 1. a. and 1. b. above;
2. You will need the following information for the business you are registering:
  - d) Australian Business Number (as issued by the Australian Business Register);
  - e) The business Postal Address;
  - f) Your Full Name and Contact Details, including Mobile Number;
  - g) The Business/Corporate Nominated Bank Account (Account Name, BSB and Account Number) which will be debited or refunds paid to.

At the end of a successful registration process, you will be emailed a temporary password and a link to the service, at which point you can login and commence using the system.

## Managing Risks

There are a number of risks for employers in facilitating contributions to a wide range of superannuation funds whether an employer is using a superannuation clearing house service or not. All of these risks have direct implications for the timing of contributions and their subsequent allocation to the employee’s (member’s) account.

A significant overarching risk for most employers using private sector clearing house services is failing to provide sufficient time to meet Superannuation Guarantee deadlines.

An employer’s Superannuation Guarantee obligations are only extinguished at the time the fund receives the money, not the date the employer pays the money, nor the date a private sector clearing house receives the money from the employer or pays the money to the superannuation fund.

To avoid a Superannuation Guarantee Charge and associated penalties, employers must allow sufficient time to ensure the superannuation fund receives contributions by the 28<sup>th</sup> of each relevant quarter.

Many of the risks and errors set out in the table below can contribute to delays and a failure on the part of the employer to meet their Superannuation Guarantee deadlines.

Risk	Description	How we help mitigate the risk	What you need to do
<i>Getting started</i>			
Privacy:  Disclosing to your employees that you are making payments through a 3 <sup>rd</sup> party	You should seek advice about whether you need to disclose to your employees that you are providing personal information to the Clearing House and its service providers with which to facilitate the payment of superannuation contributions to their superannuation account.	We can provide you with a Privacy Policy which sets out the purposes for which personal information can be used (superannuation purposes).	When you give employees the ATO Choice Form, it's generally good business practice to let employees know you are using a 3 <sup>rd</sup> party (SuperChoice Clearing House) to distribute the payments.
Security:  Unauthorised Access	Unauthorised access by an unauthorised third party, including in circumstances where the UserID and password have been compromised, may lead to fraud, data corruption, defects in transmissions and viruses. An employer must ensure it does not facilitate unauthorised access to the Services.	We operate multi-level administrator access (managerial, clerical, view-only) for processing work and dual payment authorisation. For example, only managerial access can authorise payments.  We must be notified immediately if a Client's Login or Password is lost or stolen or if a Client suspects that another person knows or has used its Login or Password. If you notify us, the Clearing House will cancel a Login or Password immediately.	Notify us immediately in the event of any unauthorised access.  Structure administrator access so the appropriate users have the appropriate level of access.

Risk	Description	How we try to help mitigate risk	What you need to do
<i>Employer Mistakes</i>			
<p>Dishonour: Insufficient money held in the employer's account to effect a Direct Debit transaction</p>	<p>If there is not enough money in the employer's nominated account and the employer has initiated a Direct Debit request, then the contribution will be cancelled and must be re-submitted which may result in additional charges from your bank and/or us and potentially a Superannuation Guarantee charge if the subsequent contributions do not meet the Superannuation Guarantee deadlines.</p>	<p>We will notify you within 2 Business Days of becoming aware of the dishonour to make you aware you need to re-submit the contribution.</p>	<p>Ensure you have sufficient money in the employer nominated account to cover the amount of the contribution</p>
<p>Payment Mismatch: Direct Credit or Electronic Funds Transfer (EFT) does not match electronic lodgement through the Service</p>	<p>If an employer makes payment by EFT and the amount of the payment does not match the lodgement via the service (e.g. overpay or underpay), this can lead to delays in forwarding the contribution to the funds.</p> <p>These delays can contribute to a failure to meet Superannuation Guarantee deadlines</p>	<p>We will contact you within 2 Business Days (by email or phone) to notify you of the error and seek instructions (e.g. correct the amount of the payment or the lodgement).</p> <p>If there has been an overpayment we will distribute the funds to the nominated superannuation funds and return to you the difference.</p> <p>If you do not respond to repeated requests to correct the mismatch, we will return the money to your</p>	<p>Please respond promptly to our notifications to correct the payment or electronic lodgement.</p>

		nominated bank account after 10 business days.	
Stopping Payments: In certain circumstances, employers may seek to stop a payment (e.g. duplicate payment or overpayment)	<p>Once contribution information has been lodged through the Service with a matching payment, it cannot be cancelled or reversed unless the employer has notified us before the cut-off time (see the Terms and Conditions).</p> <p>Once contributions have been sent to the superannuation fund, employers would have to bear the responsibility for attempts to recoup monies from the funds. This is particularly problematic because the Trustee of the superannuation fund ordinarily requires the written consent of the employee (member).</p>	We have automated systems for lodging a stop payment but these must be notified within the cut-off times.	It is imperative if an employer wishes to cancel or reverse a payment that the employer notifies us immediately upon realising an incorrect contribution has been made but before the cut-off time so payment can be stopped.

Risk	Description of risk	How we try to help mitigate risk	What you need to do
<i>Employer (Employee) Mistakes</i>			
<p>Inaccurate Data:</p> <p>It is the employer's responsibility to ensure information about the employee and contribution are accurate. If an employer provides inaccurate or incomplete information, this may result in a contribution being rejected, delayed or even sent to the wrong superannuation fund</p>	<p>Inaccurate data includes:</p> <ul style="list-style-type: none"> <li>• Use of a wrong Universal Superannuation Identification (USI) Number or Australian Business Number (ABN);</li> <li>• Incorrect Member Identification (wrong member number);</li> <li>• Inaccurate Date of Birth;</li> <li>• Invalid member TFN;</li> <li>• Wrong Bank details for a Self-Managed Super Fund (SMSF);</li> <li>• Selection of an account from which the employee has exited;</li> <li>• First name &amp; Surname that does not match the super fund's records;</li> <li>• Incorrect Electronic Service Address (ESA) when paying to an SMSF;</li> </ul>	<p>We provide numerous validation tools to assist employers to validate information and many of the funds login to electronic portals to correct information originally supplied: Fund validation:</p> <p>Checking USIs and ABNs are valid superannuation funds and related where funds hold both forms of identification;</p> <p>Employer Identification:</p> <ul style="list-style-type: none"> <li>• Validation allowing employers to supply Employer Identification numbers held with the superannuation fund where they are registered with the fund;</li> </ul> <p>Member Identification:</p> <ul style="list-style-type: none"> <li>• Where member Identification in particular products have constant or algorithm based identification, we check member identification supplied against the constant or algorithm;</li> </ul>	<p>When you are first registering employees to their appropriate superannuation fund and the Service identifies an error (e.g. a fund which cannot receive contributions), employers need to correct information where the Service identifies a Fund, Employer or Member error. When superannuation funds notify errors electronically to you via the Service (e.g. incorrect product, incorrect member ID or assign a Fund Employer Number), you may need to correct information either on the Service or in your payroll file for lodgement of subsequent contributions.</p> <p>When superannuation funds refund money (usually for members who have been exited from their account), you need to re-submit contributions to either the default fund or an alternative choice fund.</p>

Risk	Description	How we try to help mitigate risk	What you need to do
<i>Clearing House and Banking Risks</i>			
Payment to the super fund by Electronic Funds Transfer (EFT)	If a staff member of a Super Fund fraudulently directs EFT monies to another bank account, employers may not meet their Superannuation Guarantee Obligations.	<p>To protect employers and the clearing house, this Service sends money to APRA funds by Electronic Funds Transfer (EFT) using bank details provided by the Australian Taxation Office (ATO) Funds Validation Service (FVS).</p> <p>Most Self-Managed Super Funds (SMSF) are also paid by EFT based on the bank details provided by the employer (and their employee).</p> <p>General business practice has been that once employer money has cleared (via Direct Debit or EFT), the Service sends cleared money (and matched money) by EFT within one (1) to three (3) business days.</p>	Ensure you leave sufficient time for those superannuation funds that receive payment by EFT. Employers can view EFT details online including EFT payment reference ID and receipt by EFT is ordinarily next business day.
Clearing House System or Bank Failure	<p>Superannuation clearing houses are invariably reliant on the bank systems to effect large volumes of payments to superannuation funds.</p> <p>In exceedingly rare instances, the clearing house system or the bank system may go down.</p>	<p>Bank System or clearing house failures are particularly infrequent.</p> <p>Like all superannuation clearing houses, we strive to operate appropriate disaster recovery, business continuity and redundancy plans to bring systems back online as soon as possible in the event of a system failure.</p>	While system failure events are not predictable, it is advisable to leave a few additional days to ensure superannuation money is received well before the Superannuation Guarantee deadlines.

Risk	Description	How we try to help mitigate risk	What you need to do
<i>Receiving Fund Risks</i>			
Fund is unable to accept contributions	<p>Certain funds such as pensions, eligible rollover funds, certain government funds, closed or terminated funds and corporate funds (that do not operate retained divisions) are unable to accept contributions.</p> <p>In other circumstances, a fund may have been declared non-compliant by APRA or the ATO.</p>	The Service provides a warning system to block payments to those funds. In most circumstances, an employer will re-direct the contribution to the employer default fund or an alternative choice fund.	<p>Employers need to check these warnings when first linking the employee to the chosen fund.</p> <p>In certain circumstances, an individual employer may be able to contribute to a blocked fund because it may be an approved employer.</p>
Employer Registration: Fund has rules or conditions which require registration paperwork to be completed otherwise the contribution may be delayed or refunded with the requisite Superannuation Guarantee liability	<p>Certain funds (primarily non-public offer funds) require employers to register as a participating employer.</p> <p>Under 32(g)(2) of the Superannuation Guarantee Administration Act (SGAA), employers are not obligated to register, but may choose (voluntarily) to do so.</p> <p>If an employer agrees to register, it is binding itself to the fund's conditions in regards to payment frequency and notifying the fund about exited employees.</p>	<p>We provide a warning system in regards to funds that have registration requirements.</p> <p>Employers are given the option to re-direct to the default, ask the employee to exercise choice for another fund that does not carry registration requirements or complete the funds registration requirements separately</p>	If an employer wishes to contribute to these funds that require registration, it must complete the fund's registration paperwork before any contributions are made.

Risk	Description	How we try to help mitigate risk	What you need to do
<i>SuperStream Compliance</i>			
Provide the minimum SuperStream data set in the correct electronic format	<p>To be compliant with SuperStream, alongside a payment, an electronic report detailing the contributions is required to be sent to the Super Fund.</p> <p>Minimum data for the employees (members) you are paying for will be required.</p>	<p>You will upload your contribution file or key in your contribution details.</p> <p>Our Service applies validations to ensure that the minimum data set is captured. The Service will then take that data and present it to the fund in a SuperStream compliant, electronic format.</p>	<p>By using the Service, you will be providing the minimum data set and the data will be sent to funds in the correct format.</p>
Electronic Payments	<p>To be SuperStream compliant, paying with cheques is no longer an acceptable payment method. All superannuation contributions must be paid for electronically.</p>	<p>The Service works on the basis that your nominated bank account is either direct debited or you will direct credit the relevant amount to cover the contributions for the period.</p> <p>The contributions are then electronically paid out to the relevant Super Funds based on your contribution file and/or selection.</p>	<p>Need to ensure that you provide the correct bank account details and that you do have sufficient money in your nominated bank account to pay for the contributions in a given period.</p>
Payment and data are linked	<p>SuperStream compliant messages and payments to funds are linked with the Payment Reference Number (PRN).</p>	<p>The Service makes payment to the funds electronically. It provides you with a full visibility of data and the related payment being sent out to the Super Funds.</p> <p>You will be able to view the Payment Reference Number, the amount and</p>	<p>By using the Service, you will be SuperStream compliant.</p>

		<p>the date on which the payment was made out to the fund.</p> <p>Also, we only send data and payment to the fund once we have reconciled.</p>	
<p>Sending payment and data on the same day</p>	<p>SuperStream legislation states that Employers must send data and payment at the same time. This will allow the Super Fund to correctly allocate the contribution to the employee (member) account.</p>	<p>When using the Service, the SuperStream message and the related payment will be reconciled before they are sent to the fund.</p>	<p>Familiarise yourself with the PDS and clearing house periods so that sufficient time is allocated to the processing of the contributions and you are able to meet your Super Guarantee (SGA) obligations.</p>
<p>Respond to fund requests for missing information and queries within 10 days</p>	<p>SuperStream legislation stipulates that the Employer needs to respond back to the fund within 10 days of the fund sending a query to the Employer in relation to the payment of superannuation contributions.</p>	<p>The Service makes use of Employer, Member and Fund validation to ensure that you are SuperStream compliant, you are providing a minimum data set you're your members (as described above) and in the correct format. However, despite our best efforts, you may from time to time still be contacted by the fund in relation to a query. In that case you will need to observe the 10 day response timeframe back to the fund.</p>	<p>Respond to fund within 10 days of a fund making an enquiry.</p>

---

## FEES AND CHARGES

Small businesses looking for a self-service solution qualify to use SuperPay for contributions. SuperChoice is for businesses which require additional services and support to manage the administrative burden associated with superannuation choice-of-fund.

Refer to the table below to see which service is right for you.

	SuperPay	SuperChoice
For businesses looking for a self-service solution	✓	x
Payments to any super fund	✓	✓
Banking level security	✓	✓
Online Support	✓	✓
Phone Support	x	✓
Payroll File Upload	✓	✓
Direct Debit payments	✓	✓
Direct Credit Payments	x	✓

The following are the costs of the SuperPay Services, which include the provision of the Clearing House facility for retail clients.

### SuperPay

Transaction fees are paid at the same time as the Superannuation Contributions. A tax invoice will be provided online for these charges. All other fees are charged monthly in arrears. All fees shown are exclusive of GST.

- **Registration/setup:** \$100.00, with no fee charged if self-registering online.
  - Transaction Fees: \$1.00 per transaction<sup>1</sup>:

<sup>1</sup>A transaction is per member per superannuation fund contribution and includes all contribution types.

### Optional services:

These are optional ancillary services which are not part of the Clearing House facility. They are made available to employers who require customisation or additional assistance with their superannuation payments process. Costs shown are indicative and will be quoted upon request to employers who require them.

1. **On-site training and support: Charged at \$150.00 per hour:**

Onsite training and support can be provided at the client's request and is charged on a time and expenses basis. Travel and other expenses will be charged if incurred. A quotation for this service will be provided upon request.

**2. Customising our system to your payroll files: Charged at \$150 per hour:**

This fee is a time-based charge associated with us customising our system to your payroll files. This enables you to use the SuperChoice system without making any changes to the files you extract from your payroll system(s). If you do not require us to customise our system to match your payroll files this fee is not charged.

**3. Fund data cleansing and migration of employee data: Charged at \$150.00 per hour:**

This fee is a time-based charge associated with the data validation and migration of your employee data to the SuperChoice system, if required. This fee may be charged if the fund information held on your payroll system is incomplete and you require our assistance to validate and cleanse the data prior to migration.”

**Other Fees that may be apply to SuperPay Clients:**

- **Refund Fees:** We reserve the right to charge a refund fee of \$35 where money is returned by the fund due to an error by either the employer or employee (e.g. selecting an incorrect fund).
- **Dishonour Fees:** We reserve the right to charge a dishonour fee of \$35 where a direct debit request is dishonoured by your bank.
- **Stop Payment Fee:** We reserve the right to charge a stop payment fee of \$35 where a payment is submitted and the employer request a recall on the funds.

---

## **RIGHTS AND OBLIGATIONS**

Your use of the SuperPay Clearing House facility is governed by the terms and conditions set out later in this PDS, in the Application Form and the Direct Debit Terms and Conditions accompanying the Direct Debit Request Form (DDR).

SuperChoice reserves the right to change these terms and conditions at any time.

### **Useful Information and Updates**

From time to time, SuperChoice or its related companies would like to contact you or send you information regarding superannuation changes that impact on the SuperPay Service and on any other products and services.

SuperChoice encourages you to receive this information, however, if you do not wish to receive it, please contact SuperPay at [superchoiceenquiries@superchoice.com.au](mailto:superchoiceenquiries@superchoice.com.au)