

QIEC Super and NGS Super are merging

Important information for employers

What you will need to do

Prior to 6 May 2019

1. Order PDS documents online if you would like printed versions
2. Review your SuperStream solution

Queries can be directed to the QIEC Super Client Contact Centre on **1300 360 507**.

From 6 May 2019

1. Provide new employees with a Standard Choice form with NGS Super details
2. Make payments to NGS Super via your SuperStream solution. If you currently use the QIEC Super clearing house (QuickSuper) and have employees who are not QIEC Super members, you will need to populate the information for them on the NGS QuickSuper solution.

Queries should be directed to NGS Super on **1300 133 177**.

Why is QIEC Super merging with NGS Super?

The Trustees of NGS Super and QIEC Super believe that the merger will be in the best interests of the members of both funds.

QIEC Super is a strong and respected superannuation fund in Queensland. As a like-minded fund with aligned values and a similar heritage serving the non-government education and community services sectors, it has a close cultural fit with NGS Super.

The merger will see Fund assets increase to around \$10.6 billion and membership increase to around 117,000.

The larger merged Fund will be well positioned to offer members improved products and services at sustainably low Industry Super fund fee levels, and to continue to provide an excellent level of service to employers.

This merger is a positive and exciting step for members. The larger merged Fund will have a stronger presence in the superannuation industry, and it is expected that benefits will be gained from the merger that will underpin new products and services offered in the future.

NGS Super is open to all and has approximately 96,000 members. The Fund offers low fees, award-winning insurance and provides its members with quality education and affordable financial planning advice.

You can find out more about NGS Super on the Fund's website at: ngssuper.com.au

Will I need to register as a Default Employer with NGS Super?

No. There is no need to change your Default super fund from your current arrangement, whether it is QIEC Super or NGS Super.

Many awards and/or Enterprise Bargaining Agreements have provision for 'successor fund' arrangements.

If you have any questions please contact one of the Client Services Managers. Contact details are contained later in this document.



Documents for employees

A new Product Disclosure Statement (PDS) will be available from 6 May 2019 for you to issue to new employees. If you would like to order printed copies of the PDS, please visit ngssuper.com.au/order and register your details. Alternatively, the PDS will be available to download from 6 May 2019 at ngssuper.com.au/PDS.

You are not required to provide your current employees with an updated Choice of fund form. However, all new employees from 6 May 2019 will need to be issued with a Choice of fund form with NGS Super details. The Employer Standard Choice form can be accessed at ngssuper.com.au/forms.

Services will be affected from 24 April 2019

To ensure a successful transfer of both employer and member accounts to NGS Super, some necessary steps are required to be taken prior to 6 May 2019.

From 5pm (AEST) 24 April 2019 until the 5 May 2019 some transactions will be limited on QIEC Super accounts. This will impact contributions and account updates (including changes to member names and contact details) during this period.



Employer and member contributions

We will continue to accept both employer and member contributions to QIEC Super accounts. If there are any contributions that cannot be allocated by **5pm (AEST) on 3 May 2019**, these will be forwarded to NGS Super for processing after 6 May 2019.



Updating member details

If you are updating member details via your SuperStream solution you can update member details, advise of members who have terminated, address detail changes etc up to **5pm (AEST) on 2 May 2019**.

NGS Super will also have a 'limited service period' until 26 May 2019, however contributions will be received and account updates processed from 6 May 2019. NGS Super will provide further details in the Transfer Guide for Employers.



How do I contribute to the new merged fund?

The changes to the way you make contributions to the new merged fund will depend on how you currently make contributions to QIEC Super. The below outlines the various options.

1. For employers who currently use QIEC Super clearing house (QuickSuper)

You will be able to continue using this clearing house until **5pm (AEST) 2 May 2019**.

After this date you will automatically be set up on NGS QuickSuper clearing house solution. Once the set-up on NGS QuickSuper has been completed, you will be advised by email of its readiness and given login details (expected to be shortly after 6 May). When logging into the NGS QuickSuper clearing house for the first time after 6 May 2019 you will be asked to accept the QuickSuper terms and conditions. These will be in identical terms to those currently appearing on the QIEC clearing house.

You will need to update your current systems at this time to include NGS Super's Unique Superannuation Identifier (USI), bank account details in payroll systems and payee details in financial systems. Further information will be sent to you closer to the merger date.

2. For employers who currently use QIEC Super Employer Online

From **5pm (AEST) 30 April 2019** you will be unable to make further contributions through QIEC Super Employer Online.

You will be required to register (from 6 May 2019 onwards) to use:

- NGS Super's free clearing house solution (NGS QuickSuper) or
- register for another SuperStream compliant solution.

Registration for NGS QuickSuper is simple and can be accessed via clicking 'Apply Now' on the NGS QuickSuper website at ngsclearinghouse.superfacts.com/LoginView

Once your application has been processed, you will be notified via email. This email will include login details and steps on how you can start processing superannuation contributions.

3. For employers who currently use NGS QuickSuper clearing house solution

You will be able to continue using this clearing house until **5pm (AEST) 2 May 2019** for QIEC Super members.

From **6 May 2019**, your employees who are QIEC Super members will then be pre-populated in NGS QuickSuper and contributions should be submitted to NGS Super for QIEC Super members.

4. For employers who use all other solutions for SuperStream

Until **5pm (AEST) 2 May 2019**, you will be able to continue using an alternative clearing house solution.

From **6 May 2019**, contributions should be submitted to NGS Super in respect of QIEC Super members. You will need to update your current systems at this time to include NGS Super's Unique Superannuation Identifier (USI), bank account details in payroll systems and payee details in financial systems.

Alternatively, you may wish to consider registering for NGS Super's free clearing house solution (NGS QuickSuper). Registration for NGS QuickSuper is simple and can be accessed via clicking 'Apply Now' on the NGS QuickSuper website at ngsclearinghouse.superfacts.com/LoginView

Once your application has been processed, you will be notified via email. This email will include login details and steps on how you can start processing superannuation contributions.

A Transfer Guide for Employers will also be supplied closer to the merger date. It will provide some further information on the items that need to be updated, including items in employers' own systems such as the NGS Super Unique Superannuation Identifier (USI) and bank account details in payroll systems and in financial systems.

If you intend to register for NGS QuickSuper, it is recommended that you do so prior to 6 May 2019. **Please ensure superannuation contribution processing on the new solution only commences after the merger date of 6 May 2019.**

Will member numbers change?

Member numbers for existing QIEC Super members will change from 6 May 2019. However, for simplicity and continuity purposes, the new NGS Super Member Number will incorporate the existing QIEC Super member number.

As QIEC Super members presently have a unique Member Number that is between 2 and 6 digits in length, members transitioning will have a prefix of the digits '44' applied to the start of their member number and leading zeros will be added where required to make their new member number a 9 digit number.

For example, a QIEC Super member who presently has a member number of 45321 will be assigned the 9 digit member number of 440045321. A QIEC Super member who presently has a member number of 785263 will be assigned the 9 digit Member Number of 440785263.

I have a great relationship with the QIEC Super Client Services Managers. Will I be able to continue to contact them?

QIEC Super employers and members can continue to contact the QIEC Super Client Services Managers. From 6 May 2019, these staff members will be employed by NGS Super and each of their titles will change to 'Customer Relationship Manager'.

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How can I stay up-to-date on the progress of the merger?

Members and employers will receive targeted communications. We will also provide updates via the QIEC Super website. The FAQs will be updated during the merger process so, in order to stay up-to-date, please review this web page periodically.

A Transfer Guide for Employers will also be supplied closer to the merger date to provide further details in readiness for the merger date.

Furthermore, up to and including 3 May 2019, queries can be directed to the QIEC Super Client Contact Centre on **1300 360 507**.

From 6 May 2019, queries should be directed to NGS Super on **1300 133 177**.