

FAQs FOR EX-QIEC SUPER EMPLOYERS

*Post merger questions and
answers for employers*

FREQUENTLY ASKED QUESTIONS (FAQs)

MAY 2019

Welcome to NGS Super. We'd like to help you make the necessary changes to your payroll system and ensure your Superannuation Guarantee (SG) obligations continue to be met.

Following are Q&As to assist you with things you may need to know.

Q. Why have the two Funds merged?

A. The trustees of NGS Super and QIEC Super believed that the merger would be in the best interests of the members of both funds.

QIEC Super was 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 had a strong cultural fit with NGS Super.

The larger merged Fund is well positioned to offer members improved retirement products and services at sustainably low Industry SuperFund fee levels.

This merger is a positive and exciting step for members. The larger merged Fund will have a stronger presence in the superannuation industry with greater bargaining power with service providers, and we expect to gain benefits from the merger that will underpin new products and services we can offer members in future.

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

Q. How were members informed of this merge?

A. The Fund communicated directly with members. This process has already commenced with members receiving a welcome letter from NGS Super.

QIEC Super communicated directly to members prior to the merger.

Q. I have a great relationship with my Client Service Manager. Will I be able to continue to contact them?

A. QIEC Super employers and members can continue to contact the QIEC Super Client Services Managers.

As of 6 May 2019, these staff members are now employed by NGS Super and their titles have changed to 'Customer Relationship Manager'.

Q. How can I stay up-to-date on the progress of the merger and action that I need to take?

A. You should have recently received a communication with a link to the **Employer Transfer Guide** for QIEC Super Employers from NGS Super. This provided you with details about the merger and important information about action you are required to take for submitting contributions from 3 May 2019 in respect to QIEC Super.

You can also find out more by contacting your Customer Relationship Manager, or calling the NGS Super Employer Services helpline on **1300 133 177**, and selecting **Option 3**. Monday to Friday, 9.00am to 5.00pm (AEST). If calling from outside Australia, phone **+61 3 8687 1818**.

Q. Will my employer number change?

A. Your current QIEC Super employer number is no longer valid.

NGS Super will generate new employer numbers for internal reference. However, these are not generally provided to employers as it is not compulsory to enter an employer number in any of the accepted Superstream compliant solutions for submitting contributions.

Q. Will the membership numbers for my employees change?

A. Member numbers for existing QIEC Super members changed from 6 May 2019.

For simplicity and continuity purposes, the new NGS Super member number will incorporate the existing QIEC Super member number.

Transitioning QIEC Super members will have a prefix of the digits '44' applied to the start of their member number and zeros will be added where required to make their new member number a 9 digit number.

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.

Q. Will the QIEC Super Unique Superannuation Identifier (USI) remain?

A. The QIEC Super Unique Superannuation Identifier (USI) is no longer valid, and you will need to update your systems to the NGS Super USI.

NGS Super USI: 73549180515701.

Q. Do I need to update my payroll and financial systems?

A. The USI is used to identify a superannuation fund and/or product, and it is important that you update your systems to the NGS Super USI.

You now need to update your current payroll and financial systems to include NGS Super's Unique Superannuation Identifier (USI), as well as update employees from QIEC Super to NGS Super.

Information about the **Employer Transfer Guide** for QIEC Employers that was recently sent to you will provide you with further information of action that you need to take.

Q. Can I continue to use the same Clearing House for SuperStream?

A. The NGS Super version of *QuickSuper* is different to the QIEC Super version of *QuickSuper*. Employers who were using the QIEC Super version of *QuickSuper* have been automatically registered for the NGS Super version of *QuickSuper* as of 6 May 2019.

If you have not been provided with login details, please contact your Customer Relationship Manager or the Employer Helpline on **1300 133 177**.

An email was sent to you on 6 May 2019 advising you of *NGS QuickSuper* readiness and providing you with login details.

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 identical terms to those that appeared on the QIEC Super clearing house.

Pages 8 to 13 of the **Employer Transfer Guide** for QIEC Employers will provide you with further information of action that you need to take, including updating your systems to NGS Super's Unique Superannuation Identifier (USI), how to transfer your employee date to *NGS QuickSuper*, and any particular payroll system updates required.

Q. I was registered for QIEC QuickSuper, but haven't received my login details for NGS QuickSuper

A. An email would have been sent to the staff member who initially registered for QIEC *QuickSuper*. If you need to have the email resent, or if the primary contact details have changed, please contact the Employer Helpline on **1300 133 177**.

Q. Can I continue to use QIEC Super Employer Online?

A. From 5.00pm (AEST) 30 April 2019 you were unable to make further contributions through QIEC Super Employer Online.

From 6 May 2019, you are required to register 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

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.

Pages 14 to 23 of the **Employer Transfer Guide** for QIEC Employers will provide you with further information of action that you need to take if you used to use QIEC Super Employer Online. It also includes details about updating your systems to NGS Super's Unique Superannuation Identifier (USI), how to transfer your employee details to *NGS QuickSuper*, and any particular payroll system updates required.

Q. I use a clearing house solution that is not **QuickSuper** or **QIEC Super Employer Online**. Can I continue to do so?

A. You can continue using an alternative clearing house solution. However, contributions now need to be submitted to NGS Super. You now need to update your current payroll and financial systems to include NGS Super's Unique Superannuation Identifier (USI) for all QIEC Super members.

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

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.

Page 24 of the *Employer Transfer Guide* for QIEC Employers provides you with further information of action that you need to take if using an alternative clearing house solution.

Q. I contribute for employees in both Funds. What will happen?

A. Contributions should be submitted to NGS Super for your employees that are QIEC Super employers.

You will need to update details on your payroll systems and clearing house solution to ensure they are now NGS Super members and that the USI is updated to the NGS Super USI.

Please refer to the *Employer Transfer Guide* for QIEC Employers which will provide you with further information if using an alternative clearing house solution.

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

A. No, you do not need to register as a default employer with NGS Super.

Q. Which PDS do I issue to new employees?

A. A new *Product Disclosure Statement (PDS)* dated 6 May 2019 is available 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 is available to download at ngssuper.com.au/pds

Q. Do I need to issue employees with a new Choice of Fund form?

A. 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

Q. Do I need to make changes to bank account details?

A. No. The bank account details for contribution payments is linked to the USI for NGS Super. By updating the USI in your payroll systems and clearing house solution, the bank details will automatically update.

If you use *QuickSuper*, and pay your contributions by EFT, bank details and reference numbers for payment are provided following submission of the contribution file.

Q. How do I transfer my employee data from my existing clearing house solution to NGS Super?

A. The process to transfer data is detailed in the *Employer Transfer Guide*. We can provide assistance to you with transferring data. Please contact your Customer Relationship Manager, or the Employer Helpline on **1300 133 177**.

If your payroll software can export your contribution file data in a SAFF (SuperStream Alternative File Format), this will be the easiest way to upload the information into *QuickSuper*.

If your payroll software does not export data in the SAFF format, you can upload data using the templates provided in the '**Downloads**' section in *QuickSuper*. A template is provided for employee details, and for contribution details.

Please refer to our detailed *User Guide* for *QuickSuper* available at ngsclearinghouse.superfacts.com

Q. I've exported data from QIEC QuickSuper, but Tax File Numbers for employees are not provided

A. Westpac QuickSuper is unable to export TFN data for your employees, due to their privacy regulations. You will need to export this data from your payroll system.

If you have uploaded your employee data into *QuickSuper*, you can download this data by selecting '**Employees**' > '**View Employees**' and selecting '**Export employees**' to generate a current list of your employees. You can add the TFN information to column K, and upload the updated information by selecting '**Employees**' > '**Upload Employees**'.

If you need assistance with this process, please contact your Customer Relationship Manager.

Q. How do I obtain member numbers for new employees?

A. Member numbers are no longer a mandatory field when making contributions via a clearing house. If an employee has not provided their member number, the designation UNKNOWN can be used, or the field can be left blank.

If you would like a list of member numbers for all of your employees with NGS Super, please contact your Customer Relationship Manager.

Q. I'm having difficulty uploading my data into NGS QuickSuper

A. Your Customer Relationship Manager can assist you to upload your existing employee data into *QuickSuper*. If you are having any difficulties uploading data, or have any questions about *QuickSuper*, please contact your Customer Relationship Manager or the Employer Helpline on **1300 133 177**.

We have outlined a number of common issues that may arise when uploading your data:

- Prior to uploading your employee data into *QuickSuper*, you will need to add the fund details for any SMSFs used by your employees. In the export from Westpac *QuickSuper*, a Fund ID is assigned for each fund. This Fund ID can no longer be used. You can create your own Fund ID for each SMSF used (up to 9 digits). Most employers choose to use the first few letters of the name of the SMSF, or the ABN for the SMSF.

- The formatting of dates in your data file needs to be consistent, and you can update your preferred date format in *QuickSuper*. Common examples include: DD/MM/YYYY and DD-MMM-YY.
- If you have a default fund listed in **'Administration' > 'Fund Relationships'**, you will need to enter additional data for each default fund employee, such as their employment status (e.g. Full Time, Part Time, Casual, Contractor). If you delete the fund relationship, you will not need to enter this additional data.
- The default number format in Excel is limited to display up to 11 digits in a cell. As USI and member number data is often longer than 11 digits, this information is truncated by Excel. To prevent data being truncated, click on the columns containing the USI and Member Number data, right click, and select **'Format Cells'**. Select **'Number'**, and change the decimal places to '0'. You will need to do this each time you open the file.
- An alternative method is to prefix the number with the # symbol, which will cause Excel to treat the number as text. When the file is uploaded to *QuickSuper*, the hash symbol will be ignored.
- *QuickSuper* validates address information for member records. The postcode or suburb name provided by an employee, or stored in your payroll system, may not be current. This information needs to be updated to successfully upload your employee data.
- The USI for some super funds has changed. For example, you will need to update the USI for QIEC Super members from 15549636673001 to the NGS Super USI of 73549180515701.
- Another common USI change is for QSuper members (previously QSU0101AU. Now 60905115063001).
- A full list of current USI details can be found in *QuickSuper*, under **'Funds' > 'View Funds'**.

Q. I cannot import my contribution file into QuickSuper. Has the file format changed?

A. In the QIEC *QuickSuper* portal, a .TXT file was able to be uploaded from your payroll system. This option is not currently available in the NGS Super version of *QuickSuper*.

We are currently working with Westpac to make this available. In the interim, please contact your Customer Relationship Manager, who can assist you to upload your employee data and contribution files.

Your NGS Super Customer Relationship Managers

QIEC Super employers and members can continue to contact the QIEC Super Client Services Managers.

From 6 May 2019, these staff members are employed by NGS Super and their titles are now Customer Relationship Manager.



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More information?

Contact us

You can contact us at
ngssuper.com.au/contact-us
or call the NGS Super Employer
Services Helpline on **1300 133 177**,
select **Option 3** between 9.00am and
5.00pm (AEST), Monday to Friday.

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Important information

The information in this information sheet
is general information only and does
not take into account your objectives,
financial situation or needs. Before
making a financial decision, please assess
the appropriateness of the information
to your individual circumstances and
consider seeking independent advice
from a licensed or appropriately
authorised financial planner.

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