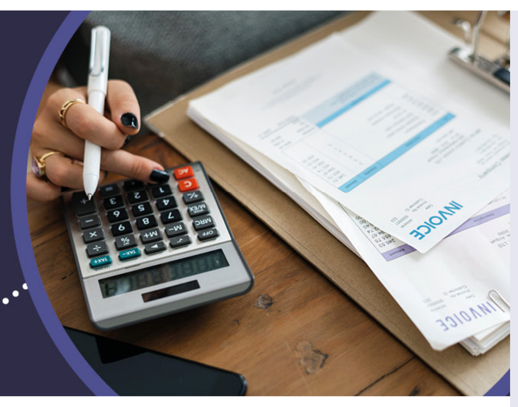
Australian Government
Commonwealth Superannuation Corporation



CSC Employer Newsletter: April 2023

Welcome to the autumn edition of the CSC Employer Newsletter. We're now full steam ahead into 2023 with a number of exciting initiatives starting to unfold, including the launch of our online learning courses—more details on these below. Make sure you stay ahead of the super game by keeping a close eye on our newsletters and email blasts, and ensure your colleagues don't miss out by sending them this link.

Level up your super knowledge

Our newly released Superannuation 101 for Employers course is perfect for those seeking a high-level overview of what super is, what CSC does, and how our funds work. You can access it at our Training and Support page.

We are also in the final stages of releasing PSSap Claims for Employers. This course is targeted at those working in Human Resources (HR), and is particularly relevant for Case Managers. Participants will learn more about the services and products offered through lifePLUS Protect, as well as how to apply for an Invalidity Retirement Certificate. Launch details will soon be on our website.

As always, for further support, email employer.service@csc.gov.au or call 1300 338 240.

Kind regards,

Tim Hart
Manager, Employer Engagement

Insurance premium reduction

As households grapple with cost of living pressures, we have negotiated a premium rate reduction with our insurance partner, *AIA Australia Limited*.

This reduction was effective from 1 March 2023 and applies to employees with PSS Additional Death and Invalidity Cover (ADIC) or PSSap lifePLUS Cover.

Those with impacted employees should have already received information to your payroll email address. PSS members with a birthday around this time will also receive a birthday review update, as per the standard process.

CSC is currently notifying all impacted members of this positive change to their insurance cost.

Housekeeping

Accuracy of CSS/PSS contributions

In recent months, there has been an increase in the number of CSS/PSS files submitted through Employer Services Online (ESO) that do not match the amount of money sent to us.

It's important to remember your employer obligations under SuperStream—to ensure contribution data and money reconciles and is sent to CSC on the same day.

When contribution data and money for a payday do not align, we need to manually work through the discrepancies. This results in delays to allocation, and uncertainty among your employees.

We are here to provide training for any of your people who are new to payroll. For more information about how we can support you, see here.

PSSap insurance claims

We've recently noticed a delay in finalising some Income Protection (IP) and Total and Permanent Disability (TPD) claims. This is often caused by information not being provided in a timely manner.

The key documents required from employers to allow us to assess an IP or TPD claim are:

- employer statement;
- payslips for a specified period; and
- LWOP dates for a specified period.

Receiving these items in appropriate time means we can progress and finalise claims member claims without delay.

Commonwealth Superannuation Corporation

Your privacy is important to us
We're committed to protecting your privacy. We collect your personal information for the purposes of providing superannuation services to you, improve our products and to keep you informed. We will only share your personal information where necessary for providing superannuation services to you. This may include disclosing your personal information to our scheme administrator, service providers or government or regulatory bodies. Your personal information may be accessed overseas by our service providers. Please see our privacy policy for full details. Your personal information will not be otherwise used or disclosed unless required or permitted under law. A full copy of our privacy policy as well as the privacy complaint process is available at www.csc.gov.au/privacy

General Advice
Any financial product advice in this document is general advice only and has been prepared without taking account of your personal objectives, financial situation or needs. Before acting on any such general advice, you should consider the appropriateness of the advice, having regard to your own objectives, financial situation and needs. You may wish to consult a licensed financial advisor. You should obtain a copy of the relevant Product Disclosure Statement (PDS) and consider its contents before making any decision regarding your super.

Target Market Determination
To ensure that CSC is keeping customers at the centre of our approach to the design and distribution of our products, a Target Market Determination (TMD) has been made for ADF Super, PSSap and CSCri. A TMD describes the types of customers a financial product is appropriate for based on their likely needs, objectives and financial situation (target market), and it establishes the conditions and restrictions in relation to how the product can be distributed to customers. The TMD also describes our reporting requirements, and events or circumstances where we may need to review the TMD. CSC TMD's can be found on our website csc.gov.au/tmd.

Commonwealth Superannuation Corporation (CSC) ABN: 48 882 817 243 AFSL: 238069 RSEL: L0001397
Trustee of Commonwealth Superannuation Scheme (CSS)ABN: 19 415 776 361 RSE: R1004649
Military Superannuation and Benefits Scheme (MilitarySuper) ABN: 50 925 523 120 RSE: R1000306
Public Sector Superannuation Scheme (PSS) ABN: 74 172 177 893 RSE: R1004595
Public Sector Superannuation Accumulation Plan (PSSap) ABN: 65 127 917 725 RSE: R1004601
Defence Force Retirement and Death Benefits Scheme (DFRDB Scheme) ABN 39 798 362 763
ADF Super ABN: 90 302 247 344 RSE: R1077063