

CSC Employer newsletter, Autumn 2020 edition



What's new at CSC?

What a crazy few months we've had. Like you, we've changed our ways to cope as much as possible with COVID-19. But no matter how much we've had to change, our focus has never wavered and that focus is you. We're keeping our customers up to date on important messages by email, and we have published a range of articles on our [website](#).

Over the years, we've sent fortnightly reports with the PSSap membership numbers for your new employees. We've recently added extra security measures to the way we send these reports to you, and are now sending two emails. One has the data in an encrypted file and the other has the password for that file. This change was implemented a few weeks ago and we're sorry we didn't tell you beforehand.

But, did you know that you can also get the PSSap membership numbers for your new employees through the CSC clearing house? In fact, our clearing house has a 'Daily Report' you can find in the reports area that will give you those new PSSap membership numbers.

There's more information about PSSap membership numbers in the article below.

Sonja Nocera
Employer Services Manager
Commonwealth Superannuation Corporation



Unsure what PSSap membership number to use for your new starter?

Don't even worry about it! You don't actually need a PSSap membership number when submitting your pay file through the clearing house. Your new starter's personal information will be used to search our system and find any possible matches.

If they already have a PSSap membership, your super contribution will be allocated to their account.

If no account exists, your super contribution will be allocated to a new membership. We'll then send your new starter a welcome pack with more information about their new PSSap membership.

The clearing house will send you a message with your new starter's PSSap membership number for future pays. It's really that simple.



Can you help us get in touch with our PSSap customers?

The current COVID-19 situation has meant we've all shifted very quickly to working almost entirely online. It's now more important than ever for us to be able to reach our customers by email, so we can get important messages to them as quickly as possible.

We'd really appreciate your help with getting us in touch with more of our customers. When setting up new starters and submitting PSSap contribution data through the clearing house, we ask that you include personal email addresses for your employees. These personal email addresses mean we can contact more of our customers faster than we could by post.

If you have any questions on how to do this, give us a call on **1300 338 240**.



Changes to ADF Super legislation

Recent legislative changes mean that from 6 July 2020, veterans with at least 12 months' continuous service can keep their



We've updated our departmental reports!

We've made some big changes to our departmental reports which mean your employees can now send their forms

ADF Super account when they transition out of the ADF. Importantly, these changes will also mean the introduction of a new insurance product, lifePLUS Protect.

Find out what this means for you and your employees on our website. [Read more](#)

directly to us instead of sending them through you first. [Read More](#)



Reminder: end of financial year processing

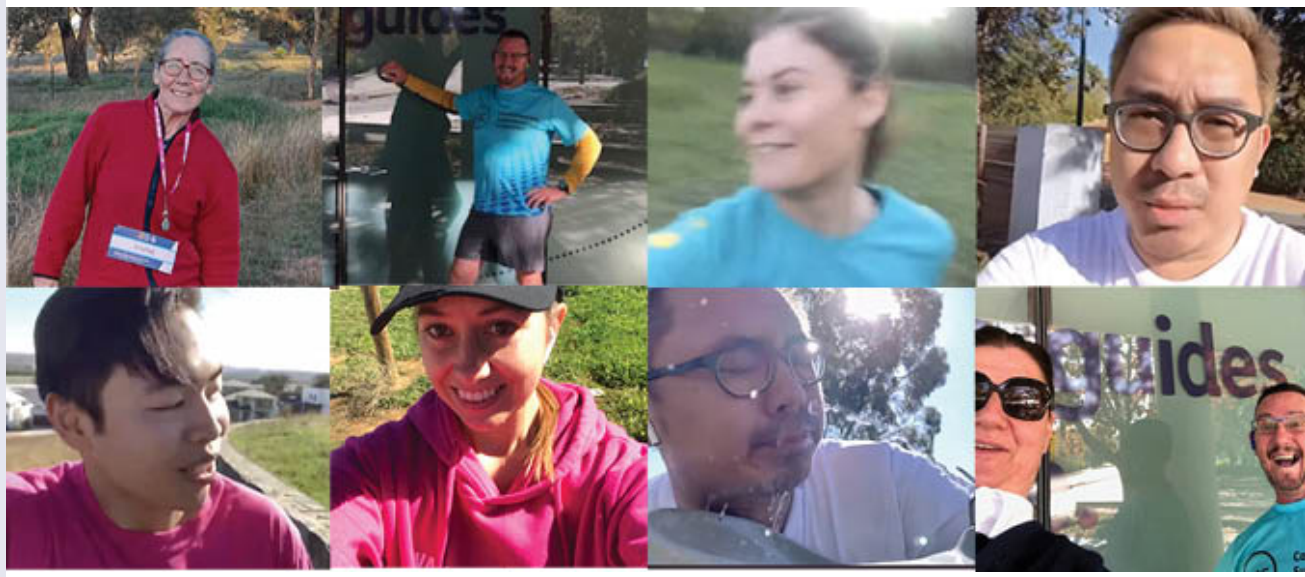
As you all would’ve seen in a recent **email** the end of financial year is coming up fast, with the last payday of the financial year on 25 June 2020. So that we can allocate contributions within the right financial year, we’re asking that you submit all PSSap contributions by Friday 19 June 2020 if you can. Provided contributions are received to the PSSap bank account within this financial year, customers’ concessional and non-concessional caps won’t be affected if you can’t submit early. You can submit CSS and PSS contributions as normal.



Internet Explorer isn’t a match for ESO

Employer Services Online (ESO) just isn’t the one for Internet Explorer. If you’ve ever tried to log into ESO through an Internet Explorer browser you’ll know that they aren’t compatible – the page won’t load or you’ll get a message telling you the page is forbidden.

If you’re experiencing issues using ESO, try using it in another browser. If you still have problems, get in touch with our Employer Service Desk.



Mother’s Day Classic – an event for the ages!

We’re proud to say that COVID-19 didn’t stop us from running or walking for the Mother’s Day Classic. While it wasn’t a traditional event, the change to virtual was a welcome one – it meant we had a great excuse to get out and keep exercising!

Did you get involved in the event too? If you signed up a team, we’d love to hear from you. We’re still looking for the team with the most number of participants (relative to size of course) to award our trophy to, so get in touch with your Relationship Manager to find out if you won.

You’ll see some changes to our website soon

We’ve been working on a lot of changes to our website recently and you’ll be seeing these soon. We’re working on making sure the content is more valuable to you and easier to find. We’ll be working on this bit by bit over the next 12 months and we’ll keep you in the loop through these newsletters so you know what’s changed.

[Manage your preferences or unsubscribe](#)