



The festive season is almost here!

Which means it's time to give you some important information about early cut-offs and processing times.

But before we get to that, we want to say thank you. 2020 has been an interesting and challenging year for everyone, but we've enjoyed working closely with you through it all and are thankful for your support. We hope you all have a safe and happy festive season.

Sonja Nocera
Employer Services Manager
Commonwealth Superannuation Corporation

Contribution data processing

CSS and PSS data

We encourage you to submit CSS and PSS contribution data through Employer Services Online (ESO) for both December paydays (10 and 24 December 2020) before your shutdown period where possible. You should also send us the corresponding contribution payments when your data is submitted.

We understand this isn't possible for everyone and there's no problem with that. Given the final pay day for 2020 is also Christmas Eve and the day before shutdown, you might not be able to submit payment on that day. Just send it to us as soon as you can in the New Year. It's really important to use the matching Payment Reference Numbers (PRNs) in this instance so we can correctly allocate the contributions.

PSSap data

Everyone using the CSC-sponsored clearing house can schedule submission of data and payments in advance for PSSap and choice funds.

The transaction date in your SAFF file (field 26, CSV column W) should reflect the date you want the data submitted and the contributions direct debited from your account. If this field is left blank, transactions will be processed after 4pm on the day it has been authorised and you may overdraw your bank account.

If you're unable to pay in advance, or are using a clearing house that isn't CSC-sponsored, any contributions received by PSSap via SuperStream by 24 December will be allocated to your employees' accounts within the calendar year. Contributions received from 27 December won't be allocated until the New Year.

CSS and PSS benefits and pensions processing

We also have early cut-off dates for the processing of benefits. Keep these dates in mind for any employees who may be retiring or leaving employment from now until January, particularly if you need to complete a departmental report for them.

Any CSS or PSS customers who are ceasing membership and claiming a pension need to have their applications in to us by:

- **26 November** to be processed in time for the pension payday on **17 December 2020**
- **3 December** to be processed in time for the pension payday on **31 December 2020**.

Any applications received after 3 December will be processed for pension payday 14 January 2021.

CSS or PSS customers claiming a lump sum benefit will need to submit their benefit application to us before 18 December to receive payment by Christmas. Any applications received after this date can't be paid until 4 January 2021.

To assist us with processing these benefit applications as quickly as possible, we highly recommend you complete the relevant departmental report as soon as your employee separates. We now have separate **departmental reports** so your employee can send their benefit application form directly to us instead of sending to you first which hopefully saves some time. Email all departmental reports and application forms to formsandapplications@csc.gov.au.



Availability during the shutdown period

Our office will be closed on Friday 25 and Monday 28 December, but the Employer Service Desk will be available via phone for any urgent employer enquiries on 29, 30 and 31 December.

Our Customer Contact Centre will also be available during this period to take any customer calls and reply to emails.

We'll all be back as normal from Monday 4 January 2020.

Enjoy the festive season!

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