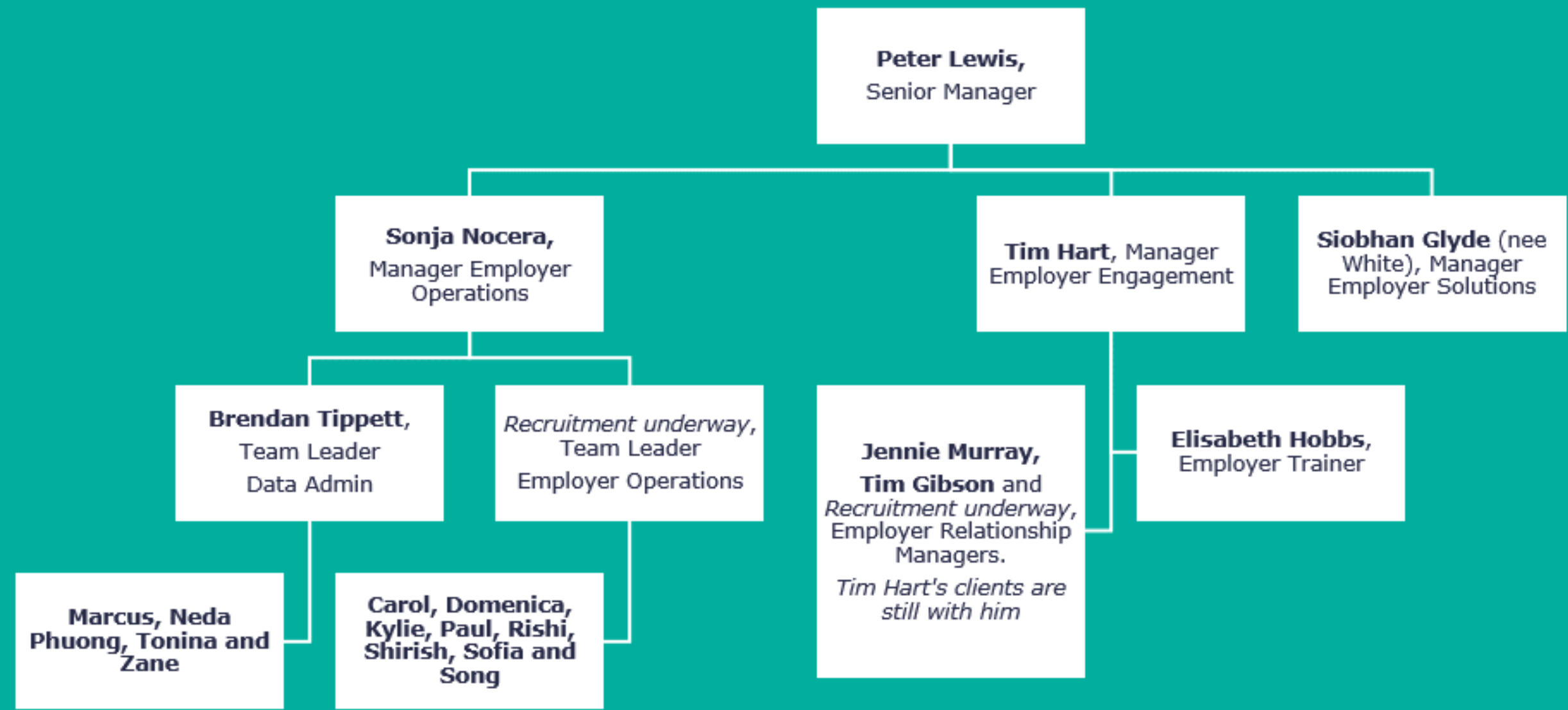




Meet the new Employer Services team!

In our last newsletter we mentioned we were bringing together CSC’s employer-focused teams to create the new Employer Services team. We’re very excited to announce who’s in that team and what our new structure is! There’s plenty of familiar names but some are in new positions. Check out the new team below.



Now that we’ve come together, we have narrowed down the number of email addresses you need to contact us:

Main contact point	Employer Services employer.service@csc.gov.au 1300 338 240
For CSS and PSS data submissions and reconciliation	Data Admin and Reconciliation team data.admin@csc.gov.au 1300 338 240
For PSSap contributions data and QuickSuper clearing house	Employer Services employer.service@csc.gov.au 1300 338 240
For all forms and applications	- formsandapplications@csc.gov.au (CSS, PSS, DFRDB and MilitarySuper) - formsandapplications@pssap.com.au (PSSap) - formsandapplications@adfsuper.gov.au (ADF Super) Want to post a form? Here’s our address.
For open invalidity or insurance claims	- caseworkservices@csc.gov.au (CSS, PSS, DFRDB, Military Super and ADF Super) - claims@pssap.com.au (PSSap)

We’re no longer using the following email addresses:

- membermaintenance@csc.gov.au
- benefit.payments@csc.gov.au
- internal.membermaintenance@csc.gov.au

There are still some changes to come so we’ll keep you up-to-date through these newsletters. Don’t forget that we’d love to hear any feedback you have for us during this change. Just fill out our [feedback form](#) and we’ll jump on it.

Kind regards,
Peter Lewis
Employer Services Senior Manager
Commonwealth Superannuation Corporation

Stapling starts on 1 November 2021

We’ve recently held three workshops about stapling, which were attended by a number of you. We’re really grateful for your interest and engagement in these sessions, and we hope they were helpful.

We’ll soon have plenty of information on our website to help you navigate this change, so keep a close eye out on the [homepage](#). If you need any extra help, please reach out to us at any time on 1300 338 240 or at [employer.service@csc.gov.au](#).

It’s time to better understand the PSSap extension changes

On 7 March 2021, the PSSap and PSSap Ancillary rules changed to allow more flexibility for CSS, PSS and PSSap customers. We want you to better understand these changes so you’re ready for how they interact with “stapling”, which comes into effect on 1 November 2021.

[Read more](#)

Auditing records and found some mistakes? Reach out to us before fixing anything.

If you’re auditing super records and have noticed some mistakes going back some time, please reach out to us before you start fixing those records. We’ve got a rework team who look after correcting records that span a number of years and impact several employees. This process isn’t always an easy one so we’d like to work closely with you from the start. We’ll be able to explain the processes, difficulties you might come across, and help you correct records for former employees who might’ve moved to another employer or claimed their super benefits.

If you want to chat about the rework process, or you're unsure whether you've got a rework situation, just flick an email to employer.service@csc.gov.au and the team will book a meeting with you.

Have you got the right ESO access?

In June 2021 we updated our Employer Services Online (ESO) portal to give you access to member data reports. You can get these reports for any CSS or PSS customers who are, or were, employed by you and have a contributing or preserved super record. You'll only be able to see the data for former employees for the period they were employed by you.

[Read more](#)

We're no longer sending PSSap membership number reports

Each week we've been emailing you a report with PSSap membership numbers for your new starters. We're stopping that process, as you're able to access these membership numbers in other ways when it suits you best. It also frees our team up to focus on improving other processes for you.

[Read more](#)

PSSap lifePLUS auto insurance changed on 1 July 2021

On 1 July 2021, we introduced a 'life stage' design for PSSap customers with, or eligible for, lifePLUS auto Income Protection cover. This has been implemented to better reflect customer needs and to help stabilise long-term insurance costs.

Life stage is a model that provides eligible customers with more Income Protection cover when they are more likely to need it, and less when they are less likely to need it – and it's based on age groups. This model aligns the cost of cover with age groups that are statistically more likely to claim. The table below shows you the new life-stage Income Protection age groups, waiting periods and benefit payment periods.

	14y9m to 34^	35 to 54^	55+ ^
Before 1 July 2021	5 year benefit payment period 60 day waiting period	5 year benefit payment period 60 day waiting period	5 year benefit payment period 60 day waiting period
From 1 July 2021	2 year benefit payment period 90 day waiting period	5 year benefit payment period 90 day waiting period	2 year benefit payment period 90 day waiting period

^ Excluding customers exempt under the Treasury Laws Amendment (Putting Members' Interests First) Act 2019

We let our customers know about this change through a Significant Event Notice sent out in May 2021. There's nothing you need to do about the change. We just want you to be aware of it in case you're helping any sick or injured employees navigate the income protection claim process.

It's annual statements time!

Annual statements are currently being sent out to all our customers so we're currently a hive of activity.

While we're working hard to send all statements by email or post, we're likely to stumble across some customers who have no postal or email address. We're communicating with our customers in as many ways as we can to ensure their details are updated, but we might need your help.

If a customer doesn't have a postal or email address and we see they're currently employed by you, we'll send their statement to your postal address. We would be very grateful if you could give our customer their statement and encourage them to [contact us](#) ASAP to update their contact details.



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