

CSS and PSS Employer Services Online (ESO) access request form

For employer use

You can use this form to:

- request access for a new user
- update access or details for an existing user (including a change of name)

To remove a user's access, email data.admin@contact.csc.gov.au.
No form is required.

For faster processing, use the online request form at csc.gov.au/es0-user

How to use this form

Use CAPITAL LETTERS and a black or blue pen.

Mark boxes like this ☐ with a cross (X) then fill out the next question or section.

Privacy

We're committed to protecting your privacy. We collect, hold and disclose your personal information so that we can provide superannuation services to you, improve our products, and keep you informed. We will only share your personal information where necessary and as permitted under our privacy policy. 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 csc.gov.au/privacy

A Request type

Please select **one** of the options below.

- ☐ New user access request
 - ☐ Update existing user details or access

B Employer details

If you are a shared service provider, add details for the employer you need access to.

[illegible]

If you need access to multiple employers, email data.admin@contact.csc.gov.au



**Commonwealth
Superannuation
Corporation**

The information provided in this form 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 adviser. You should obtain a copy of the relevant Product Disclosure Statement (PDS) and consider its contents before making any decision regarding your super.

Commonwealth Superannuation Corporation (CSC) ABN: 48 882 817 243 AFSL: 238069 RSEL: L0001397 | Commonwealth Superannuation Scheme (CSS) ABN: 19 415 776 361 RSE: R1004649: 64 250 674 722 | Public Sector Superannuation Scheme (PSS) ABN: 74 172 177 893 RSE: R1004595

C

Complete this section if your name has changed.

Previous name (as currently recorded in ESO)																										
New name																										
Reason for change	☐ Marriage ☐ Divorce ☐ Legal name change ☐ Other																									
Effective date of change	D D / M M / Y Y Y Y																									

D

Title	☐ Mr	☐ Mrs	☐ Ms	☐ Miss	☐ Other									
Surname														
Given name(s)														
Date of birth	D	D	/	M	M	/	Y	Y	Y	Y	DOB is used to verify your identity when you log in or request changes to your details or access.			
Work email														
Phone	Business hours						Mobile number							
Sign	Signature						Date signed							
							D D / M M / Y Y Y Y							

Please note: If your account is inactive for 14 months, it will be removed. You'll need to re-register for ESO access if required.

E

Select the appropriate level of access:

- ☐ Read only: view member information for eligibility purposes.
- ☐ Read/write (full access): view and edit information, and submit contribution data to CSC

Important: You must select an access level for new users or access changes. Requests without a selected access level will not be processed

F

ESO supports optional MFA to enhance account security using a mobile phone.

- ☐ Enable MFA for this user. If selected, the user will be required to complete an additional authentication step when logging in to ESO.

Important: MFA is applied from the next business day (not immediately). The user must have access to a mobile phone to receive authentication prompts. Once enabled, MFA will apply each time the user logs in to ESO.

G User declaration

By signing below, you confirm that:

- the information provided is correct
- you are authorised to access employer information
- you understand your responsibilities when using ESO.

☐ I have read and agree to the ESO [Terms and Conditions](#)

 **Sign**

Signature

Date signed
D D / M M / Y Y Y Y

H Authorisation

This section must be completed by an authorised officer of the employer.

An authorised officer should be a person responsible for superannuation reporting or employer data submissions (e.g. payroll manager, HR manager or delegated authority).

Authorised officer

Title ☐ Mr ☐ Mrs ☐ Ms ☐ Miss ☐ Other

Surname

Given name(s)

Position

Date of birth
D D / M M / Y Y Y Y

Work email

Phone
Business hours After hours

Mobile number

I authorise this request and confirm:

- the user requires the access specified
- the details provided (including any name changes) are correct
- I am an approved authorised officer for this employer.

 **Sign**

Signature

Date signed
D D / M M / Y Y Y Y

Important information

- Access will be removed if the account is inactive for 14 months.
- Employers are responsible for reviewing and maintaining appropriate access.
- Requests must be completely and correctly authorised to be processed.
- The authorised officer must be listed on CSC's approved authorised officer register for the employer.
- If the authorised officer is not recognised, this request will not be processed.

Save and email this application to data.admin@contact.csc.gov.au

I How can I get more information?

Email: employer.service@contact.csc.gov.au

Phone **1300 338 240**

Mail: **Employer Service
GPO Box 2252
Canberra ACT 2601**

For more information visit csc.gov.au

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