



Merger Guide for Employers

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Intrust Super and Hostplus are merging

On 26 November 2021 Intrust Super members will be automatically transferred to Hostplus under what is known as a "Successor Fund Transfer".

As industry funds with a common heritage, and a focus on serving the hospitality, tourism, clubs, recreation, sporting and associated sectors, there is a strong alignment between Intrust Super and Hostplus. We believe that our combined strengths can provide for greater future outcomes for members and your staff.

This guide outlines the various changes that may impact you as an employer before and after the transition. It also explains how to make your future contributions to Hostplus, whether you currently use Intrust Super EmployerAccess, SCH Online or another clearing house or payroll solution.

Hostplus service promise

Hostplus prides itself on delivering outstanding service to over 235,000* contributing employers across the country. Hostplus will endeavor to continue to offer the same exceptional service you have come to expect.

Existing Hostplus employers enjoy a hands-on approach to servicing, delivered through a truly national team, with offices in every state and territory. Hostplus' dedicated employer services team are always ready to help and they strive to ensure your super arrangements continue to represent the needs of your team and that your business meets legislative requirements with minimal administrative impact.

*As at 30 June 2021.

Payment methods

The way you currently make your super payments will impact the key actions you need to take in November. If you currently pay via:

- Intrust Super EmployerAccess or SCH Online, detailed instructions can be found on page 4.
- All other platforms, including Hostplus QuickSuper, detailed instructions can be found on page 5.



Key dates

Last date for contributions to be received by Intrust Super	19 November 2021
Intrust Super EmployerAccess and SCH Online will be made 'read only' Please note: payments cannot be processed through these systems after becoming 'read only'.	19 November 2021
Intrust Super limited service period	19 – 26 November 2021
Unique Superannuation Identifier (USI) for Intrust Super will be disabled and payments made to this USI will be rejected and returned to employers	26 November 2021
Employers and members will be transitioned to Hostplus	27 November 2021
Hostplus limited service period	27 November – 14 December 2021
Employers receive Hostplus welcome and login information for the QuickSuper portal*	From 14 December 2021
Full services expected to commence with Hostplus	14 December 2021

*Subject to accepting Hostplus QuickSuper Terms and Conditions.

Limited service period

To facilitate a smooth, efficient and accurate transfer of Intrust Super members' accounts, there will be a window of limited service from 5:00 pm AEST 19 November to 8:00 am AEST 14 December 2021. During this time, transactions such as investment switches, contributions, rollovers and withdrawals and employers' access to online payment systems will be disrupted.

For more information on how the limited service period impacts contribution dates, please refer to the payment methods on pages 4 and 5.

INFORMATION FOR EMPLOYERS USING INTRUST SUPER EMPLOYERACCESS OR SCH ONLINE

Intrust Super's payment platforms, EmployerAccess and SCH Online, will be made read only from 19 November and decommissioned from 5.00 pm AEST 26 November 2021. Therefore, all payments made via this platform must be received by Intrust Super by 19 November. Please ensure you download any relevant files you may need prior to 26 November.

Hostplus will set up your new clearing house solution, Hostplus QuickSuper, for you, including migrating employer details. Hostplus intends to retain Intrust Super member numbers where possible. There may be a small group of members where numbers will need to change. We will communicate those with you as required.

Hostplus offers QuickSuper for the day-to-day management of superannuation, including contributions and reporting. QuickSuper is a clearing house facility which allows you to make payments to all your staff, regardless of their chosen super fund, in one simple transaction.

QuickSuper is fully compliant with the Australian Tax Office's (ATO) Data and Payment standard for electronic contributions and is offered to registered Hostplus employers at no cost*.

You will receive login details for your new Hostplus QuickSuper account and instructions on the steps you will need to take within QuickSuper from 14 December 2021.

After the merger, you will be required to make your contributions to Hostplus, using the Hostplus USI: HOS0100 AU.

*Subject to accepting Hostplus QuickSuper Terms and Conditions.

INFORMATION FOR EMPLOYERS USING ALL OTHER PLATFORMS (INC. HOSTPLUS QUICKSUPER)

Superannuation fund information for all staff currently making contributions to Intrust Super will need to be updated across your payroll and contribution systems to reflect their new status as Hostplus members.

Simply update the USI for your Intrust Super members to USI: HOS0100AU and begin making contributions from 14 December 2021. This includes employers currently using the Hostplus clearing house, QuickSuper.

For data stored in Excel CSV files, it may be helpful to use the "Find and Replace" function to update all instances of the Intrust Super USI: HPP0100AU with the Hostplus USI: HOS0100 AU.

Hostplus intends to retain Intrust Super member numbers where possible. There may be a small group of members where numbers will need to change. We will communicate those with you as required.

Alternatively, you may wish to register for QuickSuper, Hostplus' clearing house solution which allows you to make payments to all your staff, regardless of their chosen super fund in one simple transaction. QuickSuper is fully compliant with the Australian Tax Office's (ATO) Data and Payment standard for electronic contributions and is offered to registered Hostplus employers at no cost*.

Visit the merger hub to learn more about QuickSuper, including how to register.

*Subject to accepting Hostplus QuickSuper Terms and Conditions.

Payment dates

It is recommended that final contributions to Intrust Super are received by 19 November 2021, to ensure the payment will be processed on time. Depending on the method of payment you use, contributions may take up to five working days to be received. Please consider transfer times when making your final contribution to Intrust Super.

Any contributions we accept between 5:00 pm 19 November – to 5:00 pm 26 November that can't be allocated within time will be forwarded to Hostplus for processing.

Hostplus expects contributions processing to commence from 6 December 2021. Contributions will be applied to members accounts using the effective cash date of 27 November 2021.

USI change

The USI for Intrust Super: HPP0100AU will be disabled after 26 November and payments made to this USI will be rejected and returned to employers. You will need to update all instances of the USI to Hostplus USI: HOS0100 AU.

What if I have both an Intrust and Hostplus employer account?

Where Hostplus identifies that an employer has both an Intrust Super and Hostplus account, they will make best endeavours to merge those accounts. Where this is not possible, both accounts will remain active. If you would like assistance with managing or removing multiple accounts, please contact Hostplus following the limited service period.

Merger hub

We have created a hub at intrust.com.au/merger where you can keep up-to-date with the latest merger information and access forms and resources for the merger, including FAQs, QuickSuper user guides, choice form and fund compliance forms.

Support

Rest assured we are committed to supporting you and your employees every step of the way. For any questions regarding information prior to the merger, please contact Intrust Super on **132 467** between 8 am to 8 pm AEST.



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