

LUCRF Super Clearing House Service

Terms and Conditions

LUCRF Super

Working for a better future

10 December 2020

Definitions

BPAY is an electronic bill payment system which enables payments to be made through a financial institution's online, mobile or telephone banking facility to organisations who are registered BPAY billers.

Direct debit allows a service provider to automatically withdraw money from an account at set times.

EFT means electronic funds transfer from an employer's account via an online banking facility.

Fund means Labour Union Co-operative Retirement Fund.

LUCRF Super Clearing House (LSCH) means the superannuation clearing house service for eligible employers provided by L.U.C.R.F Pty Ltd.

Our, us, we means L.U.C.R.F Pty Ltd who is offering this service.

QuickSuper is the brand name of Westpac's superannuation clearing house.

SAFF is the SuperStream Alternative File Format.

Superannuation clearing house means a financial provider offering clearing and settlement of superannuation contributions.

SuperStream is the ATO-defined format that businesses must pay employee superannuation guarantee contributions to super funds with. SuperStream money and data are sent electronically in a standard format.

T&C's means terms and conditions and refers to this document.

You, your means the employer who has acquired or is considering acquiring this service.

The service

The Fund has partnered with Westpac to provide a superannuation clearing house service for employers who meet the eligibility criteria. This service is called QuickSuper and it facilitates the payment of contributions to SuperStream compliant super funds*. The details of the service are set out in this document. By using this service you agree to these T&C's

Who is eligible to use it?

The service is available to employers who:

- nominate the Fund as their default, and
- provide reasonable access (by agreement) for Fund staff to assist employees on superannuation matters.

How it works

The service allows eligible employers to make a single payment for contributions to each of their employees' and contractors' super funds. It removes the complexity of processing to multiple super funds in different formats.

Payments can be made by direct debit, EFT or BPAY. The payments are then distributed to your employees' super funds on your behalf.

There are no limitations regarding the number of employees, super funds or minimum contribution amounts.

The LSCH service is a secure and confidential service that protects your employees' personal information.

Fees and charges

LSCH service is free to employers who meet the stipulated eligibility requirements.

If you do not meet these requirements, your ongoing participation with the LSCH service may be cancelled or transaction fees charged.

We currently do not charge service fees but reserve the right to do so in the future. We will provide you with at least 30 days' prior notice if such fees are introduced.

Registering

Registering to use the LSCH service is simple.

Visit lucrf.com.au and select 'Join as an Employer'. Once your application is accepted we will confirm your login by email and provide you with a temporary password.



Contact us

lucrf.com.au

mypartner@lucrf.com.au

1300 130 780

PO Box 211 North Melbourne VIC 3051

Your super obligations

You are responsible for ensuring that your contribution data and payments are accurate, complete and provided in sufficient time to be forwarded to the elected fund in accordance with any legislative or fund requirements. You need to consider processing times (as set out in the QuickSuper Terms and Conditions) to allow sufficient time for your payment to reach the destination fund.

You need to ensure that the destination fund is a complying fund that is eligible to accept contributions remitted on behalf of your employees.

Required file format

Contribution data should be submitted in either SuperStream Format (SAFF) or .csv.

Termination or suspension of access

We may withdraw our service completely or suspend it for a period of time, for any reason (e.g. you breach any of the T&C's set out in this document or no longer meet eligibility requirements).

Should you wish to stop using the service we ask that you notify us by emailing quicksuper@lucrf.com.au or calling by **(03) 9091 1230**.

Changes to information

Information you have previously provided to us may change from time to time (e.g. an employee updating their contact details or changing their nominated super fund).

Therefore, it's important that the information is up-to-date before submitting your contribution file.

If the information is not up-to-date, the destination fund may refuse to receive the information and payment, resulting in a delay in the processing of your contributions.

Help, feedback and dispute resolution

We have a dedicated team to support you with any queries or feedback you may have. Simply email quicksuper@lucrf.com.au or call **(03) 9091 1230**.

We are committed to handling complaints fairly, promptly and in the strictest of confidence.

To make a complaint, email complaints@lucrf.com.au or write to:

The LSCH Complaints Officer
PO Box 211
North Melbourne VIC 3051

Disclaimer

- We reserve the right to vary the information in these T&C's at any time.
- If the changes are not materially adverse, we will publish the revised T&C's and a hardcopy will be made available on request. However, if the changes adversely affect you, we will send you revised T&C's.

* QuickSuper is issued by Westpac Banking Corporation (ABN 33 007 457 141, AFSL 233714). An offer to issue this product may be made to you by Westpac, subject to completion of the application process. The Product Disclosure Statement (PDS) for QuickSuper is available on the Westpac website. You should consider the PDS before deciding to accept any offer made by Westpac to issue the product.

Issued December 2020 by L.U.C.R.F Pty Ltd ABN 18 005 502 090 AFSL 258481 as Trustee for Labour Union Co-Operative Retirement Fund Super (LUCRF Super) ABN 26 382 680 883. This is general information only and has been prepared without taking into account your personal financial situation, objectives or needs. General information is not advice. You should assess your personal financial situation before making a decision about LUCRF Super. To help you decide we recommend you read our current Financial Services Guide (FSG) and Product Disclosure Statement (PDS), both available at lucrf.com.au or by calling 1300 130 780.