

Aware Super WA Super Merger Resource guide

Impacts on Payroll

This resource guide will prepare you to action any changes needed due to the merger between Aware Super and WA Super and answer questions from your staff.

Welcome to Aware Super



We're incredibly excited to have completed our merger with WA Super and to be able to officially welcome you to our fund.

The merger of WA Super and Aware Super is founded on our shared common values and cultural alignment. Our joint Government heritage demonstrates our understanding and commitment to the importance of supporting our local communities. Our membership is very much aligned and we both share a strong belief in the importance advice plays in supporting our members to achieve the kind of retirement they deserve.

What this means for your organisation

This merger brings great benefits of size and scale for both members and employers. Being an Aware Super member means you're with a super fund that will do well for you and good for all - providing members with low fees¹, top-10 investment performance² and a range of services to meet their needs. With our extended employer service offering, together we can support and engage your employees in more meaningful ways.

Our employer relations team are your super experts

Our dedicated Employer Relations team is here to help. The Employer Relations team provides a tailored, one-to-one support and is administered by Mercer - our service partner responsible for overseeing daily fund operations, including the processing of member and employer contributions.

Super regulation and legislation is always evolving, so the team plays an important role in helping you keep up with new developments and become SuperStream compliant. Our focus is on building strong relationships, providing ongoing support and educating and guiding our employers through a range of processes to get them up and running with minimal delays.

How to contact our Employer Relations team

The Employer Relations team are available between 8:30am and 5:30pm AEST. A voicemail service is available in the event that they are physically unable to take your call. Your call will be returned as soon as possible and always within 2 hours.

You can contact them on **1300 118 632** or at **employers@aware.com.au**.

Find out more at
aware.com.au/waemployers



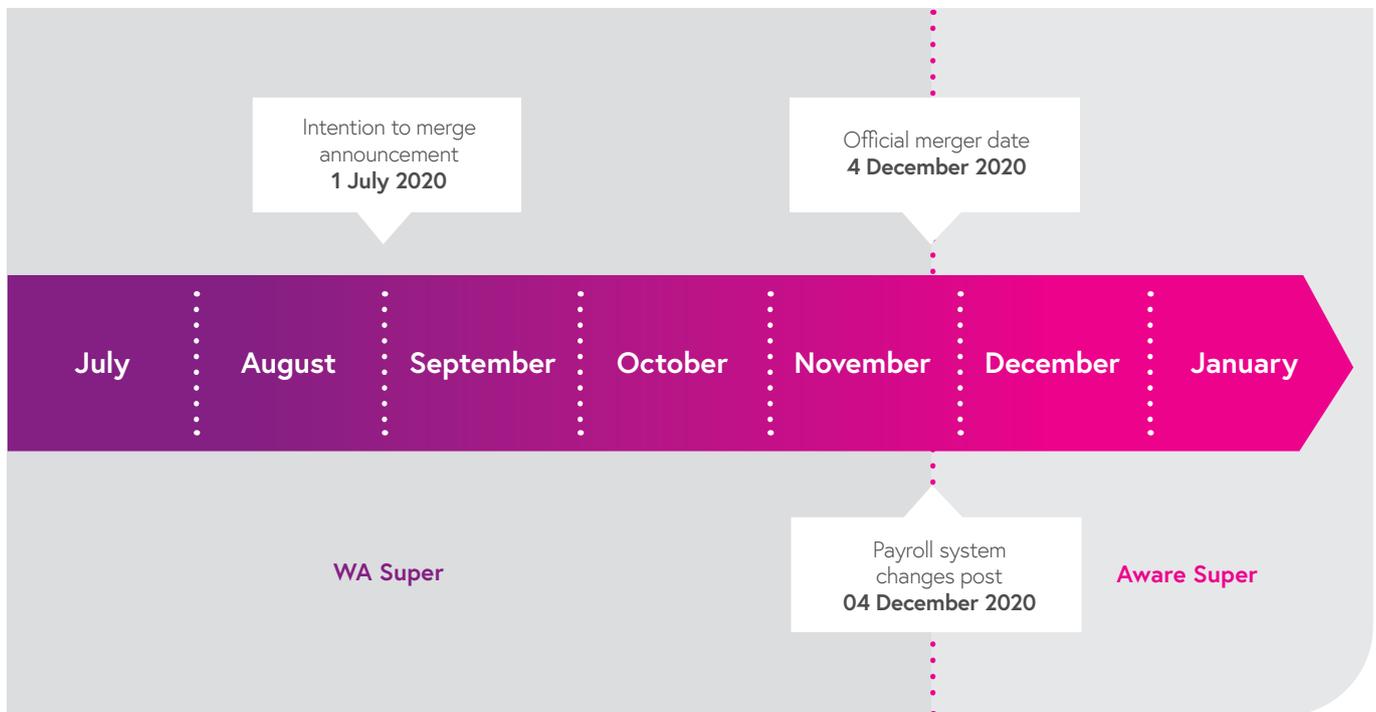
¹ The total annual fee (inclusive of admin and investment fees) for our Growth option is 1.10% p.a., the industry average is 1.40% p.a., Chant West Super Fund Fee Survey, June 2020, based on a \$50,000 balance in a Growth option.

² Our Accumulation Fund Growth option delivered a 10 year return to 31 August 2020 of 8.22% (SuperRatings Fund Crediting Rate Survey for the SR50 Balanced (60-76) Index), compared to the 10 year return of the Super Ratings SR50 Balanced (60-76) Index median (50 funds) of 7.46% for the same period. Returns are net of investment fees, tax and implicit asset-based administration fees. Past performance is not a reliable indicator of future performance. Click here for current returns.

Key information for payroll teams

There are some important things payroll teams need to be aware of in relation to superannuation guarantee payments and changes that are happening after the merger.

Important dates



USIs and ABN are changing

Your payroll system will need to be updated with our new name and details (either manually or via a system update). You may need to contact your payroll provider or internal support services to update your payroll system. On and from 4 December 2020, any super contributions you pay to Aware Super on behalf of your employees must use the new details.

Both the fund and product names are changing

If you used to search in your payroll system by fund or product name, you'll now need to search for Aware Super to find the right super product for your employee.

Below is a table of our key superannuation products and how their names have changed.

Old Product Name

WA Super Super Solutions

New Product Name

Aware Super – Accumulation

New standard choice form details

Where employers are required to provide their employees a choice of superannuation fund, a standard choice form must be provided to the employee within 28 days of commencing employment.

We'll be providing all of our employers with an updated choice form on the 4th of December. See the changes in the table below.

Choice of fund Details	December 04	Post-December 04
Fund Name	WA Super (WA Local Government Super Plan)	Aware Super
Product Name	WA Super Super Solutions	Aware Super – Accumulation
USI	WAL0001AU	53 226 460 365 001
ABN	18 159 499 614	53 226 460 365
Trustee Name	Trustee for WA Local Government Superannuation Plan	Aware Super Pty Ltd
Member Number	Member numbers will have changed. To find your employee's member number, follow the instructions in the box below.	

Payroll system changes

Depending on your payroll system, you may be required to update our details in your system or the system may update globally (through a system updated from your provider). Your payroll provider will be able to help you with these changes, so please contact them directly for any support.

Some of your employees may be confused when they see a new name on their payslip. While we've done our best to communicate with all of our members, some of them may have not opened their emails. To help reduce the number of queries you receive, it might be good to include the below text on Aware Super member's payslips for several pay cycles.

Please note: WA Super has merged with Aware Super. You will notice this change of name on your payslip, however your superannuation is still being paid into the same account. Find our more at aware.com.au

SuperChoice clearing house remains unchanged – but your login location has moved

From December 4, your SuperChoice login location has moved. You can now find it at www.employerpay.com.au/wasuper. Your login details have not changed though, so please continue to use your old logins.

What do I need to tell my employees?

WA Super has been communicating the upcoming merger with our members directly, so they should be aware of the change. If any of them do have questions, they can find more information at aware.com.au or they can contact our member service centre.

How to find your employee's new member numbers



As a registered employer with Aware Super you can find all your employee's Aware Super member numbers through our AOL login.

You'll be receiving your AOL login details shortly.

Contact our Employer Relations team if you have any questions on the process.

1300 118 632 | employers@aware.com.au

Frequently asked questions

Find a range of questions and answers that may be helpful for you and your staff during this transition phase.

Q Are my details changing?

Yes, you will need to use a new USI, ABN and fund details, all of which are provided below.

Fund Name: Aware Super

Product Name: Aware Super – Accumulation

USI: 53 226 460 365 001

ABN: 53 226 460 365

Trustee Name: Aware Super Pty Ltd

Q What changes will I see from 4 December?

From 4 December all communication you receive will be from Aware Super, not WA Super.

Instead of visiting the WA Super website, you'll visit xxx to login to SuperChoice and to find important updates.

SuperChoice remains unchanged, but you'll need to select new product details for your Aware Super members. You can login to SuperChoice here.

Q What do I need to do as a payroll team member?

From 4 December, make sure you select Aware Super product details for your employees who are members of Aware Super.

To help reduce the number of queries you receive, it might be good to include the below text on Aware Super member's payslips for several pay cycles.

Attention: WA Super has merged with Aware Super. All your super is being paid into your new Aware Super account. Find out more at aware.com.au

Q How do I request refunds?

If you have made contributions in error for a member and wish to have these contributions refunded, the form you need to complete can be found here.

Q Do my employees need to do anything specific around their insurance cover?

Your employees will have the option to change their occupation rating within 30 days after the merger. We will be in contact with your employees with instructions on how to update their occupation rating.

Q Christmas staffing

The Employer Relations team will be available on normal business days throughout the holiday period. The Employer Relations team is available between 8:30am and 5:30pm AEST. A voicemail service is available in the event that we are physically unable to take your call. Your call will be returned as soon as possible and always within 2 hours.

You can contact the team on **1300 118 632**.

Reach out to our Employer Relations team on **1300 118 632** or via email at employers@aware.com.au for any superannuation contribution questions.



Contact us

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Post PO Box 1229
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Email employers@aware.com.au

Web aware.com.au



Issued by Aware Super Pty Ltd ABN 11 118 202 672, AFSL 293340, the trustee of Aware Super ABN 53 226 460 365.