

Aware Super VISSF 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 VISSF and answer questions from your staff.

Welcome to Aware Super



We're incredibly excited to be merging with VISSF and to be able to welcome you to our fund.

Aware Super and VISSF share many important ingredients for a successful merger. We have a strong values and cultural alignment, a similar member base, a shared understanding of the important role financial advice, education and support plays in helping members to feel confident in their retirement, and an absolute commitment to putting members first.

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 competitive fees¹, top 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/employers



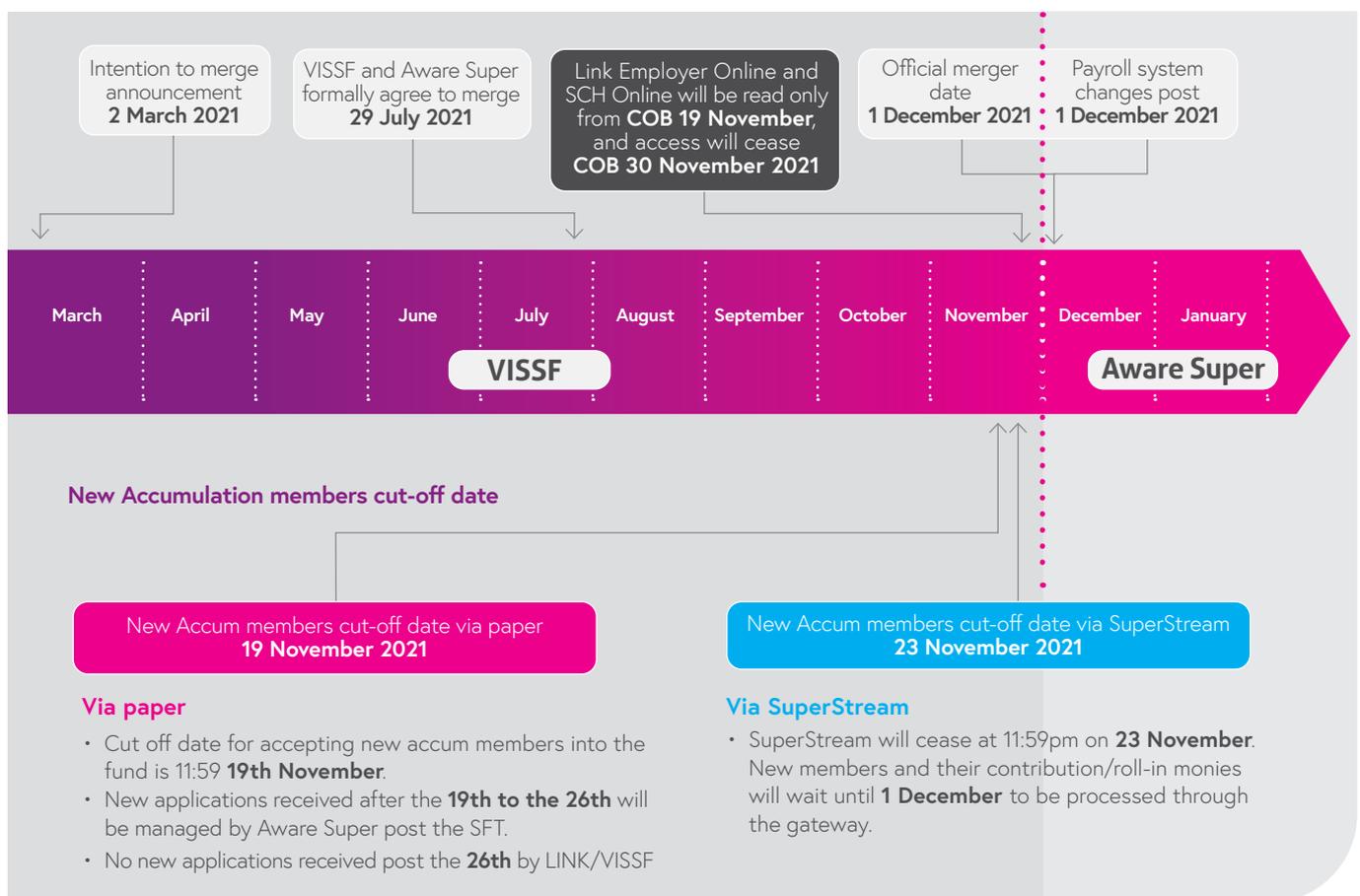
¹ The total annual fee (inclusive of admin and investment fees) for our Growth option is 1.04% p.a., the industry average is 1.35% p.a., Chant West Super Fund Fee Survey, June 2021, based on a \$50,000 balance in a Growth option.

² Before deciding if this is right for you consider the PDS on our website. Issued by Aware Super Pty Ltd ABN 11 118 202 672, AFSL 293340. Returns for the Aware Super MySuper – Lifecycle High Growth option (our default investment option for members aged 55 and under from 5 September 2021) were ranked number 1 over 3, 5 and 10-year periods as published in the SuperRatings Default Index. Past performance is not a reliable indicator of future performance.

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



Any contributions made during any blackout window using the VISSF USI will be processed by Aware from 1 December 2021.



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 1 December 2021, 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.

Member Type	VISSF Product details	Aware Super Product details
Accumulation	USI: 37024873660000 SPIN: VIS0100AU Product name: The Victorian Independent Schools Superannuation Fund	USI: 53226460365001 SPIN: FSS0100AU Product Name: Aware Super – Accumulation
Pension members	USI: 37024873660001 SPIN: VIS0100AU Product Name: The Victorian Independent Schools Superannuation Fund Pension	USI: 53226460365002 SPIN: FSS0100AU Product Name: Aware Super - Pension
Defined Benefits	Currently Accumulation USI is used. This will change at the merger as Accumulation and DB accounts are being decoupled.	USI: 53226460365015 SPIN: FSS0100AU Product Name: Aware Super – Defined Benefits – previously VISSF

Defined Benefit changes

Although there is no change to defined benefit product and administration, there is a new USI and product name now they are provided by Aware Super.

USI: 53226460365015
 Product name: Aware Super – Defined Benefits – previously VISSF



Member numbers are one of four key pieces of information, alongside surname, Tax File Number, and date of birth, that Aware Super use to match your SG contributions with the correct Aware Super member. To minimise matching errors, and to avoid refunds or bounce backs, make sure you update your payroll systems and SuperStream files with your employee's new Aware Super member numbers post-SFT.

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 1st of December. See the changes in the table below.

Choice of fund details	Pre-December 01	Post-December 01
Fund name	The Victorian Independent Schools Superannuation Fund	Aware Super
Product name	The Victorian Independent Schools Superannuation Fund	Aware Super – Accumulation
USI	37 024 873 660 000	53 226 460 365 001
ABN	37 024 873 660	53 226 460 365
Trustee name	VIS Nominees Pty Ltd	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 update 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: VISSF 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

The Aware Super clearing house will be made available – to VISSF employers

From December 1 you will no longer have access to SCH Online, the clearing house provided by Link. SCH Online will be read only one week prior to its closure. We'll be assisting employers who are currently using SCH Online to move to the Aware Super clearing house that is provided free of charge to our partner employers.

What do I need to tell my employees?

VISSF has been communicating the upcoming merger with 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

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 after SFT.

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 What key member information does Aware Super use to match contributions?

Aware matches contributions based on member number, surname, DOB, TFN.

3 out of 4 must match identically.

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 1 December?

From 1 December all communication you receive will be from Aware Super, not VISSF.

Instead of visiting the VISSF website, you'll visit aware.com.au/employers to login to SuperChoice and to find important updates.

The Link clearing house will no longer be available, instead you'll be able to use the Aware Super clearing house if you choose to.

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

From 1 December, make sure you select Aware Super – accumulation product details for your employees who are members of Aware Super accumulation.

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: VISSF 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 60-days to cancel or reduce their insurance cover and receive a refund of any premium charges already paid to Aware Super.

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

Phone 1300 118 632

Email employers@aware.com.au

Post PO Box 1229
Wollongong NSW 2500

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.