

Employer Newsletter February 2010, Issue 18

2010 will be an historic year for Catholic Super and the National Catholic Superannuation Fund as together we honour the past and build a future as "one." We will be exploring new opportunities and achieving goals together as from the 31st of March.

In the merger process, Catholic Super is the successor fund and will therefore continue after the merger as a national Catholic super fund providing our quality services to over 76,000 members and more than 4,000 employers Australia-wide.

The merger will give us additional improved capacity to fulfil and expand our services to members and employers and being "one" means we will be able to deliver better outcomes to members in investments, client services, compliance, marketing and governance.

In addition to undertaking the merger, Catholic Super will be changing its administration platform and provider. After an exhaustive process, Catholic Church Insurances (CCI) has been appointed as the future administrator for Catholic Super and will take over this function from 1 April 2010.

The move to a new administration system is a significant exercise and we will have a transition period which could temporarily affect your interactions with Catholic Super.

There are a few changes you need to be aware of and some key dates to note.

1 EmployerAccess will be unavailable for a period of time.

We are moving to CCI as the new administrator on 1 April 2010. Due to this changeover our online access will be unavailable from 15 March until 8 April 2010.

During that time Catholic Super will still be up and running – only the online facility will be unavailable. So if you need to make a super payment, update employee details or notify us of a date an employee has ceased working during this period, you can still do so, but not online.

There are a number of ways to carry out these tasks during the transition period. You can:

- phone on 1300 655 002 (**Note – that's a new phone number**)
- email info@csf.com.au
- fax (03) 9934 3465 (**Note – that's a new fax number**)
- write to us, Catholic Super, GPO Box 180, Melbourne 3001. (**Note – that's a new address**)

If you make a payment via BPAY please contact us with the member numbers and contribution break up details for the total amount contributed. If you could email that information to us at info@csf.com.au along with your employer number, that would be great.

2 All employers will have online access from 8 April 2010.

To ensure all employers have the opportunity to use our online account facility, we will pre-register all active employers from 8 April 2010. We will send notification of the pre-registration details to all employers by end of March 2010.

3 If you had online access prior to the 15 March, you will need to create a new password from 8 April 2010.

If you were registered before the transition period beginning 15 March you will still have to change your password. Due to security reasons, we are not able to transfer your password details, so you will need to log-on using your pre-registered details from 8 April 2010 and create a new password.

4 Employer Online will look different.

All the online functions remain the same, but because it is a new system the site will look different to what you are used to. It might take you a little time to get used to the new look and feel. We are in the process of updating our online resource tools, so you will have help if you get stuck.



“EmployerAccess, is moving to a new home with our new administrator”

EmployerAccess – online account access moving to a new home!

Changing administrator means our online account management facility, EmployerAccess, is moving to a new home with our new administrator, Catholic Church Insurances (CCI).

It will also have a name change and be called **Employer Online**. From now on we will always refer to our online account facility as **Employer Online**.

You will still be able to manage your employer online account securely and whenever it is most convenient – you can continue to pay via BPAY® or direct debit, update your employee details and your own details easily online.

Make a note! From 1 April 2010, some of our contact details will change.

Phone: 1300 655 002
Address: GPO Box 180,
Melbourne
VIC 3001
Fax: (03) 9934 3465
Email: info@csf.com.au



GPO Box 2163, Melbourne VIC 3001

P 1300 550 273 **F** 03 9648 4720

www.csf.com.au info@csf.com.au

