



We'll help
you fix it

Apply to fix contribution errors

Made a mistake paying contributions? Here's how to request a correction.

If you've made an error with a contribution payment, we'll help you fix it where possible. We'll generally reclassify or refund contributions if:

- we're satisfied the payment was genuinely made in error and
- we still hold the contribution.

Under super laws, super contributions are preserved until a condition of release has been met. So we need to make sure we're following the relevant regulations before updating any transactions.

What's an administrative error?

An administrative error may include:

- a contribution paid to the wrong employee
- if an employee receives a super guarantee (SG) contribution that they aren't entitled to
- if an employee is overpaid entitlements
- a clerical, administrative or computer error

Applications to correct administration errors must be able to demonstrate that an error has occurred.

What isn't an administrative error?

If a member or employer changes their mind about a contribution, this isn't considered an administrative error.

For example, if a member realises they've exceeded their contributions cap, they can't apply to have their contributions reclassified to avoid paying extra tax. Likewise, if an employer is owed money by an employee, they can't apply for a contribution refund to cover that debt.

We may also decline an application to refund or adjust an administrative error if:

- the contribution was paid to someone who's no longer a member of CareSuper
- the contribution was paid to CareSuper instead of another fund (the member can request a rollover to their chosen fund)
- the contribution was paid to another super fund before the member rolled over to us
- the refund will cause complex tax implications for affected members

How to apply to fix an administration error

1. Complete our *Application to fix contribution errors* form available at caresuper.com.au/forms.
2. Let the impacted employee know about the error and that you've applied for a refund or reclassification¹. You should let your employee know that their CareSuper insurance may be affected, and there may be tax implications. It's your responsibility to advise them to seek professional advice.

Make sure you provide enough details about the error when completing the form. We may ask for more information or evidence to support your application.

¹Your employee must sign this form if you're requesting a refund of \$2,000 or more.

What happens after I submit an application?

If your application to reclassify contributions is approved, we'll let you know when we've adjusted the contribution(s).

If your application for a refund is approved, we'll let you know when we've paid the refund. We may need to adjust the final payment amount due to any negative investment earnings or out-of-pocket expenses we incur.

If you paid the contribution(s) in the current financial year through a clearing house, we'll refund it back through the clearing house. Otherwise, we'll pay to the nominated bank details you provide on the form.

We retain the right to recover our costs if additional investigation or complicated calculations are required.

And if your application is declined, we'll let you know.

 All our forms and publications are available at caresuper.com.au/forms-publications or call us, and we'll send you a copy.

Here to help

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CareSuper 

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Employee information

Important information

You must complete the following sections if:

- you're applying for a refund of \$2,000 or more from an individual employee's account – complete a separate copy of this page for each impacted employee or
- the correction relates to one employee within a single financial year

If the correction relates to more than one employee or spans multiple financial years:

You'll need to complete the *Application to fix contribution errors - additional information* form instead of completing **section 5**, contact us for a copy. You'll still need to complete the rest of this form if you're applying for a refund of \$2,000 or more from an individual employee's account.

For privacy reasons, only provide details of a single employee on this page.

Section 4

Employee details

Employee name

Date of birth (DD MM YYYY)

CareSuper member number

This application won't proceed if the following items aren't completed:

The employee has been notified of the error.

Estimated total refund amount impacting this employee only:

\$

Your employee must sign **section 6** if the amount shown above is \$2,000 or more.

Section 5

Contribution details

- **If the correction relates to more than one employee or spans multiple financial years** – you need to provide details on our *Application to fix contribution errors - additional information* form, contact us for a copy. Don't complete the table below.

OR

- **If the correction relates to one employee within a single financial year** – provide details of each impacted contribution in the table below.

Error codes:

- A The contribution was paid on behalf of the wrong employee – fill out the Amount to be refunded column.
- B The contribution was overpaid – fill out the Amount to be refunded column.
- C The contribution was reported as the wrong type – fill out the Correct contribution type column.
- D Other – provide details:

Date contribution paid	Pay period ending	Contribution amount you paid	Contribution paid as type	Error code (see above)	Amount to be refunded	Correct contribution type
Example only						
20/7/22	28/7/22	\$400.00	Super guarantee	C		Super guarantee \$200.00 Member \$200.00
15/1/22	6/11/21	\$350.00	Salary sacrifice	B	\$150.00	



