



COMBINED FINANCIAL SERVICES GUIDE AND PRODUCT DISCLOSURE STATEMENT



Essential Super for business Superannuation Clearing House

Prepared: 15 June 2026

This combined Financial Services Guide (FSG) and Product Disclosure Statement (PDS) is prepared and provided by SuperChoice Services Pty Limited (ABN 78 109 509 739), Authorised Representative (Number 336522) of PayClear Services Pty Limited (ABN 93 124 852 320) holder of Australian Financial Services Licence Number 314357.

Avanteos Investments Limited (ABN 20 096 259 979) (referred to as **Colonial First State** or **CFS** in this document), the trustee of Essential Super is not the provider of the clearing house facility. SuperChoice is responsible for the clearing house facility and other services provided by SuperChoice on behalf of CFS.

NOTE:

This document is intended for distribution in Australia only. If you have received it electronically, we will give you a paper copy on request. To obtain a copy, refer to the contact details in this document.

FINANCIAL SERVICES GUIDE (FSG)

Introduction

PayClear Services Pty Ltd (**PayClear**) is the holder of Australian Financial Services Licence Number 314357 which provides a financial product through a non-cash payment facility (**Clearing House Facility**) that employers can use to make superannuation contributions and associated payments. SuperChoice Services Pty Limited (**SuperChoice Services**) is the Authorised Representative (numbered 336522) of its related corporation PayClear and is authorised to provide the Clearing House Facility to employers to facilitate the payment of superannuation contributions and associated payments. PayClear and SuperChoice Services are collectively referred to in this FSG as “**SuperChoice**”.

Service Sponsor

Avanteos Investments Limited (ABN 20 096 259 979) is the trustee of Essential Super (ABN 56 601 925 435)

CFS

- is the Service Sponsor of the Essential Super for business Superannuation Clearing House.
- is not the provider of the Clearing House Facility. SuperChoice is responsible for the Clearing House Facility.
- provides access to these services as part of their broader services.

Purpose of this FSG

This guide contains information about:

- the Clearing House Facility
- the fees that SuperChoice may receive for the provision of the Clearing House Facility
- our complaints process – this describes how SuperChoice deals with any complaints you may have about its services or products as well as providing key contact details to communicate a complaint.

This FSG is accompanied by a Product Disclosure Statement (PDS), which informs you of other matters including the nature and characteristics of the financial product that is being offered.

The terms of this FSG are non-negotiable or transferable and/or interchangeable with any other terms relating to other SuperChoice products.

Contact Details of CFS

If you have questions about your use of the Clearing House Facility, please contact CFS:

Address GPO Box 3912, Sydney NSW 2001
Phone 13 4074
Email: contactessentialsuper@cfs.com.au
Website: <https://www.cfs.com.au/business-essential-super>

Contact Details of SuperChoice

If you have questions about this Combined FSG and PDS, please contact SuperChoice:

Address Suite 4.02, Level 4, 45 Clarence Street, Sydney NSW 2000
Phone +61 2 8038 6800 or 1300 659 456
Email: superchoiceenquiries@superchoice.com.au
Website: www.superchoiceways.com.au

Remuneration of SuperChoice

In providing the Clearing House Facility, SuperChoice receives remuneration from the Service Sponsor or directly from you as set out in the PDS.

In providing the Clearing House Facility, PayClear receives interest on the funds deposited by or on behalf of Employers into PayClear’s financial institution account for the period that PayClear holds the funds for clearing before disbursement. The interest that PayClear receives has regard to the RBA cash rate, which is subject to fluctuation.

There is no relationship or association between either SuperChoice Services or PayClear and the issuers of any other financial products.

Complaints and our dispute resolution process

Although SuperChoice is committed to providing clients with a quality product and service, if you have a complaint about the product or service you may lodge a complaint to our internal dispute resolution process at no cost. Please contact us by telephone or by emailing us as follows:

Email	complaints@superchoice.com.au
In writing	Complaints Manager SuperChoice Services Pty Limited Suite 4.02, Level 4, 45 Clarence Street, Sydney NSW 2000

Dealing with complaints

SuperChoice has a dispute resolution process for the management of complaints from clients.

To assist in a speedy and confidential investigation of your complaint by the Complaints Manager, please ensure that you provide the following information:

- Your name
- Organisation name and ABN
- Details of the problem
- The date when the problem occurred; and
- Your phone number or email address

A complaint will be acknowledged within 5 Business Days, and every effort will be made to resolve the complaint within 30 Business Days of receipt. If the complaint is complex or if there is a problem locating relevant documents, an extension of time might be necessary. If that is the case, we will provide you with a written Internal Dispute Resolution delay notification setting out the reasons for the delay.

We may advise your Service Sponsor of any complaints received to enable them to provide relevant support and assistance where required.

Unresolved complaints

If your complaint is not resolved to your satisfaction or you have not received a response within 30 Business Days, you can refer it to the Australian Financial Complaints Authority ('AFCA').

AFCA is an independent body established to help resolve disputes between a financial product or service provider and their clients.

AFCA's guidelines require you to first lodge your complaint directly to us, using the process described above. AFCA will generally not deal with your complaint unless you have first raised the matter with us and given us the opportunity to resolve the matter.

A person may submit a complaint by using AFCA's online form, writing to AFCA or by contacting AFCA by telephone. For contact details and other information about AFCA please visit its website at www.afca.org.au.

Contact details are:

Mail GPO Box 3, Melbourne VIC 3001

Phone 1800 931 678

Email: info@afca.org.au

Website: www.afca.org.au

There is no charge to you for accessing the AFCA service.

Insurance

SuperChoice Services and PayClear are both beneficiaries of a Professional Indemnity Insurance Policy that provides cover of up to \$20 million for any claims made by any of their customers arising from any act, error or omission committed by either of them in performing their professional services of providing the Clearing House facility financial service (in the case of PayClear) and of providing superannuation administrative services (in the case of SuperChoice Services). This Policy satisfies the compensation arrangements required under section 912B of the Corporations Act, 2001.

PRODUCT DISCLOSURE STATEMENT (PDS)

This PDS is provided to assist you or your appointed agent in deciding whether or not to access the Clearing House Facility.

This PDS is prepared and provided by SuperChoice Services Pty Ltd (**SuperChoice Services**) as the Authorised Representative (Number 336522) of PayClear Services Pty Ltd (**PayClear**), the holder of Australian Financial Services Licence Number 314357. PayClear has authorised SuperChoice Services to distribute this PDS.

PayClear and SuperChoice Services are collectively referred to in this PDS as “**SuperChoice**”.

Contact Details

If you have questions about this PDS, please contact SuperChoice at superchoickeenquiries@superchoice.com.au.

You may also contact your Service Sponsor.

CLEARING HOUSE FACILITY

Key Benefits

- ✔ **Payday Super compliant:** Employers can use the Clearing House Facility to comply with Superannuation Guarantee (SG) Law including the requirement to remit SG superannuation contributions within the prescribed time frames.
- ✔ **SuperStream certified:** Superannuation payments and contributions data are remitted electronically as is required by the ATO under the SuperStream standards.
- ✔ **Confidence in the Solution:** SuperChoice is a leading provider of Superannuation Clearing House services, widely used by employers, payroll and accounting software providers and super funds.
- ✔ **Single Submission and Payment:** You or your appointed agent makes one online payment for all employees' Funds.
- ✔ **Accessibility:** The service is available 24/7, except for routine or urgent maintenance.
- ✔ **Security:** SuperChoice uses industry-standard security to protect your information, similar to the protections used for online banking. Data is encrypted at rest (database) and in transit (messaging) in accordance with the ATO's Digital Service Provider Operational Security Framework.
- ✔ **Control:** You or your appointed agent can check and verify your remittance details before submission.
- ✔ **Accuracy:** Validation checks to help ensure contribution information is complete, correct and consistent.

Who can use the Service

Eligible Employer clients (or their appointed agents) of the Service Sponsor as authorised by SuperChoice.

Governing Documents

The use of the Clearing House Facility is governed by

- the Enrolment and Registration process described on page 5
- the terms and conditions set out in this PDS and any future notifications or documents issued to you or your appointed agent
- the Direct Debit Service Agreement on page 18
- when you or your appointed agent access the SuperChoice Portal, its terms and conditions
- any instructions, release notes, user guides or online documentation issued by Super Choice either directly or via your Service Sponsor (**Instructions**)

Enrolment and Registration

To apply to use the Clearing House Facility, you will need to enrol and register and agree to the terms and conditions in accordance with directions given to you by SuperChoice, either directly or via your Service Sponsor.

Before you or your appointed agent starts the registration process and to sign-up for the service:

- (a) You or your appointed agent must be:
 - (i) An owner of the business being registered; or
 - (ii) A managing director or other executive of the business being registered; or
 - (iii) A person who has delegated authority from a person as described in (i) and (ii) above to register the business and to provide the business nominated financial institution account details.
- (b) You or your appointed agent will need the following information for the business you are registering:
 - (i) Australian Business Number (as issued by the Australian Business Register);
 - (ii) The business postal address;
 - (iii) Your full name and contact details, including mobile number;
 - (iv) Your nominated financial institution account (including where applicable Account Name, BSB and Account Number) which will be debited or to which any returns will be paid.

Acceptance and Agreement

- (a) By completing the enrolment and registration process, and SuperChoice accepting your application, the parties will have entered into an Agreement, and you or your appointed agent can commence using the service.
- (b) SuperChoice's acceptance will take the following form or such other form as SuperChoice determines:
 - (i) If you or your appointed agent is to access the Clearing House Facility via the SuperChoice Portal website, by an email containing a link to the website; or
 - (ii) If you or your appointed agent is to access the Clearing House Facility via software made available by your Service Sponsor, by the availability of the service in your Service Sponsor's software.

CONTRIBUTIONS PROCESSING

Please read this section carefully. You will not satisfy your superannuation guarantee ("SG") obligations on making payment to PayClear and you must allow sufficient time for the contribution to be received by the nominated employee super fund. If you or your appointed agent provides us with incorrect or incomplete information, or incorrect funds, this could result in you failing to meet your SG obligations.

Contribution means the combination of Contribution Data and Contribution Payment remitted by you or your appointed agent in respect of your employees.

Contribution Data means the data for a Contribution submitted by an Employer or its appointed agent in respect of its employees and their Fund memberships.

Contribution Payment is your payment on behalf of your employees corresponding to the Contribution Data.

Your responsibilities in utilising the Clearing House Facility

You or your appointed agent must:

- (a) Take all reasonable steps to follow the guidance under the column headed "What you need to do" in the table of risks set out in the section of this PDS entitled RISKS.
- (b) Ensure that we have current, valid and correct ABN/WPN, organisation name, contact details and financial institution account details for your business, and that users with permission to submit contributions for payment, alter payment methods or alter financial institution account details are authorised by your organisation to do so.
- (c) Submit Contribution Data in accordance with the Instructions provided by SuperChoice including but not limited to ensuring that:
 - (i) all employees' details are correct, including personal identifiers, current fund membership(s) and the related fund identifiers – for APRA funds, the designated USI; and for SMSFs, the ABN, ESA and financial institution account details;

- (ii) you undertake procedures to establish that any Fund chosen by an employee is a complying Fund;
 - (iii) you apply the correct contribution types, as designated in the SuperStream Standards, and the correct amounts for each contribution type; and
 - (iv) your submission of Contribution Data has been successfully completed.
- (d) As soon as possible after submitting Contribution Data, authorise and make payments for contributions for the matching amount and using the correct payment reference number (**PRN**). SuperStream regulations and these terms and conditions require that you must:
- (i) Make a single payment for each contribution data file submitted AND
 - (ii) Promptly pay the exact amount as identified within the contribution data file submitted AND
 - (iii) Use an identical PRN (your financial institution might call it a Lodgement Reference) for both data submission and payment.
- (e) Authorise and make payments for fees, where applicable.

Your Checklist for making Valid and Correct Contributions

Whether you are using the SuperChoice Portal or your Service Sponsor’s software, you should check that its details are correct and up to date for the items in this list. This checklist applies whether you are making a fresh remittance or making a revised remittance after receiving a fund rejection, refund or returned payment.

Failure to follow these rules may result in your superannuation contributions not being successfully transmitted to super funds and a failure to meet your super guarantee obligations.

	What to do or check	Done / Checked
Initially and when changed	Employer and Payment Details – current and correct	
	Your Organisation Name details and your ABN or WPN	
	Your correct financial institution account details <i>(if this has changed and you pay by Direct Debit, complete a new Direct Debit Agreement)</i>	
	Your correct contact details – full name, email, mobile	
	The user(s) submitting contributions for payment, setting payment methods or financial institution account details are properly authorised by your organisation to do so	
On Joining and when changed	Employee and Fund Membership Details – current and correct	
	First Name, Last Name, Date of Birth, TFN, address, gender, payroll ID, membership ID	
	For each APRA Fund product- USI (Unique Superannuation Identifier); compliant and accepts contributions	
	For each SMSF - ABN, valid ESA and financial institution account details and is ATO-compliant	
	Ensure Fund advice of change has been updated in your system	
Send Member Verification Request – new employees and new super product nomination		
Every payday remittance	Submit and Send Correct Contribution Data	
	Each employee’s correct Super Guarantee amount	
	For other contribution types, use the correct contribution type and with the correct amount	
	Respond to alerts about invalid fund products – fix the fund product details	
	If paying by Direct Debit – check your account balance before completing the submission	
	Check that your Contribution Data submission has been successfully completed	
	If paying by Direct Credit or Osko – record the total Amount and the PRN for your payment	
	Timely and Correct Contribution Payments	
	If paying by Direct Debit, you are done (subject to cleared funds)	
	If paying by Direct Credit or Osko, make sure you: <ul style="list-style-type: none"> • Promptly pay the exact amount as the Contribution Data (same day is best) • Make a single payment for each multi-employee Contribution Data submission • Use an identical payment reference (PRN) to the Contribution Data • Make sure you pay to the PayClear financial institution account notified to you in the SuperChoice Portal or your Service Sponsor’s software 	

Our responsibilities when a valid and correct Contribution is made

- (a) When you or your appointed agent makes Contributions in accordance with the above instructions:
 - (i) If you have entered into a Direct Debit Service Agreement and have elected Direct Debit as the payment method for Contribution Payments, we will deduct the Contribution Payment from your nominated financial institution account. Where Contribution Data is submitted via software made available by your Service Sponsor, the designated payment method that accompanies that Contribution Data constitutes your election of a payment method.
 - (ii) If Contribution Data has been provided completely, and without error, we will reconcile the Contribution Data with the Contribution Payment, identify each Fund to be paid, the total amount payable to each Fund and the employees for whom the Contributions are payable and their individual amounts.
 - (iii) Following successful reconciliation, and subject to the clearance of your Contribution Payment, we will within 1 Business Day arrange payment of the contributions to the account of each nominated Fund, accompanied with a SuperStream compliant message to each recipient Fund.
 - (iv) If an error or defect is detected in the Contribution Data, or there is a mismatch between the Contribution Data and the Contribution Payment including any transaction fees, the Contribution Data and the Contribution Payment may be rejected, and you may not meet your SG obligations.
- (b) If the Contribution Data or the corresponding Contribution Payment is not received on a Business Day (i.e. on a weekend or national public holiday), it is taken to be received on the next Business Day.
- (c) SuperChoice is not responsible for
 - (i) errors, omissions or delays made by you or your appointed agent in respect of either the Contribution Data or Contribution Payment; or
 - (ii) delays in payments caused by failures or delays by third parties or in Bulk Electronic Clearing System (BECS) or in the New Payments Platform (NPP).

CONTRIBUTION PAYMENT METHODS

Please check with your Service Sponsor about which of these payment methods are available to you or your appointed agent. Some payment methods may not be available.

Direct Debit

- (a) SuperChoice may agree to allow you to pay using Direct Debit a payment method available in BECS.
- (b) Where SuperChoice agrees that you can make Contribution Payments by Direct Debit, and you elect to do so, you need to enter into a Direct Debit Service Agreement which authorises PayClear to deduct from your nominated financial institution account and deposit into the PayClear financial institution account the Contribution Payment amount equal to the Contribution Data that you submit.
- (c) You must complete and submit a new Direct Debit Agreement form to PayClear if you change your nominated financial institution account details. This may be submitted via your appointed agent.
- (d) Please note:
 - (i) If the payment is authorised on or before 4:00 pm AEST on a day that BECS is operating (**Banking Day**), the Contribution Payment will be drawn from your account on that day. If a payment is authorised after 4:00 pm AEST or on a non-Banking Day, the payment will be drawn on the next Banking Day.
 - (ii) You must ensure that your nominated account remains open and has sufficient funds to cover the Contribution Payment including any transaction fees. If your financial institution dishonours the debit, we will not be able to process the payment, and you may be charged a dishonour fee.
 - (iii) If you cancel the Direct Debit Service Agreement or your nominated account is closed or not available to be debited, we will not be able to process the payment.
 - (iv) If you dispute a Direct Debit that is made by us in accordance with the Contribution Data you provide and are reimbursed the Contribution Payment after we have disbursed the superannuation contributions to the nominated Funds, we reserve the right to recover the disputed Direct Debit amount from you as a liquidated debt.

Direct Credit or Osko

- (a) SuperChoice may agree to allow you to pay using
 - (i) Direct Credit, a payment method available in BECS, or
 - (ii) Osko, a payment method available in the New Payments Platform (NPP).
- (b) These are payments that you “push” to a payee using your banking provider’s payment service.
- (c) Once the Contribution Data has been submitted, you will need to pay the Contribution Payment direct to PayClear’s account using your banking provider’s payment service.
- (d) If you make a payment by Direct Credit or Osko, you must ensure that you pay the amount and provide the payment reference number that match the Contribution Data or the payment may be returned to you, and you may not meet your SG obligations.
- (e) SuperChoice will receive your payment for processing on the Business Day next following your payment
 - (i) in the case of a Direct Credit payment, if you make the payment on or before 4:00 pm AEST on a day that BECS is operating (**Banking Day**); or
 - (ii) in the case of an Osko payment, if you make the payment on or before 11:59 pm AEST on the day prior to that Business Day.

Timing of Payments to Superannuation Funds

- (a) If you paid by Osko or Direct Credit, within 1 Business Day of successful matching by SuperChoice; or
- (b) If you paid by Direct Debit, within 3 Business Days of successful matching by SuperChoice

You need to take these time frames into account to ensure that all payments are made by you and received by Funds in time to meet the legislative deadlines for payment of Superannuation Guarantee contributions.

Delayed, Unsuccessful and Mistaken Payments

- (a) Delayed Contributions may occur when:
 - (i) The Contribution Data or Contribution Payment are received on a weekend, public or bank holiday.
 - (ii) In the case of Direct Debit or Direct Credit, a payment is made after 4:00PM on a Banking Day.
 - (iii) The Contribution Data is not provided at the same time as the Contribution Payment, or such other circumstances due to acts or omissions by you or your appointed agent which may cause a delay.
- (b) SuperChoice accepts no liability for inability, or delay, in effecting payments to the recipient Funds where such inability or delay has been caused by acts or omissions by you or your appointed agent. You indemnify each of PayClear and SuperChoice Services, and will keep PayClear and SuperChoice Services indemnified, against any loss or damage suffered by either of them.

Cancellation of Submitted Contributions

Submitted Contributions generally cannot be cancelled, unless you or your appointed agent notifies SuperChoice prior to the Contribution being sent to the applicable Funds.

Returned Contributions

- (a) SuperChoice may return a Contribution Payment and cancel the Contribution Data if
 - (i) there is a mismatch between the Contribution Data and the Contribution Payment; or
 - (ii) a payment has been returned to us due to payment failure from a superannuation fund 's financial institution account.
- (b) If any Contribution is not accepted or is returned by a Fund, the Fund will return the Contribution Payment to your financial institution account and notify you or your appointed agent of the rejection.

In these circumstances you or your appointed agent must resolve the issue and re-submit the correct Contribution Data and Contribution Payment.

FEES AND CHARGES

General provisions relating to fees

- (a) You must pay the fees set out in this PDS unless your Service Sponsor has agreed to payment of any such fees. All fees are quoted exclusive of GST.
- (b) You acknowledge that you may incur fees from your financial institution in respect of any payments made or that fail. You are responsible for paying any fees and charges imposed on you by your nominated financial institution.
- (c) All fees are indexed annually on 1 January by reference to Consumer Price Index (Sydney). Fee amounts specified in this section are applicable as at 1 January 2026.

Your Usual Fees

Currently there are no fees payable by you for your use of the Clearing House Facility, as fees are currently paid by your Service Sponsor.

Other Fees that may be payable by you:

We reserve the right to charge fees to you or your appointed agent in the following circumstances. Your appointed agent may, in turn, pass these fees on to you.

- (a) **Payment Error Handling Fee:** a fee of \$150 where you have failed to pay an amount and use the PRN that are both identical to the Contribution Data you submitted and such error causes SuperChoice to perform additional administration to match the Contribution Data and the Contribution Payment.
- (b) **Refund Fees:** a refund fee of \$12.50 where money is returned by the Fund due to an error by you or your employee (e.g. selecting an incorrect fund product).
- (c) **Returned Payments:** a fee of \$150 where we need to return a payment to you because you have cancelled, or not provided, Contribution Data that matches the Contribution Payment.
- (d) **Failed Payments:** a fee of \$150 where we need to return a payment to you because a payment has been returned to us due to a superannuation fund's financial institution account being closed.
- (e) **Dishonour Fees:** a dishonour fee of \$35 where a direct debit request is dishonoured.
- (f) **At Fault Dispute Fee:** a fee of \$150 where a Direct Debit payment is incorrectly disputed by you via your financial institution.
- (g) **Stop Payment Fee:** a stop payment fee of \$35 where a payment is submitted and you subsequently recall the payment.

We will notify you in writing if any of the above fees become payable by you.

Fee Changes

We reserve the right to change the fees at any time. You will be provided with 30 days' written notice of any such change.

RISKS

The following Table sets out the risks associated with the Clearing House facility, and how those risks can be managed:

Risk	Description	How we help mitigate the risk	What you need to do
<i>Privacy and Security</i>			
<p>Privacy:</p> <p>Your employee(s) object to you sharing their details with a clearing house service</p>	<p>You should seek advice about whether you need to disclose to your employees that you are providing personal information so as to facilitate SuperStream compliant payment of superannuation contributions to their superannuation account.</p>	<p>Our Privacy Policy can be provided to you, which sets out how we deal with personal information.</p> <p>We will not disclose any personal information to a third party unless the third party is the individual to whom the personal information relates or the third party is authorised by such individual to receive such personal information, or such disclosure is required by law.</p>	<p>Let employees know a Clearing House is used to distribute the payments and that it is therefore necessary to provide their personal information (so that the contributions are allocated to their superannuation account).</p>
<p>Security:</p> <p>Unauthorised Access</p>	<p>Access by an unauthorised party, including in circumstances where the user ID and password have been compromised, may lead to fraud, data corruption, defects in transmissions and viruses. An employer must ensure it does not facilitate unauthorised access to the service.</p>	<p>The SuperChoice Portal provides for multi-level user access (e.g. from view only through to submission authority and payment authority) for processing work and can accommodate dual payment authorisation. For example, only managerial access can authorise payments.</p>	<p>You must notify us immediately:</p> <ul style="list-style-type: none"> • in the event of any unauthorised access • if a Login or Password is lost or stolen • if you suspect that another person knows or has used its Login or Password <p>Structure user access so that each user has a level of access that matches their delegated authority; and make sure you maintain user permissions as changes in personnel and their responsibilities occur.</p> <p>In particular, make sure that users with permission to submit contributions for payment, alter payment methods or alter financial institution account details are authorised by your organisation to do so.</p>

Risk	Description	How we help mitigate the risk	What you need to do
<p>Privacy Data Breach (Data loss or theft)</p>	<p>The employer or Clearing House provider may cause or encounter an issue that results in an employee’s personal information being exposed or made available to parties not entitled to such information.</p> <p>In most cases this is unlikely to result in actual damage to the persons affected, but in extreme cases this may expose individuals to problems such as identity theft.</p> <p>Note that this item does not cover Privacy issues that might occur subsequent to Funds rightfully receiving an employee’s personal information, as these are not within the scope of the Clearing House service. Seek information from the relevant Fund(s).</p>	<p>See the preceding item about Security.</p> <p>We use security measures such as Firewalls and data encryption and comply with our security policy in alignment with our ISO27001 certification, which is recertified each year.</p> <p>We comply with the ATO SuperStream regulations, which require that data is encrypted in transit, although we cannot guarantee that transmission over the internet is totally secure.</p> <p>If we become aware of a breach or potential breach of security relating to your employees which might reasonably be expected to lead to serious harm to that employee, we must notify the employee and we will also notify you as soon as is reasonably possible and take all steps available to stop the breach or prevent the breach from recurring.</p>	<p>See the preceding item about Security.</p> <p>Always ensure that when you use the service that unauthorised persons are not able to read or use the data you are viewing or processing.</p> <p>If you become aware of a breach or potential breach of security relating to your employees, you must notify us as soon as is reasonably possible and take all steps available to stop the breach or prevent the breach from recurring.</p>
<p>Fraud (financial institution account compromised or changed)</p>	<p>A Fund’s financial institution account details might be changed in order to illegally divert superannuation contributions.</p> <p>The payer’s financial institution account might be compromised or stolen</p>	<p>See previous item about Security.</p> <p>We reference ATO fund registers to validate and remit data and contributions to super funds. The service will inform you if a check against these registers identifies a problem.</p> <p>If we become aware of a suspected or actual fraud, we will take all reasonable steps available to stop the fraud or prevent the fraud from recurring.</p> <p>SuperChoice accepts no liability for any loss suffered due to your financial institution account details being compromised or stolen</p>	<p>See previous item about Security.</p> <p>You must notify us immediately if you know or suspect that a financial institution account has been compromised or stolen</p> <p>You must satisfy yourself about Fund details provided by employees.</p> <p>When details change for Self-Managed Super Funds, it is good practice to obtain an authorisation signed by all Trustees.</p> <p>If you become aware of a suspected or actual fraud, you must notify us as soon as is reasonably possible and take all steps available to stop the fraud or prevent the fraud from recurring.</p>

Risk	Description	How we help mitigate the risk	What you need to do
<i>Employer Mistakes</i>			
<p>Dishonour: Insufficient money held in your nominated financial institution account to effect a Direct Debit transaction</p>	<p>If there is not enough money in your nominated financial institution account to enable a Direct Debit of the full payment, then the contribution will be cancelled and must be re-submitted which may result in additional charges from your financial institution and SuperChoice and potentially a Superannuation Guarantee charge if the subsequent contributions do not meet the Superannuation Guarantee deadlines.</p>	<p>You will be notified in the event of a payment failure, on the same Business Day that SuperChoice becomes aware of the failed payment.</p>	<p>Ensure you have sufficient money in your nominated financial institution account to cover the amount of the contribution, otherwise a dishonour will occur.</p> <p>With the Direct Debit process, you also control the timing of the Direct Debit because it cannot occur until you submit your payment instruction via the service.</p>
<p>Payment Mismatch: An Osko or Direct Credit payment amount does not match the contribution amount and / or Payment Reference Number (PRN) in the Contribution Data</p>	<p>If you make a payment by Osko or Direct Credit and the amount and / or Payment Reference Number (PRN) does not match the Contribution Data (e.g. overpay or underpay), this can lead to delays in forwarding the contribution to the Funds.</p> <p>These delays can contribute to a failure to meet Superannuation Guarantee deadlines</p>	<p>You will be contacted within 5 Business Days or sooner (by email) to notify you of the error, requesting remedial action.</p> <p>If there has been an overpayment, the contributions will be distributed to the nominated Funds, and the surplus will be returned to you.</p> <p>If you do not respond to correct the mismatch, the contribution will be returned to your nominated financial institution account within 7 Business Days.</p>	<p>Please respond promptly to our requests to correct the payment or the contribution information. If you do not you may fail to meet your employer superannuation contribution obligations.</p> <p>You can avoid such risks by choosing to pay by Direct Debit.</p>

Risk	Description	How we help mitigate the risk	What you need to do
<p>Missing deadlines for</p> <ul style="list-style-type: none"> • Superannuation Guarantee or • End of Financial Year 	<p><u>A Fund must receive contributions that you make by the following dates:</u></p> <ul style="list-style-type: none"> • For Superannuation Guarantee (SG), within 7 Business Days of the day you paid superannuable remuneration to employees (payday); • For contributions cap purposes, on or before the 30th June. <p>If there is a delay caused by your late payment, payment mismatch (Osko or Direct Credit) or payment dishonour (Direct Debit),</p> <ul style="list-style-type: none"> • you might miss a SG deadline or • a contribution might not be included in the intended financial year and so cause an employee to exceed the “contributions cap” in the next financial year. 	<p>We have provided this information to help you understand your obligations.</p> <p>It is our job to ensure that your contribution submissions and payments are matched and sent to Funds in accordance with our obligations in this PDS.</p> <p>This commitment assumes that your Contribution Data and Contribution Payments have been made using matching amounts and payment reference numbers</p>	<p>Make sure Funds receive all your contributions by the deadlines (see “Description” column to the left).</p> <p>Make sure you understand your obligations in relation to the Superannuation Guarantee and the timing of employees’ contributions that affect their tax calculations under the “contributions cap”. You can find out more at https://www.ato.gov.au or by contacting a superannuation fund.</p> <p>To avoid issues, SuperChoice recommends</p> <ul style="list-style-type: none"> • when an employee notifies you of their choice of fund, ensure that a Member Verification Request is promptly sent to the chosen fund; and • ensuring that the payroll information you load to the service passes its validation rules; and • making <u>correct</u> Contributions on the same day as payday.

Risk	Description	How we help mitigate the risk	What you need to do
<i>Employer (Employee) Risks</i>			
<p>Incorrect Data:</p> <p>It is your responsibility to ensure information about your employee and the contribution are complete and correct. If you provide inaccurate or incomplete information, this may result in a contribution being rejected, delayed or even sent to the wrong Fund</p>	<p>Incorrect data includes:</p> <ul style="list-style-type: none"> • Use of an incorrect Unique Superannuation Identification (USI) Number or Australian Business Number (ABN) • Incorrect member number • First name & surname not matching the Fund’s records • Date of birth incorrect or not matching the Fund’s records • Invalid member Tax File Number • Wrong financial institution account details for a Self-Managed Super Fund (SMSF) • Incorrect Electronic Service Address (ESA) when paying to a SMSF 	<p>The service includes SuperStream Validations</p> <ul style="list-style-type: none"> • Checking that the data you supply complies with the SuperStream Standards <p>Fund validation:</p> <ul style="list-style-type: none"> • Checking USIs and ABNs are valid Funds and are related where Funds hold both forms of identification. <p>Employer Identification:</p> <ul style="list-style-type: none"> • Validation that allows you to supply your Employer Identification number held by the Fund, where you are registered with the Fund. 	<p>When a Fund responds to a Member Verification Request that it cannot accept contributions for the specified employee, you will need to contact the employee to get correct details; or submit a member registration to a default fund with which you are registered.</p> <p>When you are first registering employees with their nominated Fund and the service identifies an error (e.g. a Fund which cannot receive contributions), you will need to correct it.</p> <p>When Funds notify errors electronically to you, you may need to correct information in the service and in your payroll data for lodgement of subsequent contributions.</p> <p>When Funds refund contributions (usually for members who have exited from the Fund), you will need to determine the appropriate corrective action, which may result in the need to re-submit contributions to the relevant Fund.</p>
<i>Clearing House and Banking Risks</i>			
<p>Clearing House or Finance System Failure</p>	<p>The Clearing House Facility uses a banking provider to receive contributions and payments to Funds.</p> <p>In rare instances, the Clearing House Facility or the Banking system may not be available.</p>	<p>Financial institution and PayClear respectively have appropriate disaster recovery and business continuity plans to manage such events.</p>	<p>You should make your correct superannuation remittance, both data and payments, as early as possible to mitigate this risk.</p>

Risk	Description	How we help mitigate the risk	What you need to do
<i>Receiving Fund Risks</i>			
Fund is unable to accept contributions	<p>Certain Funds such as pensions, eligible rollover funds, certain government funds, closed or terminated funds and corporate funds (that do not operate retained divisions) are unable to accept contributions.</p> <p>In other circumstances, a Fund may have been declared non-compliant by APRA or the ATO.</p>	<p>The service that you access to use the Clearing House Facility provides a warning system to block payments to those Funds.</p>	<p>When an employee notifies you of their choice of fund, ensuring that a Member Verification Request is promptly sent to the chosen fund.</p> <p>You will need to check and deal with any applicable warnings when making your submission to the service. In certain circumstances, you may be able to contribute to a blocked Fund if you are an approved employer.</p> <p>Otherwise, you will need to direct the contribution to your default fund or an alternative choice Fund selected by the employee.</p>
Fund not SuperStream compliant	<p>Funds must be able to receive SuperStream compliant data (messages) and payments.</p> <p>If a Fund has not appointed a SuperStream Gateway or does not provide an alternative compliant service, it may not be able to receive the contributions that you remit.</p>	<p>SuperChoice sends contributions by reference to the ATO’s Fund Validation Service, which is a register of all APRA-regulated Funds, their SuperStream status and account details.</p> <p>We also maintain and reference the details for Self-Managed Super Funds (SMSF).</p> <p>Any issues with Funds or their service providers are resolved through procedures to negotiate rectification of such issues.</p>	<p>By using this Clearing House Facility you ensure that you are insulated against SuperStream compliance issues experienced by Funds.</p> <p>In addition, you should encourage your employees wishing to pay into a SMSF to ensure that the SMSF has an established “Electronic Service Address” (or ESA).</p>

GENERAL PROVISIONS

Confidentiality of Data

- (a) SuperChoice is committed to the protection of an individual's personal information that it may hold, collect, record and disclose it only as part of the services it provides and as outlined in our Privacy Policy which may be found at <https://www.superchoiceways.com.au/privacy-policy>, or you may obtain a copy upon request.
- (b) You agree that SuperChoice may use, or enable third parties to use, your data to compile usage statistics where such statistical results do not include data which can be used to identify employees.
- (c) SuperChoice may disclose data:
 - (i) To relevant employees, its payment agent, financial institutions and to Funds solely for the purposes of providing the Clearing House Facility.
 - (ii) If it is required to disclose information by law or a regulatory body or in connection with any legal proceedings.
 - (iii) To a third party who is either the individual to whom the personal Information relates or is authorised by such individual to receive such personal Information.

Relevant Law

You agree that

- (a) We are not required to accept and/or act on a payment instruction if we suspect that 1) you are not the person who has been authorised to use the Clearing House Facility and/or 2) by processing the given transaction or payment instruction it may be breaching the AML/CTF Act or any similar law in any country.
- (b) We may delay and block any transactions if we believe that a transaction may compromise our business and place it in breach of any Law.
- (c) We will not incur liability to you for any loss (including consequential loss) which may have been caused to you as a result of taking any actions specified above.

Limits to SuperChoice Liability

SuperChoice is not liable:

- (a) for any loss or damage you may suffer as a result of incomplete, inaccurate or late Contribution Data or non-matching Contribution Payments.
- (b) for any loss or damage arising from any interception of data or any unauthorised access to your financial institution account(s) save to the extent that SuperChoice caused or contributed to such loss by any negligent or wilful act or omission.
- (c) for any loss or liability arising from charges being levied on you by any Government agency for late payment of superannuation Contributions, save to the extent that SuperChoice caused or contributed to such loss or liability by any negligent or wilful act or omission.

Your Liability

You indemnify SuperChoice against any loss, liability or damage which SuperChoice may suffer arising from your failure to comply with your obligations under this Agreement or your negligent acts or omissions, or any fraudulent acts committed by you or your personnel when accessing the Clearing House Facility.

Termination of Services

- (a) You may terminate the use of the Clearing House Facility by giving 30 days' notice in writing to SuperChoice.
- (b) SuperChoice may terminate or suspend your or your appointed agent's access to the Clearing House Facility, by giving 7 days' notice in writing to you, if you or your Service Sponsor are in default of any obligations or if your Service Sponsor requests such termination or suspension.
- (c) On termination of this Agreement, all hard copies of documents and electronically stored copies of SuperChoice's documentation and materials should be destroyed or deleted.

Jurisdiction

Jurisdiction and governing law: The provision of this Clearing House Facility and other SuperChoice services are governed by the laws of New South Wales.

APPLICATION FORM AND DIRECT DEBIT SERVICE AGREEMENT - CLEARING HOUSE FACILITY
(USE ONLY IF PRINTING AND SIGNING REQUIRED)

You need only print and sign this page if SuperChoice agrees or requires that you do so.

APPLICANT DETAILS

ORGANISATION NAME		
TRADING NAME (if different)		
ABN		
	REGISTERED ADDRESS	POSTAL ADDRESS (if different)
STREET		
SUBURB / CITY		
STATE		
POSTCODE		

AUTHORISED PERSON NAME	
AUTHORISED PERSON TITLE	
CONTACT NAME	
CONTACT EMAIL	
CONTACT PHONE NUMBER	

PAYMENT METHOD AND Nominated Financial Institution ACCOUNT DETAILS

In this section you need to confirm your payment method and provide details of your Nominated Financial Institution Account:

Payment Method (select by marking with 'X' in right hand box)

DIRECT DEBIT <i>IF AVAILABLE</i> <i>Please also complete and accept the Direct Debit Service Agreement on the next page of this document</i>	<ul style="list-style-type: none"> Maintain control over cash flow Authorisation of the Contribution Data triggers payment Ensures clearing house reconciliation of data and money 	
DIRECT CREDIT (EFT) or OSKO	<ul style="list-style-type: none"> Ensure you pay the same amount as the Contribution Data amount Ensure you enter the same unique Payment Reference Number as the Contribution Data <i>Failure to do so may result in delays and incur administration fees</i>	

Refund Account (for returned contribution payments)

- We need these details so that Funds can, if necessary, make contribution refunds to you.

BANK/FINANCIAL INSTITUTION NAME	
BRANCH ADDRESS WHERE ACCOUNT IS HELD	

ACCOUNT NAME	BSB	ACCOUNT NUMBER

In completing this Application Form, you declare that you are authorised to enter into this agreement, have provided correct information and that you have read and understood SuperChoice Combined Financial Services Guide and Product Disclosure Statement dated 15 June 2026 including the Terms and Conditions.

SIGN HERE	Signature:	Name:
		Date:

DIRECT DEBIT SERVICE AGREEMENT

PayClear Services Pty Limited (ABN 93 124 852 320) (PayClear)

Direct Debit is a simple option to make payments through the Clearing House facility of PayClear Services Pty Limited (Australian Financial Services Licence 314357 and Direct Debit User ID 481471). You should check with your financial institution to ensure that the Direct Debit facility is an available feature of your nominated account.

You are required to register for the Clearing House facility, provide pertinent information and accept your agreement to the following terms for the purposes of authorising PayClear to make Contribution Payments by Direct Debit.

Authorisation to: PayClear Services Pty Limited (User ID 481471) ABN 93 124 852 320
Effective immediately, PayClear is authorised, upon receipt of a payment instruction from time to time, to debit an amount equal to the total of the payment instruction from the nominated financial institution account specified here and confirmed in the registration details supplied by the applicant.

A. Direct Debit Account (for multiple accounts, please complete “Additional Direct Debit Accounts” section)

BANK/FINANCIAL INSTITUTION NAME	
BRANCH ADDRESS WHERE ACCOUNT IS HELD	

ACCOUNT NAME	BSB	ACCOUNT NUMBER

Additional Direct Debit Accounts

Organisation Name	ABN	Financial Institution Account Name	BSB	Account Number

B. Terms

You and PayClear agree:

1 Drawing arrangements:

- 1.1 PayClear will debit your nominated financial institution account with exact amount specified in the superannuation contributions payment instruction, but only after receipt of that instruction.
- 1.2 If the payment is authorised on or before 4:00 pm AEST on any day that the Bulk Electronic Clearing System (BECS) is operating (Banking Day), the payment will be drawn from your account on that day. If a payment is authorised after 4:00 pm AEST or on a non-Banking Day, the payment will be drawn on the next Banking Day.
- 1.3 If you incorrectly dispute an authorised payment we make, and you are incorrectly reimbursed, we will deduct your nominated account for the incorrectly disputed amount.
- 1.4 PayClear may vary any details of this Direct Debit Service Agreement at any time by giving you at least fourteen (14) days’ notice.
- 1.5 PayClear may cancel this Direct Debit Service Agreement if two or more drawings are returned unpaid by your nominated financial institution and PayClear may then seek to arrange an alternate payment method.
- 1.6 PayClear will keep private and confidential all information pertaining to your nominated financial institution account(s).

2 Your rights and responsibilities:

- 2.1 It is your responsibility to ensure that the authorisation given to draw on the nominated account(s) is identical to the account signing instruction provided to the financial institution where each account is held. You should check the account details are correct by checking them against a recent account statement.
- 2.2 You must ensure that your financial institution account(s) remains open and has sufficient funds to cover the contribution payment including any transaction fees.
- 2.3 You should check your account statement to verify that the amounts debited from your account are correct
- 2.4 It is your responsibility to advise us if your nominated account(s) is closed.
- 2.5 It is your responsibility to arrange a suitable alternative payment method before you cancel your direct debit authorisation.
- 2.6 You may stop payment of a drawing by contacting PayClear on 1300 659 456 or by writing to PayClear Suite 4.02, Level 4, 45 Clarence Street, Sydney NSW 2000, or through your nominated financial institution. You must contact us prior to 3.00 pm Sydney time on the day we receive the payment instruction.
- 2.7 If you believe that a drawing has been made incorrectly or contrary to authority or a payment instruction, you may take the matter up directly with PayClear or lodge a Direct Debit Claim through your nominated financial institution.

C. Authorisation:

TO: Payclear Services Pty Limited (User ID 481471) ABN 93 124 852 320 ("PayClear")

I / we declare that all the information provided is correct and that I / we are authorised in respect of each bank account listed in accordance with the account signing instruction provided to the financial institution where each account is held.

Effective immediately, I / we authorise PayClear as the payment services provider to arrange for funds to be debited from the account(s) specified above in the amounts specified in the superannuation contributions payment details that are submitted and authorised in the Clearing House Facility.

(Note that if the account/s require two signatures, then both signatures are required here)

Authorised Signature	Additional authorised signature (if required)
Name as recorded for nominated account	Name as recorded for nominated account
Date	Date

(If more than two signatures are required, please use the additional signing boxes)

Additional authorised signature (if required)	Additional authorised signature (if required)
Name as recorded for nominated account	Name as recorded for nominated account
Date	Date