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SFT and IFT reporting protocol

Information and guidance for super providers and suppliers who will be reporting successor and intra-fund transfers.

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QC 103116

Introduction and checklist for fund transfers

How to engage with ATO before undertaking a successor fund transfer (SFT) or intra-fund transfer (IFT).

Published 8 October 2024

What this protocol provides

This protocol gives superannuation providers guidance about successor fund transfer (SFT) and intra-fund transfer (IFT) obligations, including:

- consistent application of the law and practical administration to manage impacts across the operating system
- limited-service periods to ensure there is minimal impact to employers and members
- digital identity management and Access Manager
- our perspective of industry best practice including across complex super processes connected to an SFT and IFT.

We have updated our protocol in response to an increasing number of fund transfers. We have incorporated industry feedback, drawing on their experiences and learnings from recent SFTs.

When acting on our guidance, you should:

- consider the individual circumstances of your members
- decide whether your action is appropriate.

This guidance does not cover situations where an SFT or an IFT has not occurred, and the only change is to your registry system, platform or service provider. If you are undertaking any of these changes, you can engage with us by completing the **Successor Fund Transfer (SFT) and Intra Fund Transfer (IFT) form (XLSX, 651KB)**. Lodge your completed form using the **Super Enquiry Service (SES)** for APRA funds.

Successor fund transfer

An SFT occurs when member accounts are transferred from one registrable super entity (RSE) to another RSE with a different Australian business number (ABN) without their member's consent.

When the same entity is the trustee for more than one RSE, an SFT can also occur when their member's accounts are transferred from one RSE to another within the same group.

Intra-fund transfer

An IFT happens when there is no change in the RSE ABN but there are resulting changes to the Unique superannuation identifier (USI) or account identifiers.

This may also be known as product consolidation or streamlining activity. See more information about IFTs and income streams.

When considering an SFT or an IFT

When you are considering an SFT or an IFT, it is crucial to understand the significant impact on your members and their contributing employers. To minimise the impact, it is important to engage with us early and to ensure the timing of the SFT avoids critical dates such as the quarterly super guarantee due dates and the end of the financial year.

Engage with us early by completing the Successor Fund Transfer (SFT) and Intra Fund Transfer (IFT) form (XLSX, 651KB). Lodge using our Super Enquiry Service.

A member's account can also be transferred to the ATO in accordance with the *Superannuation (Unclaimed Money and Lost Members) Act 1999*. However, this type of transfer is not covered as part of this protocol.

Regulation 6.29 of the *Superannuation Industry (Supervision) Regulations 1994* (SISR) states that a member's benefits must not be transferred from a fund unless a member's consent has been given.

Exceptions apply to successor fund transfers, intra-fund transfers and transfers to MySuper products when member consent is not required but specific criteria are met.

Transfers to MySuper products are outside the scope of this protocol and do not involve an SFT. These transfers should be considered in the context of normal fund reporting, as outlined in the various other protocols found in our fund reporting protocol.

When the trustee of the transferring fund transfers cash and other assets to a successor fund, the transferring fund makes a payment that is a super benefit, of each member's benefit to the successor fund. The payment of each member's benefit is a rollover super benefit.

To review the actions required from transferring and successor funds, use our [SFT checklist for APRA funds](#).

Australian Prudential and Regulation Authority (APRA) provides superannuation prudential guidance that funds must follow. See details in [SPG 227 Successor Fund Transfers and Wind-ups](#).

Legislative guidance for funds is contained in Regulation 6.29 of the Superannuation Industry (Supervision) Regulations 1994.

For any unique reporting issues that arise as part of the SFT and or IFT, you can lodge an enquiry through our [Super Enquiry Service](#) with any questions or requests for advice.

Limited-service period for super fund transfers

How super funds can minimise impact to employers and members during the transition period.

SFT checklist for APRA funds

Checklists to assist both the transferring and successor super funds during a successor fund transfer (SFT).

QC 103118

Limited-service period for super fund transfers

How super funds can minimise impact to employers and members during the transition period.

During the SFT process

Super funds should plan for continuous availability of a fund Unique superannuation identifier (USI) through the SFT process. Any limited-service period should prioritise minimal impact to employers and members. It should not result in any black-out period that prevents employers from making contributions, particularly around the quarterly super guarantee due dates.

Significant event notices and general communications are not always sufficient to prevent employer contributions being made during the transition period. It may not be feasible for employers to cease making such payments for their employees. This is particularly if the transition occurs close to a quarterly superannuation guarantee due date.

Failure to pay super to the right fund on time may disadvantage the employer as they must lodge a superannuation guarantee charge (SGC) statement and pay the SGC to us if they fail to do so. Funds should refer to [missed and late super guarantee payments](#) for the consequences for employers.

Note: Contributions made through any clearing house may be rejected back to the employer, as they cannot be redirected to a successor fund.

ATO-held contributions

For ATO-held contributions, funds should lodge an enquiry through our Super Enquiry Service to advise of the limited-service period so that we can suppress ATO-held contributions.

Suppressions cannot be applied to processes such as:

- release authorities
- Departing Australia superannuation payment (DASP) applications
- early release of superannuation approval letters.

It is important that funds have the capacity to manage these during the transition period.

A limited-service period may also impact the transferring fund's ability to comply with a commutation authority.

Commutation authorities

Transferring funds:

- must ensure that commutation authorities with a due date that falls within the limited-service period are complied with before it impacts their ability to do so
- are encouraged to ensure that any excess transfer balance commutation authorities with a due date after the SFT date are complied with before the SFT.

Note: If excess transfer balance commutation authorities are not complied with, the member is likely to be in excess for longer and will pay more excess transfer balance tax. It is also likely that a commutation authority will be sent to the receiving fund. Funds should lodge an enquiry through our Super Enquiry Service for advice on commutation authorities issued to them which need to be complied within the 60 days before the SFT date.

QC 103121

SFT checklist for APRA funds

Checklists to assist both the transferring and successor super funds during a successor fund transfer (SFT).

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As the transferring fund

Funds must:

- when selecting a date for a successor fund transfer (SFT), consider its impact on the ability of employers and members to meet critical

deadlines, such as the quarterly super guarantee due dates and the end of the financial year.

- notify members of SFT
- establish plan with successor fund to determine the dates each fund will be responsible for making amendments and identify any reporting for limited-service periods
- notify administrators, gateway operators, clearing houses and other service providers as they may be able to assist in facilitating the implementation of the transfer
- arrange for data handover to successor fund of all relevant member information and supporting documents required to make amendments
- inform employers of new contributions payment details
- ensure all ATO Statements of Account are reconciled
- finalise reporting of member transactions or contributions up to the SFT date
- provide successor fund all information on lost members
- action any outstanding section 20C notices (unless there is a pending claim)
- process pending disability and death benefits, or instruct the member or beneficiary to remove any certified terminal medical condition benefit
- provide data to successor fund for disability modification calculation
- provide data to the successor fund of the debit values reported for capped defined benefit income streams subject to the SFT
- close old member accounts via Member Account Attribute Service (MAAS) and advise successor fund once completed
- provide rollover statement to successor fund (if required)
- end date USI 28 days prior to effective date – refer to the Fund Validation Service user guide
- develop a strategy for how messages received post SFT date will be handled prior to USI end date to avoid failed messages or refunds.

- report relevant event type upon ceasing pension with date and value
- ensure minimum pension payments are met from start of income year to SFT date
- provide reminder to members on outstanding notices or authorities and the successor fund (if relevant)
- provide successor fund any ATO notice of Division 293 Deferred Debt account and other relevant items such as No TFN tax and **Notice of intent to claim or vary a deduction for personal super contributions.**

As the successor fund

Funds must:

- establish plan with transferring fund to determine the dates each fund will be responsible for making amendments and identify any reporting for limited-service periods
- arrange for data handover from transferring fund of all relevant member information and supporting documents required to make amendments
- open new member accounts via MAAS shortly after transferring fund has closed old accounts
- update member lost status based on information received from transferring fund
- report the SIS event upon commencing new pension with date and value at the start date
- ensure minimum pension payments are made from SFT date to end of income year
- action any notices or authorities (where appropriate) provided by members or transferring fund.

Managing member accounts for super fund transfers

How funds update member accounts, reconcile ATO super accounts, transfer payments, USM, data handover and re-reporting.

Last updated 8 October 2024

Updating member account transactions

Before closing member accounts, the transferring super fund must ensure the reporting of member account transactions is up to date and accurate at the time of the transfer.

Common issues encountered during these activities include:

- delayed processing times during peak lodgment periods
- the requirement to address error responses.

Funds should work closely with digital service providers (DSPs) to avoid such issues.

In line with normal member transaction reporting obligations, contribution information is required to be reported within 10 business days or such later date as the Commissioner of Taxation may allow, of allocation to a member's account.

These requirements are outlined in the Member Account Transaction Service (MATS) Business implementation guide which can be found by visiting [Superannuation \(SPR\) | Standard Business Reporting \(sbr.gov.au\)](https://www.sbr.gov.au) and accessing ATO SPRMBRACCTX.00001 2018 Business Implementation Guide (DOCX) document.

Reconciliation of accounts

Funds must ensure that their accounts for which they have a superannuation role are fully reconciled as part of closure activities. This includes ATO super, fund Unique superannuation identifier (USI) and unclaimed super money (USM) accounts.

Funds can access Online services for business to support requisite activities, such as checking super balances (including credit balances) and resolving all outstanding balances. This includes confirming that all payments made to the ATO are accounted for. This should be completed before updating or removing USI details on the Fund Validation Service (FVS).

We will not reactivate your certification values for a USI to support lodgment and payment activities that should have been finalised prior to the completion of your SFT.

If you are unsure of your obligations, lodge an enquiry through our Super Enquiry Service.

To view your online statements at a transactional level, select **Accounts and payments**, then **Super fund administration accounts**.

You can access:

- super, USI, and unclaimed superannuation money (USM) accounts
- transaction listings available for download or export
- payment details for each sub-account or role
- transactions at the account or role level for download.

Funds should aim to keep linked bank accounts open until all reconciliation activities have been completed. This enables:

- payments to still be made to the ATO
- credits to be issued back to the fund
- enables the receipt of trailing contributions made by employers.

Contributions received by the transferring fund after the SFT has taken place cannot be accepted. This does not apply to IFTs as the member still holds an interest in the fund.

See more information about processing employer contributions at Limited-service period for super fund transfers.

Reporting account balances

In the interests of enhancing the member experience, the successor fund may choose to report the opening balance of an account. This is particularly in instances where an account has been opened early in a financial year.

If the balance isn't reported early, the new account will not show with a balance in ATO online services until the legislated 30 June balance is reported (due by 31 October). In some cases this may be up to 16 months later.

If the successor fund chooses to do this, they must not report with an effective date of 30 June. This may result in erroneous duplicate reporting and provide inaccurate or misleading information to members.

We also expect when reporting such balances that funds will use an effective date that accurately represents the date at which that balance was determined.

Note: funds will still need to report a 30 June balance on or before 31 October following the end of that financial year to meet their reporting obligations.

Example: accumulation accounts closed on 30 July 2022 and new accounts opened on 31 July 2022

Provider A is transferring its members to Provider B as part of a successor fund transfer. Provider A closes all its member accounts as at 30 July 2022.

Provider B opens the new accounts on 31 July 2022. The accounts for Provider A will no longer be displayed on the ATO online 'Fund details' tab and the accounts opened in Provider B will display in the 'Fund details' tab but with no balances.

For an improved member experience, Provider B chooses to report opening balances for these new accounts as at 31 July 2022 so that its members can see the balances prior to the legislated annual balance reporting date for these accounts of 31 October 2023.

For more details, refer to [Reporting account balances](#) in our Annual obligations and balance amounts protocol.

Updating member account attributes

As with member-instigated rollovers, funds undergoing an SFT or an IFT will have a requirement to report open or closed accounts and

account changes, as outlined in our:

- Member Account Attribute Service (MAAS) Business implementation guide which can be downloaded by visiting [Superannuation \(SPR\) | Standard Business Reporting \(sbr.gov.au\)](#)  and accessing ATO SPRMBRINFO.0001 2018 Business Implementation Guide (DOCX) document.
- Member account reporting and validation protocol.

Member account identifiers

It is not mandatory for a successor fund to use the same member account identifiers as the transferring fund.

For more details, refer to **Reporting account changes** in our Annual obligations and balance amounts protocol.

Reporting closed accounts

The transferring fund should close member accounts via Member Account Attribute Service (MAAS) reporting before the successor fund opens new member accounts. This reduces the risk that members will see old account information in ATO online services.

The transferring fund must report the account as closed using the:

- ABN of the fund
- fund Unique superannuation Identifier (USI)
- member account number
- account phase and account status.

The transferring fund should monitor the reporting of closed accounts for any errors and is responsible for their resolution. The transferring fund will need to advise the successor fund of any issues, as these accounts will remain open in the transferring fund until the issue is resolved.

For more details, refer to **Reporting closed accounts** in our Member account reporting and validation protocol.

Reporting open accounts

The successor fund should report the new open member accounts via MAAS reporting shortly after the transferring fund closes member

accounts. This ensures that the new member details are provided to the ATO, allows payments to be made to the new accounts, and for account information to display in ATO online services.

If the successor fund has been advised by the transferring fund of errors in reporting closed accounts, the successor fund may wish to advise their members that for a short period of time they may see 2 open accounts while the issues are being remediated.

If there are any anticipated delays in MAAS reporting outside the 5 business days legislative requirement, funds must apply to us for a deferral of their MAAS reporting obligations through our Super Enquiry Service.

For more details, refer to [Reporting open accounts](#) in our Member account reporting and validation protocol.

If you are not going to meet the legislative reporting timeframes, refer to [Requesting a deferral for your member reporting obligations](#).

Example: How funds must report open and closed accounts

Fund A is undergoing an SFT to Fund B. Fund A must report member accounts as 'closed' via MAAS within 5 business days or such later date as the ATO may allow.

Fund B must report member accounts as 'open' via MAAS within 5 business days or such later date as the ATO may allow.

Funds A and B have discussed and agreed when they expect the closing and opening of member accounts to occur.

Fund A advises Fund B as soon as the member accounts have been closed to allow the new member accounts to be opened shortly after (and within the 5 business days).

Fund B is unable to meet their reporting obligations and lodges a deferral request through our Super Enquiry Service using the deferral form [Requesting a deferral of your member reporting obligations](#).

Transfer of pending payments

Terminal medical condition

Problems may arise in an SFT where members have provided their fund with a terminal medical condition (TMC) certification. Where they have been determined to meet the TMC condition of release and advised the transferring fund, the benefit does not need to be immediately withdrawn. As the member has met a condition of release, the benefits are considered unrestricted non-preserved and do not meet the definition of a rollover super benefit.

Therefore, if the transferring fund transfers a pending TMC benefit payment, it will be considered a non-concessional contribution. This may result in the member exceeding their non-concessional contribution cap.

If the member believes this contribution will cause or has caused them to exceed their non-concessional cap, they can apply to the Commissioner for an **Application – excess contributions determination** to disregard the contribution due to their special circumstances.

If an SFT occurs and a member who suffers from a TMC receives a lump sum payment while the certification period has not expired, the income would be classified as non-assessable non-exempt income under 303-10(2) of the *Income Tax Assessment Act 1997*. The certification requirements apply to the member as per regulation 6.01A of the SISR, rather than the fund.

Disability superannuation benefit

A disability superannuation benefit is defined as a superannuation benefit under section 995-1 of the *ITAA 1997*.

Where a disability superannuation benefit is pending and an SFT is due to occur, the transferring fund can roll over the disability superannuation benefit to the successor fund. The benefit will be considered a rollover super benefit.

Temporary incapacity

A benefit payable to a member suffering temporary incapacity (for example, income protection or salary continuance) is not able to be rolled over.

As part of the SFT, the ownership of the insurance policy and the liability to pay the benefit payments would need to be transferred to the successor fund.

If a payment is pending, and the transferring fund holds cash, the payment cannot be transferred as a non-concessional contribution. The transferring fund should process the payment prior to the SFT.

Death benefits

The transfer of the deceased member's interest in the transferring fund can be treated as a rollover of the deceased member's benefit until the beneficiaries are identified, rather than a payment of a death benefit to the beneficiaries (whether they are dependant or not).

Payments will only be death benefits once the beneficiaries are identified. If the beneficiaries are known, then the death benefit should be paid to the individuals or executor of the deceased estate prior to the SFT.

The successor fund must:

- comply with the *Superannuation Industry (Supervision) Act 1993* requirement to cash the deceased member's benefit as soon as practicable
- take the same action that the transferring fund would have taken regarding the deceased member's interest had the interest remained in the transferring fund.

Lodge an enquiry through our Super Enquiry Service for guidance if any issues arise.

Lump sums – disability modification

In the same way as for member-instigated rollovers, data will need to be transmitted to the successor fund about each member. This enables the disability modification calculation to be done if the member later becomes disabled and requests a superannuation lump sum benefit to be treated as a disability superannuation benefit.

Details must include:

- the date the member joined the transferring fund
- if a rollover amount was received by the transferring fund with an earlier service period start date for that member, that earlier start date
- for an employer-sponsored fund, when the member's employment started, if that was before the start of their fund membership.

Re-reporting obligations

Before the SFT date, the transferring and successor funds and their respective administrators must establish a plan for managing member reporting before, during and after the transition. This includes identifying any limited-service periods where reporting activities will be restricted.

You should establish an agreement regarding the dates each fund will be responsible for any re-reporting, irrespective of the fund who made the error or omission. Ensure that business permissions in **Access Manager** will enable any re-reporting by either fund or administrator.

The transferred members will be left in a difficult position if errors or omissions in reporting are discovered that cannot easily be rectified by re-reporting. There is no agreement in place between funds to manage these.

The transferring fund's ABN should remain open as long as practicable during and after the transition. This will allow the transferring fund or its administrator to correct previous reporting if required.

If it is agreed that the successor fund and its administrator will make corrections to previous reporting, the transferring fund must ensure all appropriate access and permissions have been provided through **Access Manager**, while the transferring fund's ABN remains active.

To make corrections to previous reporting, the successor fund, or their administrator, must use the same account identifiers initially used to report. That is, they must use the original ABN, USI and member account number combination for any corrections.

Information transfer for data handover

The funds should also arrange for a data handover to occur to allow the successor fund and its administrator to:

- obtain relevant member information and supporting documents from the transferring fund's administrator
- retain access to member records for any corrections to reporting that may arise.

Members who identify an error in reporting should be directed to contact the successor fund to request that the successor fund correct the error.

If the successor fund's administrator does not have enough information to correct the error, the successor fund should first attempt to get that evidence from the member.

For more information about amending transactions, balances and events, refer to [Amendments](#).

Unclaimed superannuation money and lost member accounts

Check how SFTs and IFTs impact unclaimed super money (USM) and lost member reporting.

QC 103119

Unclaimed superannuation money and lost member accounts

Check how SFTs and IFTs impact unclaimed super money (USM) and lost member reporting.

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Payment of accounts

When paying accounts under the *Superannuation (Unclaimed Money and Lost Members) Act 1999* (SUMLMA), trustees should consider the following guidance when assessing accounts for USM purposes when an SFT has been undertaken. This will apply regardless of whether the successor fund has the same trustee as the transferring fund. For more guidance, see our [Unclaimed superannuation money protocol](#).

Members aged over 65 years

Under subsection 12(1) of the SUMLMA, an amount payable to a member of a fund (including accumulation, defined benefit, and

pension members) is taken to be unclaimed super money if all the following apply:

- the member has reached eligibility age
- you have not received an amount in respect of the member (and, in the case of a defined benefits super scheme, no benefit has accrued in respect of the member) within the last 2 years
- after a 5-year period since you last had contact with the member, you have been unable to contact the member again after making reasonable efforts.

The transfer of a member's superannuation benefit to a successor fund is considered an amount received in respect of a member for the purposes of the successor fund determining the 2-year period under subsection 12(1) of the SUMLMA. Similarly, the 5-year period specified for contact would commence from the date of the SFT.

Deceased members

Under section 14 of the SUMLMA, an amount payable in respect of a member of a fund is taken to be unclaimed super money if all the following apply:

- The member has died.
- You determine that, under the governing rules of the fund or by operation of law, a benefit (other than a pension or annuity) is immediately payable in respect of the member.
- You have not received an amount in respect of the member (and, in the case of a defined benefits super scheme, no benefit has accrued in respect of the member) within the last 2 years.
- After making reasonable efforts and after a reasonable period has passed, you are unable to ensure the benefit is received by the person who is entitled to receive the benefit.

The transfer of a member's superannuation benefit to a successor fund is considered an amount received in respect of a member for the purposes of the successor fund determining the 2-year period specified under section 14 of the SUMLMA.

Inactive low-balance accounts

Section 20QA of the SUMLMA provides the definition of an inactive low-balance account (ILBA) as an account that meets all the following criteria (subject to limited exceptions):

- No amount has been received for the last 16 months.
- The account balance is less than \$6,000.
- The account is not a defined benefit account.
- The member has not met a prescribed condition of release.
- Insurance is not being provided in the account.
- The fund is not an SMSF or small Australian Prudential Regulation Authority (APRA) fund.

The 16-month period will recommence for the successor fund as the transfer of member's superannuation is considered an amount received under section 20QA of the SUMLMA.

Lost members

For the purposes of the SUMLMA, a member of a super provider is a lost member if the member is:

- a lost member within the meaning of regulation 1.03A of the SISR
- a lost RSA holder within the meaning of regulation 1.06 of the *Retirement Savings Account Regulations 1997*.

These regulations define a member of a super provider to be a lost member at a particular time (subject to limited exception) if they:

- satisfy the definition of being 'uncontactable'
- satisfy the definition of being an 'inactive member'
- joined the fund or RSA from another super provider as a lost member.

If a lost member's superannuation benefit is transferred to a successor fund, the member's 'lost' status moves from the transferring fund to the receiving fund. The successor fund will need to open the new account with the lost status member account attribute as lost, since the member was already lost in the transferring fund.

For more details, refer to **Reporting account changes in the Member account reporting and validation protocol**.

Lost member accounts and USM

The money held for a lost member remains with the successor fund, unless it meets the definition of a lost member account (balance of small accounts and inactive accounts of unidentifiable members) at the end of an unclaimed money day. In these cases, it is paid to the ATO as USM. For more guidance, see our [Lost members register – protocol](#).

Small lost member account

You must report and pay to the ATO amounts that meet the definition of lost member account – small account.

Under subsection 24B (1) of the SUMLMA, an account in a fund is taken to be a lost member account – small account if all the following apply:

- The member on whose behalf the account is held is a lost member.
- The balance of the account (on the unclaimed money day) is less than \$6,000.
- The account does not support or relate to a defined benefit interest.

At the end of an unclaimed money day, you must identify any accounts that belong to lost members where the balance is less than \$6,000.

Insoluble lost member accounts

You must report and pay to the ATO amounts that meet the definition of a lost member account – inactive account of an unidentifiable member. This type of lost member account is commonly referred to as an insoluble lost member account.

Under subsection 24B(2) of the SUMLMA, an account is taken to be an insoluble lost member account if all the following apply:

- The member on whose behalf the account is held is a lost member.
- You have not received an amount in respect of the member within the last 12 months.
- You are satisfied it will not be possible, considering the information reasonably available, to pay an amount to the member.
- The account does not support or relate to a defined benefit interest.

The transfer of the member account to a successor fund is considered an amount received in respect of a member for the purposes of the successor fund determining the 12-month period specified under subsection 24B(2) of the SUMLMA.

SFT and USM reporting

If an SFT occurs between the unclaimed money day and the scheduled statement day, the successor fund does not have reporting or payment obligations with respect to unclaimed money, lost member accounts and inactive low-balance accounts for that unclaimed money day. The reporting and payment obligations remain with the transferring fund.

For SFTs that occur on 30 June, or on an unclaimed money day, lodge an enquiry through our [Super Enquiry Service](#).

Former temporary residents and section 20C notices

If a transferring fund holds outstanding section 20C notices from the ATO identifying former temporary residents, the transferring fund should respond to the notices prior to the SFT.

Where a transferring fund cannot process a section 20C notice for a particular member due to a pending claim, the transferring fund must respond to the section 20C notice with error code SUPER.GEN.RLVR.7. For more details, refer to our [Rollover user guide](#).

For example, a transferring fund may have a pending Departing Australia superannuation payment claim which will be paid to the member prior to the SFT, rather than to us as USM.

If, after responding to the notice with an error code, the pending claim is unsuccessful, the following actions can be taken:

- If the transferring fund still holds the account, they can pay the amount to us as USM in the next reporting period via the Rollover Transaction Request using USM reason code 'R'.
- If the SFT has taken place and the account has been transferred, the successor fund can pay the amount to us as USM in the next reporting period via the Rollover Transaction Request using USM reason code 'R'.

Note: A new section 20C notice will not be issued to the successor fund. For more information, refer to our [Lost members register – protocol](#).

QC 103120

SuperMatch for fund transfers

How successor super funds can access SuperMatch to obtain details of active accounts and verification.

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When to use SuperMatch

The SuperMatch service is restricted to trustees of super funds and enables them:

- to obtain details of active super fund accounts including lost accounts or any ATO-held monies for an individual
- to use it for beneficiaries (members) of the fund, or individuals who are applying to become a member of that fund.

Providing this information to super fund trustees helps members consolidate super accounts of their choice.

The successor fund will need to obtain the member's explicit consent before any SuperMatch search can be undertaken.

Note: SuperMatch is not able to be used by self-managed super funds.

Customer verification requirements

Before using SuperMatch for an individual, trustees must successfully complete customer verification. This ensures they are providing access to the SuperMatch service and the results to the person they are dealing with. Usually, this customer verification is completed by the fund trustee.

However, there are limited circumstances where a fund trustee can be assured (and can demonstrate to us that the required level of customer verification has been completed by another entity. For example, by the trustee of a transferring fund prior to an SFT occurring.

For an SFT, we expect the trustee of the successor fund to:

- have an in-depth understanding of the customer verification policy and procedure used by the transferring fund and be assured that they meet the requirements of the **SuperMatch terms and conditions of use**.
- have an assurance that the policy and procedure were followed by the transferring fund
- obtain relevant evidence of the above and be able to provide that to us
- lodge an enquiry through our **Super Enquiry Service** for any specific guidance regarding member consent, member verification processes and any changes in usage patterns.

Member TFNs

Member TFNs transferred to the successor fund during an SFT are provided by the member. That is unless given to the original fund as a 299TA or 299TC notice from us, which has not been confirmed by the member. See more information at [Obtaining member TFNs](#).

It's important that the transferring fund informs the successor fund about any member TFNs provided by ATO through services like SuperTICK or Member Account Attribute Services (MAAS). These specific TFNs cannot be used in a SuperMatch search and fund trustees must have controls in place to ensure this does not occur.

Advising of changes

The trustee will need to provide us with an updated application to SPRenablingservices@ato.gov.au if there are changes that may impact the fund's pattern of use for the SuperMatch service, such as:

- an SFT
- a change in DSP

- any other significant changes.

For more details refer to our SuperMatch user guide.

QC 103122

Super income streams for fund transfers

How super funds should report super income streams to the ATO during an SFT.

Last updated 8 October 2024

Reporting for retirement phase income streams

Where a successor fund transfer (SFT) involves members in receipt of superannuation income streams, the income streams stop in the transferring fund, and new ones start directly after in the successor fund. More information regarding how income streams are impacted by IFTs can be found at [Intra-fund transfer](#).

Reporting requirements for retirement phase events will differ depending on the type of income stream a member receives.

As well as the transferring fund reporting the ceasing of the income stream and the successor fund reporting the new income stream using the Member Account Transaction Service (MATS), the relevant closing of the transferred accounts and opening of the new accounts must also occur, using the Member Account Attribute Service (MAAS).

The transferring fund should report the income stream stopped (STO) event before the successor fund reports the new income stream event.

If this does not occur, we will 'double count' the credits in the member's transfer balance account and the member may exceed their transfer balance cap. This may lead to the member having an excess transfer balance and being sent an excess transfer balance determination.

Super funds should follow the steps in the table below.

Reporting transfers for transferring and receiving super funds

Transferring fund – retirement phase income stream	Transferring fund – report MATS Retirement Phase Event	Transferring fund – report account as closed using the date income stream ceases as status date	Receiving fund – report account as open using the date income stream starts as status date
Superannuation income stream (SIS)	Income stream stopped (STO)	Close account via MAAS	Open account via MAAS
Child death benefit income stream (ICB)	STO	Close account via MAAS	Open account via MAAS
Reversionary income stream (IRS)	STO	Close account via MAAS	Open account via MAAS
Reversionary child death benefit income stream (ICR)	STO	Close account via MAAS	Open account via MAAS

For more information on retirement phase event types, download the Member Account Transaction Service (MATS) Business implementation guide by visiting [Superannuation \(SPR\) | Standard Business Reporting \(sbr.gov.au\)](https://sbr.gov.au) and accessing ATO SPRMBRACCTX.00001 2018 Business Implementation Guide (DOCX) document.

Reporting an STO event and new income stream

If the transferring fund initially reported an income stream event for the member, the transferring fund will report a STO event upon

ceasing the income stream. The effective date of the STO event will be the date the income stream ceases. The debit value of the STO event will be the value of the debit calculated at the date the income stream ceases.

The successor fund will report a new income stream event. The effective date of the new income stream will be the date it starts in the fund, and where possible, be the same date as the STO.

If the effective date that the income stream ceases and the new income stream commences is not the same date, then this may have an adverse impact on any member who has an excess transfer balance at the time of the SFT. An effective date for the new income stream that is a day apart may result in the issue of a new excess transfer balance determination due to the commencement of a new excess transfer balance period. The tax rate is 15% for the first time the member has an excess transfer balance, increasing to 30% if they have an excess transfer balance again.

The debit value of the STO event from the transferring fund and the credit value of the new income stream event from the successor fund would be equal for account-based income streams. For information specific to capped defined benefit income streams refer to [SFTs involving capped defined benefit income streams](#).

For reversionary income stream (IRS) and reversionary child death benefit income stream (ICR) the ATO's application of the initial credit to the individual's transfer balance account will not be impacted by the SFT arrangement, even if the SFT occurs during the 12 months between the date of death of the member and the credit arising in the individual's transfer balance account.

Transitional arrangement

The ceasing of the income stream in the transferring fund should be reported as a STO (income stream stopping) event and not a MCO (member commutation) event.

To report the cessation of income streams in the transferring fund as a STO event instead of an MCO event, some superannuation providers' systems may need lead time to update their functionality. If the transferring fund or its administrator is unable to report a STO event, they can lodge an enquiry through our [Super Enquiry Service](#).

SFTs involving capped defined benefit income streams

If the SFT involves a capped defined benefit income stream (CDBIS), the transferring fund must report the ceasing of the income stream debit value, calculated in accordance with section 294-145 of the *Income Tax Assessment Act 1997*, as a STO event.

The successor fund must report the new income stream credit value equal to the debit value reported by the transferring fund in accordance with section 294-25.03 of the *Income Tax Assessment (1997 Act) Regulations 2021*.

The transferring fund must report the STO event **before** the successor fund reports the SIS event.

Example: SFT reporting for CDBIS

Alison commenced a defined benefit lifetime pension (a CDBIS) on 1 July 2021. At the time of commencement, the special value of the income stream was \$800,000 and was reported as a transfer balance credit. On 20 July 2024, an SFT occurred, and her defined benefit lifetime pension (or CDBIS) was transferred to another fund. The transferring fund calculated the transfer balance debit value in accordance with section 294-145 of the *Income Tax Assessment Act 1997*. The debit value was calculated as \$800,000.

The successor fund's systems have been programmed to calculate a special value which applies when a new superannuation income stream is commenced. The successor fund will need to override the special value calculated by its systems to use the debit value provided by the transferring fund. The successor fund will need to report a credit value equal to the debit value for the CDBIS in accordance with section 294-25.03 of the *Income Tax Assessment (1997 Act) Regulations 2021*. The transferring fund will need to provide the debit value to the successor fund as part of the data migration process during the SFT.

Reporting for income streams not in retirement phase

Some income streams are not in retirement phase. These are commonly transition to retirement income streams when the member has not met a condition of release with a nil cashing restriction.

As these income streams are not in retirement phase, there is no retirement phase event reporting associated with the income stream stopping in the transferring fund and starting in the receiving fund. Funds can lodge an enquiry through our Super Enquiry Service for guidance if any issues arise.

Minimum pension standards

Transferring fund

The trustee of the transferring fund is responsible for ensuring the minimum pension payment requirements are met for each of the pensions payable from the beginning of the current financial year up to the date of the SFT.

Successor fund

The trustee of the successor fund is responsible for ensuring the minimum pension payment requirements are met. This is for each of the pensions payable from the date of the SFT to the end of the relevant financial year.

An exception to this responsibility is prescribed under section 4 of Schedule 7 to the SISR. This is where the commencement of the new pension is on or after 1 June in the relevant financial year.

The successor fund will need to recalculate the minimum pension payments based on the member account balance at the time of the SFT, or, for an SFT after 1 June, based on the account balance on 1 July the following financial year.

Example: Calculating the pro-rata minimum pension

Fund A is undergoing an SFT to Fund B on 1 August 2021. Member One is in receipt of an account-based pension with a

minimum pension amount of \$10,000 for the 2021–22 financial year.

The number of days from the beginning of the financial year (1 July 2021) to the day the pension ceases (1 August 2021) is 32. The number of days from the day the pension ceases to the end of the financial year (30 June 2022) is 333.

The Fund A Trustee is required to make a pro-rata minimum pension payment of \$876.71 ($\$10,000 \times 32 \div 365$).

The Fund B Trustee is required to make a pro-rata minimum pension payment of \$9,123.29 ($\$10,000 \times 333 \div 365$).

Minimum pension payment requirement not met

If the transferring fund has not met the minimum pension payment requirement before the date of the SFT, the income stream in the transferring fund will be taken to have ceased for income tax purposes at the beginning of the income year. For the consequences for the transferring fund, see [If you don't meet the minimum pension payment requirements under the SIS Regulations](#).

In the successor fund the income stream must be commuted and a new one commenced that meets all the requirements of the SISR. For the consequences for the successor fund, see [Meeting the minimum pension payment requirement in subsequent years](#).

Taxable and tax-free components

Under paragraph 307-125(3)(d) of the ITAA 1997, the new income stream after an SFT will retain the same proportions of taxable and tax-free components as the original income stream.

For super lump sums that did not arise as the result of a commutation of an income stream, the tax-free and taxable components are determined just before the SFT date.

Social security treatment of income streams

For information on the treatment of successor fund transfers for social security purposes, see the Australian Government [Social Security](#)

[Guide ↗](#)

Intra-fund transfer

If you have changed the account identifiers for an income stream but the income stream itself has never ceased, we expect that you will have completed the associated member account reporting (MAAS Close and MAAS Open) for this change. You will need to be able to identify the correct income stream and action any commutation authority that may contain the previous account details.

There are no MATS reporting requirements for retirement phase events when a fund executes an IFT.

QC 103123

Defined benefits for super fund transfers

How to re-report and transfer information for notional tax contributions and Div 293 deferred debts for members.

Last updated 23 June 2025

Reporting notional taxed contributions

A transferring fund will need to identify member accounts which are eligible for the grandfathering provisions that apply to a member's notional taxed contributions (NTCs) and advise the successor fund. The successor fund will need to ensure the grandfathering indicator is completed in the Member Account Attribute Service (MAAS) for these accounts.

If the member's account is transferred before 30 June due to an SFT, a pro-rata NTC and Defined Benefit (DB) contribution amount must be reported. As the account was closed during the year, the transferring fund must also report a \$0 Member Account Transaction Service (MATS) account balance (as this is a mandatory field).

In addition, if an account was open on 30 June, the transferring fund has an obligation to report an annual MATS balance.

For information on NTCs and defined benefit contributions, see [Annual obligations and balance amounts protocol](#).

Division 293 tax deferred debt

If a transferring fund has received a notice from the ATO advising that a deferred debt account has been created, they should provide this notice to the successor fund to assist them in complying with their reporting obligations.

The successor fund should provide us with details of members transferred to them with a deferred debt account. The details should include the:

- name of the transferring and successor funds
- member name, account number and client identifier in both the transferring and successor funds.

An end benefit notice does not need to be provided in the case of an SFT. For more information, see [Division 293 tax – deferred debt obligations for funds](#).

QC 103124

Data and payment standards for super fund transfers

How to process a rollover super benefit during a successor fund transfer (SFT).

Published 8 October 2024

Legislation

The framework to implement the data and payment standards that apply to processing rollovers and super contributions is established in

the Superannuation Legislation Amendment (Stronger Super) Act 2012.

Rollovers

A transferring fund that pays a rollover super benefit, including a death benefit rollover, to a successor fund must provide the successor fund a statement in the approved form. For details, refer to the **Taxation Administration Act 1953**.

A rollover statement is not required when both funds share a common trustee. An SFT that involves the installation of a single trustee for the merging funds will avoid these reporting obligations.

Another method to transfer information outside of the data standards may be used, which applies only:

- to transfers to a 'successor fund' as defined in the **Income Tax Assessment Act 1997**
- when both parties agree to use this method and not use the data standards.

When these conditions are not satisfied, the SFT will be treated like any other rollover. Funds should consider the **SuperStream Data and Payment Standards** requirements to ensure they sufficiently plan with their administrators and gateway providers to meet any applicable limitations.

For example, 2 super funds may already share a common administrator or a common registry platform. The transfer may simply involve a formal change in the fund to which particular account data is attributed. Alternatively, a merger may only involve a change in ownership of a computing platform on which account records continue to be held.

As with member-instigated rollovers, to ensure sufficient information is provided to allow correct treatment of the rollover benefit, funds will need to refer to the:

- [Rollover standard v3.0](#)
- Death benefit rollover statement.

Updating product details for super fund transfers

How to provide and update Unique superannuation identifiers between funds and payment information with employers.

Last updated 8 October 2024

Unique superannuation identifier details

Super funds must provide rollover and contribution certification details of its products using the Fund Validation Service (FVS).

The trustee of the transferring and successor fund will need to provide or update Unique superannuation identifier (USI) details in line with the requirements outlined in the Lodge section of the Fund validation service user guide (FVSU).

As a significant change, the transferring fund should end date its USI through the FVS no less than 28 business days prior to the effective date. It is possible for a successor fund to retain a transferring fund's super product identification number (SPIN) format USI. However, an ABN format USI cannot be transferred between funds.

SPINs are administered by [APIR](#), an independent, privately owned company, and are subject to APIR rules.

If you are retaining a transferring fund's SPIN format USI, after the transferring fund has end dated the SPIN format USI, the successor fund will need to lodge a new entry through the FVS with that SPIN format USI against the successor fund's ABN effective from the following day. You can lodge an enquiry through our Super Enquiry Service if there are any issues in updating the FVS.

If a successor fund has retained a SPIN format USI from a transferring fund and the SPIN format USI will be later decommissioned, member accounts transferred under the SFT will need to be closed and opened again by the successor fund with the successor fund's USI.

Payment information

The transferring fund should communicate with employers to ensure future contributions are correctly directed to the successor fund.

During the transition period, the successor fund may also need to contact any employers who have not yet updated their employees' fund details.

As not all funds will hold employer contact details, communication to members should also include the new payment details to be passed on to their employer.

Funds can also contact clearing houses to inform them of the changes.

Errors identified in product details

As with member-instigated rollovers, any significant errors identified by a trustee will need to be immediately rectified. See the Errors identified in the FDR section of the Fund Validation Service user guide.

QC 103126

Notices and authorities and fund income tax

Find out how to action notices and authorities and fund tax return obligations during and after super fund transfers.

Last updated 8 October 2024

What are effective notices and authorities

In general, notices and authorities are only effective in relation to the trustee to which they were provided by the member, or on which a specific super fund is named.

If the successor fund transfer (SFT) involves a change of trustee (and possibly even if the trustee remains the same), the validity of the

notices and authorities held by the transferring fund in respect to its members will expire. New notices and authorities will need to be issued under the successor fund details.

Some taxation-related notices and authorities are discussed in more detail below. However, this is not an exhaustive list.

You can lodge an enquiry through our Super Enquiry Service for any issues about other notices and authorities.

Notices

TFN notices

A transferring fund may report a new member account to the ATO and be returned an unmatched message response. We suggest the transferring fund follow through to action a 'Please resolve' notice. If this is not possible before an SFT, the transferring fund should engage the successor fund to resolve the issue.

TFN declaration

A successor fund will not be required to obtain a new TFN declaration for a member who has previously provided this declaration to the transferring fund.

PAYG withholding variation application

A PAYG withholding variation application (both upward and downward variations) made to a transferring fund can continue to apply for the successor fund.

The transferring fund will need to identify members who have made an application and advise the successor fund.

Personal super contributions deductions notice

The *Income Tax Assessment Act 1997* provides funds with guidance on what members can do and their responsibilities during fund transfers.

The Act:

- allows for a member to contribute to the transferring fund

- but provide a valid *Notice of intent to claim or vary a deduction for personal super contributions* (NOI) to the successor fund
- and receive acknowledgment of receipt of the NOI from a successor fund, even though the contribution was not made to the successor fund
- allows for a member to give a variation notice to the successor fund, even though the contribution, valid NOI and acknowledgment came from the transferring fund
- prescribes transferring funds to ensure they provide details of acknowledged notices of intent to the successor fund enabling the successor fund to treat any variations correctly
- does not allow the successor fund to acknowledge a notice where
 - an NOI is given to a transferring fund in the few days prior to the SFT occurring, and
 - an acknowledgment has not been issued by the transferring fund.

While the law requires the transferring fund to acknowledge a valid notice without delay, there may be a limited-service period during which the transferring fund may recommend their members do not give them a NOI.

If this situation does occur, we:

- are willing to accept that the original NOI was effectively not given
- accept that the member can give a new NOI to the successor fund and have it acknowledged.

The transferring fund should prompt members if a NOI cannot be acknowledged. The member should submit a new NOI to the successor fund. For further information, see [Notice of intent to claim a deduction](#).

Risk only accounts

Where a member's interest in the successor fund is a risk only account with no investment component (zero balance), a member can provide a NOI to the successor fund in respect of contributions made to the transferring fund.

Information transfer

The successor fund will not know if members made any contributions (before the SFT) in the same or previous financial year.

They will therefore require personal contribution data as well as details of the NOI process already completed (if any) at the time of SFT.

This enables the successor fund to determine what the member is entitled to claim or correct. This information is to be passed from the transferring fund to the successor fund in an SFT.

Contributions splitting

A member can generally lodge an application with their super fund to split their contributions (if the fund allows it) in the:

- financial year immediately after the financial year in which the contributions were made
- financial year the contributions were made – only if their entire benefit is being withdrawn before the end of that financial year as a rollover, transfer, lump sum benefit or combination of these.

However, contributions can only be split by the trustee of the fund to whom the contributions were made. Once the SFT has occurred, the member has lost their opportunity to split their contribution with their spouse.

As part of the notification sent to members by the transferring fund about an impending SFT, a reminder about contributions splitting should be included.

Members will be prompted to give the trustee of the transferring fund a notice of intent (NOI) to split before the SFT. The trustee will undertake the split as part of the SFT process.

This notice must be given to the trustee of the transferring fund before, or at the same time as, lodging a contributions splitting application. For more information, see [Contributions splitting for members](#).

Authorities

Bankruptcy orders

In an SFT where account freezing notices are current, the transferring trustee may need to await the outcome of the freezing notice, subject to any legal advice obtained by the trustee on this issue.

Binding death benefit nominations

All binding death benefit nominations (BDBNs) attached to member accounts will need to be reviewed by both the transferring and successor fund to determine their validity and currency (most have a 3-year validity) before and after the SFT.

If a member is a member of both the transferring fund and the successor fund, a new BDBN may need to be completed with the successor fund, dealing with both interests.

Family law and splitting superannuation

The transferring fund should inform the successor fund of any member's account which is subject to a family law agreement, court order or consent order to split super which has not been completed. It should also inform the successor fund of any un-actioned applications by 'an eligible person' for information about the super interest of a member.

For defined benefit funds, [Regulation 29 of the Family Law \(Superannuation\) Regulations 2001](#)  applies to determine the gross value of defined benefit super interests for these purposes.

Release authorities

The transferring fund should notify members via the Significant Event Notice to avoid electing release from the transferring fund, due to the impending SFT. However, there are situations where timing issues or client needs will require release prior to the SFT.

We are unable to suppress the issue of a Release Authority (RA) for time critical elections, such as the first home super saver scheme. Members can be significantly disadvantaged if elections are not processed promptly.

Funds must provide a valid response to all RAs, including where the due date is during the limited-service period via the correct channel if they are unable to action the RA, as per the [Rollover user guide](#). We recommend that current and future due dated RAs are actioned prior to the SFT date where practicable, as a new release authority will

not be issued to the successor fund while the original notice is still outstanding.

Note: all RAs must be responded to via the same channel by which they were issued. For more information, see [Release authorities](#).

Funds should lodge an enquiry through our Super Enquiry Service for advice on the management of RAs during an SFT.

Commissioner's commutation authorities

If a Commissioner's commutation authority (CCA) is received by the transferring fund after the account has been closed, the transferring fund needs to report in the [super transfer balance account report \(TBAR\)](#) as follows:

- CC2 event (in part), value = 0.00 and account status = Closed.

We will then re-assess the member and take the next appropriate action. If the member is still in excess, then a CCA may be issued to the successor fund.

If the account has undergone an intra-fund transfer (IFT), then it is expected that you will be able to identify the correct income stream and action any commutation authority that may contain the previous account details.

Example: income stream account subject to an IFT

Betty starts an income stream, and the super fund uses the member account number of 00012345. After a registry system migration, the fund changes the account number for Betty's income stream to ABC123.

The fund:

- receives a commutation authority for Betty's account 00012345 and has put systems in place to recognise that account 00012345 is now account ABC123.
- can comply with the commutation authority in full, as the income stream has not stopped or changed, and commutes the required amount from income stream ABC123 by the due date.

- does not report an MCO for MATS, it lodges a TBAR reporting a CC1 and uses account number 00012345 to match the commutation authority and avoid further ATO contact questioning the account number.
- notifies Betty using whichever account number will be most meaningful for her.

Note: If your systems do not allow you to report the TBAR with the legacy account number, we understand that you will need to use the new member account number. Keep in mind that we may need to make further contact with you to clarify what has occurred in these instances.

Fund income tax

Fund income tax will impact upon member balances. Therefore, funds that are contemplating an SFT have an obligation to consider the tax impacts.

You can lodge an enquiry through our Super Enquiry Service for assistance with SFT issues (where your enquiry relates to fund income tax issues, it will be referred to the appropriate area in the ATO).

No-TFN contributions income tax offset

The no-TFN tax offset is the total amount of the tax payable on amounts of no-TFN contributions for which the following conditions have been met.

For the 2020–21 income year and later income years, a successor fund is entitled to claim the no-TFN tax offset if both the following conditions are met:

- Tax was payable by the previous fund on an amount of no-TFN contributions in any of the previous 3 income years or relevant part year for the year in which the SFT occurred.
- The no-TFN contributions were made to the previous fund to provide superannuation benefits for an individual who has never quoted (for superannuation purposes) their TFN to the previous fund but has quoted their TFN to the successor fund for the first time in the current income year.

To allow the successor fund to accurately claim the no-TFN tax offset, it is suggested that the transferring fund provides enough details of previous no-TFN contributions from the previous 3 income years prior to the SFT and the year in which the SFT occurs.

Division 310 – loss relief for merging super funds

From 1 July 2020 the temporary tax relief for merging super funds was made permanent. Since December 2008, tax relief under Division 310 of the *Income Tax Assessment Act 1997* has been available for merging complying super funds to transfer revenue and capital losses, and to defer taxation consequences on gains and losses from revenue and capital assets, subject to funds meeting certain conditions.

How to obtain certainty that Division 310 requirements are met

To obtain certainty that the Division 310 requirements have been met, you could seek a private binding ruling from the ATO's early engagement for advice service. We recommend you email PGIAccuracy@ato.gov.au as soon as practicable after the decision to undertake the SFT is made to ensure we are in a position to provide advice well in advance of the SFT date.

QC 103127

SFT digital identity management and systems accesses

What to do if the super fund has a new ABN, and how to update ATO online services accesses for SBR, MAAS and MATS.

Published 8 October 2024

What to do if the new fund has a new ABN

If you have undertaken a successor fund transfer (SFT) that results in a new Australian business number (ABN), you may need to consider whether you will still be able to:

- access ATO Online services for business and other government portals
- utilise ATO Standard business reporting (SBR) superannuation services such as Member Account Attribute Service (MAAS) and Member Account Transaction Service (MATS).

Updating accesses to ATO online services

To claim the new fund business, funds will need to have a [principal authority](#)  claim the new business in [Relationship Authorisation Manager](#)  (RAM).

To set up these portal authorisations, see:

- Set up your access to Online services for business
- [APRA Connect](#) .

Authorisations will need to be made at an individual employee level. For example, if you use an administrator, you will not be able to appoint that administrator at an ABN level. You will need to know the contact details of each of the administrator's employees and then appoint each employee through RAM.

The same applies for employees working directly for you.

For more information, refer to [Set up authorisations](#)  in RAM.

Individuals will also need to have a current myID at the appropriate identity strength for relevant services. To set up your myID, see:

- [How to set up](#) 
- [Identity strength](#) 

Standard business reporting super services

[Standard Business Reporting](#)  services such as MAAS and MATS will also require changes.

If you are using an administrator and or other service provider, you may need to make an ABN level appointment in Access Manager for the services you require.

For instructions, see:

- [About Access Manager](#)
- [Access Manager for business](#).

if you are managing Standard Business Reporting (SBR)-enabled software directly, refer to [Cloud software authentication and authorisation](#).

You will need to:

- create a new machine credential through [RAM](#)
- set up the appropriate appointments in Access Manager.

QC 103128

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If you follow our information and it turns out to be incorrect, or it is misleading and you make a mistake as a result, we will take that into account when determining what action, if any, we should take.

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