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## Fund reporting protocols

Contributions, lost members, unclaimed super, account transactions, obligations and transfer balance caps.

### **Contributions reporting protocol**



Reporting protocol and guidance for super providers and suppliers who need to report contributions.

### **Member account transaction and attribute service reporting**



Help to meet your member account transaction service and member account attribute service reporting obligations.

### **Transfer balance cap reporting**



This chapter of the fund reporting protocol covers retirement phase events and reporting to commutation authorities.

### **Lost members register - protocol document**



Super fund reporting protocol for lost member accounts.

### **Unclaimed superannuation money (USM) protocol**



The unclaimed super money (USM) protocol provides guidance for APRA funds with their unclaimed super obligations.

## **SFT and IFT reporting protocol**



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

## **Annual obligations and balance amounts**



Guidance for meeting your annual reporting obligations.

## **Amendments protocol**



How to amend transactions, balances and events for APRA super funds.

QC 55164

# **Annual obligations and balance amounts**

Guidance for meeting your annual reporting obligations.

**Last updated** 24 July 2020

This protocol document provides guidance to superannuation (super) providers in meeting your annual reporting obligations as at 30 June of a financial year and where you choose to report a balance amount.

This reporting includes account balances, retirement phase values and accumulation phase values to be reported as at 30 June of a financial year. It also includes notional taxed contributions and defined benefit contributions, which are required to be reported for a financial year, as applicable.

## Legislative context

Division 390 of Schedule 1 to the *Taxation Administration Act 1953* (TAA) requires super providers to give statements to the Commissioner of Taxation in relation to member superannuation account transactions.

The Member Account Transaction Service (MATS) **Legislative instrument *Taxation Administration Member Account Transaction Service – the Reporting of Information Relating to Superannuation Account Transactions 2018*** applies from 1 July 2018. It requires you to report member contributions balance amounts as at 30 June of a financial year on or before 31 October of that year. You can report member contributions balance amounts more frequently if you wish.

## Member contribution balance amounts

Member contribution balance amounts include the:

- [Account balance](#)
- [Accumulation phase value](#)
- [Retirement phase value](#)
- [Notional taxed contributions and defined benefit contributions](#)

### Account balance

You are required to report the 30 June balance of your member accounts no later than 31 October each year. You may choose to report [member account balances more frequently](#). The account balance field of the annual MATS is mandatory and requires a value of [zero](#) or greater.

It is important to remember that our systems only consume the annual MATS you report with a 30 June balance date for other ATO calculations such as total super balance.

You are required to report an annual account balance for every super interest held as at 30 June, this may include where the interest is closed as at 30 June if you are reporting notional taxed and defined benefit contributions

### Account-based accumulation interests

You are required to report a 30 June account balance for all open account-based super interests as at 30 June.

Your reporting will be correct if you use any reasonable method for determining the account balance that is appropriate in your circumstances. A reasonable method is one that provides your best estimate of the value of the member's interest on 30 June, based on the information available to you at the time you report.

The following are examples demonstrating broad principles and events that may influence the 30 June balance you report:

- investment manager announcements to the value of all member accounts as a result of investment distributions
- other routine adjustments to the value of all member accounts as a result of investment distributions.

### **Defined benefit and other non-account based interests**

You are required to report an account balance equivalent to the balance reported to your member on their annual statement (or periodic statements). In some instances this may include a [zero balance](#). You may be required to report an account balance where the interest is closed as at 30 June and you are reporting [notional taxed and defined benefit contributions](#).

### **Zero account balance**

The following examples provide circumstances where your reported account balance may be zero:

- an insurance-only policy where the only contributions made are used to pay premiums to an insurer (rather than being accumulated)
- an entitlement to a lifetime pension based only on years of service and final salary
- where no statements are issued to members
- when there is the obligation to report either a notional taxed contribution or a defined benefit contribution
- new accounts opened and no contributions received.

You cannot report negative balances. If your accounting systems record a negative balance, you need to ensure that your reporting systems report a zero balance to us.

### **Example 1 – Member interest in the fund**

Martin becomes a member of a super fund, and under the terms of the fund's trust deed, he is entitled to life and disability cover. Martin as the member has an interest in the fund even though his employer has not made contributions for him. The fund must report a 30 June account balance for this interest despite the zero account balance.

### **Example 2 – Insurance only interest**

Joy is a member of a super fund, and an insurance only interest is attached to her super account which receives quarterly contributions. The contributions are used to pay the insurance premiums. The account may have a zero balance at 30 June but must still be reported to us as a zero balance.

### **Example 3 – New account**

Susan's new account is set up to receive future contributions that are not made before the end of the reporting period and she has a zero balance. We still expect an account balance to be reported for all interests that are open as at 30 June of a financial year, and you need to report a zero balance.

## **Closed accounts**

There is no obligation to report an account balance where the account has been closed during that financial year unless it was a defined benefit interest (or other non-account based interest) and you are required to report notional taxed or defined benefit contributions (or both) for that year.

## **Accumulation phase value**

You are required to report an accumulation phase value (APV) when the account is in accumulation phase at 30 June and there is a

difference between the account balance you have reported and the APV you have calculated (the APV is not limited to the sum of exit and administration fees).

The APV is the withdrawal value for an accumulation fund. That is the total amount of super benefits that would be payable if your member voluntarily ceased their super interest at that time.

The accumulation phase value also includes:

- certain deferred super income streams
- transition to retirement income streams that are not in retirement phase
- income streams that have not complied with the standards or a commutation authority.

For defined benefit interests the APV calculation is complex and we suggest you seek the appropriate guidance.

## **Retirement phase value**

The retirement phase value (RPV) is required if there are all of the following:

- retirement phase interests covered by subsection 307-230(4) *Income Tax Assessment Act 1997* (ITAA 1997)
- the account is in retirement phase at 30 June
- the reported account balance is not equal to the RPV.

**See also:**

- LCR 2016/12 *Superannuation reform: total superannuation balance*

## **Notional taxed contributions and defined benefit contributions**

Annual amounts for defined benefits interest are referred to as:

- notional taxed contributions (NTCs) used to quantify concessional contributions for excess concessional contribution purposes
- defined benefit contributions (DBC) used to quantify concessional contributions for Division 293 tax purposes.

Not all contributions made by an employer to a defined benefit interest are reported as employer contributions. Instead they may be included in the calculations of NTCs and DBCs. If you are reporting for a defined benefit interest ensure you [report contributions](#) at the correct field.

## **Compulsory member contributions made before-tax that fund a defined benefit.**

Pre-tax compulsory contributions made for the purpose of funding a defined benefit interest and included in the actuarial calculation of NTC and DBC are not reported at any employer contribution field. This is where they have been included by the actuary in the calculation of the NTC or DBC.

Your members may be assessed incorrectly for excess concessional contributions and Division 293 tax if these amounts are reported in error.

**Note:** NTCs and DBCs are calculated differently. You should determine the amount of these contribution types for each member with the advice of an actuary and in accordance with the *Income Tax Assessment Regulations 1997*.

## **Reporting notional taxed and defined benefit contributions**

Your obligations when reporting contributions for defined benefit interest, constitutionally protected funds (CPF) and public sector schemes are complex. Ensure your procedures and systems are based on sound professional advice.

NTC and DBC should be calculated as follows:

- if the member's interest ceases before 30 June, the amount is calculated immediately before the member's interest ceases (however you should report these amounts with a balance date of 30 June)
- in all other cases, the amounts are calculated as at 30 June.

You cannot report negative amounts at the DBC and NTC labels. If your accounting systems record a negative amount, ensure that you report a zero amount in this field.

**Note.** You are required to report a value at the [account balance](#) field.

## Grandfathering of notional taxed contributions

You are required to complete the grandfathering indicator in the MAAS and report the fully calculated amount of NTC in your annual MATS. Our systems will consume the data from the MAAS and MATS to obtain the correct amount of contributions for the calculations.

### See also:

- Grandfathering of notional taxed contributions

## Reporting an account balance more frequently

In the interests of the member experience, you may choose to report a more frequent account balance in circumstances such as:

- when the account is opened, particularly in instances where an account has been closed and a new account opened early in a financial year
- to assist your member in working out their contribution caps where you are undertaking a successor fund transfer (SFT). When the successor fund opens the accounts, they will display on ATO Online without an account balance until the successor fund reports a balance. In some cases this may be up to 16 months. If you choose to report an account balance with a balance date other than 30 June, you will also need to report a 30 June balance on or before 31 October following the end of that financial year to meet your reporting obligations.
- when reporting for the purposes of displaying an updated account balance on ATO Online, do not reuse the last 30 June date as this amount will also be consumed for ATO calculations.

### Example – Successor fund transfer opening balance reporting

XYZ Fund transfers its members to ABC Fund as part of a successor fund transfer. XYZ Fund closes all member accounts and ABC Fund opens the new accounts, both with a 15 August 2019 effective date.

The XYZ Fund account no longer displays in ATO online services to members. Instead, the accounts opened by ABC Fund display with no account balances. For an improved member experience, ABC Fund chooses to report account balances as at 15 August 2019 which allows members to view their balances in real time.

ABC Fund will also need to report a 30 June balance on or before 31 October following the end of that financial year.

## Reporting amendments

You must amend your reporting within 30 days of becoming aware of any material errors or omissions in the [member contribution balance amounts](#) you reported.

Use the 30 June annual balance date when correcting member contributions balance amounts. Failure to do this may have adverse outcomes for members, as the 30 June balance is the amount used for calculating certain member assessments and entitlements.

**Note:** When correcting your annual obligation you will need to complete the entire 'Member contributions balance amount' section again not just the label that you are changing. Failure to supply data at each of the relevant labels for your member will result in that label defaulting to 'zero'.

If you are required to correct a transaction (such as an employer contribution) effective in a financial year and the 30 June account balance has already been reported, you must also submit a further member contribution balance amount MATS to adjust the 30 June account balance.

You are not required to report routine adjustments to the account balance (such as adjustments in the value of investments) that are made after the annual reporting is prepared for lodgment.

There are only two methods that should be used when correcting member contribution balance amounts:

- cancel the original transaction and re-report with corrected details
- overwrite the reported amount.

## **Example – Amendment to contribution causing an amendment to account balance and accumulation phase reporting**

In December 2019 you identify that you incorrectly recorded a member contribution of \$100,000 on your systems. You reported the contribution to us on 30 May 2019 as \$10,000. So you report an adjustment to the contribution using the delta amount of \$90,000 and the original details of the contribution. You also amend the member's 30 June 2019 balance as this will impact the calculation of total super balance and what the member sees in ATO online services.

You choose to overwrite the member contributions balance amounts by reporting:

- the correct account balance
- a 30 June 2019 balance date
- the APV in the overwrite transaction again as you previously reported an APV.

You complete this remediation within the 30 day timeframe.

## **Cancelling the original transaction**

When the original transaction has been cancelled it will not display on ATO online services. A new MATS form reporting the correct information must be submitted.

Our systems process each lodgment in a batch and across batch independently. We recommend that you wait for a response confirming that the cancel was successful prior to reporting the correct information for that account.

### **Scenario one – cancelling the original transaction**

You lodge your member contribution balance amount transaction on 30 October 2020 with the following values:

Account balance	\$15,000
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Balance date	30/06/2020
Phase value amount	na
Phase type	na
NTC	\$10,000
DBC	\$10,000

You identify an error in the calculation of the members account balance on 11 November. You determine that this is a genuine error and to correct the reporting you will use the *SPRMBRACCTX.Cancel* interaction.

You use the *SPRMBRCCTX.Submit* MATS interaction to submit the correct member contribution balance amounts for the member on 12 November as follows:

Account balance	\$150,000
Balance date	30/06/2020
Phase value amount	na
Phase type	na
NTC	\$10,000
DBC	\$10,000

## Overwrite the reported amount

When you identify a material error or omission, you may choose to overwrite your annual reporting obligations. Transactions overwritten will only have the most recent values displayed on ATO Online.


### Scenario two - overwriting the reported amount

You lodge your member contribution balance amount transaction on 30 October. Included in this report are values for the members NTC as at 30 June. On 5 November you identify an error in the calculation of the members NTC. You determine that this is a genuine error and to

correct the reporting you will use the *SPRMBRCCTX.Submit* MATS interaction to overwrite transaction.

<b>30 October original transaction EFG789</b>	<b>5 November amendment transaction HIJ789</b>
<i>Balance date:</i> 30 June 2019	<i>Balance date:</i> 30 June 2019
<i>Account balance:</i> \$0	<i>Account balance:</i> \$0
<i>Phase value amount:</i>	na
<i>Phase type code:</i>	na
<i>NTC:</i> \$30,000	<i>NTC:</i> \$40,000
<i>DBC:</i> \$40,000	<i>DBC:</i> \$40,000

**See also:**

- [MATS Business Implementation Guide](#) 
- Member contributions statement protocol – for 2017–18 financial year and earlier

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## Amendments protocol

How to amend transactions, balances and events for APRA super funds.

**Last updated** 22 December 2025

## Amending transactions, balances, and events

If you discover any material errors or omissions in the balances, contributions, or events you have reported, you must amend your

reporting within **30 days** of becoming aware of these errors under Section 390-115 of Schedule 1 to the *Taxation Administration Act 1953* (TAA).

All monetary reporting errors are automatically considered material unless you've engaged with us to assess the specifics of a reporting issue as it relates to individual members and reporting years.

Materiality is the threshold above which missing or incorrect information is considered to have any impact on the decision-making of the user. For example, if a contribution has been incorrectly classified as an employer contribution and it should have been classified as personal, this impacts you, the member and us.

Even if the amount is small, if you're aware of the error it must be corrected. You can't make a decision based on an amount threshold as you don't have the full details of the member's taxation or financial position to understand the impact.

The obligation to report amendments has no time limitation. It exists regardless of when you become aware of the material error or omission, and is not altered by any subsequent events such as:

- closure of the member's account
- start of a pension.

### **Example 1: amending errors on closed accounts**

Debra was nearing retirement age and for the last 5 years she had made regular personal contributions to Ridgeway Super to increase her super balance. She retired in August 2023 aged 60 and rolled out her entire balance to Summerleas Retirement Scheme. Unknown to Debra, the staff at Ridgeway Super had made errors in processing her contributions and had not reported any of the personal contributions it received for her.

Debra visited an accountant in September 2023 who realised she was entitled to a super co-contribution. She checked her records and contacted Ridgeway Super to ask why no co-contribution was received.

Ridgeway Super accepted that an error was made but told Debra that they could not amend their reporting because her account was now closed. Debra wrote to the ATO to complain about this

refusal. We advised Ridgeway Super of its obligation to correct all material errors even after an account is closed and confirmed that amendments can be made to accounts that have been reported closed with us.

Ridgeway Super lodged the amendments more than 8 months after Debra first brought the error to their attention. We imposed a penalty on Ridgeway Super for failing to notify us within 30 days of becoming aware of a material omission.

We paid the co-contribution directly to Debra as she had retired.

## Correcting systemic reporting errors

Ensure you have processes in place to identify and correct systemic reporting issues when you're asked to correct an error for a member. Penalties may apply if you don't take reasonable care.

If a member brings an error to your attention, you need to:

- correct the error for that member
- check to see if the same error impacts other members so you can proactively fix it for them as well.

### Example 2: correcting systemic errors

In the previous example, Ridgeway Super checked whether the errors their staff made in processing Debra's personal contributions had occurred for other members.

Ridgeway Super discovered another 3,000 members' personal contributions weren't reported to us. Ridgeway Super amended its reporting for these cases and developed new procedures to ensure the errors wouldn't recur.

## Only amend to correct a genuine error

Only amend your reporting where genuine errors have occurred. For example, you shouldn't amend because a member has decided that they wish to change the amount or character of the contributions they made during the year to avoid an excess contributions tax liability.

## Mistakes and returning contributions

In limited circumstances, you may be required to amend your reporting when the retrospective operation of the law causes a transaction to be unwound or become void. This may occur when you return contributions credited to a member's account in restitution of a legal mistake of law or mistake of fact.

Contributions can't be returned to a member because they regret making them or because they or their agents made an error in their decision to contribute.

Whether or not contributions have been returned is not determinative of whether or not they should be reported, or an amendment lodged to remove them from a previous report.

See ATO ID 2010/104 *Excess contributions tax: restitution of a 'mistaken' contribution* for an example of when a personal contribution will still be included in an individual's non-concessional contributions for the financial year. This is where the trustee has repaid the contribution to the member in purported restitution of a mistaken payment when in fact there was no case for restitution on the grounds of mistake of law or of fact.

If you correctly return contributions in accordance with the law of restitution, you must amend your reporting so that the contributions aren't counted towards the member's contributions caps. However, in circumstances where the law of restitution doesn't apply to unwind or void a transaction, you must still report the contributions (and not amend any previous reporting) even if they have been returned.

We apply considerable scrutiny to situations where contributions are returned to a member or they are re-characterised, after the member realises that they've exceeded a contributions cap. Understand your legal obligations in these situations and develop procedures and systems to ensure member requests of this nature are considered very carefully.

While we scrutinise these decisions, we recognise there are many circumstances where a decision to amend is correct and a failure to do so would be a failure to report correctly.

### **Example 3: provider administrative error**

An employer made contributions to a provider for a number of employees in June 2022. The provider's administrative staff misread the instructions the employer provided with the contributions and allocated too much to one member and too little to another. The error was discovered in December 2022, after the provider had reported to us for each of the affected members.

The provider had made a mistake of fact, to correct it they transferred amounts between the accounts of the affected members in December 2022. The reallocation of contributions was treated as having retrospective effect back to June 2022. Each member's reporting was amended to reflect this.

The fund also needs to amend each member's account balance as this will impact the calculation of total super balance for the member and what the member sees in ATO online services.

#### **Example 4: member error in contribution classification**

Walter, a self-employed investor, and businessman made a super contribution to Big Super without the involvement of any other person or entity, using a personal cheque drawing on a bank account in his own name.

In error, he entered this contribution on one of Big Super's forms as a contribution made by an employer. He put his name down as both employer and employee and failed to indicate the nature of the contribution. He entered this despite a clear alert on the form that said, 'All contributions will be treated as super guarantee contributions unless otherwise indicated'. Big Super recorded the contribution as an employer contribution and reported it as such to us.

Walter received an excess contributions tax assessment based on the reporting that indicated he had exceeded the concessional contributions cap. Walter asked Big Super to amend their reporting. He provided evidence that he had made the contribution himself. Using their internal records, Big Super also

considered the obvious errors in the form Walter had given them and the cheque's drawer.

Big Super agreed that the contribution had been mischaracterised by them when it was made based on Walter's error. Even though Walter's lack of care in completing the form was the source of the error, Big Super recognised its obligation to now amend the reporting involved, correcting what was now known to be a reporting error.

### **Example 5: amendment to contribution causing an amendment to account balance and accumulation phase reporting**

In December 2022, a super fund realises that it has incorrectly recorded in its systems a \$100,000 contribution from a member as \$10,000 and had reported the \$10,000 contribution to us on 30 May 2022. The fund reports an adjustment to the contribution by using the delta amount of \$90,000 and the original details of the contribution. The fund also needs to amend the member's balance as this will impact the calculation of total super balance for the member and what the member sees in ATO online services.

The fund reports the new balance with the effective date of the previous balance to overwrite the incorrect balance. The fund had also reported an accumulation phase value for this member which was different from the 30 June balance and therefore cancels that report and re-reports accordingly. All these amounts are re-reported within the 30-day period the fund must correct an error or omission.

## **Actioning amendments via different channels**

Amendments can be made through various channels based on the original reporting.

## Originally reported through MATS

For amounts relating to the 2018–19 year onwards, providers will correct reporting of contributions, annual amounts, acknowledged notices of intent and balances using member account transaction service (MATS).

Correcting the reporting of retirement phase events, personal injury and or structured settlement amounts, and accumulated phase value (APV) and retirement phase value (RPV), can only be done by cancelling the original lodgment and then lodging a new report with the correct information.

Correcting annual amounts and balances (excluding APV and RPV) can be done by overwriting the original or cancelling and re-reporting.

## Originally reported through TBAR

Cancellations are most effective if completed through their original channel. However, anything reported on the transfer balance account report (TBAR) can be cancelled through MATS if both:

- a member account attribute service (MAAS) has been lodged for that account
- the information in the cancellation report exactly matches the original lodgment.


The new report with the correct information can be lodged using MATS.

If you need to correct retirement phase event reporting for an account which has never been on-boarded to MAAS, the re-reporting will need to occur through the original channel. We are exploring options for these amendments and will provide further guidance when available.

## Originally reported through MCS

Amendments to anything reported on the member contributions statement (MCS) in the 2017–18 income year and prior years should be done using **Online services for business**. For more information, see **Member contributions statement**.

## More information

- For information on amending member account attributes, personal details and TFNs, see [Member account reporting and validation](#).
- For information on amending unclaimed superannuation money reporting, see [Unclaimed superannuation money protocol](#).
- For information on amending lost member reporting, see [Lost members register – protocol](#).
- For information on how to make a voluntary disclosure, see [Voluntary disclosures in the approved form](#).
- For information on MATS, see the Business implementation guide [Superannuation \(SPR\) | Standard Business Reporting](#) .

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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.

Some of the information on this website applies to a specific financial year. This is clearly marked. Make sure you have the information for the right year before making decisions based on that information.

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