



Avoid errors and delays with release authorities

How to avoid errors and processing delays when managing SuperStream release authorities.

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We've found some common issues with SuperStream release authority lodgments which can result in processing delays and have negative impacts on members.

Here are some tips to help you get your lodgments right and ensure successful payments:

- Lodge a Release authority statement (RAS) within 10 business days of receiving a release authority from us via SuperStream. Make sure your lodgment is accepted within this timeframe to avoid penalties.
- Don't overpay or make duplicate payments as this can lead to member refunds and an **illegal early access to super**. Only release the amount requested in the release authority.
- If you can't lodge a RAS or correct a rejected RAS message, contact your software provider to fix any system issues.
- Send a successful RAS with each payment as without this we can't allocate payments to the member. Submit a successful RAS, confirmed by a Release authority statement outcome response (RASOR) with the code SUPER.GEN.RLVR.2 to meet your obligation.
- Make sure you have adequate assurance processes in place to accurately process release authorities.

If you have issues processing your release authorities, escalate them to us promptly via the **super enquiry service**. If you have system issues, discuss them with your software provider and give us an estimated time for the fix.

For more information, please refer to our comprehensive guide **Release authorities – problem solving for SuperStream users**.

Looking for the latest news for Super funds? You can stay up to date by visiting our **Super funds newsroom** and **subscribing** to our monthly Super funds newsletter and CRT alerts.

QC 104722

Our commitment to you

We are committed to providing you with accurate, consistent and clear information to help you understand your rights and entitlements and meet your obligations.

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.

If you feel that our information does not fully cover your circumstances, or you are unsure how it applies to you, contact us or seek professional advice.

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