



Key Messages

[CLASSIFICATION] External
File ref: 14/2021

Title:	Rollovers v3.0 Implementation Forum (RIF)		
Issue date:	14 October 2021		
Venue:	WebEx		
Event date:	7 October 2021	Start: 2pm AEDT	Finish: 2.38 AEDT
Chair:	Belinda Black, Rollover v3 Project Manager Superannuation & Employer Obligations ATO		
Contact	Maria Bosnjakovic	Contact email:	Super&EmploymentConsultation@ato.gov.au

Agenda item: 1 – Welcome and opening remarks

Belinda Black opened the meeting and welcomed the group.

Agenda item: 2 – ATO Update

- The ATO advised that the Government to Business and Business to Business testing components have finished. The Production Verification Testing (PVT) is still in progress.
- The transition to Business as Usual (BAU) will begin shortly.
- Extensive internal testing has been completed.
- The following documents have been updated and published on our [SuperStream Rollover v3](#) wrapper page
 - [7 October 2021 weekly onboarding update](#)
 - [SMSF Rollover v3 readiness summary – EVTE](#)
 - [SMSF Rollover v3 readiness summary – production](#)
 - [SuperStream rollover v3 cohort schedule](#)
 - [SuperStream rollover v3 implementation and onboarding learnings and issues register](#)
 - [SuperStream rollover v3 SMSF service provider readiness](#)

Agenda item: 3 – PVT Update

- Wave 1 and 2 of PVT have finalised.
- All funds from 30 September in Wave 3 can request support by contacting SuperStreamStandards@ato.gov.au
- An issue was identified relating to Release authority statement (RAS) not being processed by the ATO for a small number of funds. This issue is now resolved, and all messages have been replayed. No action is required from the funds and impacted funds have been contacted.



- Release authority statement outcome response (RASOR) are issued in almost real time when a RAS is received by the ATO. If a fund has not received a RASOR response within a day, there may be a system issue impacting the receipt of the RAS or issuing of the RASOR. Funds should investigate internally and contact the ATO if required.

Agenda item: 4– Issues register

The latest version of the [SuperStream rollover v3 implementation and onboarding learnings and issues register](#) was published to the [SuperStream Rollover v3 wrapper](#) page.

Agenda item: 5– Questions

- Industry requested an update on the SMSF verification service (SVS) performance, advising some have received a 'Gen Fault from Agency error' – is there an outage? ATO advised that there is currently a data impact issue affecting internal and external services. The ATO is investigating the issue as a priority. It does not appear to impact the Fund Validation Service (FVS).
- An SMSF provider advised they do not yet have FVS functionality available, and in the interim their clients are contacting their (receiving) ARPA funds to obtain bank details for rollovers. Generally, clients are having difficulties in obtaining the requisite details to enable them to roll money into their APRA fund. Is there a reason why the APRA fund is refusing to provide the bank details to the accountant/trustee?
Another SMSF provider advised they only use the FVS.
An APRA fund representative asked what happens if the FVS is down?
The SMSF provider noted that they retain a local copy of the FVS.
ATO advised they will review the process of industry obtaining bank details directly from APRA funds (e.g. if FVS is down).
- Industry asked where there was a payment refused by an APRA fund because it was paid 3 days after the Initiate Rollover Request (IRR), but the Rollover Transaction Outcome Response (RTOR) was never received. Should they be rejected more than 3 days after the IRR?
ATO advised no.
- Industry provided feedback that where payments are made by EFT through SMSF Trustee bank account, there are instances where the PRN is not used or incorrect. ATO noted that this message will form part of our upcoming news articles.
- Industry spoke about when member details are different - name, DOB (month/day mismatch) and whether there can be data matching to overcome this issue. Others noted it is not realistic and probably easier to simply ask the member to make sure the details are correct with the ATO.

RA processing and the ATO SuperStream bank account

The project team has been advised that payments in relation to release authorities are not being made to the ATO's SuperStream bank account. When this occurs the ATO process that matches the payment to the message cannot occur.



We will be issuing articles in both Super News and SMSF News this month to remind industry in order to avoid downstream impacts for members they are to ensure payments associated with SuperStream messages are paid into the ATO SuperStream bank account.

Industry advised:

- For the SMSFs, service providers give the SMSF trustees the correct details for payment, but they cannot control what the SMSF trustee actually does when they make a payment.
- For the APRA funds, industry asked if the ATO has been in contact with those funds that have been making this error.

POST Meeting Update: ATO can confirm the impacted APRA fund has been contacted to advise of the incorrect payment.

Agenda item: 6 – Wrap up and close

Belinda thanked the group for their attendance and participation.

Next meeting: 21 October 2021