Payday Super
Documented Processes Update

Please note:
this update is relevant only to customers redirecting excess super

This notice provides an update on the delivery timeline for the documented manual workaround processes that were expected to be released on Friday 19 June. These processes relate to the Payday Super scenarios affecting customers who redirect excess super.

Investigation and validation work

The delay is due to further investigation and validation work that is continuing in relation to the manual workaround processes. This work is being treated as a priority and is necessary to ensure the documentation provided to customers is accurate, high quality, and able to deliver the required outcome for the affected Payday Super scenarios.

We sincerely apologise for the delay and understand the importance of providing affected customers with clear and reliable guidance as soon as possible.

Updated delivery timeframe

The documented processes are now expected to be available by Friday 26 June.

What to do next

No immediate action is required at this stage. If your organisation is affected and you have questions in the interim, please contact your Account Manager to discuss the current position and any next steps.

Once finalised, the documented processes will be made available in the client area of the website.

Looking ahead

Thank you for your understanding while we complete this work. We will keep affected customers informed as it progresses.