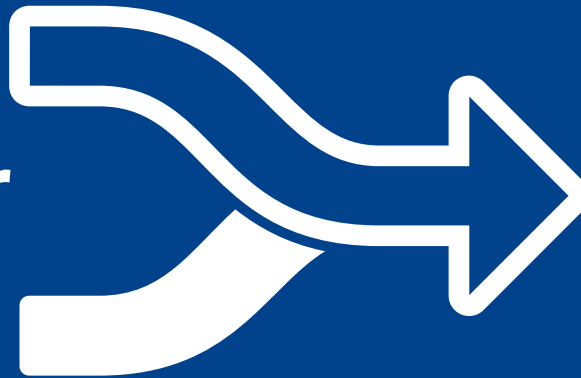


40
YEARS


TWUSUPER

Becoming
Team Super
in 2025.



Employer Guide

Important information about TWUSUPER's merger with Mine Super, which will see the two funds unite as Team Super from 21 March 2025.

The industry fund for transport, energy and mining

TWUSUPER and Mine Super will merge on 21 March 2025

TWUSUPER and Mine Super share the vision of creating a sustainable fund which protects and promotes the interests of workers in the transport, energy and mining industries.

Our two industry funds will come together to form one fund for people who work in transport, energy and mining. We will be known as **Team Super**.

Note: Ahead of TWUSUPER's merge, Mine Super will have already rebranded as Team Super in January 2025.

February 2025

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This Employer Guide references the Transfer Guide which was developed for all TWUSUPER members and is available for members to access on the TWUSUPER website at twusuper.com.au/merger

Bigger team, better for you

Why are we doing this?

To provide the best retirement outcomes for our members with the best resources available. The merger will combine each fund’s decades of experience to help keep costs down while working to achieve this purpose.

Team Super will manage over \$21 billion* for around 150,000 members all over Australia.

In the meantime, TWUSUPER remains committed to delivering for members and employers.

TWUSUPER

- > Around 93,000 members
- > One of the original industry super funds
- > Over \$7 billion funds under management (FUM)*
- > 40 years’ experience providing solutions for retirement
- > Dangerous Occupation exemption for insurance

Mine Super

- > Money Magazine’s Best Super Fund 2025
- > Money magazine’s Best Value Superannuation Fund for Young People 2024
- > Named best-performing Growth Fund in 2024 by Chant West
- > Around 57,000 members
- > Over \$14 billion funds under management (FUM)*
- > Over 80 years’ experience providing solutions for retirement
- > Advice team

Team Super

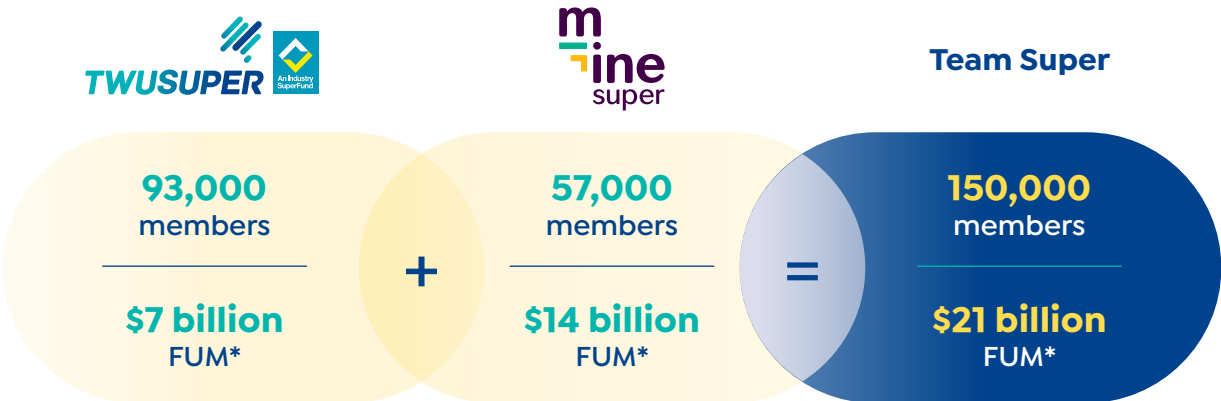
- > Around 150,000 members*
- > Over \$21 billion funds under management (FUM)*
- > Dangerous Occupation exemption for insurance
- > More investment options
- > Advice team

When will the merger happen?

The merger will happen on 21 March 2025 and the two funds will unite as **Team Super**.

Due to the complexity of the merger process, there will be a **Limited Service Period** before, during, and after the merger. Please read the following information to see how this will affect your business and employees.

Bigger team, better for you



*Members and funds under management (FUM) based on approximate figures as at 30 June 2024

Key dates and Limited Service Period

All activities will be paused for a short period of time. Some activities will be unavailable for longer than others. The tables below show the impacted activities and key dates by which those activities must be received by **5pm (AEST/AEDT)**. Please read through the list and check the cut-off dates to see if you may be affected.

Note: For QuickSuper queries see [page 5](#).

Limited Service Period for super

A Limited Service Period will apply from 5pm on 11 March 2025 with normal services resuming from 14 April 2025.

Key dates for employers

Activity	Key date*
Limited Service Period starts	11 March 2025
Contributions cut offs – including Super Guarantee and Salary Sacrifice	11 March 2025
TWUSUPER QuickSuper read only	11 March 2025
TWUSUPER USI closure	11 March 2025
Team Super contributions acceptance date	14 April 2025
Team Super QuickSuper welcome and login details sent	Early April 2025

Key dates for members super accounts

Activity	Key date *
SuperMatch	3 March 2025
Rollout requests	6 March 2025
Super splitting (transfers to spouse)	6 March 2025
Limited Service Period starts	11 March 2025
Contributions (including Employer and Member contributions)	11 March 2025
BPAY®	11 March 2025
Transactions	11 March 2025
<ul style="list-style-type: none"> > Paper forms (must be received by) > Over the phone > Member Online 	<ul style="list-style-type: none"> > Investment switching > Withdrawals
Insurance applications, cancellations and changes	11 March 2025
Notification to claim or change a tax deduction on a personal contribution	11 March 2025
Personal details updates	11 March 2025
DIV 293 Tax Assessment payment withdrawals	11 March 2025
Tax File Number (TFN) updates	11 March 2025
Member Online account access	20 March 2025
Limited Service Period ends	11 April 2025
Return to normal processing	14 April 2025

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* Please note all dates refer to when activities must be received by 5pm (AEST/AEDT).

What the merger means for employers

Member and account numbers will stay the same

Members will be keeping their existing member and account number and they will be transferred to **Team Super**.

Fund references will change

Once the merger is complete, you will **no longer be able** to make super payments using the TWUSUPER Unique Superannuation Identifier (USI).

The Team Super USI code will be different to the TWUSUPER USI. Refer to **page 7** of this document for the Team Super USI. You must use the Team Super USI **after** the TWUSUPER USI ceases to be available at 5pm (AEDT) 11 March 2025.

Using TWUSUPER's QuickSuper* portal

If you have a TWUSUPER QuickSuper account, you will be given the login details for the **Team Super QuickSuper** clearing house. The **Team Super USI** will automatically replace the TWUSUPER USI.

From 5pm (AEDT) 11 March 2025 the TWUSUPER QuickSuper access will move to "Read only access". Please ensure you have downloaded and saved all the historical data you need before the TWUSUPER QuickSuper portal is decommissioned later in 2025.

Please note from 11 March 2025 you will no longer be able to:

- > Process contributions
- > Update member records

You will still be able to view past contribution history.

A new Client access will be created for you under **Team Super** Clearing House. You will receive a new QuickSuper Client ID, and all previous users of the TWUSUPER Clearing house will receive an automated Welcome email where you will be provided a new login URL, new usernames, and new client ID.

The below data will be transferred from your TWUSUPER account to our **Team Super** account:

- > Client data
- > Client preferences
- > Employer data
- > Employer Fund relation data
- > Client Fund data
- > Employee Fund membership data
- > User data

If you don't use TWUSUPER QuickSuper or use another Clearing House

If you make payments through another Clearing House, you can continue to do so after the merger. Please ensure you update the USI to the Team Super USI on **page 7**.

Processing of contributions to **Team Super** accounts will start from 14 April 2025.

Important: If contributions are rejected, you will need to contact your payroll provider to update your payroll system with the new USI, before resubmitting the contributions.

What it means for employees who are members of TWUSUPER

All members will receive a Transfer Guide with full details of the changes and how they may be affected. A downloadable copy will be available at twusuper.com.au/merger.

Employer FAQ

Please see twusuper.com.au/employerfaq to see our frequently asked questions (FAQ).

Your TWUSUPER Account Manager

You can still contact your TWUSUPER Account Manager at any stage – even during the Limited Service Period. See below for the best person to contact in your state or territory.

At **Team Super**, we will have more resources available to help employers with your super obligations and queries.

You can find your Account Manager contact details at twusuper.com.au/account

Get updates about the merger

Frequently asked questions

Our Account Managers have been talking to employers about the merger and listening to their questions. We have put together a page of the most frequently asked questions covering changes of fund details, limited services periods for transactions and arrangements for the clearing house. Go to twusuper.com.au/employerfaq or use the link below.



Sign up for updates

If you don't already receive employer email updates from TWUSUPER, you can register to receive these using the online form at twusuper.com.au/signup or by using the QR code below.



New fund and Trustee details

From 21 March 2025

Fund name

Team Superannuation Fund (Team Super)

Fund ABN

16 457 520 308

Fund USI

16457520308001

Fund contact details

13 64 63 8am to 6pm weekdays AEST/AEDT

Trustee name

Team Super Pty Ltd

Trustee ABN

70 003 566 989

The **Team Super** Board and executive details will be available on the new website. The TWUSUPER website will redirect to the new website from that day. You can then save the new website address to your bookmarks.

*The QuickSuper service is provided to you by Westpac Banking Corporation ABN 33 007 457 141 ("Westpac") AFSL 233714 at the request of TWU Nominees Pty Ltd, ABN 67 002 835 412, AFSL No 239163 as Trustee for TWUSUPER ABN 77 343 563 307 L0000246, Westpac terms and conditions apply to the QuickSuper service which you will be asked to accept. General advice on this website has been prepared without taking into account your objectives, financial situation or needs. Before acting on the advice, consider its appropriateness. You should also consider Westpac's Product Disclosure Statement (PDS). The PDS is relevant when deciding whether to acquire or hold a product.

The trustee is not responsible for and does not accept liability for the products and services of QuickSuper. You should use your own judgement before deciding to use QuickSuper.

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40 YEARS



TWUSUPER