

Super Fund Guidance - Exception Case Money No Contribution Data

JUNE 2026

Introduction

Super funds should generally receive payment and contribution data within a similar timeframe. In rare cases, a super fund may receive payment without the corresponding contribution data.

Super funds should maintain policies and procedures to comply with relevant legislation and regulations. The recommended next steps below provide guidance if this exception occurs.

Recommended Next Steps

Step 1 - Check your internal IT Systems

Check your internal IT systems for any contribution message data flow issues that may have delayed the end-to-end process.

Step 2 - Raise Service Support Ticket with SuperChoice

If no internal IT system issues and still no contribution data, please raise SuperChoice Services Zendesk Ticket with details of the payment:

- Received payment reference
- Received date
- Payment amount

Step 3 – SuperChoice Investigation

SuperChoice will attempt to identify source of payment:

- Payments received with an 18-character Payment Reference Number (PRN) commencing “PC” will have originated from SuperChoice.
- If the payment reference does **not** start with “PC”, then the payment came from another Clearinghouse or directly from Employer.

SuperChoice will investigate the cause of the exception and, where possible, work to resolve it.

Note – Super Fund Money no data exceptions are more common when the payment does not originate from SuperChoice. In these cases, SuperChoice may be limited in its ability to identify, investigate or resolve the issue.

Step 4 - Escalate to SuperChoice (Next Day)

If still no Contribution data and if no response from Client Services, please escalate to SuperChoice Client Services Manager/ Your SuperChoice Account Manager.

Step 5 – Payment Refund

When the super fund reaches its three-day legislative time limit, it should refund the payment and update Zendesk.

Payment Source	Action
SuperChoice	Refund the payment to SuperChoice and update Zendesk ▪ BSB: 012-352 ▪ Account Number: 836728886 ▪ Account Name: PayClear Services Pty Ltd ▪ Refund Amount: ▪ Refund PRN: Important use same PRN as original received payment SuperChoice on receipt of the refunded money, will arrange prompt refund to the Employer and send an email to the Employer notifying of the issue.
Other known source and refund details (i.e. other Clearinghouse)	If the refund details of the known source are available. Refund the payment to that source and update Zendesk. The source is then responsible for managing the refund back to its original destination. Recommendation use the same PRN of the original received payment. Important: Do <u>not</u> refund to SuperChoice.
Unknown Source or Refund Details Unknown	Contact your bank partner to commence “return to source” process. Important: Do <u>not</u> refund to SuperChoice.

Disclaimer, Copyright and Confidentiality

This document contains proprietary information of SuperChoice Services Pty Ltd ABN 78 109 509 739 and its related bodies corporate (SuperChoice), protected by copyright and is made available upon that condition. No part of this document, whether current or superseded, may be amended, copied, distributed, transmitted, transcribed, stored in a retrieval system, or translated into any human or computer language, in any form or by any means whether electronic, mechanical, magnetic, manual or otherwise, or disclosed to third parties, without the express written permission of SuperChoice. SuperChoice reserves the right to modify or vary this document at any time, with or without prior notification. New versions of this document may be released by SuperChoice from time to time, and such new versions will take immediate and complete precedence, and all older versions shall be deemed to be superseded. All rights reserved. © 2026, SuperChoice Services Pty Ltd ABN 78 109 509 739 and its related bodies corporate