

Technical Guide: SMSF to Super Rollovers

November 2024

The following technical guide instructs users how to initiate and manage a rollover from an SMSF to a PlatformplusWRAP Accumulation or Pension Portfolio.

1. Adviser to upload a completed *Rollover Form* via Submit Superannuation Documents (**SMSF** – please ensure Sections 1 & 3 are completed in full) which will automatically create a Service Request to FNZ Super Admin Team.

Important: If member details do not match exactly, for example where the member's name is recorded as 'Sue' with the platform and 'Susan' with us, this may prevent the rollover.

2. FNZ Super Admin Team will send a rollover request to the SMSF via SuperStream, using the Electronic Service Address (ESA) details as provided in *Rollover Form* above. Trustees must action this within 3 days of receiving all the required information.
3. The Service Request will be updated by FNZ Super Admin Team with the below or similar response, providing further direction regarding next steps.

Hi [Adviser name],

We have initiated the rollover as requested.

Please note that the SuperStream message we have sent to the SMSF messaging provider will need to be responded to before the rollover can be applied to the account.

To prevent any delay in allocating funds, you may wish to contact your client, accountant or the SMSF adviser who manages the Electronic Service Address (ESA) for the SMSF to ensure the message is responded to before the funds are transferred to us.

4. Accountant/Adviser who manages the ESA will respond to the SuperStream message.
5. Accountant/Adviser/Trustee can use the details provided on the SuperStream message to transfer funds to FNZ PlatformplusWRAP bank account. Please use SuperStream payment reference number (PRN) provided by SMSF Accountant/Adviser as the bank reference number when making payment.

Important: Under SuperStream standards, Payment Reference Number (PRN) in SuperStream message **and** bank electronic funds transfer (EFT) reference number **MUST** match. The receiving fund can only accept the payment if they can reconcile the PRN from the SuperStream message with the one on the EFT.

Note: When rolling out of an SMSF, be aware of the financial institution's daily transaction limit. You may need to request a temporary limit increase, increase your daily transaction limit or make multiple rollovers of a smaller amounts – each rollover must match the amount of each separate payment and have a separate PRN.

6. FNZ Super Admin Team will match the funds in the FNZ bank account with the response to the SuperStream message and allocate the funds to the account. Case Log will be updated with confirmation and marked as "Complete".

APPENDIX

Details of the Fund you are Transferring to:

Fund Name	THE TRUSTEE FOR WRAP SUPER
Fund ABN	18 906 079 389
Division Name	Platformplus Super Wrap
Division USI	18906079389001
Contact Number	1300 168 905
Address	GPO Box 1665, Melbourne VIC 3001
Email	clientsupport@platformpluswrap.com.au

Banking Details for EFT Rollover:

Account Name	FNZ ACF Platformplus Super Wrap
BSB	248 026
Account Number	120210901
Payment Reference Number (PRN)	SuperStream message details only.

This information will be contained in the SuperStream message that is sent from PlatformplusWRAP to the SMSF funds ESA administrator.