FAQs

Employer contribution refunds and corrections fact sheet

Q I've made an error paying super, can I make a correction or get a refund?

A You can request a refund or correction of super payments made to CBUS for your employees if you believe a genuine administrative error has been made.

Only an authorised company contact can complete the **Request for contribution refund or correction (PDF)**.

Requests for refunds or corrections of contributions must be made within two years of the date it was paid to the fund.

Q What payments can be corrected or refunded?

A The table below gives examples of errors that can be amended.

Reasons for a refund	Description
Duplicate payment[1]	You paid the same amount for the same period twice, i.e. made a duplicate payment by accident.
Paid same contribution to member twice[1]	You have paid a CBUS member the same contribution for the same work period.
Paid the wrong amount[1] (keyed the wrong amount)	You made an error causing the wrong amount to be paid.
Wrong fund[1] (contribution period ≤ 2 months AND occurred ≤ 4 months ago)	CBUS will normally only refund contributions made to the wrong fund for contributions received in the last four months and for a period of no more than two months.
Employer was not required to pay superannuation[1]	You have paid a contribution which you were not required to pay (i.e. Enterprise Bargaining Agreement, Award etc.).

Reasons for a correction	Description
The contribution was classified incorrectly[1]	For example, the contribution should have been salary sacrifice not SG, or similar.
Wrong employer number	The wrong employer number was used.
Wrong payment dates	The payment dates were incorrect, but the other details are correct.
Wrong member[1]	You have paid the wrong member.

[1] Please note that CBUS will contact the members and give them 21 days to respond if their account balance is to be adjusted.

Other, more complex errors can also be corrected or refunded in certain circumstances. However, they may need further investigation. If you suspect that the error falls into a more complex category, please contact CBUS and we can help you to clarify your position and indicate what we can do to assist.

Additional information for contributors from a clearing house or insurer

If you're from a clearing house or insurer and you make contributions on behalf of an employer, you'll need to provide the following information to initiate your request for refund and/or correction of contributions:

- Details of the members impacted, including the date of the contributions, the amount incorrectly paid and the correct amount.
- Details of the error, including how it occurred, the root cause of the error and controls put in place to mitigate future errors, and evidence of the paid funds and who paid them.
- Documentary evidence to show that the contributions aren't related to an employer contribution.
- Details of who the refund should be paid to (clearing house, insurer, payroll processor, administrator or RSE Licensee), including bank details to facilitate an EFT payment.

To initiate your request, please email your *Request for contribution or refund* form and accompanying documentation to our secure messaging service, **cbussuper.com.au/message**.

Q What payments cannot be corrected or refunded?

A Payments cannot be corrected or refunded if:

- More than two years have passed since the contribution was paid to the fund.
- CBUS no longer has the funds. For example, the impacted member has closed their CBUS account and are no longer a member.
- The member objects to the correction/refund in writing within 21 days with a genuine and justifiable reason and upon investigation their objection is upheld.

Q Is there a time limit to the refund or correction?

A Two years from the date of contribution.

Q What should I tell my employee?

A We recommend that you let your employees know as soon as possible when you realise that an adjustment should be made to their super account. Explain the cause of the error to them and provide them with any detail specific to their account.

Occasionally, past employees will be impacted. You should consider contacting these members where possible.

Q What do I need to provide to CBUS?

A All correction/refund requests should be submitted on the **Request for contribution refund or correction (PDF)** form by an authorised contact of the CBUS employer account.

Q How long will it take to finalise my refund/correction?

A
- Simple errors that have no impact on member accounts can be corrected within two weeks.
- If member accounts are impacted, it will take up to five weeks to rectify the request as we allow an additional 21 days for the member to provide further information.
- More complex cases can take longer; however you will be notified if your request is delayed.

Q Who can request a refund or correction ?

A You will need to be listed as an authorised contact on your account. Authorised contacts can be added by selecting 'Contacts' from the Employer tab on the top right-hand side of your **Employer Online** account.

Q How is the payment returned to me?

A
- Our preference is to return contribution refunds by direct deposit (EFT) into the bank account that paid the contribution because it is the most secure and fastest method of payment for you.
- You should include the bank details on the form when requesting the refund.
- We do not refund in cash.

Q Will this affect my reporting to the ATO?

A
- When we adjust a member's account we are required to notify the ATO.
- If the refund impacts the annual tax return of your business, you may need to lodge an amended tax return.

Q Will this cost me anything?

A
- For a simple process, there is no cost to you or your business.
- If the refund is complex and impacts many members, then there may be costs involved. This will be highlighted and discussed with you and your consent to proceed will be required.

Q Can I request a return of member paid contributions?

A
- You may only request to correct or refund a payment if the money was initially paid from your business.
- Payments can be checked online via **Employer Online**.

Q Can I claim money back if a member has left the fund?

A No. To have a payment corrected or refunded, the member must currently have an active account with us.

Need a hand?



CBUS
Locked Bag 5056
PARRAMATTA NSW 2124
cbussuper.com.au/message



1300 361 784
8am to 8pm (AEST/AEDT)
Monday to Friday



Chat in person in Adelaide, Brisbane, Melbourne, Perth and Sydney. Locations: **cbussuper.com.au/contact**
Log in to chat to us online: **cbussuper.com.au/login**

This information is about CBUS. It doesn't account for your specific needs. Please consider your financial position, objectives and requirements before making financial decisions. Read the relevant Product Disclosure Statement (PDS) and Target Market Determination to decide if CBUS is right for you. Call **1300 361 784** or visit **cbussuper.com.au**.

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