

Request for contribution refund or correction

Use this form if you're a Media Super employer and you've made a genuine administrative error in a contribution payment. You can either correct how a payment was allocated or request a refund of a contribution payment. Only an authorised registered contact of the employer can complete this application request. If you're a third-party contributor (such as a clearing house or insurer), we recommend reading our *Employer contribution refunds and corrections* fact sheet for more information.

Please use black or blue pen and CAPITAL letters. Use an X in boxes where required.

Under superannuation legislation the Trustee is able to correct/refund administrative errors. More complicated requests will require further investigation. If your request is unsuccessful, we will provide you with a reason.



- To minimise delays, we recommend you contact impacted members and include their written consent with this application.
- If we approve the refund, but the member's written consent has not been provided, we will need to write to affected members, giving them 21 days to raise any objections before adjustments are made to their account.
- If no objections are received within 21 days, the request will be finalised. If an objection is raised, further investigation may be required.

Step 1: Employer details

Media Super Employer number

Company name

ABN

Company address

Street number/PO box

Street name

Suburb/town

State

Postcode

Authorised contact

Contact name

Position

Email address

Contact phone (work)

Contact phone (mobile)

Step 2: Reason for payment error

It's important to select the reason for your request from the following scenarios and provide any supporting information you feel is relevant to this request in Step 2a.



The Trustee is unable to consider correction/refund requests for contributions that were made more than two years ago.

Please choose from one of the following:

- | | |
|---|---|
| <input type="checkbox"/> Duplicated payment | <input type="checkbox"/> Paid to the wrong member |
| <input type="checkbox"/> Paid under the wrong employer number | <input type="checkbox"/> Paid to Media Super but should have gone to another fund |
| <input type="checkbox"/> Paid into Media Super bank account, not the clearing house | <input type="checkbox"/> Contribution payment was classified incorrectly |
| <input type="checkbox"/> Wrong contribution period payment dates | <input type="checkbox"/> Employer was not required to pay superannuation* |
| <input type="checkbox"/> Incorrect payment amount (such as, keyed wrong amount or overpayment)* | <input type="checkbox"/> Other (please specify) |

* If your request relates to contributions paid while an employee was on a Workcover claim or any other employee entitlements, we'll take your current EBA (or equivalent) into consideration while assessing your request. Please ensure you provide a copy of your current EBA (or equivalent) with this application.

Step 2A: Please advise how the error occurred

Please complete the sections below for the type of request you are making:

REFUND

[▶ Complete steps 3 and 4](#)

CORRECTION

[▶ Complete step 5](#)

Step 3: Contribution details – refund

List the individual contributions made and the amount you should've paid. Please complete all fields. The difference should reflect the overpaid amount and equal the refund you've requested. If there's insufficient space, please provide an attachment.

Media Super member number	Surname/ first name	DOB	Applicable super payment period	Date of payment	Amount paid	Correct amount	Amount to be refunded
EXAMPLE 987654	Smith, John	31/12/1990	01/11/2024 – 30/11/2024	09/12/2024	\$100.00 SG	\$80.00 SG	\$20.00
TOTAL					\$	\$	\$

Step 4: Payment instructions for refunded contributions

Refunds will only be processed by Electronic Funds Transfer (EFT). If you don't provide your EFT details, we may require you to supply additional information and there may be a delay in processing your refund request.

Account name

Name of bank/ financial institution

Branch

BSB

Account number

-

Step 5: Contribution details – correction

List the contribution payment(s) you want to change, including how the contribution is currently allocated and how you'd like it corrected. Please complete all fields and if there's insufficient space, please provide an attachment.

Media Super member number	Surname/first name	DOB	Applicable super payment period	Date of payment	Amount to be corrected	Current allocation	New allocation
EXAMPLE 987654	Citizen, Sam	01/01/1990	01/07/2024 – 31/07/2024	07/08/2024	\$1,500.00	SG	Member additional
TOTAL					\$	\$	\$

The Trustee will consider your request based upon the information supplied, please continue to make your Media Super contributions until the outcome of your request is determined.

Step 6: Declaration

By signing this form, I confirm:

- the information in this request is true and correct
- I am a nominated contact for the Media Super participating employer and authorised to make this request
- I understand the company is responsible for notifying and correcting any lodgment with the Australian Taxation Office as a result of this application being accepted by the Trustee
- nothing in this request would detract from the duties of the employer under any of the provisions or entitlements of its employees
- the company will continue to meet its superannuation contribution obligations for its employees while the Trustee examines this request

Note: The Trustee reserves the right to withhold any portion of overpayment should it become aware that it does not have the right to deduct any such portion from a member's account, including where the funds are no longer held by the Trustee.

Full name



Sign here:

Date

 / / 20YY

Privacy

Read the *Privacy Policy* and *Personal Information Collection Statement* at mediasuper.com.au/privacy-policy for details about how we collect and disclose personal information or call **1800 640 886** for a copy.

Return your completed form and any attachments by email to enq@mediasuper.com.au or by post to Media Super, Locked Bag 5056, Parramatta NSW 2124

Contact Media Super



Media Super
Locked Bag 5056
PARRAMATTA NSW 2124



1800 640 886
8am to 8pm (AEST/AEDT)
Monday to Friday



enq@mediasuper.com.au
[mediasuper.com.au](https://www.mediasuper.com.au)



Visit Media Super in person in Adelaide,
Brisbane, Melbourne, Perth and Sydney.
Details: **[mediasuper.com.au/contact](https://www.mediasuper.com.au/contact)**