

Sharnee Carroll

From: donjaninesmith@gmail.com
Sent: Thursday, 13 July 2023 1:04 PM
To: 'Growth Team Escalation'
Cc: Sharnee Carroll
Subject: RE: URGENT request for data from Australian Retirement Trust - Reference #3209390

Please Note my accountant will not be back from holidays until Monday 17th July.to attend to this.
Regards Janine Smith

From: Growth Team Escalation <growthteamescalation@australianretirementtrust.com.au>
Sent: Thursday, 13 July 2023 9:39 AM
To: donjaninesmith@gmail.com
Subject: RE: URGENT request for data from Australian Retirement Trust - Reference #3209390



Request for data

Hi Janine,

This is a friendly reminder of our below email.

This is a notification to let you know that we've received one data message for two separate payments with the following details:

Reference number:	#3210722
Date received:	28/06/2023
Amount:	\$250,000.00 ✓
PRN:	265125501600627005 ✓
Reference number:	#3213987
Date received:	29/06/2023
Amount:	\$12,245.77 ✓
PRN:	265125501600627006

Client rang ART 17/7/23 they advised that we can report on these amounts despite the PRN on our new rollover transactions being different from the PRN on the actual payments.

Please Note: Both data and money must match, if sending funds in multiple lots then a data message must be received with each individual payment. It is a

legislative requirement that each separate payment be accompanied by the associated data message.

The previous data message of **\$262,245.77** has been rejected to allow you to forward the two separate data messages through SuperStream.

Thank you for advising us that your Accountant is currently away for 2 weeks. We are able to hold your funds for 20 business days from receipt before we are legislatively required to refund them back to the bank account they were received from. This still gives your Accountant nearly two weeks to provide the two new data messages to match the payments received above.

Once the new data messages have been received we will be able to allocate the funds to your account.

If the above information isn't received by 22 July 2023, we'll refund the funds.

If you have any questions please visit australianretirementtrust.com.au or call us on 13 11 84 between 8.00am and 6.30pm (Brisbane time), Monday to Friday.

Regards,
Australian Retirement Trust



Please do not reply to this email. You can [contact us online](#) or call us on **13 11 84**

Australian Retirement Trust Pty Ltd ABN 88 010 720 840 AFSL No. 228975

Australian Retirement Trust ABN 60 905 115 063

Unique Superannuation Identifier USI 60 905 115 063 003

This document has been prepared and issued by Australian Retirement Trust Pty Ltd, the trustee and issuer of Australian Retirement Trust. It contains general advice and

does not take into account the investment objectives, financial situation or needs of any particular individual. You should consider if the advice is appropriate to your own circumstances before acting on it. Outcomes are not guaranteed. Past performance is not a reliable indication of future performance. You should also consider the relevant *Product Disclosure Statement (PDS)* before deciding to acquire or continue to hold any financial product and also the relevant *Target Market Determination (TMD)*. We are committed to respecting your privacy. Our formal privacy policy sets out how we do this. For a copy of the PDS, TMD or Privacy Policy, please phone **13 11 84** or go to our [website](#).

From: Growth Team Escalation
Sent: Wednesday, 5 July 2023 1:28 PM
To: donjaninesmith@gmail.com
Subject: URGENT request for data from Australian Retirement Trust - Reference #3209390



Request for data

Hi Janine,

This is a notification to let you know that we've received one data message for two separate payments with the following details:

Reference number:	#3210722
Date received:	28/06/2023
Amount:	\$250,000.00
PRN:	265125501600627005

Reference number:	#3213987
Date received:	29/06/2023
Amount:	\$12,245.77
PRN:	265125501600627006

Please Note: Both data and money must match, if sending funds in multiple lots then a data message must be received with each individual payment. It is a

legislative requirement that each separate payment be accompanied by the associated data message.

The previous data message of **\$262,245.77** has been rejected to allow you to forward the two separate data messages through SuperStream.

Thank you for advising us that your Accountant is currently away for 2 weeks. We are able to hold your funds for 20 business days from receipt before we are legislatively required to refund them back to the bank account they were received from. This still gives your Accountant nearly two weeks to provide the two new data messages to match the payments received above.

Once the new data messages have been received we will be able to allocate the funds to your account.

If the above information isn't received by 22 July 2023, we'll refund the funds.

If you have any questions please visit australianretirementtrust.com.au or call us on 13 11 84 between 8.00am and 6.30pm (Brisbane time), Monday to Friday.

Regards,
Australian Retirement Trust



Please do not reply to this email. You can [contact us online](#) or call us on **13 11 84**

Australian Retirement Trust Pty Ltd ABN 88 010 720 840 AFSL No. 228975

Australian Retirement Trust ABN 60 905 115 063

Unique Superannuation Identifier USI 60 905 115 063 003

This document has been prepared and issued by Australian Retirement Trust Pty Ltd, the trustee and issuer of Australian Retirement Trust. It contains general advice and

does not take into account the investment objectives, financial situation or needs of any particular individual. You should consider if the advice is appropriate to your own circumstances before acting on it. Outcomes are not guaranteed. Past performance is not a reliable indication of future performance. You should also consider the relevant *Product Disclosure Statement (PDS)* before deciding to acquire or continue to hold any financial product and also the relevant *Target Market Determination (TMD)*. We are committed to respecting your privacy. Our formal privacy policy sets out how we do this. For a copy of the PDS, TMD or Privacy Policy, please phone **13 11 84** or go to our [website](#).

IMPORTANT INFORMATION: This email is from Australian Retirement Trust Pty Ltd (ABN 88 010 720 840; AFSL 228975) or one of its wholly owned subsidiaries - Sunsuper Financial Services Pty Ltd (ABN 50 087 154 818; AFSL 227867) or Precision Administration Services Pty Ltd (ABN 47 098 977 667; AFSL 246604). It may be confidential or privileged. If you do not wish to receive future e-mail messages please send an e-mail to privacy_officer@australianretirementtrust.com.au with the subject line UNSUBSCRIBE. Our full email footer is available at <https://www.australianretirementtrust.com.au/transmission-disclaimer> For ratings and awards information refer to <https://www.australianretirementtrust.com.au/awards>

DONJAN STAFF SUPERANNUATION FUND

SuperStream Rollover / Release Authority

As at 30 June 2023

1. Rollover / Release Authority Summary

Member's / Beneficiary's Name: Janine Smith

Transaction Type: SuperStream Roll Out

Date: 27/06/2023

Transaction Status: Roll Out Awaiting Payment Confirmation

2. Rollover / Release Authority Details

Member Details:

Is the rollover for a member or a beneficiary? Member

Member's Name: Janine Smith

Member Account: SMIJAN00006P

TFN: *****632

Date of Birth: *****1952

Sex: Female

Address: 40 Wessells Road, Bargara, 4670, QLD, AUSTRALIA

Service Period Start Date: 30/11/1998

Receiving Fund Details:

Is the fund an SMSF? No

Name: Australian Retirement Trust Super Savings

ABN: 60905115063

ESA:

USI: 60905115063003

Member Client ID: 903556004

Bank Account

BSB: 064788

Account Name: Australian Retirement Trust

Account Number: 76556837

Transferring Fund Details:

Is the fund an SMSF? Yes

Name: DONJAN STAFF SUPERANNUATION FUND

ABN: 26512550160

ESA: BGLSF360

Member Client ID: UNKNOWN

DONJAN STAFF SUPERANNUATION FUND
SuperStream Rollover / Release Authority

As at 30 June 2023

Rollover Transaction Details:

Is the request for the entire balance? No

Payment Reference Number: 265125501600627006

Requested Amount: \$262,245.77

Rollover Components

Tax Free Component: \$249,290.84

Element Taxed In The Fund: \$12,954.93

Element Untaxed In The Fund: \$0.00

Kiwisaver Tax Free Component: \$0.00

Preservation Amounts

Preserved Amount: \$0.00

Restricted Non-Preserved: \$0.00

Unrestricted Non-Preserved: \$262,245.77

Kiwisaver Preserved Amount: \$0.00

Is the request a Death Benefit Rollover? No

3. SuperStream Rollover / Release Authority Transaction History

Date	Transaction Status	Transaction Source	Processed By
27/06/2023	Roll Out Awaiting Payment Confirmation	User created	Sharnee Carroll

4. SuperStream ATO Validation Services

DONJAN STAFF SUPERANNUATION FUND as the transferring fund has validated the member and/or receiving fund details with the following ATO validation service(s):

Date	Validation Service Type	Processed By	ATO's Service Response
27/06/2023	SMSF Member Verify (SMSFMBVRY)	Sharnee Carroll	A match has been found for the tax file number and member information supplied.