



Electronic receipt of benefit application forms

Procedure for sending in applications via email

Definitions

BAF– Benefit Application Form

CSC–Commonwealth Superannuation Corporation

Purpose

This document describes the procedure for sending in BAFs via email to CSC.

Introduction

Under the *Electronic Transactions Act 1999* and the *AML/CTF Act*, BAFs and identification documents can be received electronically. Because of this, from mid July 2017 CSC began accepting BAFs from individuals and employers by email, streamlining the Benefit payment process.

It is expected that this change will reduce the processing time for BAFs, helping to ensure that our member's benefits are paid promptly, and enhancing our customer experience.



Commonwealth
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Procedure

- Once a benefit application has been received from your employee, ensure that they have completed the form correctly.
 - This will also include any relevant identification documents supplied by your employee.
 - Please ensure there is at least 100 points of identification provided as per the benefit application provisions.
- After the application form has been checked, as the employer, you must complete the relevant sections—including the **Departmental Report**, **Personnel Checklist**, and the **Certification by Employer** section.
- When all relevant fields of the BAF have been completed, send your employees BAF and supporting documentation to Commonwealth Superannuation Corporation via email to **formsandapplications@csc.gov.au**
- When sending the BAF via email, clearly identify the member in the email body with their AGS and full name.

Key Points to Note

- **CSC will only accept one completed member application per email.** This will ensure that BAFs received by email are added to the right members file.
- **CSC will only accept a single PDF for each member including Departmental report.** This will make it easier for CSC to add received BAFs to the appropriate members file, and ensure accuracy in this process. CSC won't accept applications sent via a secure link.
- **Don't send CSC a hardcopy application once you have sent one via email.**
- **The forms and applications inbox is for receiving applications only.**
- **Both employer and employee should keep a copy of the BAF for their own records.** This means that a copy can be resent to CSC if needed—for example, if the BAF is unreadable due to it being blurry, smeared during scanning, etc.
- **When scanning hardcopy applications, please make sure they are scanned the correct way up.** This will help to ensure that when you send the application in via email, our staff will be able to process your employee's application in a timely manner.

Adhering to the above steps will assist CSC in ensuring that applications are processed in a timely fashion, and help to ensure each member a smooth transition into retirement. Additionally we expect to see a reduction in the costs associated with sending hard copy applications to CSC, and a reduction in the use of paper, thereby reducing our impact on the environment.



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