

Decommissioning of SMSF*Flow* - FAQ

Q: Will SuperMate continue to operate?

The decommissioning of SMSF*Flow* will have no impact on SuperMate. SuperMate will continue to operate as a smart SMSF accounting software that saves users time by automating everyday tasks. SuperMate has a bright future - we are investing heavily in its next generation.

Q: I use SuperMate, as do my clients, does this mean no change to the ESA?

Correct, no action is required – you can continue to use the SuperMate ESA. SuperStream messages will continue to be available via SuperMate.

Q: I would like to continue using SuperMate ESA to receive contributions, how do I do this and is there a cost?

To continue to use the SuperMate ESA your fund will need to be administered on the SuperMate platform. SuperMate users have access to the SuperMate ESA included in the monthly subscription fee. To learn more about SuperMate, book your [free demo](#) now.

Q: Do I need to notify my employer of this change so they can send my super to a new location?

This will depend on whether your fund is administered on SuperMate, or by other means. If it is administered on SuperMate (or will be by 1 October 2021) then you will not need to change your ESA or notify your employer.

If you are changing your ESA to another provider then you will need to inform your employer of the new ESA. Instructions on how to do this can be obtained from your administration service provider (if you have one), or your new ESA provider (if you are true DIY).

Q: Can I use SuperMate as my SMSF administration and accounting platform?

Individuals: SuperMate is not currently available to individuals for SMSF Administration as it is a business application tailored to multi-fund practices. Our full-service [SMSF administration service](#) is designed for individuals. Backed by a team of experienced SMSF experts and an easy-to-use technology platform, it equips you with the tools you need to grow your retirement savings, while still retaining full control over your SMSF. To learn more about this service, contact sales@superconcepts.com.au.

Practitioners: For SuperMate sales enquires please contact sales@superconcepts.com.au. Alternatively to discuss how you can transition to using SuperMate to administer your super funds and book a [free demo](#) now.

Q: Do I need to de-register my subscription with SMSFlow?

If you wish to de-register before the decommissioning date of SMSFlow, you can do this by sending us your email address associated with the subscription. However, you must provide your employer with your new ESA immediately to ensure your contributions are processed. If you do not, SMSFlow will send a rejection message to your employer.

Alternatively, your subscription will automatically be cancelled once the service has been decommissioned on the 30th of September 2021.