

# THE NEW MLC SUPER CHOICE FORM IS HERE

*Notifying a new employer to make super guarantee contributions to MLC can be difficult and confusing for clients.*

The existing forms are not easy to find and there's one form for each product that need to be printed, manually filled in, handed to, faxed or mailed to a new employer. So your clients can continue to grow their super with MLC, we've made it easy for them to stay with us when they change jobs.

## How do clients access the online form?

To make super choice easier, your clients now have access to an interactive online form.

## What does the new form mean for your clients?

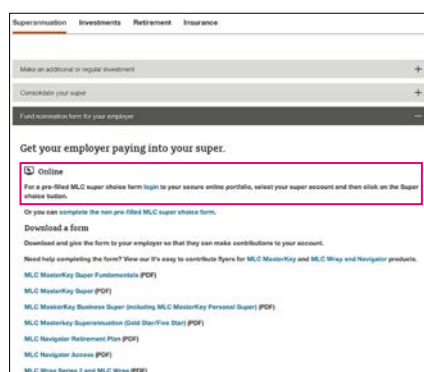
- It can be completed online in seconds
- One form for six MLC MasterKey products
- Easy to find on **mlc.com.au**
- No need to download or print
- Email directly to their new employer

## The online form can be used for the following six products:

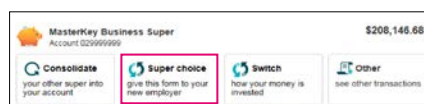
1. MLC MasterKey Business Super
2. MLC MasterKey Personal Super
3. MLC MasterKey Super
4. MLC MasterKey Super Fundamentals
5. MLC MasterKey Superannuation—Gold Star
6. MLC MasterKey Superannuation—Five Star

## How do clients access the online form?

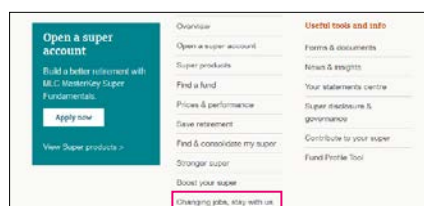
- Via a link to the public form **mlc.com.au/super/choice/public**
- Go to the 'Forms & Documents' (Fund nomination form) on **mlc.com.au** and click on the link above existing PDF forms.



- Log into 'My Portfolio' and click on the 'super choice' button to access the pre-filled form.



- By clicking on the 'changing jobs, stay with us' tab on **mlc.com.au** that will take clients to the new webpage **mlc.com.au/change-jobs** (see Q&A's)



A consumer marketing campaign to promote the new form will be rolled out over the coming weeks including a rotating banner on **mlc.com.au**, a new 'Changing Jobs' web page, information kits and a direct marketing campaign.

## ANY QUESTIONS?

- See overleaf for Q&A's
- Speak with your MLC Representative or
- Call us on **133 652** between 8 am and 7 pm (AEDT), Monday to Friday.

# THE NEW MLC SUPER CHOICE FORM IS HERE

Q&A's		
1	Where can clients access the public MLC super choice form prior to and once the marketing campaign is launched?	<p>Prior to the launch, clients can access the public form at <a href="https://mlc.com.au/super/choice/public">mlc.com.au/super/choice/public</a> or via <a href="#">Forms &amp; documents Fund Nomination Form</a> on <a href="https://mlc.com.au">mlc.com.au</a></p> <p>Upon launch of the campaign, the public form will also be accessible via the 'changing jobs, stay with us' link on <a href="https://mlc.com.au">mlc.com.au</a> that will take them to the new landing page <a href="https://mlc.com.au/change-jobs">mlc.com.au/change-jobs</a></p>
2	Where can clients access the pre-filled MLC super choice form?	The form can be accessed by logging into 'My Portfolio' or by clicking on the 'Complete now' button on <a href="https://mlc.com.au/change-jobs">mlc.com.au/change-jobs</a> once the marketing campaign is launched.
3	When will the Marketing campaign be rolled out?	The date is yet to be finalised but when it is ready for launch, it will be communicated via My News.
4	What is the difference between the PDF and online form?	The PDF forms need to be printed and filled in. The new form can be completed online.
5	Can a client go back a page if they have filled in the wrong information on the form?	Yes, they can select 'edit' on the right hand side of the form before they press submit.
6	Can the form be saved if it hasn't been completed?	No, it will need to be cancelled and started again.
7	Does the client have to sign the form?	No. The form is a legally written notice for the employer so there is no need for client to sign even though it has a signature box. If the online form is emailed, it will be digitally signed in the signature space. If printed, there's also no need to sign because clients will have clicked the 'consent' button.
8	Can Advisers complete the form on behalf of their client?	Unfortunately not. Advice from Legal is that the client needs to complete the form because once submitted, it generates a digital signature and therefore cannot be completed by another person on behalf of the client.
9	Will the form be accessible for Employers and will it be included on the 'Employer Central' part of the public MLC Website?	No, the form is for clients changing employers who want to continue with MLC as their super fund. Information supplied to employers on Education Central informs them that we have created kits and suggests employers direct their staff to <a href="https://mlc.com.au/change-jobs">mlc.com.au/change-jobs</a> where clients can then access the form.
10	Can clients still use the ATO Super Choice Form?	Yes, however please encourage clients to use the MLC super choice form.
11	What if clients don't have one of the six MLC products included in the Online Form?	They will need to use the existing PDF Forms on <a href="https://mlc.com.au">mlc.com.au</a> relevant to their product or the ATO Super Choice Form.
12	Will the pre-filled form be included in the MLC client Welcome and Induction Packs?	No, because it is an online form. The existing PDF super choice forms will remain in the client Welcome Packs and Induction Packs.
13	Will the current super choice PDF forms remain in the 'Forms & documents' section on <a href="https://mlc.com.au">mlc.com.au</a> ?	Yes, the forms will remain and a message will be added to the top of the page with a link to the online form.
14	Will a transaction record be created in 'My Portfolio'?	No, this transaction is not saved. The client will need to save a copy.

# THE NEW MLC SUPER CHOICE FORM IS HERE



Q&A's		
15	If this form is accessed from a client's online account only, how long will it take for the form to appear in their account?	Once a client logs into their account (My Portfolio) and clicks on the super choice box at the top of the page, the form immediately appears.
16	With the Super choice box being placed on the My Portfolio page, where is the 'Generate Report' button?	The Generate Report button has been moved to the 'other' box at far right of the screen.
17	Will the forms be available on Education Central?	Yes. There will be a 'changing jobs' link on Education Central. A link to the new form will be placed in the MLC career mover's exit kit for employers.