



15 December 2016

Dear trustee,

You will no doubt be aware of the ATO online services system outage. This letter is to provide you with an update on the situation and how it affects you as a superannuation trustee.

The outage has affected all ATO systems. No taxpayer information has been compromised and client records are secure and intact. The outage was caused by a failure in our storage hardware and was not the result of a security attack.

We will progressively restore our services in the coming days. As of Thursday morning, we estimate our superannuation enabling services will be restored by Monday.

We are working with your service providers and gateway operators to determine how this outage has affected their businesses and developing plans to mitigate disruption when services resume, including dealing with system backlogs.

We are also communicating regularly with APRA and recognise the impact of this outage on trustees. We have addressed the issue of trustee obligations in CRT Alert 049/2016:

We have confirmed that the applicable period for allocating a government rollover or contribution to a member is three days, in accordance with the Superannuation Industry (Supervision) Regulations (SISR) 6.34A. APRA have also confirmed that where the trustee is unable to allocate this within three days, the position outlined in SuperStream FAQ 8 will apply.

APRA supports the three-day rollover rule to ensure that trustees continue to prioritise efficient rollover processing and therefore requires compliance at all times. However, the approach to enforcement recognises that there may be occasions that, for reasons outside the control of the trustee, 100% compliance may not be possible.

APRA and the ATO acknowledge that this system outage represents a situation in which 100% compliance may not be possible.

General information about the ATO system outage will continue to be distributed via [Twitter](#), [Facebook](#) and [LinkedIn](#), as well as on our collaboration platform [Let's Talk](#) and to media agencies.

We are also providing information specifically about superannuation enabling services via the [Superannuation Dashboard](#) and through CRT Alerts. Copies of recent CRT Alerts about the outage are attached for your reference.

We encourage you to circulate the attached CRT Alerts widely to ensure all stakeholders are informed. We will continue to provide frequent updates.

We recognise this outage has had a significant impact on your operations, and we appreciate your patience while we work to restore services to normal as soon as possible. We apologise for this inconvenience.

Regards,

Nicole Dykstra

Assistant Commissioner

APRA Fund Client Engagement and SuperStream Delivery, ATO