

Frequently Asked Questions

Transferring an SMSF

Are you considering transferring your SMSF to Xpress Super?

Have a read through our Frequently Asked Questions.

1 Do you accept existing SMSFs?

Yes, we certainly do!

2 Does the first financial year free offer apply to me?

Unfortunately the first financial year fee free offer doesn't apply to existing SMSFs, only newly established.

3 What information do you need to provide me with a quote?

To provide you with a quote for any prior or current year work we need to see a copy of the most recent financial statements and an overview of any changes that have occurred since.

We will review the investments held by the fund and provide you with a quote via email.

4 Will you contact my existing accountant?

Yes, providing you are happy with this. We contact them and request all information and documentation needed to bring your fund up to date on our systems. If we have any issues obtaining this information, we will contact you.

5 What is the transfer process and how long will it take?

Unfortunately we are unable to specify an exact timeframe as the time taken to transfer your fund completely across to Xpress Super can depend on a number of factors (ie. The readiness of your previous accountant to provide us with the necessary information, how many tax returns are outstanding etc.,) however below is a summary of the transfer process:

1. Completion of online engagement form
2. Introduction by Client Manager (occurs same day as application is received)
3. Upon payment of any upfront fees, a welcome pack containing any account opening forms will be prepared and sent to you via post or email (sent out within 48hours of receiving payment).
4. We will contact your previous accountant and let them know we are taking over the administration and request the information we need.
5. Upon receipt of the signed welcome pack we will arrange the opening of the bank accounts
6. Once accounts are open you can arrange the closure of any existing accounts and roll the money across to CBA. At this time you can also arrange the transfer of any shares to your new broker account (if applicable).
7. Once we have all the necessary information we will work towards bringing your SMSF up to date on our system.
8. Once up to date, we will provide you with online access to your compliance and investment reports.

6 Can you update my Trust Deed if necessary?

Yes, we can certainly arrange this for you.

7 Are there any restrictions on what we can invest in under Xpress Super?

Yes, one of the ways we are able to keep our fees so low is by offering a restricted investment platform and by relying on automated data feeds which do the majority of the processing for us.

Under the Xpress Super platform our clients are able to invest in:

- Listed Securities on the ASX
- Listed Managed Funds
- Precious Metal
- Term Deposits through Australian Money Market
- Australian Property (both commercial and residential)
- Peer-to-Peer Lending through Plenti

Additional fees may apply for any investments outside of the above list, so we ask you confirm this with us before proceeding.

8 Will I be given a key contact?

Yes, we will allocate you a Client Manager who will be your one point of contact for any queries in relation to your SMSF.

9 How and when will I pay my fees?

We invoice our funds annually in advance (to cover our software costs and the cost to process on an interim basis). We will bill and debit the annual fee each year in July via direct debit to your cash hub.

If you would like to find out further information on our services and how we can assist you, please contact us on 1300 216 890.

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