A Guide to the Rollover Dashboard

What is the Rollover Feature?

The rollover feature is a dashboard on AdviserHUB that allows you to add, edit and keep track of all your rollover-in requests all in one place. We've created a range of statuses to help you track your rollover-in request and enabled various account activity notifications to alert you via email on the status of your rollover-in.

Topics

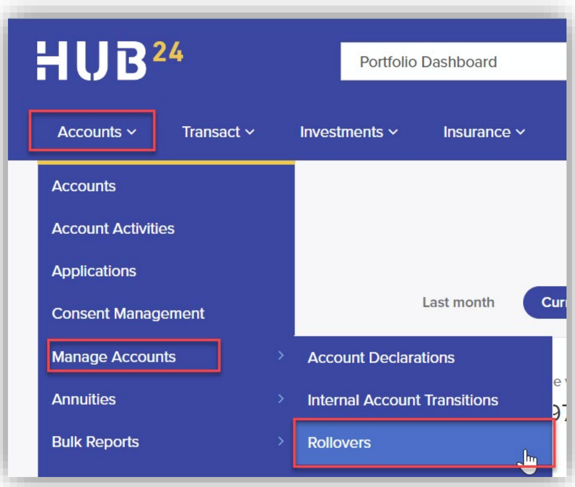
This guide will provide more detail on the following topics:

- How to access the Rollover Dashboard
- Understanding rollover status settings
- Requesting a new rollover-in request.
- Managing Rollovers
- FAQs

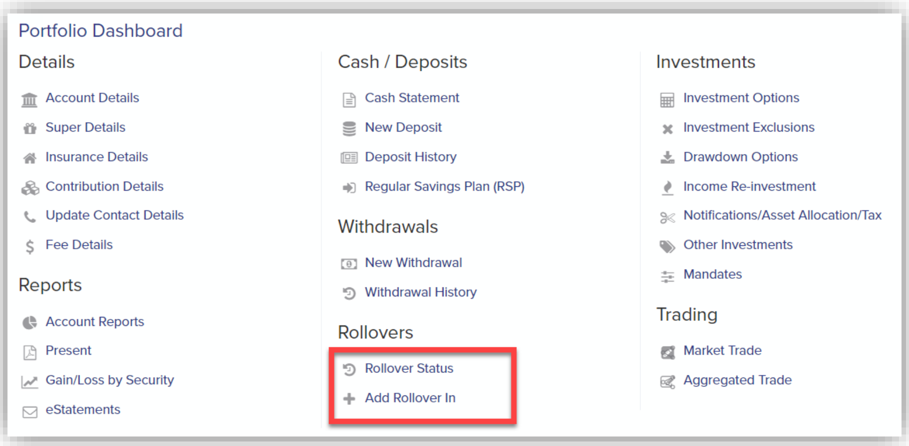
To access the Rollover feature

The rollover-in dashboard is available to all advisers and their teams; however, it is not available to Investors. There are 2 ways in which the rollover-in dashboard can accessed.

Option 1: simply log in to the AdviserHUB and navigate to **Accounts** > **Manage Accounts** > **Rollovers.**



Option 2: From within the **client account menu,** click the **'Rollover Status'** link that is shown on the client portfolio dashboard.

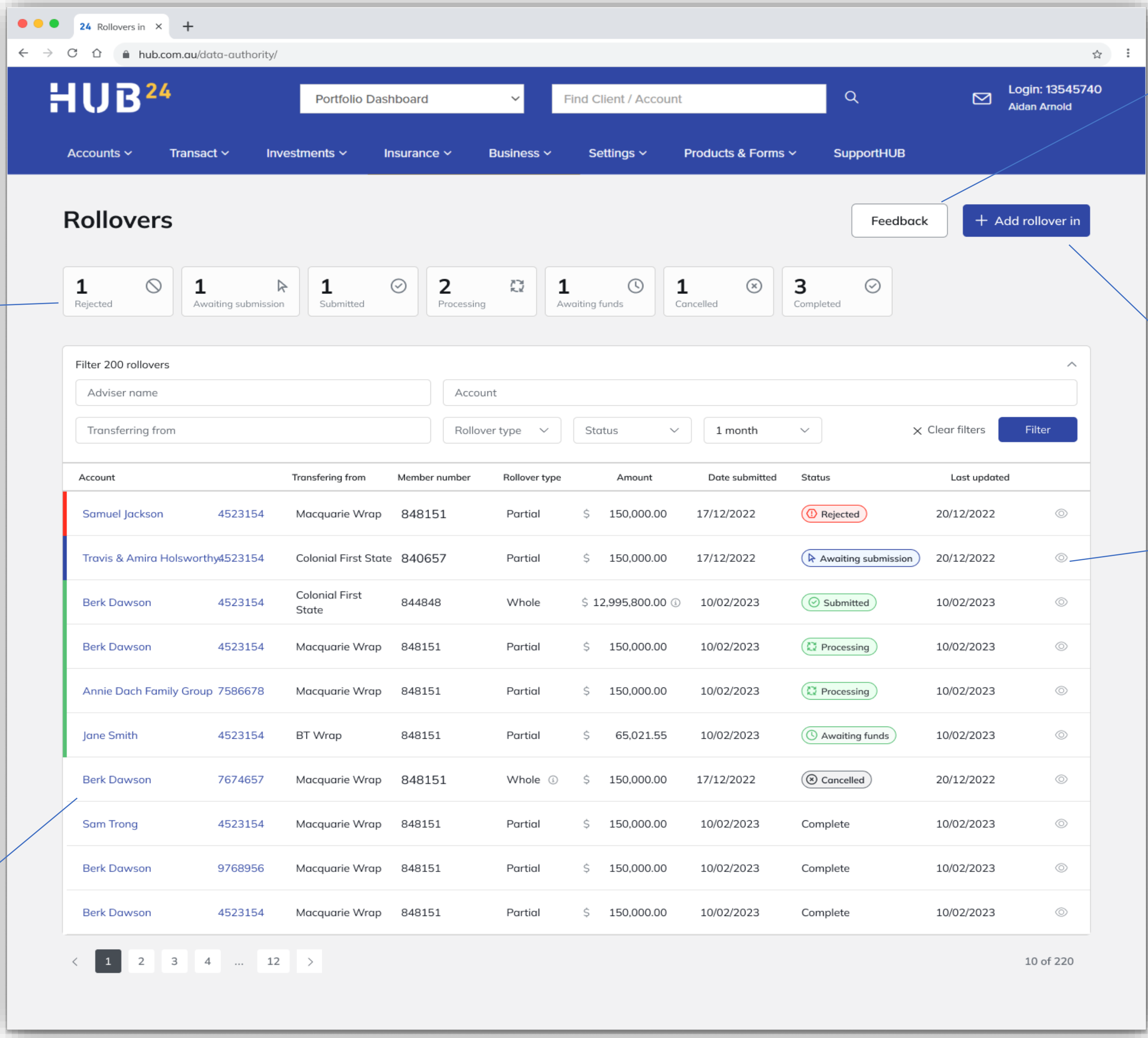


How to use the Rollover-In Dashboard

There are 7 Rollover Status's to keep you updated on how your rollover requests are tracking.

- Rejected
- Awaiting Submission
- Submitted
- Processing
- Awaiting Funds
- Cancelled
- Completed

Refer to Understanding Rollover Status for a detailed explanation of each of the status.



Send us **feedback** so we know what is working and what isn't.

Add a **new** Rollover-in request.

This is where you can view, edit, and submit any pending rollover requests and **view more details** on your rollover requests.

List of rollovers –Here you will find the list of all your rollover-in requests. The results can be filtered using the filtering options available on the page.

Understanding each Rollover Status

We’ve introduced 7 statuses to enable you to track each of your rollovers. Depending on the status, certain actions can be taken.

Below is a description of each status and what actions are available to you.

Status	1 Rejected	1 Awaiting submission	1 Submitted	1 Processing	1 Awaiting funds	1 Completed	1 Cancelled
Description	Your rollover has been rejected. Further details are available by viewing the rollover details below.	Rollover is currently waiting for your submission.	Rollover has been submitted and can be edited. It will be processed at 9am the next business day.	Rollover is currently in process.	Rollover has been successfully received by the transferring fund. We are awaiting funds.	The rollover amount has been received and the request is now completed	The rollover has been Cancelled. Further details are available by viewing the rollover details below.
Actions	View rollover New rollover	View rollover Edit rollover Submit rollover Delete rollover	View rollover Edit rollover Delete rollover	View rollover	View rollover	View rollover	View rollover

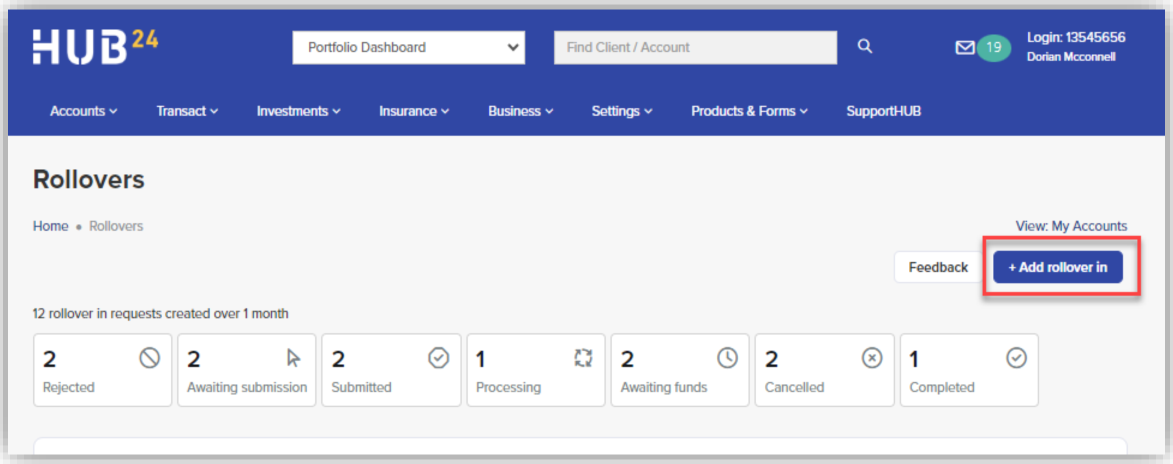
Submitting a new rollover request

New rollover-in requests can be submitted in 1 of 3 ways.

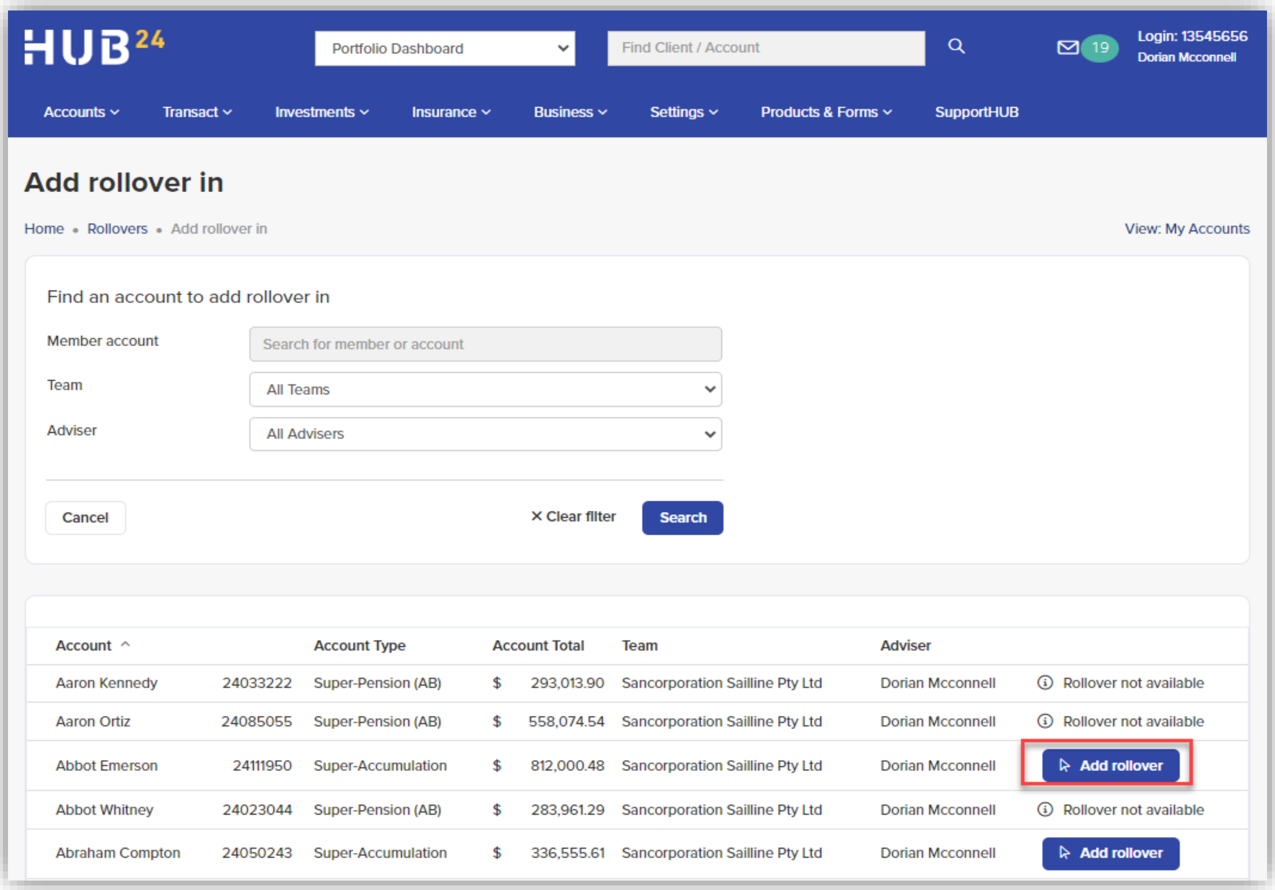
- Via Online Application
- Via the Rollover-In Dashboard
- Via the HUB24 rollover form, available under products & forms on adviserHUB

Regardless of the channel the rollover is submitted from, all rollovers will be visible on the rollover-in dashboard to ensure you have a centralised place to manage all rollover requests.

1. To submit a new rollover, select **'Add Rollover in'** from the Rollover-in dashboard.



2. **Search for the account and Click 'Add Rollover'**.
   Note that rollovers are unavailable for commenced pension accounts.



Select where the rollover is from, either an SMSF or other superannuation fund.

When “No” is selected, additional dialogue boxes will be presented to enable you to search for the respective fund.

The **USI, ABN and ESA** will all be pre-populated for a fund that has been selected.

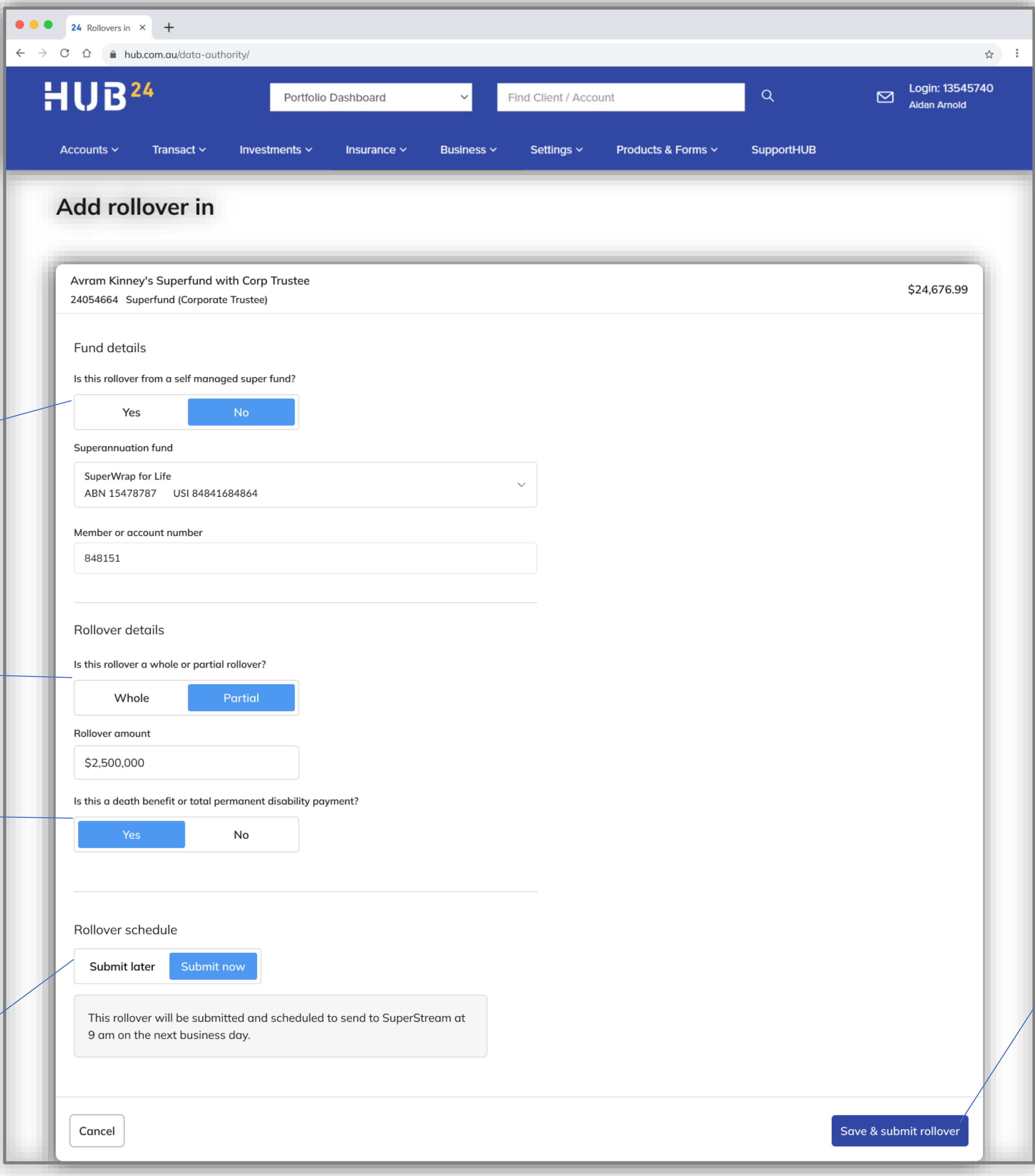
Choose between a **whole or a partial rollover.**

Where a partial is selected, please enter the rollover amount below.

Elect whether the rollover is a **TPD or death benefit** payment.

You have the option or submitting the rollover **“Now” or “later”.**

If submit later is selected – the rollover will be given an **awaiting submission** status.

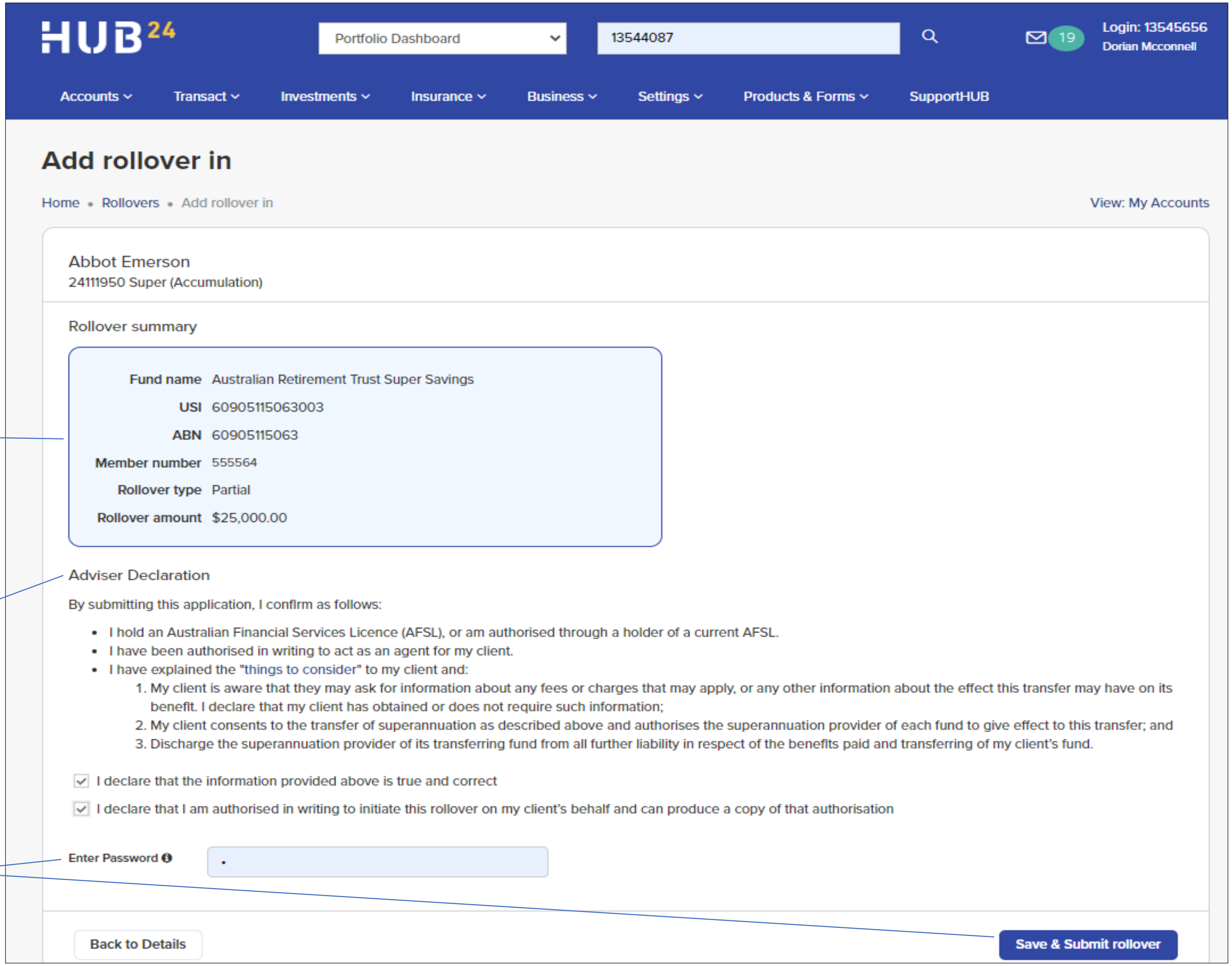


Once all details have been completed. Click **Save & Submit** rollover to be taken to the confirmation page

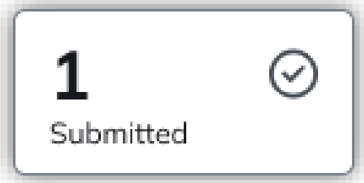
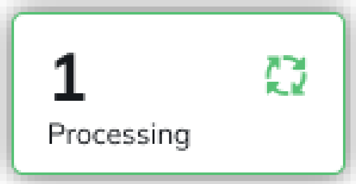
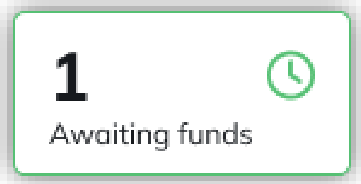
Review the rollover summary and ensure all details are correct.

Read and acknowledge the **adviser declaration.**

When ready to submit, simply enter your password and click **'Save and submit rollover.** `



Managing Rollovers

Status	Description
	All submitted rollovers will be **sent for processing at 9 a.m. the next business day**. Until then, you can edit, cancel, or reschedule the rollover-in request. Please note **no further changes** can be made after 9 a.m.
	After a rollover has entered the 'Processing' phase, the rollover **can no longer be cancelled or edited**. You will be able to view details of the rollover by clicking on the **'more details icon'** on the rollover-in dashboard.
	When a rollover has been processed and sent to the transferring fund, the rollover will be given an **'Awaiting fund'** status, indicating that the rollover has been successfully received and validated and that HUB24 are currently awaiting the funds. You will receive an account activities notification when the funds have been received.

<table>
<tr><td>
</td><td>When a rollover has been sent to the transferring fund, the request may be Rejected. If this occurs, the rollover request will be given a” rejected” status. You can click on the More Details icon to view the rejection reason.</td></tr>
<tr><td>
</td><td>When a roller is submitted via the online application or the rollover-in dashboard, you can submit the rollover straight now or submit it later.

If the rollover is submitted now – it will be given a ‘’submitted’’ status and sent for processing at 9 a.m. the next business day.

If the rollover is ‘submitted later’ – it will be given the ‘awaiting submission’ status. When ready for submission, you will need to navigate to the rollover-in dashboard, find the rollover, click on the more details icon, and click on 'Submit Now'</td></tr>
<tr><td>
</td><td>When the requested funds for your rollover-in request have been received, It will be given a 'completed' status and you will receive an account activities notification.

The funds will be made available in the member’s account</td></tr>
</table>

FAQs

- ## I submitted a rollover via the online application – How can I see how it's tracking?

  All rollover-in requests, regardless of how it was submitted, will be visible on the rollover-in dashboard.

- ## Why am I unable to add a new rollover for some accounts?

  Most accounts will be able to submit new rollover requests. However, restrictions apply to pension accounts that have commenced or are in the process of being commenced, as new monies are unable to be added to commend pension accounts.

- ## Which rollovers can I edit?

  Rollovers with an **'Awaiting submission'** & **'Submitted'** status can still be edited, however please note that rollovers with a 'Submitted' status can be edited until 9 a.m. the next business day, at which point the rollover request will be processed and sent to the other fund.

- ## When submitted, how long will my rollover request take to complete?

  We anticipate that most rollovers will be sent to the other fund within 1 business day of being received. Depending on the SLA of the transferring funds, successful rollovers should be received within a further **3-5 business days**, provided that sufficient cash is available at the transferring fund.

- ## Will all my historical rollovers be visible on the rollover-in Dashboard?

  Only rollovers created from **16th October 2023** will be visible on the rollover-in Dashboard. To access records for any historical rollover, please contact our client service team.

- ## My Rollover has been rejected; Can I see the reason why?

  When your rollover request has been rejected, it will be given a rejected status and you will receive an account activities notification.

  You can view the reason for rejection by clicking on the "**More Details"** icon to view the **rejection message.**

  Additionally, by selecting **'Duplicate rollover'** in the more details screen for rejected rollover, you can also **pre-populate** new rollover requests using the information on the rejected rollover.

- ## What alerts are available to me and how do I enable them?

  There are 2 alerts available that will notify you of the changing status of your rollover requests.

  Rollover In Request Rejected – This alert will notify you when a rollover request has been rejected. Navigate to the rollover-in dashboard to see the reason for rejection.

  Deposit Funds Cleared - This alert will notify you when your rollover request has been completed and the monies have been received.

  To view and enable the alerts, navigate to **Setting** > **Adviser** > **Adviser Preferences**