

## Monthly Data Collection (MDC) errors

There's been an increase in the volume of MDC errors where a Full-time Salary Rate has not been provided. This is mandatory, regardless of whether the member has contributed to the Scheme within that given month or not. Please ensure that all service lines provided to us contain a Full-time Salary Rate.

More information can be found in our [MDC Guidance and Error Codes document](#), which can be found on our [website](#).



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## HEADLINES

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### Monthly Data Collection (MDC) checklist and reminder

As you're aware, we recently implemented the MDC checklist and reminder process to assist you in identifying non-submitted service in your MDC file. We've amended the report and provided additional clarification and guidance on our [website](#).

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### Flexibilities renewal when changing employers

Please remember that when a new employee joins you from another employer, you'll need to check whether they have an ongoing Flexibilities election. The action that is required to be taken is determined by which Flexibility they have taken.

[Find out more >](#)



### Monthly Contributions Reconciliation (MCR)

We're introducing MCR; a new process which brings together your MDC, Monthly Contributions Breakdown and the Enrolment submissions. You'll receive an email with more information shortly. You can also stay up-to-date via the Employer Bulletin and our dedicated [MCR website pages](#).

[Find out more >](#)

## W indicator!

### Use of the 'W' indicator

Please be aware that a 'W' indicator should only be input on a service submission if the member has left you as the employer, or has left service completely. They should not be included if you're changing payroll provider.

[Find out more >](#)



## FURTHER NEWS

### Payment of Arrears of member contributions

If you identify arrears of member contributions for a prior year you should [contact us](#) with the details. We'll then calculate the arrears and any interest due and issue an invoice accordingly.

### Webchat

We're currently trialling live webchat for members visiting our website. This new functionality will support member engagement for the long term and will inform our plans for the future.

[Find out more >](#)[Find out more >](#)

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## New Bulletin layout

You may have noticed that we've refreshed the look of the Employer Bulletin. This was driven by your feedback and we'd love to hear your thoughts on the new design. If you've any comments, please [let us know](#).

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## Webform enhancement to adding service

We've made changes to the way you submit service and salary details on application forms. The improvements will take effect on the online Retirement, Repayment and Transfer In forms, making it easier when submitting multiple lines of service.

[Find out more >](#)

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## REGULAR ITEMS

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### Audited EOYC FY17/18

For employers yet to make a submission, please do this as soon as possible, as the deadline of 30 September has now passed. If you require any assistance, please [contact us](#).

### Use of most up-to-date version of forms

Recently, we've had a number of instances where old versions of application forms have been submitted and subsequently rejected, causing distress to the affected members and delays to the process. Please ensure the most up-to-date forms are used.

[Find out more >](#)

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