

OCTOBER 2024

# KiwiSaver default provider six-monthly reporting: Online form guide

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# Beginning the return and sharing with the Scheme Manager

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## For the Scheme Supervisor

Open the return on the FMA's Online Services portal, using their individual RealMe identification and complete a Scheme return.

The portal will display the **FMA - Schemes - Identification** page where the Scheme Supervisor is prompted to enter the Scheme Number. The portal will recognise the Scheme Number and will show the name of the Scheme and confirm it is a default KiwiSaver Scheme.

Select 'Scheme Supervisor' from the list of roles displayed.

The portal will display the Scheme Supervisor's details as well as identify the current Scheme Manager. The Scheme Manager's details will be appended with the personal RealMe details of the person opening the return, who will be required to declare that they are acting on behalf of the Scheme Supervisor organisation. These details are collected from the previous day's edition of the Disclose Register.

Once these details have been confirmed, the portal will display the returns that this combination of Scheme, Scheme Supervisor and Scheme Manager are eligible to file.

Select from the list available. The portal will then verify against the period of report timings available and display the current reporting period. From this comes the opportunity to begin this return for this reporting period.

This action will open the **Before You Begin** page.

In here the Scheme and Scheme Supervisor's details are confirmed and re-stated. More details are added with regards to the Scheme Manager, giving the Scheme Supervisor the opportunity to identify the individual, from the Scheme Manager, who will assist with the compilation of this return. These details are mandatory in order to continue. This will open the **Scheme Membership** page.

At this stage the Scheme Supervisor should save the return and share it with the Scheme Manager.

Select **Save for later**.



**Scheme Membership**

Cancel   Printable version   **Save for later**   << Back   Continue >>

**Relevant members** ⓘ

A Gone no Address (GNA) member is a member with no physical address, no email address and no SMS address.

A GNA will also be a member for whom you have one or more of physical, email or SMS contact details but all of these have resulted in returned mail or bounce backs.







The portal will return to the main menu. Select **My Drafts – In Progress Forms**.

▼ **Welcome to FMA's Online Services**

Apply for a licence   Amend a licence   Complete a regulatory return   Complete a scheme return   Notify FMA

▶ **My Drafts - In Progress Forms**

Identify the relevant in-progress form and click the Share button.

Date Modified	Date Created ▼	
27 Aug 2024	27 Aug 2024	  
27 Aug 2024	19 Aug 2024	  

Select 'Add a user to share with'.

My Account > S6R240801899

### FMA - Schemes - KiwiSaver - Supervisor's 6 - Monthly Return KIWISAVER SCHEME ( -- -- -- )

REFERENCE: S6R240801899  
APPLICATION DATE: 27/08/2024 11:30  
CREATED BY:   
STATUS: Not Submitted Edit Print

Summary   **Users**

▶   
+ Add a user to share with

This will open the following:

The screenshot shows a form titled '+ Add a user to share with'. It contains the following elements:

- A header: '+ Add a user to share with'
- A text input field labeled 'User Email \*'.
- A text area labeled 'Message'.
- A 'Permissions' section with the following options:
  - Read ?
  - Update ?
  - Cancel ?
  - Submit ?
  - Manage Files ?
  - Manage Access ?
- A green 'Send' button.

This section allows you to send a link to access the return.

**User email** – a secure link to access the return will be sent to this email address.

**Message** – The scheme supervisor can type a message to the Scheme Manager

### Permissions

Select the following permissions to allow the contact to access the form:

- Read - Select
- Update - Select
- Cancel – Do not select
- Submit – Do not select
- Manage Files – Do not select (if the Scheme Manager needs to provide files, these should be emailed to you separately, so you can upload them when you submit the return)
- Manage Access – Do not select

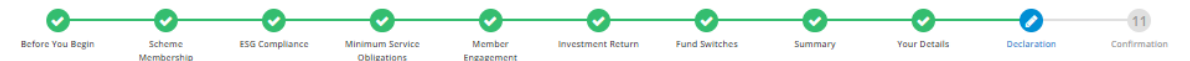
Complete the invitation by clicking the Send button.

If more than one person needs to access the return, you will need to follow the 'Share' process again to send a link to additional recipients.

The Scheme Manager person will be sent an email and they will need to click on the link so that your form will arrive at their form access in the shape of their own **My Drafts – In Progress Forms**.

## Declaration page

The responsibility to submit the return rests solely with the Scheme Supervisor. There is a notice on the declaration page to deter the Scheme Manager from submitting the return.



**Declaration** Cancel Printable version Save for later << Back Submit

**A reminder:**

- A person commits an offence by making, or authorising the making of, any statement in this DIMS return that is false or misleading in a material respect if the person knows it to be false or misleading.
- See section 512 of the Financial Markets Conduct Act 2013. [Click Here](#)

**Notice: Only this Scheme's Supervisor can complete this, and the following, pages.**

I confirm that I have the authority to submit this report on behalf of PUBLIC TRUST. \*

I confirm

I have reviewed the answers and information and I confirm that I am satisfied that, to the best of my knowledge, after undertaking all reasonable inquiries, all answers are true and correct. \*

I confirm

Full name of returning entity authorised person.

## Supervisor's Report

You can upload several files here. Please ensure that each file that you do upload, has a unique file name. Please select the 'Upload' button to search for each file.

Supporting Documents \*

**Upload**

(pdf, xls, xlsx or xlsb)

The PDF section of the report including any appendices is required to be uploaded in the declaration page by the Supervisor.

# Scheme membership page

## Relevant members

The Summary of relevant members page corresponds to Tab 1 of the Excel reporting template.

For Gone No Address (GNA) members, enter the number of members and FUM information. This information corresponds to Tab 3.1 of the Excel reporting template. The reasons for any material changes in GNA %, including steps taken to reduce GNAs, may be explained in the PDF section of the report.

### Relevant members

A Gone no Address (GNA) member is a member with no physical address, no email address and no SMS address.

A GNA will also be a member for whom you have one or more of physical, email or SMS contact details but all of these have resulted in returned mail or bounce backs.

	Number of members *	Funds under management *	Total GNA members. *	% of members who are GNA	Service Standard.
Default member - as per loA definition	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	10
Active Choice Member who has chosen to join default investment product	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	10
Employer Default Members - Allocated to default investment product via employer	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	10
Total relevant members	<input type="text"/>	<input type="text"/>			

## Member summary

Enter the member summary information. The closing membership of the fund is automatically calculated and shown in the form. These numbers are currently reported in the PDF section of the Supervisor report. Please continue to provide commentary on these numbers in the PDF section of the report.

## Member Summary

Please enter your opening membership balance of this default fund. \* [?](#)

New default members allocated by Inland Revenue. \*

New employer default members. \*

If none please enter 0.

New Active members joining the scheme and choosing the default fund (incl. Trans-Tasman). \*

Switches in (i.e.) from another offering within the scheme. \*

Member transfers-in from other schemes. \*

Transfers out (Non-default members). \*

Transfers out (Default members). \*

Full switches out (Non-default members). \*

Full switches out (Default members). \*

Exits (Non-default members). \*

Exits (Default members). \*

Closing membership of default fund.

# ESG compliance page

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The ESG compliance page corresponds to Tab 1.2(f) of the Excel reporting template.

Record breach information only here. Include information about other actions in relation to compliance with the ESG policy in the pdf section of the report.

If there are no breaches, select “No” and move to the next page.

If there are breaches of Instrument of Appointment (IoA) exclusions, select “Yes”, enter the additional information in relation to the breach category.,

Select “Add another breach” to record multiple breaches.

ESG Compliance Cancel Printable version Save for later << Back Continue >>

**Compliance with Environmental, Social and Governance Policy.**

Are there any ESG breaches to file for this period? \*

Yes  No

**Exclusion Categories**

Please select a breach category \*

Please describe the nature of this ESG breach. \*

Has this ESG breach been corrected? \*

Yes  No

**Breach Remediation**

Please describe the steps taken, or to be taken, by the Scheme Manager, to correct this ESG breach. \*

Add another breach



# Minimum service obligations page

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## Relevant member complaints

The complaints information on this page correspond to Tab 1.2(e) of the Excel reporting template.

If there are no complaints, please select “No” and move to the next section.

For each complaint, record the correct type and sub-type from the lists that are displayed, as well as the description of the complaint, the number of business days taken to resolve the complaint, and how the complaint was resolved.

If there are multiple complaints to be reported, record each complaint separately by clicking “Please enter another complaint”.

### Relevant Member Complaints

Please report only on relevant members. Given complaints in the same category may be different, use the description field to explain the nature of this complaint and it's resolution. Please include further information about how the scheme Manager is using complaint information, in the written Supervisors Report.

For the purposes of reporting, Complaints are defined as an expression of dissatisfaction made to, or about, an organisation, related to its products, services, staff or the handling of a complaint, where a response, or resolution, is explicitly or implicitly expected or legally required.

Providers are expected to have primary regard to the substance of the expression of dissatisfaction, which does not have to be framed explicitly, as a complaint, to be dealt with as a complaint. Please enter each complaint separately, one at a time, within this form.

Have any complaints been raised in this period of report? \*

Yes  No

Complaints Types.

Please select the complaint type that applies for this individual complaint. \*

- Withdrawals
- Contributions
- Onboarding
- Switches
- Communications
- Service
- Product
- Other

- Australian transfer
- Deceased
- Terminal Illness
- Permanent immigration
- Life shortening congenital diseases

Please select the specific nature of complaint sub types for Withdrawals, Contributions or Fund switches which apply to this complaint. \*

- Timeframes
- Decision / Amount
- Process/Forms/Information required/clarity
- Processing error
- Other

Please describe this complaint. \*

How many business days were taken to resolve this complaint? \*

Please describe how this complaint was resolved. \*

Please enter another complaint

## Service level agreements

The Response to relevant member verbal enquiries section corresponds to Tab 3.2 of the Excel reporting template.

### Service Level Agreements

Please enter the total 0800 calls received during this period. \*

#### Response to relevant member verbal enquiries.

	Count of calls. *	% response.
Calls answered within 30	<input type="text"/>	<input type="text"/>
Calls answered outside of 30	<input type="text"/>	<input type="text"/>
Calls abandoned	<input type="text"/>	<input type="text"/>
Total	<input type="text"/>	

## Minimum service obligations

The Minimum service obligations section corresponds to Tab 3 and 3.05 of the Excel reporting template.

While we are not seeking granular information on the number of days within which each SLA is achieved (1, 2, 3, 4, 5, 6-10, >10), we expect that providers will hold this information as required as per the IoA and provide it to the FMA when requested.

Enter the % within obligation only in this form corresponding to each of the obligations both at a gross and net basis and the volume (count and \$ wherever required). Provide explanatory notes in the PDF section of the report.

### Gross and net clock – brief

The gross clock starts when a fully completed member application is received and doesn't stop until the application is processed. The net clock starts at the same time as the gross clock but is paused when waiting for information from third parties (Inland Revenue, Supervisor, other providers). Please note that outsource providers such as fund administrators and custodians are not considered third parties. The net clock is restarted on receipt of information from third parties and stops when the application is fully processed.

### Minimum Service Obligations

Where Funds Under Management (FUM) is requested, use the value corresponding with the volume count in the rows immediately above.

**Processing new default member applications**

Description	Definition	Volume Type	Volume. *	Gross % within obligation *	Net % within obligation *
Member record and account created and welcome letter sent.	Within 3 days of receiving data from the Commissioner	Count	<input type="text"/>	<input type="text"/>	<input type="text"/>

**Processing initial contributions in respect of default members.**

All initial payroll-sourced and Government contributions received from central administrator, are credited to member accounts and invested, plus	Within 3 days of transfer of those initial contributions from the Commissioner	Count	<input type="text"/>	<input type="text"/>	<input type="text"/>
		Dollars	<input type="text"/>	<input type="text"/>	<input type="text"/>

# Member engagement page

Member engagement obligations corresponds to Tab 4 of the Excel reporting template.

For onboarding, the obligation applies to 'default' members only. All other obligations apply to 'relevant' members. See the IoA for definitions.

For the reporting period ending in June, report on the six months from 1 October 1 to 31 March. For the reporting period ending in December, report on the six months from 1 April to 30 September. For each member, the months until the member is engaged starts from the date the member joined the fund.

Enter the number of members engaged within 0-3 months, >3 months, and not yet engaged. The total membership corresponding to each obligation and the % within obligation is automatically calculated by the form.

### Member Engagement Obligations

For On Boarding, these obligations apply to default members only. All other obligations apply to relevant members. See IoA for definitions.  
 For the reporting period ending in June, please report on the 6-month period beginning October 1st and ending March 31st.  
 For the reporting period ending in December, please report on the 6-month period beginning April 1st and ending September 30th.  
 For each member, the "number of months till the member is engaged", begins from the date the member joined the fund.

	Description of the default provider service.			Description of the Default provider service obligation.	
<b>On boarding basic</b>	All new default members receive access to an on-boarding advice process, covering: fund choice, contribution rate and			Within 3 months of being allocated to the provider, at least: (a) 50% of members engage with the on-boarding process. By, for	
	0 - 3 *	>3 *	Not yet engaged. *	Total members.	% within Obligation
	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<b>On boarding advanced</b>	All new default members receive access to an on-boarding advice process, covering: Fund choice, contribution rate and			Within 3 months of being allocated to the provider at least: (b) 20% of members complete on-boarding via an advice	
	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<b>First home withdrawal basic</b>	Relevant members who withdraw funds for a first home receive a check-up call to discuss the value of continuing contributions			Within 3 months of withdrawing funds for a first home, at least: (a) 50% of members engage with the first home withdrawal	
	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<b>First home withdrawal advanced</b>	Relevant members who withdraw funds for a first home receive a check-up call to discuss the value of continuing contributions			Within 3 months of withdrawing funds for a first home, at least: (b) 20% of members complete the check-up via an advice	
	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

# Investment returns page

## Summary of investment returns for the six-month period

The Summary of investment returns for the six-month period section corresponds to Tab 8 of the Excel reporting template that captures the return attribution of the default fund by asset class.

Corresponding to each asset class, enter the average asset weighting % of fund, actual investment return % of fund, benchmark average asset weighting % and benchmark return %. Also enter the full benchmark name, benchmark type and brief commentary on relative performance. If there is no commentary to add, please record 'None'. Detailed performance commentary may be provided in the PDF section of the report. The form automatically calculates the gross returns before fees for the fund and for the benchmark, and the variance between the fund and the benchmark for each asset class.

Investment Return								Cancel	Printable version	Save for later	<< Back	Continue >>
Summary of Investment Returns for this Six-Monthly Period												
Assets	Average asset weighting %	Actual investment return %		Benchmark average asset weighting %	Benchmark return %		Variance actual against benchmark %					
Income Assets												
	*	*		*	*							
NZ Bonds	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>					
			Benchmark full name *		Benchmark Type *	Commentary *						
			<input type="text"/>		<input type="text"/>	<input type="text"/>						
Global Bonds												
	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>					
			<input type="text"/>		<input type="text"/>	<input type="text"/>						

## Investment returns history

The Investment returns history section corresponds to Tab 6 of the Excel reporting template that captures the after-tax after fees return as at the end of the reporting period for different time periods. The 10-year returns in the Excel template have been replaced with 7-year returns.

Enter the returns on an after-tax (28% PIR) after-fees basis. If 5- and 7-year returns are not available, enter 0%.

## Investment Returns History

Please enter the performance numbers as at the end of the current reporting period after fees and tax (28% PIR) for the below time periods:

	Inception (%) *	3 Months (%) *	6 Months (%) *	1 Year (%) *	3 Years (%) *	5 Years (%) *	7 Years (%) *
Default Fund	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

# Fund switches page

The fund switches information corresponds to Tab 9 of the Excel reporting template. Enter the number of members out of default fund (full and partial switches) and the number of members into other funds within the scheme (full and partial switches). The entire list of funds within the scheme is automatically displayed in the form.

Ensure the amount of \$ leaving the default fund (full and partial) is equal to the amount of \$ entering the other funds within the scheme.

**Switches out of default investment product into other investment funds.**

No of members out of default product (full switches).	No of members out of default product (partial switches).			Amount (\$) out of default product (full switches).	Amount (\$) out of default product (partial switches).		
<b>FND35073 - DEFAULT FUND (under instrument of appointment)</b>							
*	*			*	*		
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<b>Switches into other investment funds</b>							
		Number of members into other funds (full switches).*	Number of members into other funds (partial switches).*			Amount (\$) into other funds (full switches).*	Amount (\$) into other funds (partial switches).*
<b>FND695 - CONSERVATIVE FUND</b>							
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<b>FND696 - BALANCED FUND</b>							
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

# Summary page

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The summary corresponds to Tab 8 of the Excel reporting template that captures the return attribution of the default fund by asset class.

If the gross return before fees for the fund and the benchmark are different to the calculated return shown in the investment performance page, enter the correct numbers on this page. Also enter the returns after fees (PIR 0%) and returns after fees and tax (PIR 28%), and verify the calculated differences between the portfolio and benchmark returns.

### Investment Returns summary

Funds under management (\$).

Please enter your Gross actual returns before fees if different to the calculated return below %.

Please enter your Gross benchmark return, before fees, if different to the calculated return below %.

Calculated gross returns before fees for the portfolio %

Calculated gross returns before fees for the benchmark %

Calculated difference between gross portfolio returns before fees and benchmark returns %

Please enter Returns after fees (PIR 0%) % \*

Please enter Returns after fees and tax (PIR 28%) % \*



