

State Sector Retirement Savings Scheme Members' Guide

APRIL 2026



Contents

| | |
|---|----|
| Contents | 1 |
| Important note..... | 2 |
| 1 Introduction | 3 |
| 1.1 Provider contact details..... | 4 |
| 1.2 Forms and statements..... | 4 |
| 1.2.1 AMP | 4 |
| 1.2.2 Smartshares (SuperLife) | 4 |
| 1.2.3 Public Service Commission..... | 4 |
| 2 Member and employer contributions including parental leave | 5 |
| 2.1 Member and employer contributions | 5 |
| 2.1.1 Contributions that are payable | 5 |
| 2.1.2 What remuneration payments require member and (if the member is eligible) employer contributions for SSRSS members? | 6 |
| 2.1.3 Members' contributions that (subject to eligibility) will attract SSRSS employer contributions..... | 6 |
| 2.1.4 Members' voluntary contributions..... | 6 |
| 2.1.5 SSRSS employer contributions..... | 7 |
| 2.1.6 Eligibility for SSRSS employer contributions..... | 7 |
| 2.1.7 Members who aren't eligible for SSRSS employer contributions..... | 7 |
| 2.1.8 Ineligible members who become eligible for an SSRSS employer contribution | 8 |
| 2.1.9 Employer voluntary contributions | 8 |
| 2.1.10 Salary sacrifice contributions | 9 |
| 2.2 Backdating employer contributions | 9 |
| 2.2.1 Initial weeks of employment | 9 |
| 2.2.2 To correct employer error..... | 10 |
| 2.3 Parental leave..... | 10 |
| 2.3.1 Parental leave provision | 10 |
| 2.3.2 Arrangement during period of parental leave | 10 |
| 2.3.3 On return to work..... | 10 |
| 2.3.4 In event of redundancy | 11 |
| 3 Changes to members' accounts with the provider | 11 |
| 3.1 Change to member's contribution rate | 11 |
| 3.2 Changes to be notified by the member directly to the provider..... | 11 |
| 3.2.1 Change to investment options or redirecting contributions | 11 |
| 3.2.2 Change to member's address..... | 12 |
| 3.2.3 Change to member's name..... | 12 |
| 3.3 Transfer between SSRSS providers..... | 12 |
| 4 Members changing employer or taking overseas posting | 12 |
| 4.1 Member moving to a non-participating employer | 12 |
| 4.2 Members moving to another participating employer | 13 |
| 4.3 Group of employees transferring as part of business unit to another agency | 14 |

| | | |
|-----|---|----|
| 4.4 | Employees seconded to another employer | 15 |
| 4.5 | Overseas postings | 16 |
| 4.6 | Travelling overseas | 16 |
| 4.7 | Leave of absence | 16 |
| 5 | Withdrawals | 16 |
| 5.1 | New Zealand Superannuation qualifying age..... | 16 |
| 5.2 | Partial retirement within 10 years of New Zealand Superannuation qualifying age | 17 |
| 5.3 | 50 years or over and left the Public Service (or wider Public Service) | 17 |
| 5.4 | Significant financial hardship | 17 |
| 5.5 | First home purchase..... | 18 |
| 5.6 | Permanent emigration..... | 18 |
| 5.7 | Death benefits | 18 |
| 5.8 | Serious illness or Total and Permanent Disablement (TPD) benefit requests | 19 |
| 5.9 | Voluntary account balance | 19 |
| 6 | Annual activities..... | 19 |
| 6.1 | Providers' Annual Reports to members | 19 |
| 6.2 | Benefit statement to members | 19 |
| 6.3 | Annual tax certificate to members | 20 |
| 7 | What happens if my SSRSS scheme is wound up? | 20 |
| 8 | Who do I talk to about a complaint? | 20 |
| 8.1 | AMP complaints process | 20 |
| 8.2 | Smartshares complaints process | 21 |
| 9 | Other information you can get about your investment | 22 |
| | Appendix - Glossary | 23 |

Important note

The information in this document is not intended to be financial advice or take the place of a financial advice provider and is for SSRSS members' general information only.

The information also reflects relevant legislation and the SSRSS rules as at April 2026. Both are subject to change.

1 Introduction

The State Sector Retirement Savings Scheme (SSRSS) has been designed to provide quality superannuation arrangements for Public Service employees¹. In addition to the general benefits of saving for your future, the SSRSS includes a net-of-tax employer subsidy of up to 3 percent of gross base salary (for eligible members).

The SSRSS schemes stopped accepting applications for membership from employees of Public Service and non-Public Service agencies, crown entities and kindergartens on 31 March 2008, and from State and State-integrated schools on 30 September 2008. The SSRSS schemes continue to operate for existing members. Members are no longer able to transfer from one SSRSS scheme to another, but can elect at any time to transfer to a KiwiSaver scheme.

The SSRSS currently comprises two separate retirement savings schemes, administered by two separate scheme providers (providers). Each scheme operates under the same SSRSS rules. The schemes are part of multi-employer workplace savings schemes operating under trust deeds that conform to the provisions of the Financial Markets Conduct Act 2013.

Your provider offers a range of investment fund options to suit your requirements, and the fees charged to you for administration and investment services, while not subsidised, have (as the result of negotiation with the providers) been set at competitive levels. Ask your provider for details of how much it currently charges in fees.

Your contributions, together with your employer's contributions (if you remain eligible for those), are invested in the investment fund or funds you have selected in your chosen SSRSS scheme. If you haven't chosen an investment fund or funds, your provider will have invested your savings in the fund selected as the relevant scheme's default investment fund.

You can remain a member of the SSRSS for your entire life. Your circumstances may change - for example you might leave your current employer - but you can continue to contribute to the SSRSS. Alternatively, you can (and in some cases, you must) leave your money in the SSRSS, where it will continue to be managed by your provider and be available to you (wholly or in part) when you become eligible to withdraw some or all of your savings.

Get sorted!

For free independent information about retirement saving and other financial matters, visit www.sorted.org.nz

This Guide covers all the common situations you may encounter as a member of the SSRSS. It provides you with information about handling scheme transactions quickly and effectively. This Guide is a companion to the *SSRSS Employers' Guide April 2026* and also the *Comparison of SSRSS and KiwiSaver April 2026*.

The Appendix provides a glossary of terms used in the Guide.

¹ When the SSRSS was established, it was for employees of the then State sector.

1.1 Provider contact details

If you have any questions you can contact your provider whose contact details are listed below.

| AMP | SMARTSHARES (SUPERLIFE) |
|---|---|
| www.amp.co.nz (online chat available) | Government (superlife.co.nz) |
| Freephone 0800 800 267 | Freephone 0800 27 87 37 |
| Email workplaceadmin@amp.co.nz | Email superlife@superlife.co.nz |
| AMP SSRSS Freepost 170 P O Box 55 Shortland Street Auckland | Contact form Contact Us (superlife.co.nz) |

1.2 Forms and statements

You can access any forms you require and your member balances through the following links.

1.2.1 AMP

Member balances (statements) are available through the MyAMP App (download to Smart Phone) or the MyAMP online (website) <https://online.amp.co.nz>

Members can register on the webpage link above to access their personal information. Members can also opt to receive their statements in hard copy.

1.2.2 Smartshares (SuperLife)

Members can access information and forms from [Government \(superlife.co.nz\)](http://Government.superlife.co.nz)

1.2.3 Public Service Commission

Two forms are available on the Public Service Commission's website: the *Contribution Change* form and the *Application to Transfer to KiwiSaver* form. [Guide: State Sector Retirement Savings Scheme - Te Kawa Mataaho Public Service Commission](#)

2 Member and employer contributions including parental leave

2.1 Member and employer contributions

You have a scheme account which your provider maintains and this account keeps track of:

- if you remain eligible for matching SSRSS employer contributions, the **regular member contributions** (from your after-tax pay, at the rate of up to 3% of gross base salary) which are matched by employer contributions on a dollar-for-dollar basis (net of contribution tax) up to 3% of gross base salary
- any **voluntary contributions** from you (all voluntary lump sum contributions, all contributions above 3% while receiving SSRSS employer contributions, and any contributions made while not receiving SSRSS employer contributions)
- if you remain eligible for matching SSRSS employer contributions, **employer contributions** matching your regular contributions on a dollar-for-dollar basis (net of contribution tax) up to a maximum 3% of gross base salary
- any **salary sacrifice** contributions, and
- the **investment earnings** (positive or negative) applied to your account.

Your scheme account has different balances, enabling you to keep track of the different types of contributions made by you or for your benefit.

2.1.1 Contributions that are payable

The contributions payable by or for your benefit will depend on:

- the written instructions you have given your employer about your chosen contribution rate
- your status (whether you are eligible for an SSRSS employer contribution or not) and any eligibility for other employer superannuation contributions, subsidies or allowances – for example, if you contribute to KiwiSaver from pay and your KiwiSaver compulsory employer contribution rate is higher before tax (as a salary percentage) than your SSRSS employer contribution rate, then:
 - you will be a **non-contributory and unsubsidised** member of your SSRSS scheme (though you may choose to make ongoing voluntary contributions), and
 - you will receive **KiwiSaver compulsory employer contributions** instead
- the level of any additional voluntary employer contribution offered to you, and
- any documented salary sacrifice agreement in place.

Further details about each contribution type and when it is payable are noted in sections 2.1.2 to 2.1.10 below.

2.1.2 What remuneration payments require member and (if the member is eligible) employer contributions for SSRSS members?

Contributions by you, and any ongoing SSRSS employer contributions, are calculated as a percentage of the gross base salary paid to you in each payroll run. This includes payments made for periods of annual leave.

If you are a School teacher, then any permanently allocated salary units are also included. If you are a School principal, then any supplementary component of your base salary and any equity index payment are also included.

Other remuneration payments do not attract member contribution obligations or (if you remain eligible) SSRSS employer contribution entitlements and should not be included in your contribution calculations. Remuneration payments that do not attract employee and employer contributions include payments such as performance bonuses, overtime payments, redundancy, retirement leave and certain other payments such as holiday or leave payments made on termination of employment or cashed up during service.

2.1.3 Members' contributions that (subject to eligibility) will attract SSRSS employer contributions

If you remain eligible for matching SSRSS employer contributions (see sections 2.1.6 and 2.17 below), then your regular member contributions are those deducted from your after-tax pay which are matched by those employer contributions. Your minimum regular contribution rate is 1.5 percent of gross base salary, and you may contribute at a higher rate (in 0.5% increments). The maximum regular member contribution rate is 3 percent of gross base salary in most cases, though this will differ if your employer offers a higher matching contribution rate.

You can continue making regular member contributions to your SSRSS scheme through payroll deductions for as long as you maintain an SSRSS account balance, are employed by an SSRSS participating employer and remain eligible for matching SSRSS employer contributions. There is no upper age limit on contributory membership of the SSRSS.

2.1.4 Members' voluntary contributions

Currently, most members' voluntary contributions are any contributions over and above those that attract matching SSRSS employer contributions. If your employer offers you a higher matching contribution rate (i.e. one that exceeds a net-of-tax 3%) then your voluntary contributions will be any amount over the SSRSS employer contribution rate being paid.

For members not eligible for matching SSRSS employer contributions, all contributions are member voluntary contributions. These "unsubsidised" members do not contribute to the SSRSS unless they so choose, and if they choose to contribute through payroll deductions then their minimum contribution rate is 1.5 percent of gross base salary, deducted from after-tax pay.

There is no maximum voluntary contribution level.

Note that in addition to payroll deductions, you can also arrange with your provider to make voluntary lump sum deposits. These may be useful if you are taking a period of parental leave

or a secondment to a non-participating employer, but are keen to continue to build your SSRSS balance. In those circumstances, you should contact your provider for more details.

2.1.5 SSRSS employer contributions

Employer contributions are contributions from your employer to your SSRSS account if you are eligible. These match your regular contributions on a dollar-for-dollar basis (after deducting contribution tax) up to a maximum contribution rate of 3 percent of gross base salary.

Employers can choose to pay a higher contribution rate for some or all their employees and, if so, this should be documented as agreed by you and your employer.

2.1.6 Eligibility for SSRSS employer contributions

Eligibility for employer contributions may change over time, particularly if you also belong to another workplace savings scheme or are contributing from pay to KiwiSaver. See section 2.1.7 (*Members who aren't eligible for an SSRSS compulsory employer contribution*).

In general, SSRSS members will be eligible for matching employer contributions to the SSRSS if they:

- are employed on New Zealand terms and conditions, and
- are employed either full-time or part-time, and
- are contributing to the SSRSS by payroll deduction, and
- are **not receiving employer contributions to a KiwiSaver scheme** or to another workplace savings scheme.

There is no upper age limit on receiving compulsory employer contributions to the SSRSS.

2.1.7 Members who aren't eligible for SSRSS employer contributions

1) Members qualifying for KiwiSaver compulsory employer contributions at a higher before-tax rate than their SSRSS employer contribution rate

You are not eligible for any SSRSS employer contributions if you contribute to KiwiSaver from pay and the KiwiSaver compulsory employer contribution rate to which you are entitled is higher before tax (as a salary percentage) than your SSRSS employer contribution rate.

In that case:

- you will become a **non-contributory and unsubsidised** member of your SSRSS scheme (though you may choose to make ongoing voluntary contributions), and
- you will begin receiving **KiwiSaver compulsory employer contributions** instead.

This will likely be the case if you contribute to KiwiSaver from pay and your SSRSS regular contribution rate is less than 3 percent.

As at the date of this publication, it will also be the case if you are earning \$18,720 a year or less from your employer, even if your SSRSS regular contribution rate is 3 percent².

2) Members contributing to GSF or another employer-sponsored workplace savings scheme

You are also ineligible for any SSRSS employer contributions if:

- you are contributing to the Government Superannuation Fund (GSF), or
- you already receive:
 - employer contributions to another workplace savings scheme that (after tax) are equal to or higher than the SSRSS maximum employer contribution rate and are not tradable for any increase to your salary, or
 - a superannuation allowance from your employer that (after tax) is equal to or higher than the SSRSS maximum employer contribution rate.

Note that if you are otherwise eligible for an SSRSS employer contribution, you can receive an SSRSS employer contribution if you forgo the portion of that other scheme subsidy or allowance which is equal in value (after tax) to the SSRSS maximum employer contribution rate. However, this does not apply if you are contributing to KiwiSaver or the GSF, as employer contributions to those schemes and the SSRSS are mutually exclusive.

2.1.8 Ineligible members who become eligible for an SSRSS employer contribution

If you are contributing to the SSRSS and are currently ineligible for SSRSS employer contributions, but were previously eligible, you can resume receiving SSRSS employer contributions if:

- you became ineligible due to contributing to KiwiSaver and qualifying for KiwiSaver compulsory employer contributions at a rate higher than your before-tax SSRSS employer contribution rate, but now you:
 - are taking a KiwiSaver savings suspension, or
 - have reached New Zealand Superannuation qualifying age and are no longer eligible for KiwiSaver compulsory employer contributions, or
- you were ineligible due to contributing to the GSF, but have ceased being a contributing GSF member and are otherwise eligible for an SSRSS employer contribution, or
- you were ineligible due to receiving a superannuation allowance or employer contributions to another workplace savings scheme, you have ceased receiving that allowance or those contributions and you are otherwise eligible for an SSRSS employer contribution.

2.1.9 Employer voluntary contributions

Employers can choose to contribute to their employees' SSRSS accounts at a rate above the designated maximum contribution rate of 3 percent of gross base salary. Such an offer could

² On and from 1 April 2028, when the KiwiSaver compulsory employer contribution rate increases to 4%, **this earnings figure will increase to \$64,200.**

be specific to individual members or a standard offer to all employees of a particular employer who are members of the SSRSS.

2.1.10 Salary sacrifice contributions

Employers can choose to allow employees to make salary sacrifice arrangements to increase the level of employer contributions to SSRSS in exchange for a reduced salary. Any such arrangement should be documented and must be in place before the affected salary is earned.

Points to note

- It is entirely voluntary for employers to support salary sacrifice arrangements.
- Any salary sacrifice amounts are treated as voluntary employer contributions for SSRSS purposes.
- The lower salary amount (i.e., the reduced before-tax salary after deducting the salary sacrifice amount) must apply for any other calculations based on taxable earnings, e.g. ACC levy, income tax calculations and KiwiSaver contributions. It will be a matter of negotiation and agreement with you as to whether performance bonus and other payments that are proportional to salary are calculated on the pre-salary-sacrifice amount or the post-salary-sacrifice amount.
- Any salary sacrifice amount can be treated as a substitute for a member's own regular contributions and so (if the member is otherwise eligible for SSRSS employer contributions) it will attract those employer contributions.

2.2 Backdating employer contributions

The traditional arrangements for “buying-back” contributory service or employer contributions for a period when employee contributions were not paid do not exist as a general concept in the SSRSS rules³.

However, it is always possible to add lump sum or (if eligible) additional employer-matched contributions to SSRSS accounts, and your employer may agree to back date contributions in the initial few weeks in which you are employed by it.

2.2.1 Initial weeks of employment

There may be some delay in re-starting contributions to the SSRSS when an SSRSS member is recruited by a new SSRSS participating employer, especially where the new employee is not given the opportunity to confirm SSRSS membership prior to starting work. This may also occur where KiwiSaver auto-enrolment applies.

SSRSS employer contributions can be backdated to the start of your new employment provided that you:

- have made the required regular contributions through payroll deduction, and

³ This is different from the arrangements for GSF. Because a GSF member's entitlements are dependent on years of contributory service, GSF allows for buy-back options.

- are not receiving employer contributions to KiwiSaver.

However, if you fail to advise your new employer of your SSRSS membership until some months later, SSRSS employer contributions (if you are eligible – see above) should start from the next practically available payroll run and not be backdated, even if you have decided to make up your own missing contributions.

2.2.2 To correct employer error

Where contributions have stopped due to a mistake by the employer, the employer must make up the employer contributions (if the member also contributes the required amount).

2.3 Parental leave

2.3.1 Parental leave provision

SSRSS has an explicit provision to support the savings of employees who take time out for parental leave. Your employer should ensure that SSRSS members know of this provision before they go on parental leave.

2.3.2 Arrangement during period of parental leave

During parental leave, salary payments stop and therefore there are no regular member or (if the member is eligible) SSRSS employer contributions payable.

However, by arrangement with their provider, an employee on parental leave may choose to make voluntary contributions to their SSRSS account during the parental leave period. In this case you need to contact your provider to set up an automatic payment or direct debit from your bank account.

2.3.3 On return to work

On return to work, if within seven months after returning to work you make up some or all of the regular member contributions you missed during the parental leave period then (if you are eligible) those contributions must be matched by SSRSS employer contributions, up to a maximum of 3 percent of your gross base salary for the pay periods during your parental leave, or for some of those pay periods if you have chosen not to make up the full amount.

If you return to work on a higher salary than just before you commenced parental leave, then your own and the employer's contributions will be calculated based on the higher of the two salaries.

You don't have to make up all the missed regular contributions. The minimum amount you must contribute to take advantage of this facility is 1.5 percent of the salary you would have received for one or more pay periods during your period of leave (based on your salary after returning to work if it is higher).

Your missed employee contributions can be made up, by agreement with your employer, either through a lump sum deposit or by an increase in your contribution rate for up to seven months after returning to work (or by some combination of the two).

Where you have made voluntary contributions while on parental leave, you can ask your provider to re-classify those contributions as regular employee contributions within seven months after returning to work, in which case (if you are otherwise eligible) those contributions will qualify you for SSRSS employer contributions.

2.3.4 In event of redundancy

If you are made redundant during or on return from a period of parental leave then (in the same way and on the same basis as described in section 2.3.3), you can still make up your employee contributions for some or all of the time on parental leave and (if eligible) receive matching SSRSS employer contributions, as long as payment is made only with respect to periods ended on or before the effective date of the redundancy.

3 Changes to members' accounts with the provider

3.1 Change to member's contribution rate

Twice during each financial year of their SSRSS scheme, a member can choose to:

- increase or, as long as the minimum member contribution (1.5% of gross base salary) continues being paid, decrease their contribution rate
- suspend contributions either for a certain period or indefinitely (in which case any SSRSS employer contributions are also suspended), or
- restart contributions (SSRSS employer contributions must restart at the applicable employer contribution rate if the member is eligible).

You must notify your employer that you want to make a change, and your employer will then implement the change in contribution rate. Most employers require this notification to be made in writing, and the *Contribution Change* form (available on [Guide: State Sector Retirement Savings Scheme - Te Kawa Mataaho Public Service Commission](#)) can be used for this purpose).

3.2 Changes to be notified by the member directly to the provider

3.2.1 Change to investment options or redirecting contributions

You may want to review your investment arrangements within your SSRSS scheme from time to time. Your scheme offers a range of investment funds from which you can choose.

For example, you might choose to move all your balance and redirect your new contributions from a high growth fund to a more conservative fund as you get older. Or you might choose to leave your current balance in one fund and redirect new contributions to another fund. Or you could choose to split your new contributions between more than one fund.

You can find information to help you choose an investment fund (or investment funds) on your provider's website.

Twice during each financial year of the scheme, without charge, you can elect to switch your balance between investment fund(s) and/or redirect your own and any employer

contributions to another investment fund or funds. You may be charged a fee by your provider for any switches in excess of two in any SSRSS scheme financial year.

If you are in the SSRSS (AMP) scheme then you can change your chosen investment fund(s) by logging into *My AMP* at **online.amp.co.nz** or completing the required forms at **amp.co.nz/forms**. If you are in the SSRSS (SuperLife) scheme then you can change your chosen investment fund(s) at **superlife.co.nz** by logging into your member portal or completing a change of investment strategy form (which is available online) and providing it to Smartshares.

Your provider will send confirmation directly to you regarding any changes.

3.2.2 Change to member's address

To advise a change of address you can email your provider or complete a *Change of Membership/Personal Details* form (available on your provider's website or 0800 number, or SSRSS (SuperLife) members may log onto their member portal and change online).

3.2.3 Change to member's name

To advise a change of name by marriage, civil union or deed poll, you should complete a *Change of Membership Details* form (available on your provider's website or 0800 number) attaching a copy of the marriage certificate/civil union/official record to verify the change.

3.3 Transfer between SSRSS providers

Members can no longer transfer from their existing SSRSS scheme to the other SSRSS scheme. The SSRSS schemes are separate legal entities, so your SSRSS membership is specific to the scheme you have joined. Because both SSRSS schemes are closed to new members, none can enrol any new members.

4 Members changing employer or taking overseas posting

SSRSS members' accounts are linked on the provider's administration system to the member's current employer. If you change your employment, your provider will need to apply final contributions to your account before the account is unlinked from your current employer.

4.1 Member moving to a non-participating employer

If you are moving to a non-participating employer, or leaving employment permanently, you should contact your provider to find out what options you have for continuing your savings or (if you meet the criteria in the SSRSS rules) accessing your retirement savings.

You can:

- suspend contributions and leave your money in your scheme, where it will continue to be invested for you until you are eligible to withdraw the total value of your savings
- continue to make voluntary contributions – contact your provider to arrange this

- close your account and transfer the total value of your savings to a KiwiSaver scheme – contact your provider for more information, or
- close your account and transfer to another retirement scheme that prohibits withdrawals before age 50 to at least the same extent as the SSRSS.

SSRSS (AMP) scheme members only:

- 1 you complete the member section of a *Leaving Employment* form and email it to your new Payroll
- 2 your Payroll completes the employer section of the *Leaving Employment* form and sends/uploads the form to your provider with a clear note confirming when the final contribution will be paid, and how much it is going to be.

4.2 Members moving to another participating employer

Members can move between participating employers within the Public Service and maintain membership of their SSRSS scheme.

You must complete a *Notice of Transfer to a New SSRSS Participating Employer/SSRSS Transfer Between State Sector Employers* form (available on your provider’s website) and email it to Payroll at your new employer.

For AMP members access the form [here](#) and for SuperLife members access it [here](#).

The new employer must enrol you in KiwiSaver if you are eligible and not already enrolled.

You then have two choices, detailed below:

i) **Stay in KiwiSaver and also continue SSRSS regular contributions**

You can stay in KiwiSaver, make KiwiSaver contributions⁴ and (if you qualify) receive KiwiSaver government contributions.

You can use the *Notice of Transfer to a New SSRSS Participating Employer* form (available on your provider’s website or 0800 number) to confirm your chosen ongoing rate of contributions to the SSRSS and email this to Payroll at your new employer.

For as long as the before-tax rate of SSRSS employer contributions payable to you (as a gross base salary percentage) **exceeds the KiwiSaver compulsory employer**

⁴ As at the date of this publication:

- (i) while contributing to KiwiSaver through payroll, unless you elect a “savings suspension” you must contribute at the rate of 3.5%, 4%, 6%, 8% or 10% of your gross salary (though you can take a renewable “temporary rate reduction” to reduce your contribution rate to 3%), and
- (ii) if you qualify (you must be aged below 65, and a \$180,000 income cap applies) the government will contribute 25 cents for every dollar you save, up to a maximum annual government contribution of \$260.72 (to receive the maximum government contribution you need to contribute at least \$1,042.86 between 1 July to 30 June each year).

contribution rate⁵, you will continue receiving SSRSS employer contributions of up to 3 percent of your gross base salary, but you will not receive KiwiSaver employer contributions.

If that before-tax SSRSS contribution rate is **less than 3 percent**⁶, **this will likely trigger the cessation of your SSRSS employer contribution entitlements** (because the KiwiSaver compulsory employer contribution rate will then be higher before tax, as a salary percentage, than your SSRSS employer contribution rate). In that case:

- you will become a **non-contributory and unsubsidised** member of your SSRSS scheme (though you may choose to make ongoing voluntary contributions), and
- you will begin receiving **KiwiSaver compulsory employer contributions** instead.

You can stay in KiwiSaver and suspend your SSRSS contributions. While you contribute to KiwiSaver and are aged below New Zealand Superannuation qualifying age, you will receive the KiwiSaver compulsory employer contribution and (if you qualify) the KiwiSaver government contribution.

ii) **Opt out of KiwiSaver and continue SSRSS regular contributions**

You can opt out of KiwiSaver during weeks two to eight of your new employment, continue contributing to your SSRSS scheme and continue receiving SSRSS employer contributions (if eligible) of up to 3 percent of your gross base salary. You can use the *Notice of Transfer to a New SSRSS Participating Employer/SSRSS Transfer Between State Sector Employers* form (available on your provider's website or 0800 number) to confirm your chosen ongoing rate of contributions to the SSRSS and email this to Payroll at your new employer.

4.3 Group of employees transferring as part of business unit to another agency

On occasion, a group of SSRSS members will transfer as part of a business unit to another participating employer or to a new agency.

If the employees transfer to another participating employer, there are a couple of matters to note:

- SSRSS members can continue their SSRSS contributions and (if eligible) will continue to receive SSRSS employer contributions, and
- because employment with an employer carrying on the same business as the business in which an employee was employed immediately before transferring is not treated as

⁵ Or you have reached New Zealand Superannuation qualifying age (when KiwiSaver employer contribution entitlements cease under the legislation) and your employer chooses not to make KiwiSaver employer contributions for your benefit. In that case your SSRSS employer contributions will continue (or resume) if you are otherwise eligible, because under the SSRSS rules there is no upper age limit for receiving matching employer contributions.

⁶ Or (as at the date of publication) you are earning \$18,720 a year or less from your employer, even if your SSRSS regular contribution rate is 3%. On and from 1 April 2028, when the KiwiSaver compulsory employer contribution rate increases to 4%, **this earnings figure will increase to \$64,200.**

‘new employment’ for KiwiSaver purposes, if they are not yet KiwiSaver members the transferred employees may not need to be auto-enrolled in KiwiSaver (although they may opt in to a KiwiSaver scheme if eligible).

If the employees transfer to a brand new agency and it is not (and does not become) an SSRSS participating employer:

- their SSRSS membership continues, but they can only make voluntary contributions to SSRSS, and no further SSRSS employer contributions will be payable, and
- again, if they are not yet KiwiSaver members the transferred employees may not need to be auto-enrolled in KiwiSaver (although they may opt in to a KiwiSaver scheme if eligible).

4.4 Employees seconded to another employer

You can stay in the SSRSS if you go on secondment.

The SSRSS membership conditions that apply to seconded employees will depend on which employer pays the employee’s salary. The rules in sections 4.1 or 4.2 of this Guide will apply, except that KiwiSaver auto-enrolment does not apply even if the seconded employee changes payrolls during/after the secondment.

If you stay on the payroll of your pre-secondment employer, arrangements continue unchanged and your employer contributions continues.

If you move to the payroll of a secondment employer who is:

- *a participating employer* – if you are eligible, it can continue to make employer contributions for you and arrange for your contributions to continue unaffected. In this situation you need to complete a *Notice of Transfer* form (available from your provider’s website or 0800 number) and give it to your new Payroll
- *not a participating employer* - you will be ineligible for SSRSS employer contributions while seconded but you can continue to make your contributions (by arrangement with your provider) and these become voluntary contributions to the SSRSS.⁷ If you do not make arrangements with your provider, your contributions will automatically cease.

On your return to your pre-secondment employer, SSRSS arrangements can be resumed as before. The KiwiSaver automatic enrolment rules will not apply when you return to that employer.

If you’re over 50, also see section 5.3, *I’m 50 or over and have left the Public Service (or wider Public Service)*.

⁷ If the employer is a Public Service (or wider Public Service) agency the Public Service Commission can invite them to be an SSRSS participating employer and once this process is complete, employer contributions can continue (if you are otherwise eligible for them) and may be backdated.

4.5 Overseas postings

As with a secondment, you can stay in the SSRSS if you are posted overseas.

If you continue on the payroll of your New Zealand employer, arrangements continue unchanged.

If you move to the payroll of your overseas employer, you can continue in the SSRSS as an unsubsidised member, making voluntary contributions, or you can suspend contributions. Contact your provider about the best way to make contributions from overseas.

On return to your participating employer in New Zealand you will have the same choices available as someone who is moving permanently to another participating employer (see section 4.2).

4.6 Travelling overseas

If you leave your employer to travel overseas, you can continue to make voluntary contributions, or you can suspend your contributions. Your pre-travel contributions and employer contributions will remain in the SSRSS until you become eligible to withdraw your total savings. Talk to your provider about the best way to make contributions while overseas.

If, on your return, you start employment with a participating employer you will have the same choices available as someone who is moving permanently to another participating employer (see section 4.2).

4.7 Leave of absence

If you take leave of absence from employment without pay, you can continue to make voluntary contributions (but will not be eligible for employer contributions). Or you can suspend your contributions (this will happen automatically unless you advise your provider otherwise).

5 Withdrawals

For any withdrawal from SSRSS, you should contact your provider for details on how to make a withdrawal request and for the necessary forms.

Sections 5.1 to 5.9 below describe the types of withdrawals permitted under the SSRSS rules – specific conditions apply in each case.

5.1 New Zealand Superannuation qualifying age

If you have reached New Zealand Superannuation qualifying age (65 years at the date of publication) you may choose to withdraw part or all of the total value of your savings.

You don't need to retire from employment to make a withdrawal. You are still entitled to make contributions and (for as long as you continue working for an SSRSS participating employer and remain eligible) to receive SSRSS employer contributions.

5.2 Partial retirement within 10 years of New Zealand Superannuation qualifying age

If you are within 10 years of reaching New Zealand Superannuation qualifying age (i.e., as at the date of publication, if you are aged 55 years or over) and you meet all of the following criteria then you may choose to withdraw part or all of the total value of your savings:

- you are employed by an SSRSS participating employer for 30 or fewer hours per week, and
- you have reduced your working hours from full time (more than 30 hours per week), and
- you have notified your provider, in writing, that you do not intend to increase your hours in paid employment in the future.

Your employer must provide you with a signed statement, to attach to your withdrawal request, noting they understand that your hours in paid employment with it have reduced from full-time to 30 or fewer hours a week, and that these hours will not increase.

You can make further partial retirement withdrawal requests by completing a *Withdrawal Request* form without additional documentation so long as, at the time of the withdrawal, your intention not to increase your hours in paid employment with your SSRSS participating employer has not changed.

5.3 50 years or over and left the Public Service (or wider Public Service)

If you are 50 years of age or over and you meet all of the following criteria you may choose to withdraw part or all of the total value of your savings:

- you are no longer employed by any SSRSS participating employer, and
- your most recent SSRSS participating employer has notified your provider that you have ceased employment with that employer, and
- you (or your most recent SSRSS participating employer) have satisfied your provider that you have no intention of being re-employed by any participating employer, either permanently or under a fixed-term agreement.

Your provider will need to verify with your employer that you have left your employment.

If you are a teacher or principal at a School and you have reached 50 years of age then, whether or not you have left the teaching profession or your employer, you can withdraw part or all of the portion of your savings relating to your own contributions and the investment earnings on them (but not the portion relating to employer contributions or the investment earnings on those).

5.4 Significant financial hardship

Your scheme provider may, at its sole discretion, permit you to withdraw from the scheme part or all of the value of your savings if satisfied (based on whatever supporting evidence it may reasonably require) that the withdrawal is necessary to alleviate either:

- significant financial hardship (determined on the same basis as for a KiwiSaver scheme), or

- significant financial difficulties arising because of your inability to carry out your usual occupation due to temporary illness, injury or disability on your part.

5.5 First home purchase

If you are purchasing a first home, you can apply to your provider to withdraw part or all of the total value of your savings to help pay for the purchase. To be eligible you must satisfy your provider that, if your SSRSS membership was treated as KiwiSaver membership, you would be eligible under the KiwiSaver Scheme Rules to make a first home purchase withdrawal.

If you have already owned a home you may qualify to make a first home purchase withdrawal if you are assessed by Kāinga Ora as being in the same financial position as a first home buyer. See <https://kaingaora.govt.nz/home-ownership/> for details (go to *KiwiSaver first-home withdrawal*).

5.6 Permanent emigration

If you have permanently emigrated, including to Australia⁸, you can withdraw the total value of the savings in your SSRSS account no earlier than 12 months after you have emigrated.

Alternatively, you can apply to transfer the total value of your savings into another similarly locked-in superannuation scheme overseas.

You should contact your provider to confirm the documentary evidence required to support your request for a permanent emigration benefit.

5.7 Death benefits

As a general rule, your provider requires the following information to be able to process a death benefit request:

- the contact details of your appointed legal personal representatives (i.e. the executor(s) of your will or, if you died without a valid will, the administrators of your estate)
- a certified copy of the death certificate
- a certified copy of Proof of Probate or Letters of Administration
- a completed *Withdrawal Request* form (available on your provider's website), signed by the executor(s) of your will or the administrators of your estate.

Your legal personal representatives will normally supply this information to your provider. The provider will pay the total credit to your legal personal representatives once the death benefit request has been approved.

⁸ The SSRSS rules differ from the KiwiSaver Scheme Rules in this respect.

5.8 Serious illness or Total and Permanent Disablement (TPD) benefit requests

You or your representative should call your provider to discuss any potential request on either of these grounds and what process you should follow.

Serious Illness has the same meaning as in the KiwiSaver scheme rules. It currently means an injury, illness or disability that:

- results in you being totally and permanently unable to engage in work for which you are suited by reason of experience, education or training (or any combination of those things), or
- poses a serious and imminent risk of death.

Total and Permanent Disablement means your absence from service with your employer for six consecutive months (or such lesser period as the manager of your SSRSS scheme may determine) by reason of injury or illness of such extent that in the manager's opinion (after obtaining and considering such medical evidence as it considers appropriate) you are unlikely ever to engage in or work for reward to a significant extent in any occupation or work for which you are reasonably qualified by education, training or experience.

Your provider will decide whether the requirements for paying a Serious Illness or Total and Permanent Disablement benefit have been met under the SSRSS rules.

5.9 Voluntary account balance

Members are able to withdraw part or all of any member voluntary account balance (subject to withdrawal amount limits and frequency restrictions) at any time.

6 Annual activities

6.1 Providers' Annual Reports to members

Following each of the SSRSS scheme balance dates, providers distribute an Annual Report to their members. Because each SSRSS scheme has a different scheme balance date, these reports are sent to members at different times of the year as noted in the table below.

| Scheme provider | Balance date | Annual Report sent to members by |
|-------------------------|---------------------|---|
| AMP | 30 June | 28 November |
| Smartshares (SuperLife) | 31 March | 28 August |

6.2 Benefit statement to members

At least once a year providers send each member a detailed personal benefit statement showing both:

- the member's SSRSS scheme balance at the start and at the end of the scheme year (see above), and

- the amount of each type of contribution received by the provider in respect of the member during the scheme year.

This must be distributed within three months after each scheme's balance date.

You can request an updated statement at any time. You can also view the balances in your member account online at your provider's website.

6.3 Annual tax certificate to members

Each year the providers send each member a tax certificate showing income tax paid and tax refunded on the member's behalf. This will be produced as at 31 March each year.

7 What happens if my SSRSS scheme is wound up?

It is possible that the SSRSS itself or the SSRSS scheme of which you are a member could be wound up (i.e., cease to exist). It is also possible that the scheme you are in could cease to be part of the SSRSS, or your employer could cease to participate.

You will be invited to transfer to another retirement scheme if:

- your scheme is no longer part of the SSRSS, or
- your employer ceases to participate in the SSRSS for any reason, or
- the SSRSS itself (or the multi-employer workplace savings scheme of which your SSRSS scheme forms a part) is wound up.

If you decide not to transfer to that other scheme then you will be permitted to leave your scheme account with your scheme provider under new terms (unless the multi-employer workplace savings scheme of which your SSRSS scheme forms a part is wound up, in which case you will be paid the total value of your savings less a share of the wind-up expenses). You may also wish to look into becoming a member of KiwiSaver.

8 Who do I talk to about a complaint?

If you have a complaint or concern about your investment, you should talk to your scheme provider in the first instance.

8.1 AMP complaints process

You can lodge a complaint about the SSRSS (AMP) scheme or your investment with AMP as follows:

Email: customerresponse@amp.co.nz
Telephone: 0800 800 267, Monday to Friday 9am– 5pm
Post: Customer Response Manager
AMP Wealth Management New Zealand Limited
Freepost 170, PO Box 55, Shortland Street, Auckland 1140

If you've reached the end of our internal complaints process without your complaint being resolved, you can complain to our dispute resolution scheme, the Insurance and Financial Services Ombudsman Scheme (there will be no fee):

Email: info@ifso.nz
Telephone: 0800 888 202
Post: PO Box 10-845, Wellington 6143

You can also make a complaint to the AMP scheme's Supervisor:

Email: CTS.enquiry@PublicTrust.co.nz
Telephone: 0800 371 471
Post: Public Trust
Client Services Manager, Corporate Trustees Services
SAP Tower, Level 16
151 Queen Street
Auckland 1010
Private Bag 5902, Wellington 6140

8.2 Smartshares complaints process

You can lodge a complaint about the SSRSS (SuperLife) scheme or your investment with Smartshares as follows:

Email: complaints@superlife.co.nz
Telephone: 0800 27 87 37
Post: Complaints – SuperLife
Smartshares
PO Box 105262, Auckland 1143

You can also make a complaint to the Smartshare scheme's supervisor, Public Trust:

Email: CTS.enquiry@PublicTrust.co.nz
Telephone: 0800 371 471
Post: Complaints
Public Trust
Private Bag 5902
Wellington 6140

If you've reached the end of our internal complaints process without your complaint being satisfactorily resolved you can complain to our dispute resolution scheme, Financial Services Complaints Ltd (there will be no fee):

Email: complaints@fscl.org.nz
Telephone: 0800 347 257
Post: PO Box 5967, Wellington 6140

In each case there will be no fee for the relevant dispute resolution scheme to investigate and seek to resolve your complaint.

9 Other information you can get about your investment

Information about the multi-employer workplace savings scheme that your chosen SSRSS scheme is part of is currently contained in:

- the product disclosure statement for that workplace savings scheme (a copy of which will be available on the provider's website), and
- in that scheme's financial statements, annual reports, fund updates, trust deed, and statement of investment policy and objectives, each of which is available on either the offer register or the scheme register at disclose-register.companiesoffice.govt.nz, which is maintained by the Registrar of Financial Service Providers.

A copy of any information on the offer register or the scheme register in relation to that scheme is also available on request to the Registrar of Financial Service Providers.

If you are in the SSRSS (AMP) scheme, then other general information about the relevant multi-employer scheme or your SSRSS scheme is available free of charge at amp.co.nz/nzrt or on request to AMP at 0800 800 267.

If you are in the SSRSS (SuperLife) scheme, then other general information about the relevant multi-employer scheme or your SSRSS scheme is available free of charge at superlife.co.nz/legal and at superlife.co.nz.

Appendix - Glossary

Employer contribution

If you remain eligible for SSRSS employer contributions, the contribution your employer makes to your SSRSS retirement savings on top of your gross base salary. Once you have received your employer contribution it becomes part of your retirement savings and remains in your chosen SSRSS scheme until you become entitled to withdraw it.

Gross base salary

Means for:

- most SSRSS members – the annual before-tax amount of base salary or wages
- a teacher at a School – the sum of the annual before-tax amount of base salary or wages plus permanently allocated salary units
- a principal of a School – the sum of the annual before-tax amount of base salary (including supplementary component) plus equity index payments.

This excludes any fixed-term salary unit (other than for a principal or teacher at a School) and any other allowance or remuneration allocated or paid, either through an employer's payroll facility or otherwise.

Participating employers

Employers in the Public Service (or wider Public Service) who have signed agreements with the SSRSS schemes' managers to participate as employers in the SSRSS schemes. As at the time of publication, these include all the Departments of the Public Service, Non-Public Service Departments, the State education sector and certain other entities in the wider Public Service.

Salary sacrifice contributions

Contributions made under an agreement between you and your employer whereby your before-tax remuneration is reduced in return for your employer agreeing to make additional contributions to the SSRSS for your benefit. Not all participating employers offer salary sacrifice arrangements.

Scheme provider

The companies managing the two SSRSS schemes are AMP Wealth Management New Zealand Limited and Smartshares Limited.

School

A State or State-integrated school in New Zealand.

SSRSS scheme

One of the two State Sector Retirement Savings Schemes (AMP and SuperLife) operating under agreements with the Public Service Commissioner.

Total value of your savings

Is the value at any time of:

- your own contributions
- plus your employer's contributions

- plus (or minus) investment returns (or losses) after tax
- less any withdrawals made
- less any fees charged.

The amount may be more or less than the total contributions made to your account, depending on the performance of the investment fund (or funds) you have selected.