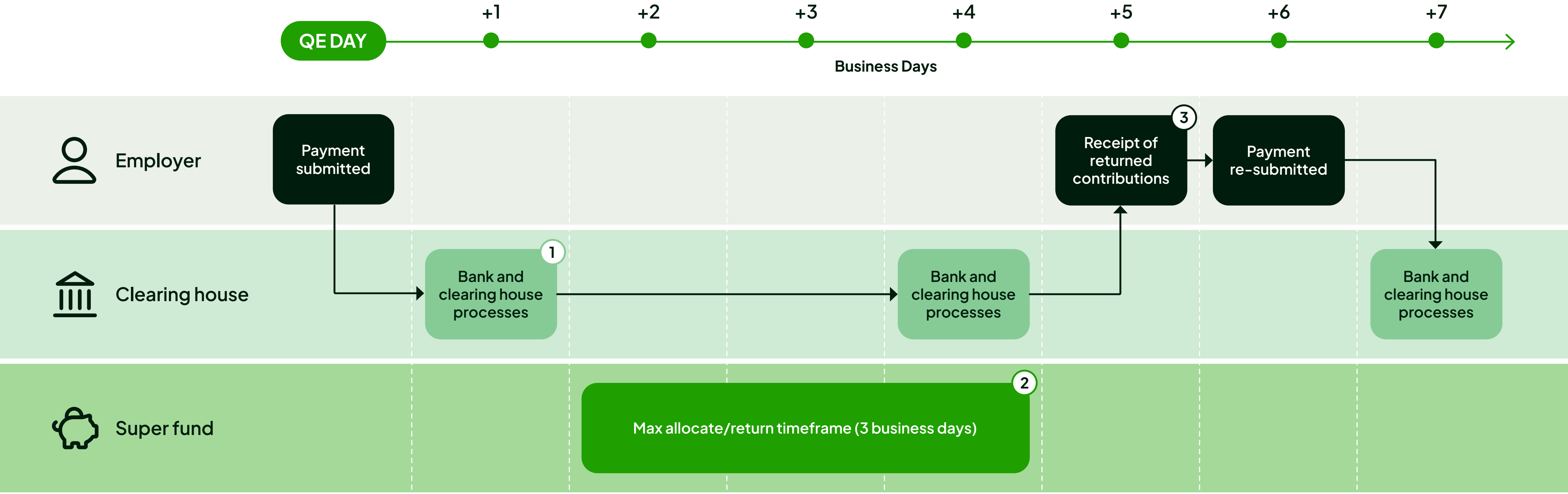
Deep dive – payment and returns timeline

Payroll and business software providers, clearing houses and funds have worked to uplift the speed of payments, including through the implementation of the New Payments Platform (NPP)

Getting the data right up front is key



1 If NPP payment is real-time, or by direct credit, overnight and is successfully received by the fund. **NOTE:** issues with direct debit, due to longer payment times

2 If fund requires additional or corrected data from employer, must be requested within 2 business days

3 If refund requires sourcing new fund details from employee, then extended timeframe of 20 business days applies, otherwise payment must be received by the fund within 7 business days of QE Day

NOTE: This is not a service commitment, but a generic illustration of expected flows.