

We're changing the system we use to manage your pension

It's important to us that we provide you with the best possible member experience, now and in the future—that's why we're changing the administration system we use to manage your Indexed Pension. This'll allow us to enhance the products and services we provide. There will be some changes to your pension account as a result and these will come into effect from 31 October 2022.

Freeze period

We'll apply a brief freeze period while we transfer your pension account to our new administration system. The freeze period will begin at **5pm on Thursday, 27 October 2022** and end at **9am on Wednesday, 2 November 2022**.

Any requests to make changes to your pension account during this period – such as changes to contact or bank details – will start to be addressed after 9am on Wednesday, 2 November. These requests won't be backdated and will be treated as though they were received at 9am on 2 November. We recommend you plan ahead to ensure we receive any change requests before the freeze period begins at 5pm on Thursday, 27 October.

We treat a paper form as *received* when the request is entered into our administration system, not when you email it and not when it arrives to us by post. You'll still receive your chosen income payments during the freeze period.

What's changing?

YOUR PENSION NUMBER

You'll receive a new account number for each pension account you hold. The account number will replace your existing pension number.

You'll also receive a member number which all of your UniSuper accounts will be linked to. If you have an active super account with us, this will be your current member number. If you don't have an active super account with us, then we'll give you a new member number.

We'll write to you in November 2022 to let you know your new account number. If you need to change or update your pension account before you receive your new account number, you'll be able to use your old pension number. Alternatively, you can contact us and we'll provide you with your new account number.

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We'll let Centrelink know about the changes and the changes will appear on your myGov account—you won't need to do anything.

YOUR CONTACT DETAILS WILL APPLY TO ALL YOUR ACCOUNTS

Your contact details will be maintained at a member level, making it easier for you to manage your account information with us. When you update your contact details, any changes you make will be applied to all your UniSuper accounts.

If you have more than one account, be sure to check and update your contact details so they're consistent across each account before 5pm on Thursday, 27 October. If some of your contact details are different across your accounts, we'll update them to reflect the most recent contact details we have for you.

What's not changing?

While there'll be some changes to your account, the important elements won't be affected, including:

- your income payments
- your transfer balance cap details
- any Centrelink entitlements.

We're here to help

We understand you may have questions about these changes. You can visit unisuper.com.au/pensionupdates for more information, or if you'd prefer to speak to someone, please call **1800 331 685** or email enquiry@unisuper.com.au.