

AES MEMBERS

Significant Event Notice

Limited Service Period and information to help you plan for former Christian Super members

Our administration provider supports Australian Ethical Super and our members in processing super and pension transactions and provides a member portal that gives you access to correspondence, statements and allows you to update your contact details.

We previously announced that we had selected a new superannuation administration provider, GROW, to enhance our member portal and the services we provide to our superannuation members. We are letting you know that we will be transitioning the administration of your super account from MUFG Pension & Market Services Holdings Pty Limited (MUFG, formerly known as LINK), to GROW soon.

In the short term, this will mean there will be a Limited Service Period (LSP) from **25 November (5:30pm AEST/AEDT) to 15 December 2025** to transfer member account details across to this new administrator.

During the LSP, you will have limited access to your MemberAccess portal and we won't be able to process some transactions until after 15 December 2025.

Deadline for Transactions before Limited Service Period

The following transactions will need to be received by Australian Ethical Super before 5:30pm (AEST/AEDT), Tuesday 25 November to be processed without being impacted by the transition. This includes:

- Contributions;
- Investment option switches;
- Changes to insurance cover or Occupation category (note: any increases to insurance cover need to be received by 7 November 2025); and
- Super benefits payments and claims.

For new Pension applications, valid paperwork needs to be received by 14 November 2025.

Otherwise, we will process and price any changes or transactions when processing resumes after the LSP.

MemberAccess portal

- From 25 November 2025 to 14 December 2025, you **will** be able to login to the MemberAccess portal and see your account balance, insurance cover, transaction history and view annual statements.
- Super account information will not be updated after 30 November 2025.
- From 25 November you **will not** be able to:
 - Submit any changes (including to your personal details, pension payment details, insurance cover, beneficiaries) or;
 - Submit transactions (including investment switches, lump sum withdrawals, contributions, and consolidations)

We encourage you to submit any changes or transaction requests by the applicable deadline so that we can support you as much as possible.

Services with delayed processing

- We will continue to receive contributions and consolidations as usual, but these will not be processed or viewable in the MemberAccess portal until after the LSP.
- Importantly, all these transactions will be priced based on the date they were processed when processing resumes after the LSP after 15 December 2025.

Services that will be available

- Importantly, we will continue to process benefit payments on the basis of Financial Hardship or Compassionate Grounds (subject to applications satisfying the regulatory requirements and certain limits).
- Any insurance claims received before the LSP will continue to be assessed including new claims or those already under insurer assessment. Please note that payment of claims will be delayed until after the LSP.
- You will still be able to call us for assistance on 1800 021 227, 8.30am to 5.30pm AEST/ AEDT Mon-Fri.

Member advice fees

- If you have an Adviser Fee arrangement paid in monthly instalments, your November fees will be deducted on 25 November 2025. Your December Adviser Fee will be deducted as expected at the end of December.

After the LSP

- New member portal: A new member portal will be available after the LSP. We will provide more details about the benefits and functionality of the new portal, including how to register, once it's available.
- New unit pricing methodology: To make our unit pricing fairer for all members, we're further strengthening our methodology for pricing investment switches. Currently, if you complete an investment switch online before 4pm on a business day, you will receive that business day's unit price. If you complete an investment switch using a paper form, you will receive the unit price on the business day the switch was processed.

After the LSP, we will be changing this so that you receive the unit price for the business day after the transaction was processed, regardless of whether the request was submitted online, or by paper.

What do I need to do?

- If you were planning on making changes, such as requesting investment options switches or to benefit payments from your account during the planned LSP, please do so as soon as possible, in advance of the deadline of 5:30pm AEST/ AEDT on 25 November 2025.
- Please check that we have your email address and mobile number recorded correctly in the current MemberAccess portal. This will be important as we communicate with you throughout this transition.

Help and support

We realise that this LSP will limit your capacity to transact with us, so we thank you for your patience while we undertake this important transition.

We will communicate further important information relevant to you in relation to the LSP and about the transition generally over the coming weeks. If there is any change to the LSP, we will notify you in advance and will also provide updates on our website notices and updates and our dedicated LSP and Insurance webpage australianethical.com.au/cs/admin-transition/

If you need help, or have additional questions, please call us on 1800 021 227 8.30am to 5.30pm AEST/ AEDT Monday-Friday.

This information is general in nature and is not intended to provide you with financial advice or take into account your personal objectives, financial situation or needs. Before acting on the information, consider its appropriateness to your circumstances and read the Financial Services Guide (FSG), relevant product disclosure statement (PDS) and target market determination (TMD) available on our website. You may wish to consult a financial adviser if you're not sure what impact this has on your financial objectives, situation or needs.

Interests in the Australian Ethical Retail Superannuation Fund (ABN 49 633 667 743) (the 'Fund' or 'Australian Ethical Super') are issued by Australian Ethical Superannuation Pty Ltd (ABN 43 079 259 733, RSE L0001441, ASFL 526 055) (the 'Trustee').

All information is handled in accordance with Australian Ethical's Privacy Policy. This communication contains important information about your interests in the Fund that we are required by law to provide you, and accordingly you cannot unsubscribe from these types of communications.