

AES MEMBERS

Significant Event Notice

Limited Service Period and information to help you plan for former Christian Super Pension 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 **19 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 the specified dates below to be processed without being impacted by the transition. If your valid request is not received by the below dates, we will process and price any changes or transactions when processing resumes after the LSP.

Service	Deadline
Changes to pension payments (pension payment amount, frequency)	Wednesday 19 November before 5:30pm (AEST/AEDT)
Benefit payment requests	Wednesday 19 November before 5:30pm (AEST/AEDT)
Investment option switches	Tuesday 25 November before 5:30pm (AEST/AEDT)
Pension account detail changes (contact details, beneficiaries)	Tuesday 25 November before 5:30pm (AEST/AEDT)

Impacts to Pension payments

Regular pension payments scheduled for 15 November 2025 will not be impacted. Pension payments scheduled for 15 December 2025 will be brought forward and paid on 27 November 2025. For members who receive bi-monthly pension payments, payments scheduled for 28 November 2025, will also be brought forward and paid on 25 November 2025. Pension payments from January 2026 and bi-monthly payments due to be paid on 28 December 2025 will not be impacted.

MemberAccess portal

- During the LSP, you **will** be able to login to the [MemberAccess portal](#) and see your account balance and transaction history and view annual statements.
- Pension account information will not be updated after 30 November 2025.
- During the LSP (subject to the above deadlines) you **will not** be able to:
 - Submit any changes (including to your personal details, pension payment details, beneficiaries) or;
 - Submit transactions (including investment switches, and benefit payments)
 - 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 your requests 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).
- 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, pension payment changes or benefit payments from your account during the planned LSP, please do so as soon as possible, in advance of the relevant deadlines.
- 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](#).

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 of a general 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 Product Disclosure Statement, Insurance Guide and Target Market Determination 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, USI/SPIN CHR0001AU) (the 'Fund') 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 to you, and you accordingly cannot unsubscribe from these types of communication.