

13 August 2024

Significant Event Notice: Australian Ethical Super

We have a planned Limited Service Period from 17 September to 4 November 2024. Here's information to help you plan ahead.

We recently announced that we had selected a new superannuation administration provider, GROW Technology Services Ltd (**GROW**), to enhance our member portal and the services we provide to our superannuation members. Our administration provider supports Australian Ethical Super and our members in processing super and pension transactions and providing a member portal that gives you access to correspondence, statements and allows you to update your contact details.

We are letting you know that we will be transitioning the administration of your super account from Mercer to GROW soon. In the short term, this will mean there will be a Limited Service Period **from 17 September to 4 November 2024** to transfer member account details across to this new administrator. During this time, there will be a Limited Service Period which means you will have limited access to the Australian Ethical super member portal and we won't be able to process some transactions.

Please read this communication carefully to understand what this means for you and whether you need to take action before the Limited Service Period.

How will this Limited Service Period affect you?

Between **Tuesday 17 September (4pm AEST/AEDT) and Monday 4 November 2024** you will have limited access to your super account online and some transactions won't be able to be processed while we make the change to GROW.

Deadline for Transactions before Limited Service Period

Any changes or transactions will need to be **received by Australian Ethical Super before 4pm (AEST/AEDT), Tuesday 17th September** to be processed without being impacted by the transition. This includes:

- Paper or digital forms;
- Contributions;
- Benefits payments and claims; and
- Online changes or transactions through the member portal or our contact centre.

Otherwise, we will process and price any changes or transactions after the Limited Service Period.

Impacts to Pension accounts

For pension accounts, regular pension payments scheduled for 15 September 2024 will not be impacted. Pension payments scheduled for 15 October 2024, will be paid on 15 September 2024 with your September pension payment.

Please note, if you receive pension payments annually, semi-annually or quarterly, your 2025 financial year payment may be pro-rated to 30 September 2024 and paid to you during the Limited Service Period. If you're impacted by this circumstance, you will be notified by direct communication.

Services that will be available

- Up until Monday 30 September 2024, you will be able to login to the member portal and see your account balance, insurance cover and transaction history. All details will be as at 17 September 2024.
- 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 Limited Service Period 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 Limited Service Period.
- You will still be able to call us for assistance on 1800 021 227, 8.30am to 5.30pm AEST/ AEDT Mon-Fri.

Services that won't be available

During the Limited Service Period you will not be able to do the following in the member portal:

- Submit any changes (including to your personal details, pension payment details, insurance cover, beneficiaries) or;
- Submit most transactions (including investment switches, lump sum withdrawals, contributions, and consolidations) or;
- upload completed forms (forms may be sent by post but with delayed processing).

From Tuesday 1 October 2024, you will not be able to login to the Australian Ethical Super member portal, until the end of the Limited Service Period.

So that we can support you as much as possible, we encourage you to submit any changes or transaction requests by early September 2024.

Services that will have delayed processing

- We will continue to receive contributions and consolidations as usual, but these will not be processed or viewable in the member portal until after the Limited Service Period.
- Importantly, all these transactions will be priced based on the date they were processed.
- Month-end deductions, such as fees and insurance premiums will also be delayed until the end of the Limited Service Period.

Impact to Member Advice Fees

- If you have an Adviser Fee arrangement paid in monthly instalments, your September fees will be split into two payments, a portion will be deducted in September and the balance will be deducted in October.

After the Limited Service Period

- (a) **New Member Portal:** A new member online portal will be available after the Limited Service Period. We will provide more details about the benefits and functionality of the new portal, including how to register, once it's available.
- (b) **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 Limited Service Period, we will be changing this so that you receive the unit price for the 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 to your insurance cover, or requesting investment options switches or benefit payments from your account during the planned Limited Service Period, please do so as soon as possible, in advance of the deadline of 4pm on 17 September 2024.
- Please check that we have your email address and mobile number recorded correctly in the current member portal. This will be important as we communicate with you throughout this transition.

We realise that this Limited Service Period 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 Limited Service Period and about the transition generally over the coming weeks. If there is any change to the Limited Service Period, we will notify you in advance and will also provide updates on the Australian Ethical website at [Notices and updates](#).

If you need help, or have additional questions, please let us know. You can call us on 1800 021 227 8.30am to 5.30pm AEST/ AEDT Mon-Fri.

Best regards,

The Australian Ethical team