

ISSUED: 31 AUGUST 2018

WE'RE MAKING SOME IMPROVEMENTS BEHIND THE SCENES WHICH MAY AFFECT YOU BETWEEN 17 AND 28 SEPTEMBER 2018.

Energy Super has entered into a partnership with a new administration services provider.

From Monday 17 September 2018, we'll be transferring systems to Link – our new administration partner. The new systems will ultimately lead to a better experience for you, but for a short time during the transition the services available to you will be impacted.

We're keen to limit your inconvenience as much as possible, so we encourage you to avoid transacting during this period if at all possible.

Annual statements are available in Member Online from Monday 17 September. Make sure your password is still valid and reset it if necessary before this date (your member number is on the front page). If you've opted for a printed statement, you should expect to receive it within that week.

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Your online account will be in 'read only' mode from Monday 17 September (5pm) to Friday 28 September. You'll be unable to register, transact or reset your password during this time. You will, however, be able to download your annual statement.

You can submit a financial transaction (online, paper) until 5pm on Monday 17 September. The transaction will be processed by 5pm on Wednesday 19 September.



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If you do make a paper-based financial transaction between Tuesday 18 and Monday 24 September it will be processed from 25 September*. There may be a delay between the date your transaction is processed and when it shows on your online account.

Monthly pension payments due 24 September will be paid earlier – on Wednesday 19 September. Fortnightly pension payments due Wednesday 19 September will be unaffected.

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Your new and improved Member Portal (formerly Member Online) will be available on Friday 28 September.

As part of upgrading your member portal, we'll need you to confirm your account details using your member number (it's on the front page). The screens will look a little different, so just follow the prompts.

The 30 September quarterly pension statements due 15 October may be delayed by up to two weeks.

* For money received into your account, you'll receive earnings from the date received. For payments out of your account, you'll receive earnings up to the payment processing date. For investment switches, the change will be effective from the date the request is received.

This impacted service period is between Monday 17 September (5pm) and Friday 28 September. It affects financial transactions made as well as the rescheduling of a couple of payment cycles. Online account access is also affected.

WHY ARE YOU DOING THIS?

We're making this change to improve the services we offer you. Link is a very experienced superannuation administration services provider. Its technological platforms will help us deliver services that meet your expectations and are competitive within the industry. We'll communicate with you about some of the handy new functions soon.

ARE MY PERSONAL DETAILS SAFE?

Rest assured that data involved in the current system transfer will be multi-encrypted and hand-delivered. You should feel confident that your data is safe and your privacy assured.

WHAT NOW?

- If you use Member Online, please check that your password is still valid and reset it if necessary before 17 September. Your member number is on the front page.
- Avoid making financial transactions between 5pm Monday 17 September and 5pm Monday 24 September if at all possible.

WE'RE HERE TO HELP

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8.00am to 6:00pm, Monday to Friday

Our Chair shares his perspective on the skills of the Energy Super Board and the merger discussions raised at the Royal Commission. Read Scott Wilson's message on our website in the News Centre.