



# IMPORTANT INFORMATION FOR ENERGY SUPER MEMBERS ABOUT THE TRANSITION TO BRIGHTER SUPER

What you need to know about the processing suspension period and other updates to products and services.

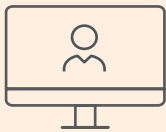
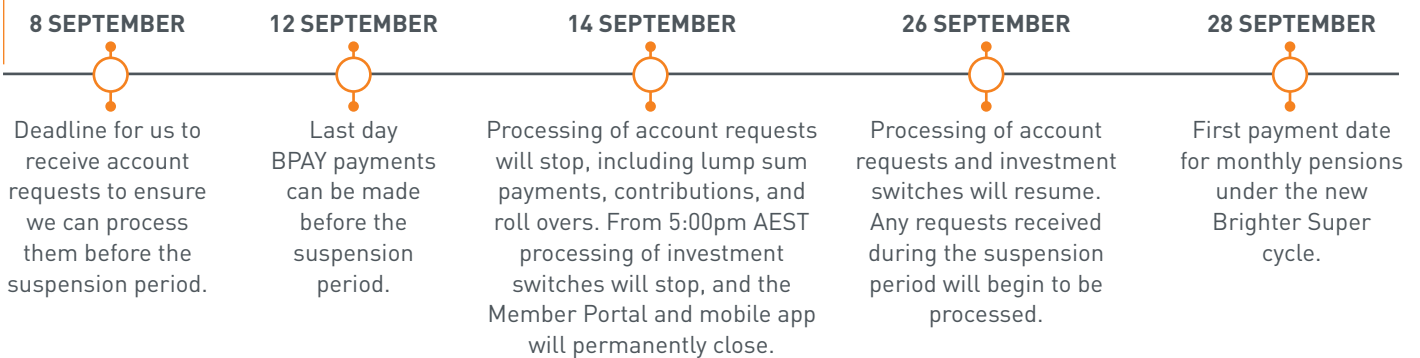


# TEMPORARY DISRUPTIONS TO SERVICES

To implement the move to the new administration platform, there will be a period where normal member services will be suspended. We aim to keep this disruption to a minimum. You can rest assured that your personal details and data will be safe.

The suspension period is between **Wednesday 14 September 2022** and **Sunday 25 September 2022**, and the information below outlines what services will be impacted. Note that delays to processing may continue for several weeks after the suspension period.

## SUMMARY OF IMPORTANT DATES:



## ENERGY SUPER MEMBER PORTAL AND MOBILE APP TO CLOSE

The portal will close at **5:00pm AEST** on **Wednesday 14 September 2022**, and you will not be able to transact or view your account on the Energy Super Member Portal after this date. The Energy Super mobile app will also close at the same time.

From **Monday 26 September 2022** you will be able to register for Brighter Super Member Online. You will see the same functionality as the Energy Super Member Portal as well as some added features, such as the ability for Accumulation account members to request partial withdrawals online.

It will be a simple 'quick register' process and we will contact you before **Monday 26 September 2022** with information on how to do this. From **Monday 26 September 2022** you will also be able to download and log in to the Brighter Super mobile app.

Please make sure you have registered for Brighter Super Member Online before you do this.



## PROCESSING OF PAYMENTS AND CONTRIBUTIONS TO BE TEMPORARILY SUSPENDED

We will be unable to process any account requests during the suspension period of **Wednesday 14 September 2022** to **Sunday 25 September 2022**. This includes lump sum payments from Accumulation and Pension accounts, insurance claims, contributions and new Pension account applications.

Processing will resume on **Monday 26 September 2022**. However processing times may be longer than usual due to the backlog, and delays may continue for several weeks. This means that if you request a benefit payment during the suspension period it may not necessarily be paid on **Monday 26 September 2022**, and may take a few extra days. We will prioritise payment requests received during this period to get them processed as quickly as possible.

If you need a request processed before **Wednesday 14 September 2022**, we must receive the request by **5:00pm AEST** on **Thursday 8 September 2022**. We will continue to receive paper forms during the suspension period, but we will not process these until after **Monday 26 September 2022**.

The unit price used for benefit payments will be the unit price on the day the payment is processed. Contributions received from **Wednesday 14 September 2022** to **Friday 23 September 2022** will be applied to your account from **Monday 26 September 2022** using the unit price of the day they were received. The only exception is for contributions received on **Thursday 15 September 2022**, which will be applied to your account from **Monday 26 September 2022** using the unit price of **Friday 16 September 2022**.



## INVESTMENT SWITCHES SUSPENDED

We will also be unable to process any investment switch requests after **5:00pm AEST** on **Wednesday 14 September 2022**. Any investment switch forms received after this time will not be processed until after **Monday 26 September 2022**. While we will make every effort to process all outstanding switches on this day, the backlog may mean it could take a few extra days.

When processing resumes the switch requests received during the suspension period will be processed using the unit price relevant to the date the request was received. This means, for example, that an investment switch form received on **Wednesday 21 September 2022** will be processed after **Monday 26 September 2022** with the unit price effective **Wednesday 21 September 2022**. The only exception to this is switch requests received on **Thursday 15 September 2022**, which will be processed with the unit price effective **Friday 16 September 2022**.

As outlined on page 5, from **Monday 19 September 2022** a switch request must be received by **3pm AEST** to be considered to have been received on that day. The Brighter Super website will be updated after this date to reflect this for the online switching process.



## CONSOLIDATIONS SUSPENDED

Energy Super will not have access to the Australian Tax Office (ATO) ATO SuperMatch service from **Thursday 8 September 2022** so we cannot use the service to search for members' super with other funds or held by the ATO during this time. We will not be able to accept any Transfer Your Super forms after **Thursday 8 September 2022**.

From **Monday 26 September 2022** you will be able to request to consolidate funds into your Brighter Super account either using the Transfer to Brighter Super form or through Brighter Super Member Online. We will also be unable to process any requests to roll out money to other superannuation funds during the suspension period.



## CHANGES TO PENSION PAYMENT DATES

Regular payments will not be impacted by the suspension period, with a monthly payment being made according to the current schedule on **Tuesday 23 August 2022** and a fortnightly payment on **13 September 2022**. After the suspension period, monthly payment dates will change to align to Brighter Super payment dates. This means you'll receive your payments a few days later than you currently do.

The first payment date for fortnightly payments will be on **Tuesday 27 September 2022** and for monthly payments on **Wednesday 28 September 2022**. You can see the full list of payment dates on the [Brighter Super website](#).

# ADDITIONAL IMPACTS ON ENERGY SUPER MEMBERS



## NEW MEMBER NUMBER

We will provide you with a new member number.

This will replace your client ID and will link your accounts together. It will also be the number you use to log in to Member Online.

We will send out your new member number with instructions on how to register for Brighter Super Member Online before **Monday 26 September 2022**.

What you previously referred to as a member number will be referred to as your account number, but these numbers will not be changing.

If you are currently registered to receive information from us by post it may take a little longer for you to receive this information.

If you would like to change your preference to email communication, you can easily do so through the Energy Super Member Portal before **Wednesday 14 September 2022** or by calling us.

## NEW BPAY® DETAILS

If you currently make contributions to your account via BPAY, from **Monday 26 September 2022** you will need to use a new BPAY reference number.

Your new BPAY reference numbers will be available in the Brighter Super Member Online from **Monday 26 September 2022**. Going forward you will have separate BPAY reference numbers for voluntary contributions and spouse contributions.

If you wish to make any BPAY payments before the suspension period, please do so before **5:00pm AEST on Monday 12 September 2022** as the current biller code will close on **Wednesday 14 September 2022**.

Any payments made to the current BPAY code after this date will bounce and be returned to your bank account by your financial institution.

## NEW USI

From **Wednesday 14 September 2022** the Energy Super Unique Superannuation Identifier (USI) will close.

The new USI will be **QLG0001AU**

You do not need to notify your employer of this change – we will communicate this change to all employers who pay contributions to us on members' behalf.

## NEW CONTACT DETAILS

There will be some changes to how you can contact us from **Monday 19 September 2022**.

Phone: 1800 444 396

Postal address: Brighter Super, GPO Box 264,  
Brisbane QLD 4000

Email: [info@brightersuper.com.au](mailto:info@brightersuper.com.au)

Website: [brightersuper.com.au](http://brightersuper.com.au)

Our walk-in member centre will continue to be located at Level 20, 333 Ann Street, Brisbane QLD 4000.



right by your side

# INFORMATION ON CHANGES TO PRODUCTS

Since the merger between LGIAsuper and Energy Super we have been making improvements to the products of both brands. We have communicated with you throughout this period to keep you updated on these improvements, and you can find copies of these notices at [energysuper.com.au/sen](https://energysuper.com.au/sen). To complete this process and streamline our products we are also making some further changes to our products.

## SUMMARY OF CHANGES

1. REMOVAL OF DEFAULT REBALANCING INVESTMENT STRATEGY FOR MEMBERS WITH PENSION ACCOUNTS
2. CHANGE TO TIMINGS TO SUBMIT AN INVESTMENT SWITCH REQUEST
3. CHANGE TO PRODUCT NAMES
4. CHANGE TO THE TIMING OF WHEN THE RETIREMENT REWARD IS PAID
5. A SINGLE SET OF INVESTMENT OPTIONS FOR ALL MEMBERS

Unless you are employed by CS Energy or NRG Gladstone Operating Services, there will be no changes to your insurance arrangements due to the transition to Brighter Super. If you are employed by CS Energy or NRG Gladstone Operating Services, you will be sent a separate communication to outline the changes specific to you.

## 1. REMOVAL OF DEFAULT REBALANCING INVESTMENT STRATEGY FOR PENSION MEMBERS

As we transition to a single brand, we are making some changes to simplify the products available to members.

One of these changes is removing the default rebalancing investment strategy from our Income Stream and Market Link Pension products.

This strategy is not used by many members and creates additional costs for the Fund.

This investment strategy automatically rebalanced between the Cash Enhanced, Stable and Capital Managed investment options in July each year based on your age.

If you were invested in the default strategy you will continue to hold the same units of each Cash Enhanced, Stable and Capital Managed investment options as you held on **Thursday 15 September 2022** until you choose to switch. Going forward your account will no longer be automatically rebalanced.

## 2. CHANGE TO TIMINGS TO SUBMIT AN INVESTMENT SWITCH REQUEST

From **Monday 19 September 2022** we are changing the time an investment switch needs to be received by us to be considered as being received that day from **5:00pm to 3:00pm AEST**.

Any switch requests received on or after **3:00pm AEST** on a business day will be considered as being received on the next business day. They will be processed using the unit price of that next business day.

This change applies to switches received both online via Member Online and by paper form.

## 3. CHANGES TO PRODUCT NAMES

Effective **Monday 19 September 2022**, the Energy Super Defined Contribution account will become the Brighter Super Accumulation account, and the Energy Super Income Stream Account will become the Brighter Super Pension account.

There will be no further changes to these accounts other than those outlined in this notice.

## 4. CHANGE TO THE TIMING OF WHEN THE RETIREMENT REWARD WILL BE PAID

Members who open a Brighter Super Pension account will continue to receive the Retirement Reward.

The Retirement Reward is a tax benefit we pass onto you when you retire. It is a monetary reward that pays you the portion of tax we've set aside for when growth assets (like shares) are sold.

When you move your Accumulation account or Transition to Retirement Pension account to a Pension account, your balance is transferred to a tax-free environment. This means the portion of tax we have set aside can be passed onto you.

The Retirement Reward is paid into your Pension account. Currently it is paid to your new account shortly after it is opened.

For any new Brighter Super Pension accounts opened from **Monday 19 September 2022** the amount of the Retirement Reward will be calculated and applied to your account after the end of the financial year you open your pension account in.

So, for example, if you open a Brighter Super Pension account in November 2022, you will receive the Retirement Reward after 30 June 2023.

## 5. A SINGLE SET OF INVESTMENT OPTIONS

Since the merger in July 2021 we have operated two separate sets of investment options – one for LGIASuper members and one for Energy Super members.

Our intent has always been to remove duplication and align investment options for all members to simplify our product offering and reduce costs.

Over the last 12 months, we have aligned three investment options offered by both brands: MySuper, Socially Responsible and Indexed Balanced, reflecting our ongoing commitment to delivering better services. After the transition, all the other investment options will be aligned, as set out below.

### Evaluation and selection of investment options

To create a single set of investment options, we have reviewed all options provided by the Fund.

Similar options from both brands were evaluated and compared for performance, fee structure and management.

Our aim was to reduce duplication, select the best investment options and provide a single comprehensive set of investment choices for all fund members.

We have now determined which options will make up our single suite of investment options. As a result, some options that were offered by Energy Super will continue and others will be closed. Members in options that are closing will be moved to a similar Brighter Super option.

### What this means for our investment options

The table below shows the three Energy Super investment options that are closing, and the newly available options that form part of our single set of investment options into which members will be transferred.

Each of the newly available options offered has similar asset allocations, risk profiles, return targets and objectives as the option it is replacing.

The only exception is the Energy Super Fixed Interest option and the Brighter Super Diversified Fixed Interest options. You can see more information about these differences on page 7.

If you are invested in one of the options that is closing, you will be automatically switched to the new option effective **Thursday 15 September 2022**. You are not required to do anything. We will send you a confirmation of the switch after **Monday 26 September 2022**.

Energy Super investment options up to 14 September 2022	Brighter Super (formerly LGIASuper) investment options from 15 September 2022	Investment performance history of remaining option, per annum (to 30 June 2022) <sup>1</sup>	
		Accumulation account returns	Pension account returns
Growth	Growth (former LGIASuper investment option, renamed from Aggressive)	-2.04% 12 month return 6.95% 5 year return 9.18% 10 year return	-1.44% 12 month return 7.81% 5 year return 10.19% 10 year return
Balanced	Balanced (former LGIASuper investment option, renamed from Diversified Growth)	-2.50% 12 month return 5.76% 5 year return 7.61% 10 year return	-2.57% 12 month return 6.28% 5 year return 8.43% 10 year return
Fixed Interest	Diversified Fixed Interest (former LGIASuper investment option)	-9.09% 12 month return 0.64% 5 year return 1.94% 10 year return	-11.10% 12 month return 0.15% 5 year return 1.99% 10 year return

<sup>1</sup> Past performance is not a reliable indicator of future performance. Further information for each new investment option can be found in the Brighter Super Investment Guide available on the Brighter Super website at [brightersuper.com.au/pds](http://brightersuper.com.au/pds)

### AFTER THE TRANSITION YOU WILL ALSO HAVE ACCESS TO THREE BRIGHTER SUPER INVESTMENT OPTIONS THAT WERE PREVIOUSLY ONLY AVAILABLE TO LGIASUPER MEMBERS.

New option available	Investment performance per annum (to 30 June 2022) <sup>2</sup>	
	Accumulation account returns	Pension account returns
Property	12.86% 12 month return 6.67% 5 year return 8.15% 10 year return	14.05% 12 month return 7.17% 5 year return 9.03% 10 year return
Secure (former LGIASuper investment option, renamed from Defensive)	-3.69% 12 month return 1.78% 5 year return 3.01% 10 year return	-4.38% 12 month return 1.79% 5 year return 3.35% 10 year return
Socially Responsible Australian Shares (former LGIASuper investment option, renamed from SR Australian Shares)	-10.94% 12 month return 5.05% 5 year return 8.74% 10 year return	-9.64% 12 month return 6.50% 5 year return 9.77% 10 year return

<sup>2</sup> Past performance is not a reliable indicator of future performance. Further information for each new investment option can be found in the Brighter Super Investment Guide available on the Brighter Super website at [brightersuper.com.au/pds](http://brightersuper.com.au/pds)

## The remaining Energy Super investment options will become part of the Brighter Super investment option portfolio

There will be no change to MySuper, Indexed Balanced, Stable, Australian Shares, International Shares, Capital Guarantee (closed option), Smoothed Return (closed option) and Cash Enhanced.

Capital Managed will be renamed Conservative Balanced and SRI Balanced will be renamed Socially Responsible, but there will be no other changes to these options.

Our investment options from **Thursday 15 September 2022** are listed below.

### Ready made options:

- Secure
- Stable
- Conservative Balanced
- Balanced
- Indexed Balanced
- MySuper (default)
- Growth
- Socially Responsible

### Single Asset Class options:

- International shares
- Australian shares
- Property
- Cash Enhanced
- Diversified fixed interest
- Socially Responsible Australian shares

## INFORMATION ABOUT INVESTMENT RETURN TARGETS

As noted above, the Brighter Super Diversified fixed interest option has a different return target to the Energy Super Fixed Interest option. This also means the standard risk measure and risk ratings are different.

Option	Investment return target	Standard Risk Measure	Risk rating
Fixed Interest (Energy Super option up to <b>14 September 2022</b> )	Provide a return modestly higher than the Cash Enhanced option and outperform the weighted average return from Bloomberg AusBond Composite Bond Index (50%) and the Barclays Capital Global Aggregate Index (Hedged into Australian dollars) (50%) after tax and fees over rolling 3-year periods.	2.1	Medium
Diversified fixed interest (Brighter Super option from <b>15 September 2022</b> )	Outperform 70% adjusted Bloomberg AusBond Composite Bond Index (All Maturities) plus 30% adjusted Bloomberg Barclays Global Aggregate Index (hedged to Australian Dollars) over rolling 3-year periods after fees and taxes.	1.9	Low-medium

## THE TABLE BELOW SHOWS THE INVESTMENT RETURN TARGETS FOR THE THREE NEW BRIGHTER SUPER OPTIONS AVAILABLE TO ENERGY SUPER MEMBERS AFTER THE TRANSITION.

Investment Option	Investment return target <sup>3</sup>
Socially Responsible Australian Shares	To outperform the S&P/ASX 200 Accumulation Index over rolling 5-year periods after fees and taxes.
Property	To outperform the adjusted Mercer/IPD Australian Property Index over rolling 5-year periods after fees and taxes.
Secure	1% per year above inflation over rolling 10-year periods after fees and taxes.

<sup>3</sup> Return targets are estimates and not guaranteed. Further information for each new investment option can be found in the Brighter Super Investment Guide available on the Brighter Super website at [brightersuper.com.au/pds](https://brightersuper.com.au/pds)

## WE'RE HERE TO HELP

If you have any questions or would like to discuss the changes and how they relate to your account, please email us at [info@energysuper.com.au](mailto:info@energysuper.com.au) or call us on **1300 436 374**.

We are open weekdays **8.00 am to 5.30 pm AEST**. Our team of superannuation specialists and financial advisers are happy to help you.

We have also created a special section on the Energy Super website at [energysuper.com.au/brightersuper](http://energysuper.com.au/brightersuper) that explains more about the merger and the suspension period, and which will be updated regularly.

From **Monday 12 September 2022** you will be able to access this information on the Brighter Super website, where you will also find how to guides for registering for Brighter Super Member Online and the Brighter Super mobile app.

