

March 2021

We're making big changes

To expand and enhance the services we provide to our members, from 1 May 2021 we will be changing our administrator platform to a new provider, IRESS Limited (ABN 47 060 313 359).

This means for a short period of time, there will be delays during this transition where you won't be able to access your account online and the processing of certain transactions such as contributions, withdrawals and investment switches will be delayed. We will also be making some changes to the rules around withdrawals.

These changes are relevant to all GuildSuper members. Please read this notice carefully to see what is changing and what it may mean for you.

Changes include:

- A new membership number
- Launch of a new & improved online platform, replacing Member Online
- New BPAY reference numbers
- New Direct Debit facility for personal contributions
- New way to access SUPERSUPER
- Resetting your correspondence preference to electronic
- Improved security with new digital authentication process
- Moving from paper forms to online requests
- Minimum balance requirement for partial rollouts / cash withdrawals
- Changes to investment fees and costs
- Mercer Financial Planning no longer providing personal advice to members
- Changes to Helpline contact hours

What these changes mean for you

You'll have a new member number

From mid-May you will have a new member number. You will not need to tell your employer – they can keep using your old member number. But if you change jobs, please give this new member number to your new employer. You will be able to find your new member number once your new GuildSuper Online account goes live in late May 2021.

You'll have no access to your online account until a new and improved online platform is launched

The current version of Member Online will revert to read-only access from 27 April 2021 and will no longer be accessible from 30 April 2021. From 1 May 2021 you will not have access to view or transact on your account online until the new GuildSuper Online account goes live in late May. This means, for example you will not be able to change your insurance, investment options or beneficiary details online from late April to late May.

Once your new GuildSuper Online account goes live in late May 2021, you will need to register to gain access, even if you have previously registered and accessed the current Member Online platform. We'll let you know when you can do this. You will need a valid email address and mobile number to register (you will no longer need your member number.)

You'll have a new BPAY reference number

You will need to use a new BPAY reference number when making contributions to your account. A specific BPAY reference number will also be issued for spouse contributions (there will be no need to submit a form moving forward).

If your email address is up to date, we'll email your new BPAY reference number to you. You will also be able to access it via your new GuildSuper Online account. You will need to make sure these details are updated with your banking provider.

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You'll be able to make personal contributions by Direct Debit

Eligible members will be able to make personal contributions to their account via direct debit. You will need to log in to your new GuildSuper Online account and follow the prompts to register.

The way you access the SUPERSUPER rewards program will change

You will now have direct access to SUPERSUPER, our award-winning shopping rewards program, through your GuildSuper Online account. You will no longer be able to log in to SUPERSUPER via the public website or previously saved bookmarks. To log in, you'll need to register for GuildSuper Online. You will be able to access SUPERSUPER from the dashboard.

We're moving to electronic communications

All members will have their correspondence preference reset to electronic. We'll send you an email or SMS when a change has been made to your account, but you will need to log in to see the full details.

Still want information via post?

If you're used to receiving information via post and like to continue this way of communicating, you'll need to register for and log in to GuildSuper Online

and change your preference to 'postal'. You'll be able to manage all your preference here, including 'unsubscribing' if you choose to.

Improved security with new authentication process

Members making changes to their account online will need to pass two factor authentication (2FA) tests. This is to help protect your personal data from fraudulent activity.

Ability to submit requests online

In order to improve your online experience, from late May you will be able to submit a request to change your investment options and update your personal details (excluding name and date of birth changes) by logging into your GuildSuper Online account or by calling us on 1300 361 477. You will no longer be able to submit these transactions via paper-based form from 27 April 2021. We recommend sending this request by 13 April 2021 to allow enough time for your paperwork to get to us.

Minimum balance requirements for partial rollouts

From 1 May 2021, you can only make a partial cash withdrawal or partial rollover to another super fund if at least \$6,000 remains in your account.

Changes to the investment fees and indirect costs (ICRs) for each investment option

On 1 Dec 2020, the following changes were made to the investment fees and ICRs for the investment options.

Investment option	Before 1 Dec 2020			From 1 Dec 2020		
	Investment fee	ICR	TOTAL	Investment fee	ICR	TOTAL
MySuper options						
Building	0.39%	0.05%	0.44%	0.39%	0.04%	0.43%
Growing	0.64%	0.16%	0.80%	0.57%	0.22%	0.79%
Consolidating	0.69%	0.13%	0.82%	0.60%	0.19%	0.79%
MyMix options						
Secure	0.25%	0.00%	0.25%	0.08%	0.00%	0.08%
Conservative	0.52%	0.17%	0.69%	0.44%	0.22%	0.66%
Balanced	0.64%	0.20%	0.84%	0.53%	0.30%	0.83%
Growth	0.73%	0.26%	0.99%	0.59%	0.40%	0.99%
High Growth	0.81%	0.24%	1.05%	0.67%	0.39%	1.06%
Property Securities	0.67%	0.25%	0.92%	0.58%	0.17%	0.75%
Australian Shares	0.70%	0.10%	0.80%	0.70%	0.11%	0.81%
International Shares	0.75%	0.01%	0.76%	0.67%	0.02%	0.69%

Temporary processing delays during transition

As we transition our administration services across to the new IRESS platform, there will be some scheduled disruptions to processing between 27 April till late May.

To avoid any processing delays, we recommend that where possible, you submit your requests by 13 April 2021.

Important dates

Requests received before the cut-off dates detailed below should be processed as normal.

Transaction type	Cut-off date
Online transactions, including investment switches and withdrawal requests	Transactions and withdrawals must be made by 11.59pm on 26 April 2021
Request for rollovers	Request needs to be received by 20 April 2021
Contributions, rollovers, BPAY	Funds to be received by 26 April 2021
Paper-based requests	Completed paperwork to be received by 27 April 2021

Requests received after these dates and those with incomplete details will be held and processed after mid-May.

Once the new system is live, we will recommence processing in order of receipt. It may take approximately two weeks before all transactions are processed within normal timeframes.

Please note, super contributions made by your employer will continue to be accepted and will be processed from mid-May.

Application of unit prices to transactions

All transactions received up until close of business 27 April 2021 will have unit prices applied in line with current unit pricing rules.

For all transactions received after **27 April 2021** the following unit pricing will apply:

Transaction type	Unit price applied
'Money in' Including employer and personal contributions and rollovers in from another fund	During the limited services period, the current unit pricing rules will apply. There will be a delay from the date the transaction is received to the date it is processed.
'Money out' Including rollovers out, benefit payments and lump sum payments for claims	The unit price applied will be the one effective for the date of processing. For example, if we process the request on 17 May, it will receive the unit price effective 17 May. There will be a delay from the date the transaction is received to the date it is processed. Any 'money out' requests will remain invested in your chosen investment option(s) until the payment is finalised
Switch requests	During the limited services period, the current unit pricing rules will apply, however there will be a delay from the date the request is received to the date it is processed. Switch requests received on weekends will be regarded as being received on the next business day.

There will be a processing delay. The length of delay will depend on when the transaction submitted and then processed. This delay could be up to 3 weeks depending on when the transaction is submitted.

You can view all transactions processed through this period once your new GuildSuper Online account goes live in late May 2021.

Changes to Mercer Financial Planning

Mercer Financial planning will no longer provide personal advice to members. For general advice call us on **1300 361 477**.

Helpline contact hours

Our contact number is **1300 361 477**. We will be able to take your call from 9am-6pm AEST. If you have any questions at all, please do not hesitate to contact us.

 **1300 361 477** (9am-6pm AEST)  guildsuper.com.au