

EISS Pension

Important changes from 1 October 2018

This Significant Event Notice (SEN) provides you with information on the improved services heading your way, notice of the period when transactions and online access will not be available, as well as other important information.

We're changing our administrator

To ensure we continually improve the services we provide to our members, we have decided to change the Administrator of our fund to Mercer (Australia) Pty Ltd from 1 October 2018. As a result of this change, there will be a pause in service from Wednesday 26 September 2018 to Monday 15 October 2018. Please note the transaction cut-off dates within this notice.

Improved services heading your way

Extended call centre hours

We know life is busy so we're extending our trading hours. Our 1300 369 901 call centre will be available from 8am to 8pm (AEST), Monday to Friday.

New, enhanced and mobile-friendly online account

We know our members are increasingly looking at their super online. That's why we're making significant improvements to your online account which will enable you to better manage your super. You'll also be able to contact us securely through your new online account.

More transactions online and over the phone

You will be able to make additional transactions, such as an investment switch, over the phone. We are committed to making it easier and simpler for you to manage your super savings.

Bi-monthly pension payment option changes to fortnightly

Our bi-monthly payment option will change to fortnightly, which means you'll receive 26 pension payments, rather than 24 pension payments over a 12-month period. The total amount you're paid over the year will remain the same, you'll just be paid more regularly at a slightly lower amount.

To introduce this change we'll need to bring forward your 6 October 2018 pension payment, with fortnightly payments commencing from Thursday 18 October 2018.

Bi-monthly pension payments – revised schedule

Current Bi-monthly Pension Payment Due	New Fortnightly Pension Payment Due
20 September 2018	Received on or around 20 September 2018 as normal.
6 October 2018	Your 6 October payment will be received early on or around 27 September 2018.
20 October 2018	Your new fortnightly payment will be received on or around Thursday 18 October 2018, and will be paid fortnightly thereafter.

Please note, monthly, quarterly, half yearly and annual payment options remain the same.

Removing fees from your account

We're delighted to let you know that the following fees will no longer apply:

- \$35 Exit fee;
- \$110 Request for Family Law Information fee; and
- \$88 Family Law Benefit Split fee.

Protection when it's needed most

Currently, when a member passes away, their account balance continues to be invested in their investment strategy until the claim process is finalised which may take several months. This means the account balance may be exposed to market fluctuations which can result in a reduction in the account balance.

To provide members with additional peace of mind, we will automatically switch a member's account balance to the cash option upon the formal notification (receipt of statutory documents) of their death. This will ensure the benefit is protected for the member's beneficiaries.

Reducing our paper usage

Given your new online account will provide you with up-to-date information about your super, we've made the decision to no longer provide half yearly statements. These statements covered the period 1 July to 31 December. You will continue to receive an annual statement by your preferred method of delivery.

Direct Investment Option

We will no longer offer the Direct Investment Option as the Macquarie platform for this service is closing.

What do these changes mean for you?

There will be a pause in service that will start on Wednesday 26 September 2018 and we will return to business as usual on Monday 15 October 2018. If you need to make a transaction, such as an investment switch or a withdrawal, please do so before the cut-off dates below.

Transaction type	Cut-off dates
Paper based transactions	Paperwork must be received by us before 5pm Tuesday 25 September 2018 .
Electronic transactions	Transactions via your online account must be made before 5pm Wednesday 26 September 2018 .

Please give yourself enough time to get your paperwork to us, especially if you're using Australia Post. Transactions received after the cut-off dates will be held and processed by Monday 15 October 2018.

Your online account moves to read-only access from 5pm Wednesday 26 September 2018 and will then be closed at 5pm Friday 28 September 2018. This will be replaced by your new online account which will be available from Monday 15 October 2018.

As part of this change, you will also receive a new Member Number and PIN for your account.

Additional information we'd like you to know

Our contact details

We have a new mailing address:

EISS Super
GPO Box 7039
Sydney NSW 2001

Our phone number will remain the same **1300 369 901**. You will also be able to contact us securely through your new online account.

Unit pricing update

We are making some minor changes to our Unit Pricing Policy in line with industry best practice. This will be explained in the EISS Pension Product Disclosure Statement (PDS) available at eisuper.com.au/pds from 1 October 2018.

Eligible Rollover Fund

As lost member accounts are transferred to the Australian Taxation Office we no longer need to have an Eligible Rollover Fund. This means we will no longer use the services provided by AUSfund Administration.

Your privacy is important to us

Your personal information will continue to be treated securely and in accordance with our updated Privacy Policy which will be available at eisuper.com.au/privacy from 1 October 2018.

What happens next?

We'll contact you again in mid-October to provide you with your new Member Number and details on how you can access your new online account.

Rest assured your super is in safe hands and we thank you for your understanding and patience, as we bring you an even better service and experience.

If you have any questions please call us on **1300 369 901** and our team will be happy to assist you.

 1300 369 901  eisuper.com.au  GPO Box 7039, Sydney NSW 2001

Energy Industries Superannuation Scheme Pty Limited ABN 72 077 947 285, RSE Licensee L0001373 and AFS Licence 441877 as trustee for Energy Industries Superannuation Scheme Pool A ABN 22 277 243 559, RSE R1004861 and Pool B ABN 64 322 090 181, RSE R1004878, and trading as EISS Super and EISS Financial Planning. This information is current as at the date of issue, of a general nature only and has been prepared without taking account of your objectives, financial situation or needs. Before acting on this information or making an investment decision about whether to acquire, hold or sell a financial product, you should consider its appropriateness having regard to your financial objectives, situation and needs and read the relevant Product Disclosure Statement, available at eisuper.com.au/pds or by contacting us on 1300 369 901.