



# SIGNIFICANT EVENT NOTICE

9th April 2020

This notice explains important changes being made to the administration of your AvSuper account. Please read this notice carefully, to ensure that you are aware of these changes, how they will affect you and the date from which the changes take effect.

## AvSuper's Administrator

*Effective November\* 2020*

AvSuper uses external service providers to assist the Trustee with many Fund functions, such as administration services which include processing contributions to your account, making benefit payments and issuing member statements.



We are pleased to advise members that following a comprehensive administration tender, we will be transferring AvSuper's administration to a new provider, Mercer Administration Services (Australia) Pty Ltd. We expect that this transition will take place from November 2020. The Trustee is confident that Mercer has the capacity and capabilities to provide a high standard of administration services, now and in the future.

## So, how does this change affect you?

The good news is that, initially at least, you won't experience any changes at all!

Contributions will still be processed to your account in the usual way, you will still be able to view your account online and so on. All of the changes are going on behind the scenes, under strict monitoring and subject to rigorous testing controls to ensure all member data is correctly transferred to the new service provider.

Once the transition is complete however, we plan for you to experience some **positive** changes - faster processing to your account, and enhanced online functionality for example. We'll contact you as we roll out these improvements to AvSuper in the future.

*\* Note transition date may move due to impact of COVID-19 – we will keep you informed if this becomes necessary.*

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Before making a decision about AvSuper, you should consider your own requirements and the relevant Product Disclosure Statement (PDS). For a copy call us or visit the AvSuper website, [www.avsuper.com.au](http://www.avsuper.com.au). AvSuper Pty Ltd (ABN 46 050 431 797, AFSL 239078) is the Trustee of the AvSuper Fund (ABN 84 421 446 069).