

Important information about your Virgin Super account



22 October 2015

We are pleased to advise that Virgin Super is introducing some exciting new services and features for our members. To assist us in bringing you these improvements, Virgin Super has appointed a new administrator, Mercer Outsourcing (Australia) Pty Ltd ('Mercer'), effective 1 December 2015.

What's new?

By the end of this year, you will have access to:

- a brand new, mobile-friendly online account
- a personal digital membership card to help you manage your Virgin Super account, whenever and wherever you want
- an online rollover tool that will make it easier for you to consolidate your Super
- more personalised service and access to basic financial advice.

In 2016, Virgin Super will also introduce some exciting changes, including:

- broader investment options for those who want more control over their Super
- a pension product for when you're ready to retire, including transition to retirement.

What does this mean for you?

Over the next couple of months, all Virgin Super accounts will be transferred across to Mercer's administration system. For a short time, this will interrupt some of our services as outlined below. For more detailed information about the administrator change, please read our FAQs in our 'Important Documents' section on our website. Be assured that we are working hard to minimise any inconvenience to our members as we implement these changes.

From 16 November to 13 December 2015

During this transitional period no changes or requests to your super account can be submitted. This includes rolling money in, insurance or investment changes, personal contributions, general updates and general withdrawals.

Transactions received up until 16 November will be processed, so if you were planning to transact in this period we encourage you to submit your personal contributions or other super account related requests on or before 16 November.

Any employer contributions received during this period will be processed from 14 December.

If your birthday falls between 24 November and 13 December and you are invested in our LifeStage Tracker options and you are due a change to your investment mix (for your 40th, 50th and 60th birthday), we will process the change from 14 December when Virgin Super re-opens for transactions.

Towards the end of the transition period, you will receive your new Virgin Super member number together with lots of useful information about the features and benefits of your new Virgin Super online account. These features will enable you to manage your entire super account online. For security reasons, we'll send you your new login password separately.

Can I continue to access my Virgin Super online account during the transition period?

From 16 November to 30 November, your Virgin Super online account will continue to be accessible to you - but it will be 'read only' access. You won't be able to transact on your Virgin Super account during this time, nor will you see any new transactions made from 16 November.

From 1 December to 13 December, your Virgin Super online account will not be accessible to you as it is being transferred across to the new administration platform. During this period no changes or requests to your super account can be submitted. This includes rolling money in, insurance or investment changes, personal contributions, general updates and general withdrawals.

From 14 December 2015

Virgin Super will be up and running again from 14 December. We're not expecting to have any significant problems with the new administration system, but there's always the possibility for further delays in processing, until the end of the year. Of course, we'll make every effort to minimise these delays.

Using your new member number and login password, you'll be able to set-up and access your new, improved and mobile-friendly Virgin Super online account and you'll be able to recommence submitting transactions.

In the background, processing will continue until all transactions from 16 November are up to date. We expect this to take a few days but you will be able to access your Virgin Super online account while this is occurring.

To make voluntary contributions, you'll need to use our new BPAY details. We'll make these account details available on our website and via our Customer Care team. We'll also send these details to you in December.

Please note: we will no longer accept voluntary contributions by cheque, EFT or Direct Debit after 16 November.

Your Checklist

Before 16 November, you may wish to download past statements and/or transactions from your existing Virgin Super online account – ahead of the service interruption in late November - early December.

Please note: your new online account will show all your transactions since 1 July 2015 and all your statements since your account opening. All transactions that occurred prior to 30 June 2015 will be made available to you by calling our Customer Care team after 14 December.

Please remember to check for Virgin Super's new BPAY details for any personal contributions from 14 December.

Our updated Product Disclosure Statement and supporting documents will be made available on our website from 1 December. We recommend you review these documents to understand the changes that have been made to Virgin Super. You can also request a paper copy at any time, which will be provided free of charge, by calling our Customer Care team.

Need more information?

We're excited about bringing you these enhancements and we'll be back in touch with further information in December. In the meantime, we apologise for any inconvenience caused by the service interruption during this transition.

If you'd like more information about the Virgin Super administrator change, please see the 'Important Documents' section on our website.

If you have any questions about your Virgin Super account (including insurance enquiries or financial hardship benefit payment applications), please call our Customer Care team on **1300 652 770**, Monday to Friday, 8am to 6pm (Sydney time) or head to **www.virginsuper.com.au**.

Yours sincerely,

For and on behalf of
The Trust Company (Superannuation) Limited
Trustee of Virgin Super