

SIGNIFICANT EVENT NOTICE

The following page outlines important changes which may affect your account with Super SA.



Your options for how we communicate with you

This page outlines important changes which affect most Super SA members with a Triple S, Flexible Rollover Product, Income Stream or Super SA Select account(s).

From time to time you receive correspondence from us about your super. The way you receive most correspondence is determined by your communications preference with us.

From 16 June 2023, members who register with our secure Member Portal and have a valid email address recorded with us, will default to an 'electronic' communications preference.

This move helps us achieve speedier delivery of Super SA communications for more of our members. It also means we can cut back on how much paper we use, making it a smarter choice for our environment.

We are also providing you with information about how to update your preference for receiving marketing material from us.

How does this affect me?

As you were not registered for the secure Member Portal as at 16 May 2023, your communications preference remains set to 'post'. This means that you will continue to receive most correspondence via post, unless you register for the Member Portal.

You can switch to digital today

To switch to electronic communications, all you have to do is register for the Member Portal with a valid email address. As soon as you do, your communications preference will automatically update to 'electronic'.

Once you have registered, we will send most correspondence including your Annual Statement and Significant Event Notices (like this one), through Super SA's secure Member Portal. We will send you notifications to the email address you have registered with us. The email notifications will include a link to our secure Member Portal where you can access your filing cabinet.

You can register for the Member Portal without switching to digital

The Member Portal offers many benefits, like being able to update your contact details, check your super balance and view previous correspondence. You can access the Member Portal, even if you don't want to switch to electronic communications.

How to register

1. Go to supersa.sa.gov.au
2. Click the green Login button and select Register.
3. You'll need your Client ID – you can find it on your Annual Statement or Super SA letters.

Once registered, your account will be protected with two-factor authentication.

For best performance, register for the Member Portal using Google Chrome.

How to set your communications preference

1. Login in using your Client ID and password.
2. Enter the unique 6-digit code sent to your registered mobile number.
3. Go to 'My accounts' and click on 'My details'.
4. Scroll to 'Communications preferences', click 'Edit' and select 'Post'.

Your marketing communications preference

Switching from 'post' to 'electronic' or vice versa, will not impact your marketing communications preference with Super SA.

Unless you have opted out of marketing communications, Super SA (or organisations acting on Super SA's behalf) may send you marketing related material, either electronically or via post. This could include newsletters, announcements, and invitations to member exclusive events or to participate in member surveys.

You can opt out of marketing communications at any time via the Member Portal, by contacting us on 1300 369 315, or clicking 'unsubscribe' in the footer of a marketing email.



Contact Us

For further information visit supersa.sa.gov.au or contact our local Member Services team via email at supersa@sa.gov.au or phone 1300 369 315.

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