

SIGNIFICANT EVENT NOTICE

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



Important update about 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.

Effective 16 June 2023, members who are registered with Super SA's secure Member Portal and have a valid email address recorded with us, will automatically switch to an 'electronic' preference.

This will ensure 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 you and our environment.

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

How will this affect me?

If your communications preference is already set to 'electronic' then you won't notice any difference. We will continue to send most correspondence, including your Annual Statement and Significant Event Notices (like this one), through Super SA's secure Member Portal. We will continue to send you notifications to the email address you have registered with us. You will still need to log in to the Member Portal to view and download most items.

If your communications preference is currently set to 'post' we will switch you to electronic communications on 16 June 2023. From this date, 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 Member Portal where you can log into your filing cabinet.

This change will not impact your marketing communications preference with Super SA. There's more information about this, alongside.

What if I don't want to switch from post?

The option is entirely yours. If you don't have an email address or simply prefer to continue receiving your correspondence via post, you can ask us not to switch your preference to 'electronic'.

Go to supersa.sa.gov.au/contact-us/postal-preference by 16 June 2023 to do this online. We can then make sure that your communications preference remains set to 'post'.

If you miss the cut-off date, you can switch back to a 'post' preference after 16 June 2023 by logging into the Member Portal. Go to 'My accounts', click on 'My details' and scroll to 'Communications preferences' to update your preference.

Please note that from 16 June 2023 until such time as you make the change, you may receive some correspondence from us via email and through the Member Portal.

Your marketing communications preference

The automatic switch to electronic communications on 16 June 2023 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.

Greater security online

Keeping your data safe is of utmost importance to us. With our two-factor authentication, every time you log in to the Member Portal, a single-use code will be sent to your mobile number (the one registered to your account), to complete your login.



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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