

Fact sheet:

Important information about your disability, ill health or death claim

Group Super intends to merge with Australian Retirement Trust

Commonwealth Bank Group Super is working towards a merger with Australian Retirement Trust. Leading up to and during the merger, Group Super will enter a limited services period from the cut-off time of **3:00pm 25 October 2023** until mid-November 2023, while we transfer members' accounts to Australian Retirement Trust.

This means the processing of all transactions, including claims processing, will pause from **3:00pm 25 October 2023 until mid-November 2023**. Claims take time to be assessed and reviewed by the insurer (where required) and trustee. You can find more information about the merger by visiting oursuperfund.com.au/merger.

What this means for you

The limited services period will impact the timing and completion of any existing and new claims. Where possible, please ensure you submit any required information ahead of the cut-off time of **3:00pm 25 October 2023** to avoid any potential delays due to the merger.

- **If you're planning to submit a new claim** – It's important you contact us as soon as possible, so we can start the process as quickly as possible. While claims take time to assess and review, due to the upcoming limited services period, we must receive fully completed forms and supporting information relating to a claim before 3:00pm Wednesday 25 October 2023, in order for the claim review process to start. After the merger information relating to your claim will be transferred to Australian Retirement Trust who will be in contact with you to progress your claim once processing resumes, after the limited services period.
- **If your claim is in progress** – either with our insurer or the trustee, this will continue. However, if additional information is required to assess the claim, or if we are awaiting information from you regarding the claim, this will delay the progression of your claim. If your claim is still in progress at the time of the merger, information relating to your claim will be transferred to Australian Retirement Trust who will be in contact with you once processing resumes, after the limited services period.

- **If your claim has been approved** – if you have been advised your claim is pending payment, please provide your payment instructions and any other required information to our claims administration team before 3:00pm Wednesday 25 October 2023. If we don't receive this information prior to the cut-off time, your claim's details will be transferred to Australian Retirement Trust who will be in contact with you to arrange the payment of the benefit once processing resumes, after the limited services period.

Tips to avoid unnecessary delays with your claim



While we will continue to prioritise and address all claims with urgency, there are some things to keep in mind that can help avoid delays with a claim's progress:

- **Try to complete or provide as much information as possible** – this helps make sure we have the right information, and enough information to review a claim. If there is information you don't have or can't get, let us know as soon as possible.
- **For disability claims, if we've arranged any medical appointments on your behalf**, it's important to attend these or let us know if you need to reschedule – this helps to ensure any reports are received in a timely manner.



Find out more or log in at oursuperfund.com.au



Call **1800 023 928** 8am–7pm, Mon–Fri
or email via oursuperfund.com.au/contact



Post to **GPO Box 4303, Melbourne VIC 3001**

Current Salary Continuance Insurance (SCI) payments

If you are currently receiving SCI payments from the insurer, the limited service period will not impact your payments. Your SCI claim payments will continue to be managed and paid by the Insurer. As part of the merger your account will be transferred to Australian Retirement Trust.

Where to get help

Up until 7:00pm on Friday 3 November 2023 – call Group Super on 1800 023 928 between 8:00 am to 7:00 pm AEST/AEDT, Monday to Friday.

From 8:00am on Monday 6 November 2023 – call Australian Retirement Trust on 1800 572 153 between 8:00am to 7:30pm AEST/AEDT, Monday to Friday. Or email groupsuper_transitions@art.com.au.

This information was prepared by Commonwealth Bank Officers Superannuation Corporation Pty Limited ABN 76 074 519 798, AFSL 2464180, the trustee of Commonwealth Bank Group Super ABN 24 248 426 878. This document is for general information only and does not take into account your personal objectives, financial situation or needs. You should consider whether it is appropriate for you, having regard to these matters, to act on the information. In addition, before making a decision about your super, please read the Product Disclosure Statement Member Guide and Reference Guides for Accumulate Plus and Retirement Access at oursuperfund.com.au/pds. You should also consider seeking professional financial advice tailored to your personal circumstances from an authorised financial adviser. The target market for our products can be found in the product's Target Market Determination at oursuperfund.com.au/tmd



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oursuperfund.com.au



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