

## Fact sheet:

# Important information about reversionary benefits following the death of a pensioner

The next phase of Commonwealth Bank Group Super's merger with Australian Retirement Trust is planned to occur on 26 October 2024 (the Transfer Date). To ensure a smooth transfer to Australian Retirement Trust, there will be a period during which normal member services will be suspended.

The limited services period from **5:00pm (AEST/AEDT) on 11 October 2024** and continuing until early November 2024.

The process of establishing a new reversionary benefit entitlement will pause from **5:00pm (AEST/AEDT) on 11 October 2024 until early November 2024**. You can find more information by visiting [oursuperfund.com.au/pension-transfer](https://oursuperfund.com.au/pension-transfer)

### What this means for you

The limited services period will impact the timing and completion of establishing new reversionary pension entitlements. To ensure that your request can be completed before the transfer date, we recommend you provide your completed request by **3:00pm on 4 October 2024**. If you are sending us forms in the post, please ensure you allow enough time for your paperwork to reach us.

Currently all mail correspondence is automatically redirected to Australian Retirement Trust then sent to Group Super. Please allow for a small delay in processing as a result of this arrangement.

- **To start your request for a new reversionary pension entitlement** – We must receive fully completed forms and supporting information relating to a new reversionary pension entitlement before 5:00pm on 11 October 2024, in order for the process to start. After the merger, information relating to request for a reversionary pension entitlement will be transferred to Australian Retirement Trust, who will contact you once processing resumes.

- **If your request for a reversionary pension entitlement is in progress** – Please provide your payment instructions and any other required information to our claims administration team before 5:00pm on 11 October 2024. If we don't receive this information prior to the cut-off time, your details will be transferred to Australian Retirement Trust, who will contact you once processing resumes.

### Where to get help

**Up until 7:00pm on Friday 25 October 2024** – call Group Super on 1800 023 928 or +61 3 8306 0977 if overseas between 8:00 am to 7:00 pm AEST/AEDT, Monday to Friday.

**From 8:00am on Monday 28 October 2024** – call Australian Retirement Trust on 1800 572 153 or +61 7 3516 1009 if overseas between 8:00am to 7:30pm Monday to Friday. Or email [groupsuper\\_transitions@art.com.au](mailto:groupsuper_transitions@art.com.au).



Find out more at  
[oursuperfund.com.au](https://oursuperfund.com.au)



Call **1800 023 928**  
8am–7pm, Mon–Fri



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