

13 February 2024

Private And Confidential

«Title» «Given\_Names» «Family\_Name»

«Mailing\_Line\_1» «Mailing\_Line\_2»

«Mailing\_City» «Mailing\_State» «Mailing\_Postal\_Code»

Member No: «MbrNo»

### **Significant Event Notice: Change of administration platform**

Dear «Given\_Names» «Family\_Name»,

This Significant Event Notice (Notice) is in relation to your Acclaim Core Super account. This Notice has been prepared by the Promoter of AMG Super ABN 30 099 320 583 (Fund), Acclaim Management Group Limited ABN 52 091 082 058 (Acclaim, we, us, our), on behalf of the Trustee, Equity Trustees Superannuation Limited ABN 50 055 641 757, RSE Licence No. L0001458, AFSL 229757 (Trustee).

We are pleased to announce that effective 8 April 2024 members accounts that are currently administered via an online service known as MySuperSolution will migrate to Acclaim Online, our new online service. Acclaim Online provides members with increased functionality not currently available through the MySuperSolution service.

#### **Why has the decision to migrate member accounts to Acclaim Online been made?**

The decision to migrate existing account holders to Acclaim Online has been made to improve member's experience with their Acclaim Core Super account. Acclaim Online provides members and their advisers (if applicable) with improved reporting tools, online communication, and self-service functionality.

#### **Will I be issued with a new member number?**

Your member number will remain the same, but in Acclaim Online it is referred to as your "Account Number" or "Account ID". You will also be issued with a Client ID, which is used when you login to Acclaim Online. On 8 April 2024 we will send you an email (or letter if applicable) welcoming you to Acclaim Online which will contain your new Client ID.

#### **Will there be a change to my fees?**

There will be a reduction to the amount of fees and costs applicable to your account. Specifically, there will be a reduction to the dollar-based administration fee. Additionally, there will be changes to how and when certain fees are paid. These changes include:



- Percentage-based administration fees will be calculated and deducted based on the average daily balance throughout the month, rather than the balance at the end of the month.
- The 0.12% portion of the investment fees and costs will be calculated and deducted based on the average daily balance throughout the month, rather than the balance at the end of the month.

A table has been included below which summarises the changes.

Type of fee or cost	Current		After migration	
	Amount	How & when paid	Amount	How & when paid
<b>Ongoing annual fees and costs<sup>1</sup></b>				
<b>Administration fees &amp; costs<sup>2</sup></b>	<b>Dollar-based fee<sup>3</sup></b> \$72.80 p.a. (approximately \$1.40 per week) account fee	Deducted on the last day of each month or on exit, in arrears, from your account balance.	<b>Dollar-based fee<sup>3</sup></b> \$65 p.a. (approximately \$1.25 per week) account fee	Deducted from your account on the last day of the month or on a pro-rata basis upon exit.
	<i>Plus</i> <b>Percentage-based fee<sup>3</sup></b> 0.48% of assets p.a.	Deducted on the last day of each month or on exit, in arrears, from your account balance.	<i>Plus</i> <b>Percentage-based fee<sup>3</sup></b> 0.48% of assets p.a.	Based on your daily average account balance over the month and deducted from your account on the last day of the month or on a pro-rata basis upon exit.
<b>Investment fees &amp; costs</b>	<b>AMG Investment Options</b> 0.12% of assets p.a.	Deducted on the last day of each month, in arrears, from your account balance.	<b>AMG Investment Options</b> 0.12% of assets p.a.	Based on your daily average account balance over the month and deducted from your account on the last day of the month or on exit.
	<i>Plus</i> 0.00% - 0.35% of assets p.a. (estimated) depending on the investment option	Deducted before gross earnings of the option's underlying investments are received by the Fund and reflected in the calculation of the Fund's daily unit prices for the investment options.	<i>Plus</i> 0.00% - 0.35% of assets p.a. (estimated) depending on the investment option	Deducted before gross earnings of the option's underlying investments are received by the Fund and reflected in the calculation of the Fund's daily unit prices for the investment options.

<sup>1</sup> If your account balance for a product offered by the Fund is less than \$6,000 at the end of the financial year, certain fees and costs charged to you in relation to administration and investment are capped at 3% of the account balance. Any amount charged in excess of that cap must be refunded.

<sup>2</sup> The administration fees and costs include an amount for expense recoveries. Expense recoveries or general reserves may be used to replenish the Operational Risk Reserve (ORR) and meet Fund expenses from time to time.

<sup>3</sup> These fees and costs are negotiable.

Note: The estimated ongoing annual fees and costs (i.e. investment fees and costs, and transaction costs) are subject to variation from year to year. Any variation in the estimates may be published at [www.acclaimwealth.com.au](http://www.acclaimwealth.com.au).

### **Will there be any changes to my insurance cover?**

There will be no change to any death, TPD, or income protection cover you currently hold through the Fund. This includes the insurance fees applicable to that cover.

### **Will there be any changes to my existing investments?**

There will be no changes to the investments that you currently hold through your superannuation account.

### **Will there be any changes to the investment menu at migration?**

You will continue to have access to the same investment options after your account is migrated to Acclaim Online.

### **What transaction history will I be able to view after the migration?**

Following the migration, your account's transaction history dating back to 1 July 2020 will be accessible. If you require access to transaction data before this date, contact us at 1300 264 264 to make a request. A paper or electronic copy of your transaction history can be sent to you free of charge.

### **What, if any, transaction freeze period will apply?**

A freeze period will commence from 5:00pm, 15 March 2024 and end 5:00pm, 5 April 2024.

The following transactions cannot be processed during the freeze period.

- Contributions, rollovers in, rollovers out and withdrawals (including pension payments)
- Investment option changes

Whilst we will continue to accept these transactions during the specified period, please be aware that these transactions will not be processed until the freeze period ends. Processing of all the above transactions is expected to resume on 8 April 2024. If you wish to request any of these transactions, it is recommended that you do so before 5:00pm on 15 March 2024. Otherwise, you will need to wait until after 8 April 2024 before these transactions will be processed.

If you make a change to your investment options during the freeze period, the transaction will be executed based on the relevant unit price at the time of processing, not the unit price at the time you made the request for the investment option change.

### **Why is there a transaction freeze period?**

It is crucial to execute the migration of accounts to Acclaim Online in a deliberate and well-coordinated approach. The process involves a considerable amount of data that requires reconciliation and verification to ensure a seamless service to members and data integrity in the long run. To achieve an accurate and complete transfer of records, a transaction freeze period is necessary.

We appreciate that the inability to carry out specific transactions is an inconvenience, and we have tried to keep the freeze period as brief as possible.

### **Will there be any changes to my beneficiary nominations?**

All binding and non-binding beneficiary nominations will continue to apply on the same basis as your original instructions. If you wish to amend your nominations, please phone 1300 264 264 or you can access the form relevant to your type of nomination at [www.acclaimwealth.com.au/product-documents](http://www.acclaimwealth.com.au/product-documents).

Please note that whilst we will accept your request to amend your beneficiary nominations during the freeze period, your request will not be processed until the freeze period ends.

### **How does the transaction freeze period impact my employer contributions?**

We will continue to accept employer contributions during the freeze period. Please be aware that any contributions received during the freeze period will not be allocated to your account or invested until the freeze period ends.

### **Will there be any changes to BPAY details for voluntary contributions?**

New BPAY details will apply to contributions being made after the migration. When you receive your new login details, you will be able to view your unique BPAY details on your Acclaim Online account.

### **How does the migration and transaction freeze period impact my pension payments?**

During the freeze period, pension payments will not be processed. Payments are usually made on the 15th of the month to your nominated account. If the freeze is scheduled to occur over the 15th, we will make arrangements to facilitate an early payment prior to that date.

After your account is migrated to Acclaim Online, you will have the flexibility to nominate the specific day of the month on which you prefer to receive your payment. However, if you choose not to make any changes, your pension payment will continue to be made on the same schedule as before migration.

### **How does this migration impact my direct debit arrangement to make contributions?**

During the freeze period, any existing direct debits for contributions will be temporarily paused but will resume on 8 April 2024. Contributions will continue to be made on the same schedule as before migration once the freeze period ends.

### **Do I need to inform my employer of anything specified in this Notice?**

You do not need to notify your employer. Your employer can continue to make contributions up until and after the migration. As noted earlier, any contributions received during the freeze period will not be allocated to your account or invested until the freeze period ends.

### **When will the migration take place?**

It is expected that the transition to Acclaim Online will take place on 8 April 2024. A schedule of important events related to the migration is provided below:

<b>Key event</b>	<b>Date</b>
Notice issued to members	13 February 2024
Final day to transact on your account	15 March 2024
Transaction freeze period starts	5:00pm, 15 March 2024
Transaction freeze period ends	5:00pm, 5 April 2024
Migration date	8 April 2024
Welcome email	8 April 2024

These dates may be subject to change, in the event of any significant delays, you will be notified of any updated timings.

## Do I need to take any action?

You should take the following action:

1. Read this Notice in its entirety to understand the impacts of the migration and transaction freeze period on your account.
2. To facilitate online access, we require your current email address and mobile number. Please ensure these details are up to date by logging in to your account [MySuperSolution](#) or contacting us on 1300 264 264 prior to migration.

## What do I need to do if I intend to close my account before migration?

If you intend to close your account before migration occurs, you have two options available:

1. Transfer your entire account balance to a different superannuation fund.
2. Request a full withdrawal of your account balance, provided you meet a condition of release.

To proceed with either of these options, please complete a benefit payment request form and submit it to us by 15 March 2024. If we do not receive your request by this date, we will process your request after your account is migrated to Acclaim Online. You can find a copy of this form on our website ([www.acclaimwealth.com.au](http://www.acclaimwealth.com.au)).

Once we receive and process your withdrawal request, you will be issued an exit statement from the Fund, and any insurance coverage you have will be terminated along with the closure of your account.

## Will a new PDS be issued?

A new Acclaim Core Super Product Disclosure Statement (PDS) and Additional Information Booklet (AIB) will be made available following the migration. You will be able to access the PDS and AIB on the Acclaim Wealth website [www.acclaimwealth.com.au/product-documents](http://www.acclaimwealth.com.au/product-documents) from 8 April 2024.

## How can I find out more information?

Further information can be obtained by contacting us on 1300 264 264 or by email at [info@acclaimwealth.com.au](mailto:info@acclaimwealth.com.au).

Additionally, please be advised that whilst members cannot opt out of the migration to Acclaim Online, they retain the option to exercise their choice of super fund. If you wish to explore this option, you can transfer your entire account balance to a super fund of your choice.

You should consider obtaining professional financial advice tailored to your personal circumstances before making decisions regarding your superannuation. If you have a financial adviser linked to your account, we have included their details below.

«Adviser\_Name»

«Adviser\_Dealership»

«Adviser\_Phone»

«Adviser\_Email»

This Notice has been prepared by the Promoter of AMG Super ABN 30 099 320 583 (Fund), Acclaim Management Group Limited (ABN 52 091 082 058), on behalf of the Trustee, Equity Trustees Superannuation Limited (ABN 50 055 641 757, RSE Licence No. L0001458, AFSL 229757). The information in this Notice is as of 13 February 2024. The

Trustee is unable to provide you with financial advice and this Notice should not be construed as providing such advice. This communication has been prepared without taking into account your personal objectives, financial situation or needs. The Trustee recommends that you consider the relevant Product Disclosure Statement available via [www.acclaimwealth.com.au/product-documents](http://www.acclaimwealth.com.au/product-documents) and obtain financial advice from a suitably qualified and licensed financial adviser before you make any decision regarding your superannuation. Equity Trustees Superannuation Limited is unable to guarantee that there will be no further changes to your superannuation.