

Change of administration platform

FAQ Guide



This guide contains frequently asked questions regarding the migration of member accounts from MySuperSolution to Acclaim Online.

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:

Key event	Date
Significant Event Notice (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.

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 super account. Acclaim Online provides members and their advisers (if applicable) with improved reporting tools, online communication, and self-service functionality.

Do I need to take any action?

You should take the following action:

1. Read the 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 [MySuperSolution](#) account or contacting us on 1300 264 264 prior to migration.



3. AMG Corporate Super members will also need to provide their employer with updated super fund details to ensure uninterrupted receipt of contributions.

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.

I've received my Client ID how do I login to Acclaim Online?

- Go to our [registration page](#)
- Complete the registration form. Your username is your new Client ID.

Why can't I login to Acclaim Online

Members often encounter login difficulties due to the following reasons:

- The Client ID is not correctly entered on the registration form.
- Your current contact information is not updated in our records.

We suggest ensuring that the Client ID is accurately entered. If the problem persists, please contact our client services team at 1300 264 264.

Will there be any other modifications to my account aside from transferring it to Acclaim Online?

Apart from transferring current accounts to Acclaim Online, the Fund will also consolidate its product range. As a result of this consolidation, the AMG Corporate Super product will no longer be available. AMG Corporate Super accounts will be moved to another product, either Acclaim Core Super or Acclaim Super. If you are an AMG Corporate Super member, we urge you to read the Notice we sent you to comprehend the effects on your superannuation account which includes changes to fees and costs, how tax deduction benefits are treated, and available investment options.

What led to the decision of consolidating the Fund's product range?

The consolidation aims to bring about positive changes such as lowered fees for many account holders and decreased overall expenses for the Fund.

Will there be a change to my fees?

The answer to this question depends on the particular super product you hold. We advise you to review the Notice we sent you, as it will detail any changes to your fees.

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 the migration impact my insurance claim?

This migration will not impact insurance claims. If you intend to make a claim, please contact our client services team at 1300 264 264. If you are receiving income protection benefits, these payments will continue during the transaction freeze period.



Will there be any changes to my existing investments?

The answer to this question depends on the particular super product you hold. We advise you to review the Notice we sent you, as it will detail any changes to your investments.

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

The answer to this question depends on the particular super product you hold. We advise you to review the Notice we sent you, as it will detail any changes to available investments after the migration date.

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 (other than listed securities or term deposits) 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.

***Note for members invested in listed securities and/or term deposits:** During the freeze period, you can still carry out transactions with your broker for listed securities. However, the completion of any transaction during this period will not appear in your account until after a week from the end of the freeze period.

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.

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?

The answer to this question depends on the particular super product you hold. We advise you to review the Notice we sent you, as it will explain if you need to notify your employer.

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

If you intend to close your account before migration, 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). 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 & Pension and Acclaim Super & Pension 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 from 8 April 2024.

Will there be a change to how tax deduction benefits are treated?

The answer to this question depends on the particular super product you hold. We advise you to review the Notice we sent you, as it will detail any changes to the current approach to tax deduction benefits.

After the migration, will I still be eligible for the dealer group discount on my account?

Yes, if applicable, you will continue to receive the dealer group discount on your account after the migration.

I currently have a reduced administration fee under an Employer Plan, will this reduction continue to apply after the migration?

Yes, if a reduced administration fee has been negotiated by your employer, it will continue to apply after the migration.

Where can I find the Notice sent to me?

You can access the Notice sent to you by logging in to your [MySuperSolution](#) account. Additionally, all Notices have been published to our website www.acclaimwealth.com.au/prescribed-information.

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.

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.

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