



SIGNIFICANT EVENT NOTICE

Verve Super transaction blackout from 1 November to 14 November 2023 and bank account changes

29/09/2023

Dear Member,

Verve Super is continually looking for ways to improve our fund and our service to members. A key part of this service is how we administer Verve Super and the systems we use. Earlier this year a decision was made to upgrade the systems and change administration providers. To implement this upgrade, we will soon begin a planned migration of the administration systems to a new administration provider. We will also be changing bank accounts and introducing BPAY details as part of this upgrade.

We are writing to advise you that a blackout period will be in place to assist us in carrying out tasks associated with the migration. This blackout period is necessary to ensure the accuracy of the account details of all members of Verve Super. To do this work we will limit the types of transactions and changes a member can make in their superannuation accounts from **2:00 pm (AEST) on 31 October 2023 through to 9.00 am (AEST) on 15 November 2023** inclusive. (Details below)

You are not able to opt out of this change, however we have provided the key dates below to assist you with managing your account.

We encourage you to **complete any transactions or changes to your account prior to 2:00 pm (AEST) on 31 October 2023**. This includes:

- Making personal contributions
- Rolling in or out of your account
- Making withdrawals from your account
- Applying for insurance
- Adding a beneficiary to your account
- Changing the personal details on your account

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Contributions can still be made during the blackout period, however they will not be allocated to your account until after the blackout period. Contributions and any other change requests or transactions will not be backdated and will be treated as though they were received on 15 November 2023. We recommend that you plan ahead to ensure we receive any change requests before the blackout period begins at **2:00 pm (AEST) on 31 October 2023**.

During the blackout period access to your member online account will also change. From 1 November to 14 November 2023 (inclusive) you will only be able to view your account details as they were on 31 October 2023.

From 15 November 2023 you will have full access to your member online account. Your access details will remain the same as will all other details on your account.

As part of this change, Verve Super is changing bank accounts on 31 October 2023 and introducing BPAY as a payment method. This means you will be able to make personal contributions directly from your member online account. If you currently make regular contributions to your account via EFT you will need to move to BPAY from 15 November 2023. Please log in to your online account for any future contributions you wish to make.

If your spouse or another family member currently makes contributions to your Verve Super account, you should provide them with your BPAY details from your member online account from 15 November 2023.

Please note, any payments received using our previous EFT details will be returned from 1 November 2023.

We understand that these changes may be inconvenient for some members and we hope to have the migration completed as soon as possible. The migration will improve functionality for you as we integrate a more sophisticated and reliable administration service.

Key dates

31 October 2023	2:00 pm (AEST)	Blackout transaction period begins; limited online account access.
31 October 2023	Close of business	Bank account details will change.
15 November 2023	9:00 am (AEST)	Blackout transaction period ends; full online account access. BPAY is now available as a payment method.

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Contact us

You can call us Monday to Friday from 9am-5pm AEST on 1300 799 482.

Email us at hello@vervesuper.com.au.

Yours sincerely,

The Verve Super team

For, and on behalf of the Trustee
Equity Trustees Superannuation Limited

All information provided is general in nature and doesn't take into account your personal financial objectives, situation or needs. It's important to do your own research and consider getting in touch with a professional adviser to access specific information tailored to your own unique situation. Check out the PDS and TMD available at www.vervesuper.com.au before making a decision to acquire, hold, or continue to hold, an interest in Verve Super.

This document is issued by Equity Trustees Superannuation Limited (ABN 50 055 641 757, RSE Licence L0001458, AFSL 229757) as trustee of the Future Super Fund (the Fund) (ABN 45 960 194 277; RSE Registration R1072914). Verve Super is a division of the Fund.

The Founder of Verve Super is Verve Superannuation Pty Ltd (ABN 65 628 675 169, AFS Representative No. 001268903), which is a Corporate Authorised Representative of True Oak Investments Ltd (ABN 81 002 558 956, AFSL 238184).