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24 August 2026

Dear

Important information: ElectricSuper's change of administration partner on 1 November 2026 and how it will impact you

In May 2026 we advised members that ElectricSuper is changing its administration partner from Mercer Outsourcing (Australia) Pty Ltd (Mercer) to MUFG Retirement Solutions (MUFG).

1 November 2026 transition date

With good progress being made on preparing for the changeover, we can now confirm that the transition of Member's records and Member Services to MUFG will occur on **1 November 2026**.

Preparing for a Limited Services Period

While servicing Members and Employers will not stop during the transition, administration services will be paused, and processing will be slowed right down either side of the 1 November 2026 transition date. This period is called a Limited Services Period.

The Limited Services Period will commence from **4:30pm (ACDT) Friday 23 October 2026** and, we anticipate, end when business opens on **7:30am (ACDT) Monday 16 November 2026.**

The Limited Services Period is required so that Members' records and benefits can be captured and transferred accurately to MUFG. It takes time for this transferred information to be loaded, reconciled, evaluated, and audited, to help ensure that there is minimal disruption in providing Members and Employers with reliable services into the future.

Processing transactions and requests before the Limited Services Period

Consider making transactions and/or requesting changes and updates well ahead of 23 October 2026 for completion before the Limited Services Period starts, for example:

Updates or changes to your account – personal/contact details, insurance and/or investment options.
Changes to your bank accounts details, pension payment frequency or amounts, requesting ad-hoc payments or commutation of your pension.
Applying to open a Spouse or Retirement Income Stream account.

Temporary changes to pension payment dates and the Limited Services Period

There will be a temporary date change to pension payments due during the Limited Services Period if you:

receive fortnightly pension payments, including Disability Income Benefits or Disability Pensions,
OR
are due to receive a monthly, quarterly, half-yearly or annual pension payment on **15 November 2026**.

Please refer to the table for details of the temporary changes.

Payment frequency	Last regular payment date via Mercer before the Limited Services Period starts	Bring forward payments via Mercer before the Limited Services Period starts*	First payment date via MUFG after the Limited Services Period ends
Fortnightly	Thursday 22 October 2026	Thursday 29 October 2026 for payments due on 5 November 2026	Thursday 19 November 2026
Monthly, Quarterly, Half yearly, Annual	Thursday 15 October 2026	Thursday 29 October 2026 for payments due on 15 November 2026	Tuesday 15 December 2026 for payments due on 15 December 2026

The 'Bring forward payment' date is when your regular pension payment will be paid into your bank account via Mercer, if it is due to be paid during the Limited Services Period. 29 October 2026 is also the last date a request for an ad-hoc pension payment or commutation of a pension received before 4:30pm (ACST) Friday 23 October 2026 will be paid via Mercer.

Next steps

A few weeks before the start of the Limited Services Period, we will send you details of the administrative changes MUFG will make on transition and a reminder of key dates covered in this message.

In the meantime, we have created the **Administration Transition Hub** on our website to answer questions about MUFG, the Limited Services Period and administrative changes, visit **electricsuper.com.au/admin-transition**.

Throughout the administration transition and Limited Services Period, you can make an appointment with the ElectricSuper Member Services team for a face-to-face consultation, visit electricsuper.com.au/meet-with-us.

If you have any questions regarding this message, or our change of administration partner, please call us on 1300 307 844, write to us at ElectricSuper GPO Box 4303, Melbourne VIC 3001, or email inquiries@electricsuper.com.au.

Yours sincerely,

Mel

Melanie Muston
Chief Executive, ElectricSuper

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