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Phone 1300 307 844
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23 October 2026

ElectricSuper is now in a Limited Services Period

ElectricSuper is now in a limited services period as we changeover our administration partner.

Transaction processing is now limited, and new requests have been paused. Transaction requests received after 23 October 2026 will be redirected to our new administration partner and actioned once full services resume, which is anticipated to be 16 November 2026.

Do you have access to your account online?

If you have access to your account through the member online portal, it is now **read-only**, and making updates and transactions is not available.

At 4:30pm (ACDT) on **30 October 2026**, access to your account online will be **temporarily unavailable**.
We anticipate that access details for the new member online portal will be sent to you in late November 2026.

Do you receive pension payments from ElectricSuper?

Are you due to receive a fortnightly pension payment on 5 November 2026, or a monthly, quarterly, half-yearly or annual pension payment on 15 November 2026?

As this payment date occurs during the Limited Services Period, your pension will be paid earlier and deposited into your bank account on **29 October 2026**.

How to contact us

To contact ElectricSuper, please use one of the email addresses below:

- **General Enquiries & Complaints**: electricsuper.admin@rs.mpms.mufg.com
- **Benefit Payment Requests**: electricsuper.benefitpayments@rs.mpms.mufg.com
- **Insurance Claims**: electricsuper.claims@rs.mpms.mufg.com

Should you have an urgent matter during the Limited Services Period or wish to speak to us please call our Helpline on 1300 307 844.

For more information about the changes, visit the ElectricSuper **Administration Transition Hub** at electricsuper.au/admin-transition.

We thank you in advance for your patience during this period.

ElectricSuper

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