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Dear

Significant Event Notice of ElectricSuper's change of administration partner on 1 November 2026

ElectricSuper uses an external services provider to assist the Trustee with its administration services function. The administration services include things like processing contributions, making benefit payments, providing online access to Members' accounts and answering enquiries.

After following a detailed tender process and extensive preparations, we will transfer ElectricSuper's administration services to MUFG Retirement Solutions (MUFG) from Mercer Outsourcing (Australia) Pty Ltd (Mercer) on 1 November 2026. During the transition period, limited services will apply to your account.

How the change of administration partner affects you

Limited services apply from **4:30pm (ACDT) Friday 23 October 2026 to 7:30am (ACDT) Monday 16 November 2026**. Processing of transactions, including contributions, investment switches, benefit and pension payments, will pause while the transition between administration service providers occurs.

To avoid processing delays we recommend submitting any transaction request well before this time, to ensure your request is not affected.

In addition, the member online portal will move to read-only access at **4:30pm (ACDT) Friday 23 October 2026** and will then be unavailable from **4:30pm Friday 30 October 2026** until late November 2026.

The transition will be subject to rigorous testing to ensure our Member and Scheme records are transferred securely. While we anticipate this process will be completed by **16 November 2026**, we will provide an update on the ElectricSuper website when the transition is completed and normal transaction processing and Helpline services resume.

There will also be ongoing changes with the transition, including:

- New contact details for some of our administration services.
- The introduction of a new member online portal and ElectricSuper mobile app for online accounts along with new login details.
- The limited financial advice available through ElectricSuper to discuss the Scheme's contribution, investment and insurance options will no longer be offered.
- Details of a current Power of Attorney and/or Third-Party Authority will not be transferred to MUFG.
- The introduction of BPAY® for Spouse contributions and lump sum Voluntary contributions.
- The way some insurance premiums and accounts appear on benefit statements and in online accounts.

Details of these and other changes are provided further in the notice.

Overview of key dates

4:30pm (ACDT) Friday 23 October 2026	**Deadline for transaction requests and the member online portal (online accounts) moves to read only** If you are planning to make a paper, phone-based or online transaction including a new member application, investment switch, withdrawal, rollover, changes to your insurance, changes to your personal or contact details or any other transaction request, it must be received by us by 4:30pm (ACDT) Friday 23 October 2026. If you are planning to contribute by direct credit, please allow enough time for your payment to be received by this time. Any request received after this time will be held and processed by MUFG once normal services resumes. Your online account will move to read only access, and online transactions will be paused.
4:30pm (ACDT) Friday 30 October 2026	**Closure of the member online portal (online accounts)** The member online portal will close, and you will no longer be able to log in.
Sunday 1 November 2026	**Transition to our new administration partner** Transition from our current administrator, Mercer, to our new administrator, MUFG.
7:30am (ACDT) Monday 2 November 2026 to 5:30 pm (ACDT) Friday 13 November 2026	**Helpline switched over** Our call centre arrangement will switchover with transition. The MUFG Helpline team will have access to limited information during this period. They will have access to your basic data to complete a security check and assist with managing urgent enquiries.
Monday 16 November 2026	**Processing of transactions** Once processing recommences in mid-November 2026, we will prioritise all requests which have been temporarily held; however, it may take another week or so before processing timeframes return to normal.
Late November 2026	**New member online portal (online accounts) and new login details** You'll be sent registration instructions for ElectricSuper's member online portal and mobile app. You'll be able to access your account online by logging in at electricsuper.com.au.

If you are planning to retire and access your ElectricSuper benefit during the Limited Services Period, please contact the Trustee Office directly to discuss suitable arrangements. You can email the Trustee Office team at inquiries@electricsuper.com.au or make an appointment to see them at electricsuper.com.au/meet-with-us.

Urgent matters

If you have an urgent matter, please contact ElectricSuper by calling 1300 307 844, emailing inquiries@electricsuper.com.au or by post to Level 1, 89 Pirie Street Adelaide SA 5000. We will work with you to resolve the matter during the Limited Services Period.

Key features and benefits stay the same

ElectricSuper's Management team and the Trustee Board, who are responsible for the Scheme, are not changing and their focus on Members remains the same. They will monitor MUFG's ongoing services to ElectricSuper Members and Employers as they do with Mercer.

This transition does not change our worksite visits and Member appointments. You can make appointments via the website at electricsuper.com.au/meet-with-us.

Important benefits and features of ElectricSuper do not change with the transition to MUFG. Essential information about your ElectricSuper Membership is being carried across to MUFG; however, Members need to resubmit documents for a Power of Attorney, Guardianship, and Third-Party Authority.

Changes to our contact details

From 1 November 2026, there will be some changes to the way you contact ElectricSuper.

Our mailing address will become:

PO Box 126
Parramatta NSW 2124

Correspondence sent to our current postal address after 1 November 2026 will be forwarded to our new address for a period and may encounter delays.

The electricsuper@mercer.com email address will close, and you will need to email us at:

- electricsuper.admin@rs.mpms.mufg.com for general enquiries including complaints
- electricsuper.benefitpayments@rs.mpms.mufg.com for benefit payment requests
- electricsuper.claims@rs.mpms.mufg.com for insurance claims

From 1 November 2026, Members and their Beneficiaries wishing to lodge a complaint or submit an insurance claim will need to send their forms and documents to our new administrator using the details above.

The ElectricSuper Helpline number will remain 1300 307 844. If you are calling from outside Australia, you will need to call +61 1300 307 844. The Helpline team will take your call from 7:30am to 5:30pm (ACDT) Monday to Friday.

Improved online account access

Once normal services resume, you will have access to your account via the ElectricSuper member online portal. In the new ElectricSuper member online portal, you will find your usual account details and, as part of the transition, up to the last seven annual benefit statements.

As part of the registration and activation process, you must have a valid email address. If you currently share an email address with another member of ElectricSuper, only one of you can use that email address to activate the account.

You will also have access to a new ElectricSuper app to check your account and transact on the go. Once you have activated your ElectricSuper online account, you can head to the App Store or Google Play to download the app.

In late November, we will send you all the essential details to help activate your ElectricSuper online account.

Free limited financial advice no longer available

Access to the limited financial advice team for discussions about ElectricSuper's contribution, insurance and investment options, as well as calculators provided by Mercer, will no longer be available.

You still have access to ElectricSuper's free consultations to explain your options and to help you manage your super. We cannot give you financial advice, but we can provide you with all the facts. You can make an appointment to discuss your account at electricsuper.com.au/meet-with-us

Alternatively, you can seek advice about your ElectricSuper account from your own financial planner and have fees for this advice deducted from your ElectricSuper account.

Some third-party documents will need to be resubmitted

If you previously provided a certified copy of a Power of Attorney or Third-Party Authority to permit account access for a financial adviser or a nominated individual, this document will not be transferred to MUFG. If you wish to continue this arrangement, you will be required to resubmit documents for a Power of Attorney, Guardianship or Third-Party Authority directly to MUFG.

Changes to the way you can make voluntary contributions

As part of the system updates being made there will be some changes to the way you can contribute to your account. Once normal processing resumes, ElectricSuper will no longer accept member direct credit payments for Spouse or lump sum Voluntary contributions; any received may be rejected.

Spouse contributions can only be made by BPAY®, and lump sum Voluntary contributions can be made by either BPAY® or through your employer. BPAY® biller codes will be available on the website and a client reference number will be sent to you in late November.

Changes to the way you'll see some fees, insurance premiums, and accounts

Employer paid expense and contribution cap reporting is changing

You will see a change in the way employer paid expenses for the purpose of contribution cap reporting appear on your statement and in your online account. However, there will be no change to the amount reported to the Australian Taxation Office (ATO).

Division 5 insurance premium to be split

As part of the transition, we are modifying the way we report insurance premiums on benefit statements and in your online account. After the transition, you will see that your insurance premiums are split into two amounts, one for Disability Income Benefits (Income Protection) premiums and the other for Death and TPD insurance premiums. These insurance premiums will then be deducted from your account each month instead of fortnightly.

Division 5 Surcharge Debt accounts to merge into Employer Contributions accounts

At the time of moving to our new administrator, your Surcharge Debt account (if applicable) will be rolled in to your Employer Contributions account. After the transition, your Employer Contributions account will be reduced by the balance of your Surcharge Debt account. You will no longer see a separate Surcharge Debt account.

Next steps

If you have any questions regarding this message, or our change of administration partner you can:

- Call us on 1300 307 844
- Write to us at ElectricSuper GPO Box 4303, Melbourne VIC 3001 until 23 October 2026
- Email inquiries@electricsuper.com.au
- Visit the Administration Transition Hub on our website, created 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.

Yours sincerely,

Mel

Melanie Muston
Chief Executive, ElectricSuper

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