

Transfer Guide – Super

Important information about TWUSUPER's merger with Mine Super, and changes to your account. The merger will see the two funds unite as Team Super from 21 March 2025.

February 2025

This Transfer Guide is a Significant Event Notice (SEN) that includes information about all the changes to TWUSUPER super accounts, insurance, beneficiary nominations and other arrangements you may have in place with us.

Some of the changes will apply directly to you and other changes won't. We recommend you read this document in full, so you don't miss any of the information that does apply to you.

When will the planned merger happen?

The merger and transfer of your account to Team Super, along with any insurance you have, is planned to occur on 21 March 2025. If for any reason this date changes, we will let you know.

What will the transfer mean for you?

Administration fees and costs

- > Annual administration fee will reduce by 50%
- > Direct expense recovery fee will reduce by 36%

This means most members will pay less for administration fees and costs. However the \$750 cap for expense recovery fee will be removed, so some members with higher account balances may pay more.

Insurance premiums

- > At least a 2% reduction on insurance premiums for all insured members.

Tax rebate

- > Any tax deductions applicable to insurance premiums will be retained by Team Super and not paid into members' accounts.

At a glance

1. TWUSUPER and Mine Super will become Team Super

TWUSUPER and Mine Super, two industry funds, share the vision of creating a sustainable fund which protects and promotes the interests of workers in the transport, energy and mining industries.

The merging of the two funds is under a Successor Fund Transfer (SFT) agreement and together will create a \$21 billion* fund for over 150,000 members.

Ahead of TWUSUPER's merge, Mine Super will have already rebranded as Team Super in January 2025.

Following the SFT of TWUSUPER to Team Super, **Team Super** will have greater scale, resources and efficiencies and an ongoing commitment to benefit all its members.

2. Your TWUSUPER account will close and transfer to Team Super

- > On 20 March 2025 your TWUSUPER account will close.
- > From 21 March 2025 you will have a new Team Super account.

3. Things you may need to do before and after the transfer

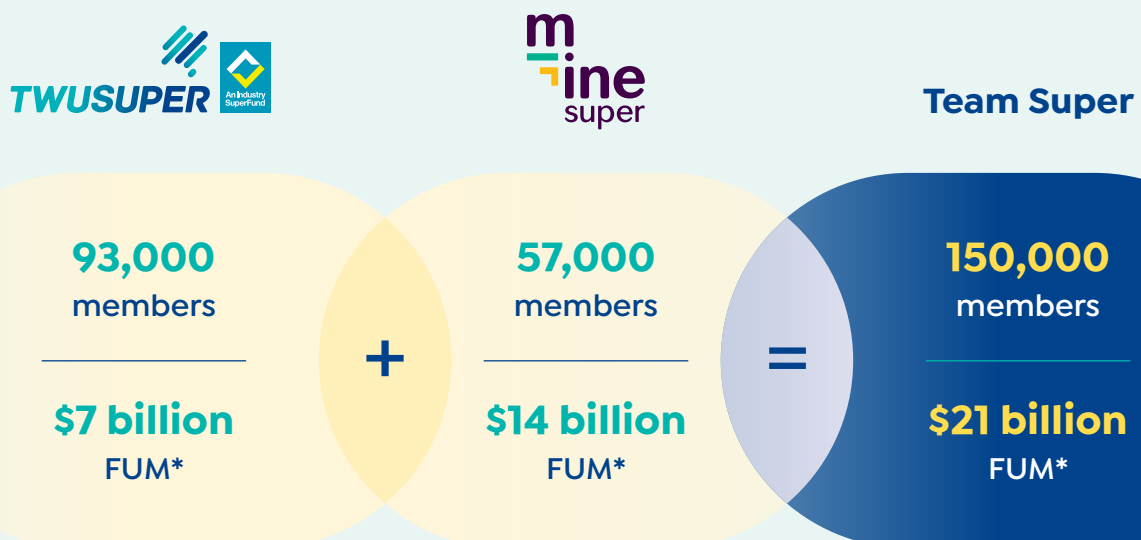
It's important to check if your details are correct and any changes or transactions you require are started early to ensure they are completed prior to the transfer.

Go to **page 7** to check.

Similarly after the transfer it's important to check your new account details.

Go to **page 18** to check.

Bigger team, better for you



*Members and funds under management (FUM) based on approximate figures as at 30 June 2024

4. There will be a period where transactions and services are limited

- > A Limited Service Period will apply from 5pm on 11 March 2025 with normal services resuming on 14 April 2025.
- > Some transactions, withdrawals and other changes to your account may be unavailable during this period.
- > If you need to make any contributions, withdrawals, combine your super, change your account details or complete any other transactions before the merger, you should check the key dates.

Go to page 4 to check

5. There will be changes to your account

When your account transfers to Team Super there will be some changes to:

- > Fees and costs
Go to page 10 to read more
- > Investment strategy and options
Go to page 12 to read more
- > Insurance premiums and some terms and conditions
Go to page 15 to read more

You should also read the Team Super Superannuation Product Disclosure Statement (PDS) and Target Market Determination before finalising any decisions about Team Super's products that may affect you financially. You can obtain a copy at teamsuper.com

6. You will be sent new account details

After the merger, Team Super will email you a Welcome Pack which will include a PDS and your account details to the email address provided by TWUSUPER. If TWUSUPER doesn't have your email address or you have specifically requested a hard copy of these documents, they will be sent by post. The Welcome Packs are expected to start arriving from mid to late May 2025.

Go to page 18 to read more

7. Contacting us during the merger

TWUSUPER and Mine Super are working together to make the transfer to Team Super as easy as possible for you.

- > You can contact TWUSUPER on **1800 222 071** until 5pm (AEDT) 20 March 2025
- > You can contact Team Super on **13 64 63** from 8am (AEDT) 21 March 2025

Go to page 19 for more details

Important things to be aware of before the transfer

The process of transferring your data to your new account at Team Super is complex and will take several weeks. Leading up to and during the transfer process there will be a Limited Service Period where some services and transactions won't be available to you.

There may be unavoidable instances where you need to provide your instructions again and this may include filling out a new version of a form. If this is required, we may call you directly to make sure your request is actioned as soon as possible. We apologise in advance for any inconvenience caused by this.

Key dates and Limited Service Period

The main Limited Service Period will apply from **5pm on 11 March 2025** with normal services resuming on **14 April 2025**.

All activities will be paused for a short period of time. Some activities will be unavailable for longer than others. The tables below show the impacted activities and key dates by which those activities must be received by 5pm. Please read through the list and check the cut-off dates to see if you may be affected.

If you need to mail a form or cheque to us, please make sure you allow for delivery time by Australia Post.

Key dates

Activity	Key date*
Pension applications	21 February 2025
Pension changes	21 February 2025
SuperMatch consolidation requests	3 March 2025
Rollout requests	6 March 2025
Super splitting (transfers to your spouse)	6 March 2025

* Please note all dates refer to when activities must be received by 5pm AEST/AEDT.

Limited Service Period

Activity	Key date*
Limited Service Period starts	11 March 2025
Contributions (including Employer and Member contributions)	11 March 2025
BPAY®	11 March 2025
Transactions	11 March 2025
<ul style="list-style-type: none"> > Paper forms (must be received by) > Over the phone > Member Online > Investment switching > Withdrawals 	
Insurance applications, cancellations and changes	11 March 2025
Notification to claim or change a tax deduction on a personal contribution	11 March 2025
Personal details updates	11 March 2025
Div 293 Tax Assessment payment withdrawals	11 March 2025
Tax File Number (TFN) updates	11 March 2025
Member Online account access	20 March 2025
Limited Service Period ends	11 April 2025

©Registered to BPAY Pty Ltd ABN 69 079 137 518.

* Please note all dates refer to when activities must be received by 5pm AEST/AEDT.

Help available during the Limited Service Period

If you have any concerns about an existing request or any other matter, our Member Service Team will continue to be available on **1800 222 071** between 8am and 8pm on weekdays (AEST/AEDT) during the key dates of the Limited Service Period up until 5pm on 20 March 2025.

The team will be able to answer questions you have about your super account and what services are available to you during the Limited Service Period.

Full processing services will be available from 14 April 2025.

Your online account access

Member Online access will be 'view only' from the start of the Limited Service Period and will close at 5pm on 20 March 2025.

Your account details and instructions on how to register for the Team Super's online account will be sent to you with your Welcome Pack.

Personal contributions

BPAY® - From 11.59 pm on 11 March 2025 your current BPAY® details will be switched off. Your new BPAY® details will be available via your Team Super online account or over the phone when the transfer is complete.

Employer contributions

The contributions you receive from your employer (including personal contributions) may be impacted for a short time during the Limited Service Period. Whether or not you are impacted will depend on the date your employer pays contributions.

You don't need to do anything. We will let your employer know what the new arrangements are. If your employer makes a contribution, we will hold the funds and pay them into your account after the Limited Service Period when systems are available.

Any contributions affected by the Limited Service Period will be processed from 14 April 2025.

Lodging new insurance claims and family law documents

During the Limited Service Period, you can still lodge insurance claims and send TWUSUPER your family law documents.

Please ensure any Court Orders and Agreements are updated to include reference to either Team Super or 'any successor fund'. We will action your request as quickly as possible after receiving your documents.

New terminal illness and financial hardship claims

If you have been diagnosed with a terminal illness or are experiencing financial hardship and need urgent assistance during the Limited Service Period, please don't hesitate to call us. See contact details on page 19.

Education and advice

General advice over the phone, about all aspects of your TWUSUPER account, will continue to be available to members at no extra cost until 20 March 2025.

Given the complexity and time required to prepare personal advice, there will be limitations on the availability of personal advice in the lead-up to the merger.

Things you may need to do before the transfer

Update your details

It's important that you check if your details are correct. This includes your mobile number, email address and postal address. If your details are wrong, you might not receive important information about your account after the merger.

To check, log into Member Online or call us on **1800 222 071** between 8am and 8pm (AEDT weekdays). You will need to check and update your details by 11 March 2025.

Check and change your email address

Your TWUSUPER account may have been set up using a family email address – one you share with your spouse or partner. Or your employer may have set up a TWUSUPER account on your behalf and the email address they provided is not your personal email address.

At Team Super, every member will need to provide a unique email address that is not shared by another member.

You will need to register for access to Team Super online using an email address that is unique to you.

If you change to a personal email address in Member Online before 11 March, this will simplify the registration process for you after the transfer.

If you are unsure or need help, you can also call the Member Service Team on **1800 222 071** between 8am and 8pm (AEDT weekdays) to check or change your email address.

Download your Annual Statement

You may want to download your annual statement(s) from Member Online to keep for your records. You will need to do this by 20 March 2025. Afterwards if you still want any copies you will need to contact Team Super.

Claim or change a tax deduction for personal super contributions

If you'd like to claim a tax deduction or change a tax deduction for personal super contributions made to your TWUSUPER account, we will need to receive your *Notice of intent to claim a tax deduction* by 11 March 2025.

During the Limited Service Period, we will be unable to accept notices to claim, but after the transfer you will be able to submit your claim with Team Super.

Receive a benefit payment

If you are eligible and want to request a benefit payment, you need to provide us with all required documents by 5pm on 11 March 2025, so we can process your payment before the merger. If you don't let us know before then, your payment may be delayed as a result of the Limited Service Period.

Make a family law request

As a result of the merger process, there will be delays in responding to requests for information and from taking action on accounts regarding family law matters. Please ensure any Court Orders and Agreements are updated to include reference to either Team Super or 'any successor fund'.

We will continue to action requests during the Limited Service Period, but there may be some delays.

Withdraw excess contributions

If you have made any excess concessional contributions, you have the option of withdrawing them from your TWUSUPER account. You also have the option to withdraw any excess non-concessional contributions made and 85% of associated earnings.

If you want to withdraw your excess contributions, you will need to lodge a release authority with the Australian Taxation Office (ATO). The ATO will then notify the Fund. TWUSUPER will process ATO notices received by 11 March 2025.

Team Super will process ATO notices from 21 March 2025 with delays in processing.

Split contributions with your spouse

If you'd like to transfer or split some of your eligible contributions into your spouse's account, you will need to submit your request by 11 March 2025.

During the Limited Service Period, we will be unable to accept your request. After the transfer, your account will be in a different fund, so you will only be able to transfer or split new contributions that are received from 21 March 2025 with delays in processing.

Pay Division 293 tax

If your income and super contributions are greater than \$250,000 in a financial year, you may need to pay Division 293 tax, which is an additional tax on your super contributions. If you've received a Division 293 notice of assessment from the Australian Taxation Office (ATO) that relates to contributions paid to TWUSUPER, you will need to pay the tax liability directly to the ATO. You would have the option to pay this tax liability by applying to the ATO to release money from your TWUSUPER account. TWUSUPER will process ATO notices received by 11 March 2025. Team Super will process ATO notices from 21 March 2025 with delays in processing.

Opt out of the transfer to Team Super

If you don't want your super account to be transferred to Team Super, you can choose to rollover your balance to another super fund. We will need to receive your instructions by 6 March 2025.

More information about rollovers between super funds and the things to consider before making a decision is available on the Australian Taxation Office website at ato.gov.au

Items transferring to your new account

You will be keeping your existing member and account number as your account will be transferred to Team Super. If you have supplied the following instructions to TWUSUPER, they will be transferred over to your new account:

Non-binding death benefit nomination

If you have provided TWUSUPER with a non-binding death benefit nomination, your beneficiary details will be transferred to your Team Super account.

Binding death benefit nomination

If you have provided a binding death benefit nomination to TWUSUPER and it is valid on 11 March 2025, your nomination will be transferred to Team Super and continue until it expires (three years after the day it was first signed).

If your binding death benefit nomination is scheduled to expire before the transfer, we will contact you to give you the opportunity to renew your existing nomination or make a new nomination. After the transfer, Team Super will contact you if your expiry date is approaching and let you know how to renew your existing nomination or make a new nomination.

If you have been considering changing your nominated beneficiaries and wish to do so before the transfer, please contact TWUSUPER by 11 March 2025.

Power of Attorney

If you have provided TWUSUPER with a copy of your appointed Power of Attorney, this information will be transferred with your account to Team Super.

Items not transferring to your new account

The following instructions will not be transferred to your new account:

Third Party Authorities

If you have set up a Third Party Authority which allows your spouse or another authorised person to have access to your account details, we are unable to transfer this authority to Team Super. You will need to provide these instructions again when you have your new account details.

Identification documents

If you have provided identification documents for lump sum withdrawals, they will not be transferred to Team Super. You will need to provide your identification documents again for your new Team Super account.

Communications preferences

Your contact details (including your email address if you have provided it) will transfer to Team Super, but your communication preferences won't transfer across.

At Team Super your communication preference will default to digital, which means you will receive some communications digitally. You still have the right to elect to receive communications via post.

You can update your communications preferences after the transfer when you log into your new Team Super online account.



What's changing

The transfer to Team Super will mean there are some changes to fees and costs, the default investment strategy, the investment options, insurance and financial advice. The next few pages provide the details of those changes.

Changes to your account fees and costs

After the transfer, there will be some changes to account fees and costs.

As a profit-to-member industry fund, Team Super will operate in the best financial interests of members.

The following table shows current TWUSUPER fees and costs compared with the Team Super fees and costs that will apply from 21 March 2025.

Fee or cost	TWUSUPER	Team Super (from 21 March 2025)
Ongoing annual fees and costs		
Administration fees and costs	\$78, plus 0.25% direct expense recovery fee (capped at \$750)	\$39, plus 0.16% administration asset-based fee (no cap)*^
Investment fees and costs	Cash Plus: 0.10% Conservative: 0.39% Moderate: 0.46% Balanced (MySuper): 0.62% High Growth: 0.56%	Cash: 0.12% Defensive: 0.45% Moderate: 0.51% Balanced: 0.50% Growth: 0.50% High Growth: 0.48%
Transaction costs	Cash Plus: 0.00% Conservative: 0.04% Moderate: 0.04% Balanced (MySuper): 0.05% High Growth: 0.06%	Cash: 0.00% Defensive: 0.02% Moderate: 0.03% Balanced: 0.03% Growth: 0.04% High Growth: 0.04%

* The removal of the cap on this fee may mean some members pay more for their annual administration fees and costs and may want to seek financial advice.

^ Administration fees are paid to the Team Super Administration Reserve which is used to pay relevant administration costs. These costs vary from year to year and in some years may be more or less than the administration fees collected for that year. Where the costs are more than the fees collected the additional costs are met from the balance held in the Administration Reserve and not from members' account balances or investment returns. The additional amount paid from the Team Super Administration Reserve for the year ended 30 June 2024 was approximately 0.031%.

Fee or cost	TWUSUPER	Team Super (from 21 March 2025)
Member activity related fees and costs		
Buy-sell spread	Nil	Nil
Switching fee	Nil	Nil
Advice fees	General advice is no extra cost. Initial appointments with a TWUSUPER financial adviser ¹ at no additional cost for all members. If you choose to proceed with Personal Advice you may have to pay extra fees depending on the type of advice. This will be discussed and agreed to at the initial appointment and will be outlined in your Statement of Advice.	General advice is no extra cost. Initial appointments with an adviser from Team Super Financial Advice at no additional cost for all members. If you choose to proceed with Personal Advice you may have to pay extra fees depending on the type of advice. This will be discussed and agreed to at the initial appointment and will be outlined in your Statement of Advice.
Insurance administration fee per week	Calculated monthly as 3% of an insured member's gross insurance and debited monthly	Calculated monthly as 3% of an insured member's gross insurance and debited monthly
Tax		
Insurance premiums tax deduction	The Fund reimburses any tax deduction applicable to insurance premiums directly to members' accounts monthly	Team super will retain any tax deductions applicable to insurance premiums and no reimbursement will be paid to members

Importantly, in the event that TWUSUPER reserves are insufficient to cover certain costs incurred by TWUSUPER in relation to the merger, an additional administration fee of up to 0.05% of your account balance may be deducted from the investment options prior to the final unit prices being calculated for your current TWUSUPER account. This additional administration fee, if any, will reduce the return on your investment and your balance transferred to your new account with Team Super.

Changes to the default investment strategy

If you joined TWUSUPER and didn't make an investment choice, your super was automatically invested in the Balanced (MySuper) option. This is our default option.

The default option at Team Super is the **MySuper Lifecycle Investment Strategy**.

The strategy works by investing your retirement savings in High Growth, Growth and Balanced investment options depending on your age.

The Lifecycle Investment Strategy (LIS) works by giving you greater exposure to growth assets such as shares in the early stages of your working life, and then reducing this as you get older by increasing your exposure to defensive assets such as fixed income and enhanced cash. This exposes you to greater risk and potentially higher returns when you are young and then aims to reduce volatile investment returns as you get older.

The changes are designed to provide less volatile investment returns as you approach retirement.

If your account is 100% invested in the TWUSUPER Balanced (MySuper) option on 20 March 2025, and:

- (a) you have not made an investment choice to invest in Balanced, your account will automatically be invested in the MySuper Lifecycle Investment Strategy when it is transferred to Team Super.
- (b) you have made an investment choice to invest in the Balanced option, your account will automatically be invested in the Balanced (Choice) option when it is transferred to Team Super.

The following table shows how your account will be transferred into the MySuper Lifecycle Investment Strategy depending on your age at 21 March 2025. Please note this is a summary only and we recommend you refer to the Team Super PDS and investment fact sheets before making any investment decisions.

Age as at 21 March 2025	Up to age 50	Age 50 to 54	Age 55 and over
Investment strategy	100% High Growth	100% Growth	100% Balanced
How it works	This investment strategy targets a net return that is 4.0% pa higher than inflation, but is expected to yield a negative return in up to 6 years in a given 20-year period.	This investment strategy targets a net return that is 3.5% pa higher than inflation, but is expected to yield a negative return in up to 6 years in a given 20-year period.	This investment strategy targets a net return that is 3% pa higher than inflation, but is expected to yield a negative return in up to 6 years in a given 20-year period.
Purpose	Helps you to build up your balance.	Generates a healthy return while cutting back on the risk of significant losses.	Recognises your risk appetite is likely to reduce as you approach retirement.
Investment risk	High	High	High

Other investment options

Team Super will also have the following investment options to choose from:

Pre-mixed options – High Growth, Growth, Balanced, Moderate, Indexed Defensive, Defensive and Secure.

Single-asset class options – Australian Shares, International Shares, Property, Bonds and Cash.

You will be able to choose any mix of the seven pre-mixed and five single-asset class investment options. The mix you choose will need to add up to 100%.

If your account isn't 100% invested in the TWUSUPER Balanced (MySuper) option on 20 March 2025, it will be invested in the same or similar type of investment option or mix of assets when it is transferred to Team Super.

How your investment account will be transferred

The following table shows how your investments will be transferred to Team Super depending on your TWUSUPER investment option:

FROM: TWUSUPER	TO: Team Super
Investment option	Investment option
Balanced (100%) (and you have not elected to invest in Balanced)	Lifecycle Investment Strategy (based on member's age at date of transfer) <ul style="list-style-type: none"> > High Growth (if under age 50) > Growth (if age is 50 to 55) > Balanced (if age is 55 and above)
Balanced 100% and you have elected to invest in Balanced OR Balanced less than 100% AND Any other option more than 0%/holdings in any other options	Balanced (Choice) plus, other investment option equivalents maintaining the same allocation percentages
Cash Plus	Cash
Conservative	Defensive
Moderate	Moderate
High Growth	High Growth

If you have previously set investment choice instructions for your future contributions, they will be made to your Team Super account in the same manner – ie invested in the equivalent Team Super investment options with the same allocation percentages.

Changes to strategic asset allocation ranges

The following tables show the strategic asset allocation ranges among the various asset classes for the TWUSUPER investment options and the equivalent Team Super options.

Assets	TWUSUPER				
	High Growth %	Balanced (MySuper) %	Moderate %	Conservative %	Cash Plus %
Australian shares	28-47	14-34	8-28	1-21	
International shares	20-40	10-30	5-25	0-19	
International shares (hedged)	5-25	0-20	0-17	0-15	
Unlisted infrastructure	0-16	0-19	0-18	0-17	
Unlisted property	0-16	0-19	0-18	0-17	
Unlisted equity	0-14	0-13	0-12	0-10	
Credit	0-10	0-16	0-17	0-17	
Australian fixed income		0-15	0-19	4-24	
International fixed income		0-17	3-23	11-31	
Cash	0-11	0-20	0-25	0-30	100

Assets	Team Super				
	High Growth %	Balanced %	Moderate %	Defensive %	Cash %
Australian shares	19-49	9-39	3-33	0-26	
International shares*	30-60	17-47	7-37	0-24	
Infrastructure	0-24	0-24	0-24	0-23	
Property	0-21	0-21	0-21	0-21	
Alternatives	0-18	0-18	0-18		
Fixed income	0-17	6-36	17-47	31-61	
Cash	0-16	0-20	0-25	0-30	100

* Part of the international shares allocation includes currency hedging to the Australian dollar.

Changes to your insurance

There will be no change to the insurance provider. TWUSUPER insurance cover is currently provided through TAL Life Limited, ABN 70 050 109 450 AFSL 237848 and will continue to be the insurance provider after the merger.

Decrease to the cost of insurance premiums

From 21 March 2025, the cost of insurance premiums will be reduced by at least 2% for all insured members. This includes Death and Total and Permanent Disablement (TPD) cover and also Income Protection cover. If you want to check your current TWUSUPER insurance premium visit twusuper.com.au/guide for our Insurance Guide.

To review the Team Super insurance premiums refer to the Team Super insurance tables in The Team Super PDS and Insurance Guide from 21 March 2025 on the Team Super website teamsuper.com

If you're not sure what insurance cover you have, log into Member Online to check. You will need to do this before 5pm on 20 March 2025.

Your Welcome Pack from Team Super will include details of any insurance cover transferred to your new account. Any tax deductions applicable to insurance premiums will be retained by Team Super and not paid into members' accounts.

Changes to occupation classifications

From 21 March 2025, all Group 1 (Default) TWUSUPER members will be allocated to the Team Super Group 1 - High Risk Occupation Group.

The following table shows the current insurance groups at TWUSUPER and what they will be in Team Super:

Reason you are in this group	TWUSUPER until 20 March 2025	Team Super from 21 March 2025
You have told us your occupation, it is considered dangerous and you do not meet the definition of Group 2 (Non-manual) or Group 3 (Professional)	Group 1 (Default)	Group 1 - High Risk
We do not know your occupation	Group 1 (Default)	Group 1 - High Risk (Undeclared)
You have told us your occupation, it is not considered dangerous and you do not meet the definition of Group 2 (Non-manual) or Group 3 (Professional).	Group 1 (Manual)	Group 1 (Manual)
You have told us your occupation, it is not considered dangerous and you work at least 75% of the time in an office environment and perform only non-manual duties.	Group 2 (Non-manual)	Group 2 (Non-manual)
Your occupation is not considered dangerous, and you have told us you work 100% of the time in an office in a sedentary capacity, earn more than \$100,000 a year (or pro-rata if not working full time), and have an accredited higher education qualification or are eligible to belong to a recognised professional body.	Group 3 (Professional)	Group 3 (Professional)

If you are in an insurance group that does not reflect the job you do, you could be paying more for your insurance than you need to. To check your Insurance group, log into Member Online. If you think you are in the wrong group, please let us know before 11 March, so we can make sure we are providing the right cover for your circumstances.

Change to TPD definition

There are three parts of the TPD definition that apply for TPD Claims. From 21 March 2025, one of the three parts of the TPD definition is changing.

The new part of the TPD definition may affect you if you make a TPD claim and your date of disablement is 21 March 2025 or after.

The table below shows the current part of the TPD definition and the new part of the TPD definition that will apply after transfer from 21 March 2025.

Current part of TPD definition	New part of TPD definition that will apply from 2025
Unable to look after yourself ever again	Incapable of doing basic activities associated with work ever again or suffering a severe mental health condition or severe cognitive impairment and in addition, incapable of doing a suited occupation

For full details, please refer to the TPD definition that will be included in the Team Super PDS, Insurance Guide and claim fact sheets from 21 March 2025.

What if you don't have insurance with TWUSUPER?

If you don't have insurance cover on 20 March 2025 because:

- > your insurance cover was switched off due to you not having enough money in your super account to pay for it, your insurance cover may automatically start again if you meet the eligibility conditions. You may also apply to restart your cover within 60 days from the date your cover switched off. If this occurs, Team Super will write to you with your cover commencement date, cover amounts and insurance costs.
- > your insurance cover was switched off due to you not receiving any contributions or rollins for 16 consecutive months, the transfer to Team Super will be considered as a rollin and therefore your insurance cover will automatically start again. Team Super will write to you with your new commencement date, cover amounts and insurance costs. The 16-month inactivity test will reset from 21 March 2025.
- > your insurance cover has not started due to you not having met a start of cover condition, your insurance cover will start once you have met the conditions. Team Super will write to you with your new insurance details including cover amounts, insurance costs and any introductory insurance offers.
- > you cancelled any (or all) of your cover, the cancelled cover won't restart after the transfer unless you apply for, are underwritten and accepted for the insurance cover by our insurer.

What if you have an insurance claim in progress?

If you have an existing claim that was lodged with TWUSUPER before the merger, the details of your claim will be transferred to Team Super and the assessment of your claim will continue. You won't be required to resubmit your claim, however there may be delays in updating your account with insurance activities and responding to enquiries during the Limited Service Period.

If you have a question about your insurance claim please call **1800 296 888** or email insuranceclaims@twusuper.com.au

Change to financial advice

After the transfer, financial advice at Team Super will be provided by Team Super Financial Advice a trading name of Team Super Services Pty Ltd ABN 49 051 315 014 AFS Licence 502700.

You will have access to a broader range of advice options to help you create, manage and protect your wealth.

Team Super board members

From 21 March 2025 the directors of the board will be made up of 14 Directors – 6 Employer Directors, 6 Member Directors and 2 Independent Directors.

The 6 Employer Directors will comprise of 3 appointed by the Australian Road Transport Industrial Organisation (ARTIO) and 3 appointed by NSW Minerals Council (NSWMC) and Queensland Resources Council (QRC).

The 6 Member Directors will comprise of 3 appointed by the Transport Workers Union (TWU) and 3 appointed by the Mining and Energy Union (MEU).

The 2 Independent Directors will comprise of 1 nominated by the TWUSUPER Trustee and 1 nominated by the Mine Super Trustee.

Trustee and Fund details

From 21 March 2025, the Trustee for TWUSUPER will no longer exist and your account will be transferred to the Team Super Trustee.

The following table shows the changes to the Trustee and fund details:

Information	TWUSUPER (until 20 March 2025)	Team Super (From 21 March 2025)
Trustee Name and ABN	TWU Nominees Pty Ltd ABN 67 002 835 412	Team Super Pty Ltd ABN 70 003 566 989
Fund Name and ABN	TWU Superannuation Fund (TWUSUPER) ABN 77 343 563 307	Team Superannuation Fund (Team Super) ABN 16 457 520 308
Unique Superannuation Identifier	TWU 0101AU	16457520308001

Things to do after the transfer

Read your Welcome Pack

At the completion of the transfer, you will receive an Exit statement from TWUSUPER early to mid April. Soon after (mid to late May), Team Super will send you a Welcome Pack with a Team Super PDS and confirmation of your account, including your balance, investments and insurance and how to contact Team Super.

When you receive your Welcome Pack, check that your details are correct. If you have any concerns, please get in touch using the contact details in the Welcome Pack.

Your Welcome Pack will also include instructions on how to register and log into the new Team Super online account.

Register for online account access

Follow the instructions in your Welcome Pack to register for access to your new Team Super online account. Remember to provide your own personal email address that is not shared by another member.

Check your contact details

Once you have registered for your new online account, check that your contact details are up to date.

If any details are incorrect or missing, please update them.

Set up personal contributions

You will find your new BPAY® details when you log into your new super account. You will also be able to make a bank transfer by Electronic Funds Transfer (EFT) and these details will be in your online account too.

You will also be able to access these details over the phone, by calling **13 64 63 between 8am and 6pm (AEST/AEDT) Monday to Friday.**

Check/Complete your death benefit nomination

Log into your Team Super online account and check that your beneficiaries are up to date.

If you wish to make any changes or provide a new nomination you can do this via your online account or by completing a form on the Team Super website.

Set up Third Party Authorities if required

All Third Party Authorities will need to be set up again. You will be able to do this by downloading and completing the form from the Team Super website after the transfer. If you still need further assistance you can call Team Super on **13 64 63 between 8am and 6pm (AEST/AEDT) Monday to Friday.**

Review your communications preferences

After the transfer will be a good time to review your communications preferences and let Team Super know how you prefer to receive communications from the Fund – via email or post.

You will be able to do this when you log into your new online account.

Check your insurance cover

If your circumstances have changed, now is a good time to check if you have the right amount of cover to suit your needs.

Review your investment option(s)

Check what option or options your balance is invested in and consider if this is the right option for you. When deciding, think about the likely investment returns, the level of risk and your investment timeframe.

We're here to help

TWUSUPER		Team Super	
Until 5pm on 20 March 2025		From 8am on 21 March 2025	
Phone	1800 222 071 between 8am and 8pm (AEST/ AEDT) Monday to Friday	Phone	13 64 63 between 8am and 6pm (AEST/ AEDT) Monday to Friday
Overseas callers	+61 3 9192 4414	Overseas callers	+61 2 4948 3333
Address	TWUSUPER GPO Box 779 Melbourne VIC 3001	Address	Team Super Locked Bag 2020 Newcastle NSW 2300
Email	twusuper.com.au/contact	Email	help@admin.teamsuper.com
Web	twusuper.com.au	Web	teamsuper.com
Insurance claims	1800 296 888 between 9am and 5pm (AEST/AEDT) Monday to Friday insuranceclaims@twusuper.com.au TWUSUPER Level 25, 150 Lonsdale Street Melbourne VIC 3000		

If you believe we have made an error with the transfer of your account please contact Team Super using your preferred contact method from the above details and we will be happy to assist you.

This Transfer Guide (SEN) relates to TWUSUPER for Industry, Transuper and TransPersonal members.

¹ TWUSUPER ABN 77 343 563 307 has engaged Industry Fund Services Limited (IFS) ABN 54 007 016 195 AFSL No 232514 to facilitate the provision of financial advice to members of TWUSUPER. Advice is provided by one of our financial advisers who are employees of TWU Nominees Pty Ltd and Authorised Representatives of IFS. Fees for personal advice may apply. Further information about the advice services that can be provided is set out in IFS' Financial Services Guide, a copy of which is available by calling 1800 222 071. IFS is responsible for any advice given to you by its Authorised Representatives.

This document was prepared in January 2025 and issued by TWU Nominees Pty Ltd ABN 67 002 835 412, AFSL 239163, the trustee of TWU Superannuation Fund (TWUSUPER) ABN 77 343 563 307 and the issuer of interests in it. This document is of a general nature only and does not take account any of your objectives, financial situation or needs. Before acting on the information, you should consider its appropriateness having regard to your objectives, financial situation and needs. A copy of the current Product Disclosure Statement and Target Market Determination (TMD) can be obtained from visiting twusuper.com.au/pds or by calling us on 1800 222 071. You should consider these carefully before you make any decision in connection with TWUSUPER.

