Date of issue: 27 October 2025

! Important changes to our services.

Significant Event Notice

We're Making Changes to Help You Better

REI Super's administration arrangements (including how we manage your account) are changing. This will help us give you better service in the future.

What's Changing?

We're changing the company that helps us look after the day-to-day running of your super account – this role is called the administrator. Starting from **1 December 2025, SS&C Bluedoor Pty Ltd*** will take the place of the current administrator, Mercer Outsourcing (Australia) Pty Ltd.

Temporary Break in Services

To make this change, we need to pause most services while we transfer member data to the new system.

This will happen from **5 pm, 19 November 2025 to 8 am, 19 December 2025 (AEDT).**

During this time, we won't be able to provide our usual services including handling requests or transactions like:

- Adding money to your account (e.g. contributions)
- Taking money out (e.g. withdrawals)
- Changing your investment options
- Paying lump sums you request (if eligible)
- Starting a pension
- Paying December pension payments (however December payments will be made in November)

We'll start working on these again after **19 December**. If your request is urgent, we'll try to help faster.

What You Can Do

To avoid delays, send your request before **14 November 2025**.

Contact us by phone if you are sending a request through email or online. If you're sending us mail, aim for **7 November 2025** to allow time for delivery.

* SS&C Bluedoor Pty Ltd (ABN 47 110 855 377 Australian Financial Services Licence 522565)

For more detailed information about the impact of the break in services and what happens after, read the accompanying Member Transition Guide. Also, check our website reisuper.com.au/admin-update regularly for any updates.

If You're Eligible To Access Your Super Soon

If you:

- **are 65 or older or will soon turn 65**, or
- have stopped, or will soon stop a paid job after turning **60;**

and want to use your super, please call us early. We'll help you plan.

What Happens After?

You'll be able to access your account online again from **19 December 2025**. Just re-register on the online portal using your member identification number, along with the email address and mobile number already linked to your REI Super account. Then follow the prompts to set your new password.

The new administrator will no longer accept or issue payments by cheque. If you send a cheque after 5 pm on 19 November 2025, it will not be processed and will be sent back.

Our Mobile App is being retired from 5 pm on **28 November 2025**, and we'll keep you updated when we launch a new app.

What Else is Changing?
Minimum Balance Update

The minimum balance after any eligible partial withdrawal received or processed on or after 1 December 2025 will be changing from $5,000 to $6,000.

Need Help?

Our phone number is staying the same. If you need help, call us on **1300 13 44 33**. For more information, visit **reisuper.com.au/admin-update**.

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REI Super 50 YEARS

Need Help?

Call us on **1300 13 44 33.** This number will stay the same.

For more information, please visit **www.reisuper.com.au/admin-update**

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