

# Transaction & pricing delay for BT Lifetime Super – Employer Plan members

9 November 2015

Prepare for the best.



On 21 November we will be moving the super balances of a selected group of members into another investment option, in line with the Government's MySuper initiative. This transfer will mean some short term pricing and processing delays for BT Lifetime Super – Employer Plan, if you're invested in the options that we are transferring between.

Delays will occur between Tuesday 17 November and Monday 23 November 2015.

## Who is affected?

This will affect members who have super in the investment options that we are transferring between. For details, see *Which investment options are affected?* on page 2 of this notice.

If you do not have investments in these options, or you are not switching to or rolling over into one of these options, you will not be affected by this transaction and pricing delay.

## What is the impact on transactions?

To manage the large movement of funds, there will be some delays in processing and pricing transactions around the transfer date. Despite this, the effective unit price as at the date of the request will be applied to any delayed transactions when they are processed.

From Tuesday 17 November until Monday 23 November 2015:

- > Investment switches will not be processed until prices are available.

- > Contributions and rollovers will be processed to accounts but will not be priced until unit prices become available.
- > Insurance claim assessments will continue as usual.
- > Payment requests will not be processed until prices are available.

Transactions will flow through automatically once prices are available.

Changes to your account not related to your investments will continue to be processed during this time. This includes change of address, beneficiary nominations and any updates to your name, Tax File Number or birth date.

## What if I have an urgent transaction?

If you have an urgent or hardship claim during the delay period, please contact BT Customer Relations on 132 135 between 8.00am and 6.30pm (Sydney time) Monday to Friday.

## How are unit prices affected?

There will be a delay in releasing the unit prices around the transfer date. Usually, unit prices are available on the following business day. This delay means that the unit price for some days will not be available until later.

- > Unit prices for 17, 18, 19, 20 and 23 November are currently scheduled to be available on Tuesday 24 November.
- > Usual unit pricing is scheduled to resume on Tuesday 24 November.

During these periods, your account balance may not be updated.

## Which investment options are affected?

This change will affect these BT Lifetime Super –

Employer Plan investment options:

- > BT MySuper 1940s Lifestage
- > BT MySuper 1950s Lifestage
- > BT MySuper 1960s Lifestage
- > BT MySuper 1970s Lifestage
- > BT MySuper 1980s Lifestage
- > BT MySuper 1990s Lifestage
- > BT MySuper 2000s Lifestage

You can log into your internet banking to check if your super is invested in any of these options.

## Need more information?

If you have any questions, please contact BT Customer Relations on 132 135 between 8.00am and 6.30pm (Sydney time) Monday to Friday.

### Important information

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### For more information



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