

# BT Lifetime Super – Employer Plan

## Transaction Processing Delay for Members

15 September 2016

Prepare for the best.



On 22 October 2016, we'll be moving some members' super balances in BT Lifetime Super – Employer Plan to the BT MySuper Lifestage investment option (MySuper) to meet government regulatory requirements.

This means there will be a short delay in processing financial transactions such as withdrawals, investment switches, rollovers and contributions between Friday 14 October and Friday 21 October 2016.

### How are my transactions affected?

For impacted members, financial transactions received during this period will be finalised and appear online starting from Monday 24 October 2016.

While there will be a delay, the effective date of the transaction will be the day the money or valid request is received (if this is by 4pm Sydney time on a business day). After the cut-off time, it will be processed using the price for the next business day.

### Am I affected?

If you have received a letter from us that your super is being moved to MySuper or if you are invested in any of the options below, it's important to be aware of the delay.

The affected investment options are:

- > Aberdeen International Shares
- > AMP Capital Investor Listed Property
- > BlackRock Scientific Diversified
- > BT Australasian Bond
- > BT Australian Share
- > BT Balanced Returns
- > BT Conservative Outlook
- > BT Future Goals
- > BT Global Bond
- > BT International Share
- > BT Multi-manager Australian Share
- > BT Multi-manager Balanced
- > BT Multi-manager Conservative
- > BT Multi-manager Growth
- > BT Multi-manager High Growth
- > 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 Property Securities
- > Colonial First State Australian Shares
- > Fidelity Australian Equities Fund
- > Macquarie Conservative
- > MLC Growth
- > OnePath Australian Shares
- > Partner Australian Shares Growth 1
- > Partner International Shares Growth 1
- > Schroder Balanced
- > Vanguard Growth Index Fund
- > Westpac Balanced Growth

## Which transactions are not affected?

We'll continue to process changes to your account not related to your investment options during this time. This includes change of address, beneficiary nominations and any updates to your name, Tax File Number or birth date.

Insurance changes and claims assessment won't be affected by the delay and will continue as usual.

## What if I have an urgent transaction?

If you have an urgent or hardship claim between 14 and 21 October, please call Customer Relations on 132 135 between 8.00am and 6.30pm (Sydney time) Monday to Friday.

## How do I know if my super is moving to MySuper?

Your super may be moving to MySuper if you received a letter titled *Changes to your super are coming* in July this year. We wrote to members who had not made an investment choice to let them know their super balance in BT Lifetime Super – Employer Plan would be moved to MySuper unless they let us know they wanted their super to remain invested as it is.

If you need a copy of the information pack, please contact Customer Relations.

## Need more information?

If you have any questions, please contact Customer Relations on 132 135 between 8.00am and 6.30pm (Sydney time) Monday to Friday or email [customer.relations@btfinancialgroup.com](mailto:customer.relations@btfinancialgroup.com).



### For more information



[bt.com.au](http://bt.com.au)



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GPO Box 2861 Adelaide SA 5001

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