

8 February 2018



Important changes to your member experience

We're constantly striving to enhance the experience for each of our Crescent Wealth Super Fund (the Fund) members.

The result of our most recent work is we are changing the Fund's administrator to Mercer Outsourcing (Australia) Pty Ltd. As part of this change, we are creating an all new *Member Portal* designed to improve how you understand and access your superannuation. From the first few weeks of March 2018, as we move to the new Member Portal, there will be some interruption to our normal services. We are working as hard as we can to try and ensure that these inconveniences are minimised as we make these changes.

What does the new Member Portal mean for you?

- You will automatically be taken to the new portal when you sign into your Crescent Wealth Super Fund account via the Crescent Wealth website.
- You will be able to access and manage your super through our new member portal.
- You will be able to do transactions online for a better and more efficient experience.
- Stay up-to-date with regular newsletter communications providing you with information on world investment markets and how they affect your retirement savings.
- Increase your confidence and knowledge with self-help and educational tools.

Is there anything you need to do?

Key to our objective is ensuring this transition takes place as smoothly and seamlessly as possible, with limited interruption to your service. We are pleased to advise that this change in administrator and new Member Portal will not result in any change to fees or the investment structure within the Fund.

However, there are a few things you'll need to take note of:

Your New Member Number and PIN

- You will be receiving a new member number to coincide with the introduction of the new *Member Portal*. This number will be sent to you on or after the 19th of March 2018, along with a new member PIN.
- Your current member number and PIN will still be active on the Fund's website up to the 19th of March (however you won't be able to make any changes to your account – see the Limited Service Period section below).

Changes to payment of your contributions – For employers and/or members

- If your employer currently pays your SG contributions via Electronic Funds Transfer (EFT), then from 1st of March 2018, they will need to start using the new clearing house solution – details are available at www.crescentwealth.com.au
- If your employer currently pays your SG contributions via a clearing house then there will be no changes.
- If you make voluntary contributions or are self-employed, then you will now need to use the BPAY. BPAY details are available at www.crescentwealth.com.au

Crescent Wealth Superannuation Fund

Phone: 1300 926 626

Email: info@crescentwealth.com.au

www.crescentwealth.com.au

The Crescent Wealth Superannuation Fund (ABN 71 302 958 449) is issued by Diversa Trustee Limited (ABN 49 006 421 638). Crescent Wealth Funds Management (Aust) Ltd (Crescent Wealth) ABN 32 144 560 172 AFSL 365260 is the Fund's promoter and is licensed to deal in the Fund. Neither Crescent Wealth nor any of its products is associated or affiliated with Crescent Capital Partners.

- After 1st of March 2018, EFT as a payment method will no longer be available for Fund members. Any payments made via EFT to the Fund after this date will not be accepted and the money returned to the originating bank account. You will have to utilise one of the other options listed above to make contributions to the Fund.

If you are uncertain about any of these details, we encourage you to forward this email to your Human Resources or Payroll officer. If they have any issues they can contact the Crescent Wealth team on 1300 926 626.

Limited Service Period between 1st March to 19th March 2018.

- During this Limited Service Period, we will be commencing the transition of the Fund's data to our new administrator's systems.
- During this Limited Service Period, no changes to your super account can be processed. This includes any transactions around rollovers in and out, contributions, investment changes, benefit payments, general updates or insurance related matters. If you anticipate you would like to make any changes or requests to your account in the coming weeks, please ensure these are made before the end of February 2018.
- If any requests/changes, including contributions and benefits payments, are received during the Limited Service Period, these will be processed on or after the 19th of March 2018.
- We appreciate your patience and understanding during this particular period.
- If you have any further queries about the Limited Service Period, please contact the Crescent Wealth team on 1300 926 626 and we can help you.

We're here for you

We are regularly looking for ways to provide you with the best possible experience. We are excited about these changes and are confident these developments will significantly enhance the way you engage with your superannuation.

As always, if you have any questions about the impending changes or you would like to discuss your superannuation, please do not hesitate to contact us on 1300 926 626 or simply reply to this email info@crescentwealth.com.au

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