

## Significant Event Notices

Whenever there is an important change to information disclosed in your APSS Product Disclosure Statement a 'Significant Event Notice' (SEN) needs to be sent to you. Certain SENs must be sent at least 30 days before the 'event' in question, while others may be issued up to 12 months after the event. In a very busy year in superannuation, we've collated the changes that you need to know about in this one SEN rather than sending you multiple letters. If you have questions about these changes, just email [sr@apss.com.au](mailto:sr@apss.com.au) or phone **1300 360 373**.

**This is an important update for all APSS Rollover members on:**

- New insurance premiums to take effect from 1 November 2019
- Changes driven by the Government's 'Protecting Your Super' package (PYSP)
- Fee cap on account balances of \$750,000 or more
- Changing the way we communicate with you

### **New insurance premiums to take effect from 1 November 2019**

The Government's 'Protecting Your Super' package of regulatory reforms took effect from 1 July 2019 (see page 4 of this SEN). A consequence of the insurance aspects of these reforms is that it has made insurance more expensive to provide to members who are eligible to have it, and who wish to maintain it. As a result, insurance premiums for Death, Total and Permanent Disablement (TPD) and Terminal Illness cover are increasing from 1 November 2019. If you have insurance, or intend on taking up insurance in the future (if eligible), this change will affect you.

We have set out the current insurance premiums, as well as the premiums that will apply with effect from 1 November 2019 on the following pages.



The current insurance premiums (valid until 11.59pm on 31 October 2019) are as follows:

Units	Weekly Premium <sup>1</sup>	Sum insured – What gets paid depending on your age at your last birthday					
		Age 20-34	Age 35-39	Age 40-44	Age 45-49	Age 50-64 <sup>2</sup>	Age 65 <sup>2</sup>
1	\$1.00	\$53,000	\$37,100	\$21,200	\$14,840	\$7,420	\$0
2	\$2.20	\$106,000	\$74,200	\$42,400	\$29,680	\$14,840	\$0
3	\$3.40	\$159,000	\$111,300	\$63,600	\$44,520	\$22,260	\$0
4	\$4.60	\$212,000	\$148,400	\$84,800	\$59,360	\$29,680	\$0
5	\$5.80	\$265,000	\$185,500	\$106,000	\$74,200	\$37,100	\$0
6	\$7.00	\$318,000	\$222,600	\$127,200	\$89,040	\$44,520	\$0
7	\$8.20	\$371,000	\$259,700	\$148,400	\$103,880	\$51,940	\$0
8	\$9.40	\$424,000	\$296,800	\$169,600	\$118,720	\$59,360	\$0
9	\$10.60	\$477,000	\$333,900	\$190,800	\$133,560	\$66,780	\$0
10	\$11.80	\$530,000	\$371,000	\$212,000	\$148,400	\$74,200	\$0

1. This includes any stamp duty. The actual weekly premium may be cheaper than this because a rebate of up to 15% per week may apply if the Trustee can claim a tax deduction for the cost of the insurance cover, which will be credited back to your account. For example, if you have one unit of cover, your weekly premium may be only 85 cents instead of \$1.00; if you had two units, it may be \$1.87 instead of \$2.20, and so on.

2. All cover will cease on your 65th birthday. See page 29 of the *Guide to your Member Savings*, which accompanies the *Your Member Savings* PDS for Spouse and Rollover members for other things that might cause your insurance cover to cease.

### New insurance premiums from 1 November 2019

Insurance premiums increase from 1 November 2019, as set out in the table on the next page.

The new premiums will now be determined by your age at your last birthday, with the premium rate increasing every year, except at lower ages or in the years that you move into an age band that provides lower cover. Furthermore, your weekly premium will depend on whether you have the 'basic' one unit of cover only, or you have applied for and have been granted additional 'voluntary' cover (up to the existing maximum of 10 units of cover).

For example, suppose a member who is aged 57 (age at their last birthday) has one unit of insurance cover. Currently, this cover would provide an insured sum of \$7,420 at a cost of \$1 per week (roughly \$52 per year). From 1 November 2019, the cover would still provide an insured sum of \$7,420, but the premium for this member increases to \$2.067 per week (roughly doubling the annual cost to around \$107 per year). When the member turns 58, it goes up again to \$2.304 per week and so on until age 64. When the member turns 65, all cover ceases.

The red box at right provides a quick summary of what is and isn't changing from 1 November 2019.

#### What's changing?

- Insurance premiums are going up.
- Premiums will generally increase on every birthday, except at lower ages or when you move into an age band that provides lower cover.

#### What's not changing

- Sums insured for each age band remain the same.
- All cover will still cease on your 65th birthday.
- Additional voluntary units of cover may be applied for (up to a maximum of 10 units in total) and maintained subject to the Insurer's approval.
- The actual weekly premium may still be reduced by a rebate of up to 15% per week if the Trustee can claim a tax deduction for the cost of the insurance cover. Such rebates will be credited back to your account in the same way as under the pre-1 November 2019 arrangement.
- Each premium rate depends on whether your cover is the basic one unit of cover, or you have more than the basic cover, which costs more depending on how many units of cover you have.

Age Last Birthday	Weekly Premium										Sum insured per unit
	1 Unit	2 Units	3 Units	4 Units	5 Units	6 Units	7 Units	8 Units	9 Units	10 Units	
20	\$1.105	\$2.431	\$3.757	\$5.083	\$6.409	\$7.735	\$9.061	\$10.387	\$11.713	\$13.039	\$53,000
21	\$1.070	\$2.354	\$3.638	\$4.922	\$6.206	\$7.490	\$8.774	\$10.058	\$11.342	\$12.626	\$53,000
22	\$1.031	\$2.269	\$3.507	\$4.745	\$5.983	\$7.221	\$8.459	\$9.697	\$10.935	\$12.173	\$53,000
23	\$0.988	\$2.173	\$3.358	\$4.543	\$5.728	\$6.913	\$8.098	\$9.283	\$10.468	\$11.653	\$53,000
24	\$0.961	\$2.114	\$3.267	\$4.420	\$5.573	\$6.726	\$7.879	\$9.032	\$10.185	\$11.338	\$53,000
25	\$0.942	\$2.072	\$3.202	\$4.332	\$5.462	\$6.592	\$7.722	\$8.852	\$9.982	\$11.112	\$53,000
26	\$0.936	\$2.059	\$3.182	\$4.305	\$5.428	\$6.551	\$7.674	\$8.797	\$9.920	\$11.043	\$53,000
27	\$0.940	\$2.068	\$3.196	\$4.324	\$5.452	\$6.580	\$7.708	\$8.836	\$9.964	\$11.092	\$53,000
28	\$0.960	\$2.112	\$3.264	\$4.416	\$5.568	\$6.720	\$7.872	\$9.024	\$10.176	\$11.328	\$53,000
29	\$0.990	\$2.178	\$3.366	\$4.554	\$5.742	\$6.930	\$8.118	\$9.306	\$10.494	\$11.682	\$53,000
30	\$1.039	\$2.286	\$3.533	\$4.780	\$6.027	\$7.274	\$8.521	\$9.768	\$11.015	\$12.262	\$53,000
31	\$1.104	\$2.429	\$3.754	\$5.079	\$6.404	\$7.729	\$9.054	\$10.379	\$11.704	\$13.029	\$53,000
32	\$1.189	\$2.615	\$4.041	\$5.467	\$6.893	\$8.319	\$9.745	\$11.171	\$12.597	\$14.023	\$53,000
33	\$1.290	\$2.838	\$4.386	\$5.934	\$7.482	\$9.030	\$10.578	\$12.126	\$13.674	\$15.222	\$53,000
34	\$1.409	\$3.099	\$4.789	\$6.479	\$8.169	\$9.859	\$11.549	\$13.239	\$14.929	\$16.619	\$53,000
35	\$1.082	\$2.381	\$3.680	\$4.979	\$6.278	\$7.577	\$8.876	\$10.175	\$11.474	\$12.773	\$37,100
36	\$1.190	\$2.618	\$4.046	\$5.474	\$6.902	\$8.330	\$9.758	\$11.186	\$12.614	\$14.042	\$37,100
37	\$1.314	\$2.891	\$4.468	\$6.045	\$7.622	\$9.199	\$10.776	\$12.353	\$13.930	\$15.507	\$37,100
38	\$1.452	\$3.194	\$4.936	\$6.678	\$8.420	\$10.162	\$11.904	\$13.646	\$15.388	\$17.130	\$37,100
39	\$1.608	\$3.537	\$5.466	\$7.395	\$9.324	\$11.253	\$13.182	\$15.111	\$17.040	\$18.969	\$37,100
40	\$1.016	\$2.235	\$3.454	\$4.673	\$5.892	\$7.111	\$8.330	\$9.549	\$10.768	\$11.987	\$21,200
41	\$1.125	\$2.475	\$3.825	\$5.175	\$6.525	\$7.875	\$9.225	\$10.575	\$11.925	\$13.275	\$21,200
42	\$1.243	\$2.734	\$4.225	\$5.716	\$7.207	\$8.698	\$10.189	\$11.680	\$13.171	\$14.662	\$21,200
43	\$1.374	\$3.023	\$4.672	\$6.321	\$7.970	\$9.619	\$11.268	\$12.917	\$14.566	\$16.215	\$21,200
44	\$1.522	\$3.348	\$5.174	\$7.000	\$8.826	\$10.652	\$12.478	\$14.304	\$16.130	\$17.956	\$21,200
45	\$1.179	\$2.592	\$4.005	\$5.418	\$6.831	\$8.244	\$9.657	\$11.070	\$12.483	\$13.896	\$14,840
46	\$1.303	\$2.867	\$4.431	\$5.995	\$7.559	\$9.123	\$10.687	\$12.251	\$13.815	\$15.379	\$14,840
47	\$1.443	\$3.175	\$4.907	\$6.639	\$8.371	\$10.103	\$11.835	\$13.567	\$15.299	\$17.031	\$14,840
48	\$1.599	\$3.517	\$5.435	\$7.353	\$9.271	\$11.189	\$13.107	\$15.025	\$16.943	\$18.861	\$14,840
49	\$1.771	\$3.896	\$6.021	\$8.146	\$10.271	\$12.396	\$14.521	\$16.646	\$18.771	\$20.896	\$14,840
50	\$0.982	\$2.161	\$3.340	\$4.519	\$5.698	\$6.877	\$8.056	\$9.235	\$10.414	\$11.593	\$7,420
51	\$1.091	\$2.400	\$3.709	\$5.018	\$6.327	\$7.636	\$8.945	\$10.254	\$11.563	\$12.872	\$7,420
52	\$1.211	\$2.664	\$4.117	\$5.570	\$7.023	\$8.476	\$9.929	\$11.382	\$12.835	\$14.288	\$7,420
53	\$1.346	\$2.962	\$4.578	\$6.194	\$7.810	\$9.426	\$11.042	\$12.658	\$14.274	\$15.890	\$7,420
54	\$1.497	\$3.294	\$5.091	\$6.888	\$8.685	\$10.482	\$12.279	\$14.076	\$15.873	\$17.670	\$7,420
55	\$1.667	\$3.667	\$5.667	\$7.667	\$9.667	\$11.667	\$13.667	\$15.667	\$17.667	\$19.667	\$7,420
56	\$1.856	\$4.083	\$6.310	\$8.537	\$10.764	\$12.991	\$15.218	\$17.445	\$19.672	\$21.899	\$7,420
57	\$2.067	\$4.548	\$7.029	\$9.510	\$11.991	\$14.472	\$16.953	\$19.434	\$21.915	\$24.396	\$7,420
58	\$2.304	\$5.069	\$7.834	\$10.599	\$13.364	\$16.129	\$18.894	\$21.659	\$24.424	\$27.189	\$7,420
59	\$2.568	\$5.649	\$8.730	\$11.811	\$14.892	\$17.973	\$21.054	\$24.135	\$27.216	\$30.297	\$7,420
60	\$2.863	\$6.299	\$9.735	\$13.171	\$16.607	\$20.043	\$23.479	\$26.915	\$30.351	\$33.787	\$7,420
61	\$3.191	\$7.020	\$10.849	\$14.678	\$18.507	\$22.336	\$26.165	\$29.994	\$33.823	\$37.652	\$7,420
62	\$3.557	\$7.825	\$12.093	\$16.361	\$20.629	\$24.897	\$29.165	\$33.433	\$37.701	\$41.969	\$7,420
63	\$3.962	\$8.716	\$13.470	\$18.224	\$22.978	\$27.732	\$32.486	\$37.240	\$41.994	\$46.748	\$7,420
64	\$4.412	\$9.706	\$15.000	\$20.294	\$25.588	\$30.882	\$36.176	\$41.470	\$46.764	\$52.058	\$7,420
65	\$0.000	\$0.000	\$0.000	\$0.000	\$0.000	\$0.000	\$0.000	\$0.000	\$0.000	\$0.000	\$0

With the exception of the insurance related 'Protecting Your Super' package changes detailed below, there are no other changes to your insurance arrangements. The eligibility criteria, coverage and other conditions and exclusions remain the same. You should also review the Spouse and Rollover *Your Member Savings* Product Disclosure Statement (PDS) and the accompanying *Guide to your Member Savings* (Guide) for detailed information about how your account and insurance works. These documents can be downloaded at [apss.com.au](http://apss.com.au) in the 'Product disclosure' section under the 'Publications & Forms' tab. Or call **1300 360 373** and we can send you a copy.

Insurance can help you and your loved ones manage the financial impact of death or TPD. However, you also need to consider the effect that insurance premiums have on your superannuation account balance, because premiums are deducted from your account and therefore, will potentially reduce how much you will have in your retirement.

This may be a good time to check your insurance cover and ensure your level of insurance cover is appropriate to your own personal needs and you may wish to seek financial advice to help validate your decision. You should also review the PDS and Guide referred to above for detailed information about how your account and insurance works.

Remember, you can change your insurance at any time by completing a *Confirm my insurance arrangements* form, which can be downloaded at [apss.com.au](http://apss.com.au) in the 'Print a form' section under the 'Publications & Forms' tab. Or call **1300 360 373** and we can send you a copy of the form.

## Changes driven by the Government's 'Protecting Your Super' package (PYSP)

You may have already received information about the following, or read about it in your member newsletter, *Insight*. However, we restate it all here so that everyone with a Rollover Account is aware of these significant changes resulting from PYSP. Announced in the 2018-19 Federal Budget, the PYSP reforms, which are designed to protect Australians' superannuation savings from being eroded by fees and insurance premiums, became law in February 2019 and took effect from 1 July 2019. The new laws could now affect your insurance cover if you have an APSS Rollover Account that becomes 'inactive', and have further impacts if the balance of your Rollover Account reduces below \$6,000 (or already has).

## How the new laws could affect your insurance cover

### Inactive accounts

If your APSS Rollover Account has been 'inactive' for 16 continuous months, your insurance cover could lapse after 30 June 2019 unless you do something about it. Your account is treated as inactive following 16 continuous months during which no amount, such as a contribution or rollover, has been received into your account. Note that your account won't be classified as inactive if you have elected to maintain your cover even if your account becomes inactive, or you elected to be provided with insurance cover after 8 May 2018 and before 1 April 2019.

To keep your insurance cover, you can make a contribution or rollover into your account at least every 16 months to reset the period of 'inactivity' and therefore keep your account active (as little as \$1 will do) - just login to your account via [apss.com.au](http://apss.com.au) and select 'Contribution options' under the 'Member' tab in your secure site main menu. Alternatively, you can complete the *Confirm my insurance arrangements* form on [apss.com.au](http://apss.com.au) in the 'Print a form' section under the 'Publications & Forms' tab in the main menu, ensuring that you select the box labelled 'Keep my current insurance cover, even if my account is inactive for 16 continuous months' on the form, and that you return the form to us before the 16 continuous months of inactivity is up.

### Reinstatement of insurance that has ceased

Where your insurance cover ceases, it may be possible for it to be reinstated in certain circumstances provided you are still eligible. This could happen automatically without providing your health and other details to the Insurer, or you may need to apply to reinstate it including by completing the Insurer's application form.

**Automatic reinstatement:** Where your insurance cover ceased due to your account becoming inactive or because your account balance fell below \$50, your insurance cover will be automatically reinstated (potentially with renewed periods of new events cover) from the date it ceased if, within 60 days of the cover ceasing you have at least \$500 in your account; all outstanding premiums are paid (this happens automatically where there are sufficient funds in your account); and (where your cover ceased due to inactivity) you have made a valid election to maintain insurance cover even if your account becomes inactive and the election is accepted by the Trustee by completing the *Confirm my insurance arrangements* form.

Note that 'new events cover' (which means you're only covered for an illness that first becomes apparent, or an injury that first occurs, on or after the date the cover commenced) will apply for members with an APSS Rollover Account who are not engaged in active employment on the date the conditions for reinstatement are satisfied. When new events cover applies, it will apply until the member has been in active employment for 30 consecutive days.

**Applying for reinstatement:** You may apply to reinstate your cover by completing the Insurer's *Application for insurance* form, which is available to download at [apss.com.au](http://apss.com.au) on the 'Print a form' page under the 'Publications & Forms' tab. This is subject to the same conditions as apply to an application to increase cover (see page 28 of the Guide in the 'Your insurance cover and choices' section, under the heading 'Increasing cover – Buying more insurance'). In addition to completing the Insurer's *Application for insurance* form, you will also need to complete the *Confirm my insurance arrangements* form to confirm that you wish to keep your current insurance cover, even if your account is inactive for 16 continuous months. Alternatively, in addition to completing the *Application for insurance* form, you can make a contribution or rollover into your account. This will reactivate your account so it will no longer be 'inactive'.

If your cover is reinstated, please note that any individual conditions, exclusions, restrictions, premium loadings or special conditions that applied immediately before your cover ceased will continue to apply until such time as they expire or are otherwise varied. Additional conditions, exclusions, restrictions, premium loadings or special conditions may also be applied.

### How the new laws could affect account balances under \$6,000 – ATO transfers

The PYSP regulatory reforms may impact you in other ways if you have an APSS Rollover Account with an account balance of less than \$6,000.

Under the new laws, an APSS Rollover Account with an account balance of less than \$6,000 must be automatically transferred to the Australian Taxation Office (ATO) after 16 continuous months of inactivity.

This could happen from as early as 31 October 2019. If your account balance has to be transferred to the ATO, this could have the effect of cancelling your APSS membership.

We will write to you to let you know if your account could be transferred to the ATO, but if your account balance is already below \$6,000, consider this your final notice. If you want to ensure your account remains active and is not transferred to the ATO, you can:

- Ensure that a contribution or rollover is made into your account if it has a balance of less than \$6,000. A contribution as little as \$1 will keep your account active. To do this, just login to your account via [apss.com.au](http://apss.com.au) and select 'Contribution' options under the 'Member' tab in your secure site main menu.

- Confirm or change your investment choice by logging in to your account via [apss.com.au](http://apss.com.au) and selecting 'How you invest' under the 'Investments' tab.
- Make or amend a binding beneficiary nomination by sending us a completed *Binding nomination* form (available on [apss.com.au](http://apss.com.au)). Note that a non-binding nomination will not be sufficient.
- Choose to opt in to confirm or change your insurance cover by sending us a completed *Confirm my insurance arrangements* form (available on [apss.com.au](http://apss.com.au)).

Alternatively, you can also go to [ato.gov.au](http://ato.gov.au) and search for 'Inactive low-balance super accounts' then download the relevant form – it's called the *Inactive low-balance accounts – Authorising your fund to provide a written declaration to the ATO* form. In Section B of the form, there's a few APSS details you will need including:

**Fund name:**  
Australia Post Superannuation Scheme (APSS)

**Fund ABN:**  
42045077895

**Unique superannuation identifier (USI):**  
42045077895001

You will also need some personal details specific to you (e.g. your member account name and number), which you can find by logging in to your online account or referring to your last benefit statement.

### Fee cap on account balances under \$6,000

If your APSS Rollover Account balance does fall (or has already fallen) below \$6,000, then there's another aspect of these reforms to consider. Under the new laws, the total combined amount of administration fees, investment fees and indirect costs charged to you (as detailed in the table on the following page) will be capped at 3% of the account balance for an APSS Rollover account with an account balance of less than \$6,000 at the end of the financial year.

To assist you in understanding this change, on the next page, we have extracted the fees and costs table from the Guide. On this table, you will find all the details of the administration fees, investment fees and indirect costs which are subject to the fee cap (as at the most recent PDS dated 30 July 2019). These fees and costs may change with future PDS updates, available at [apss.com.au](http://apss.com.au) via the 'Product disclosure' section under the 'Publications & Forms' tab.

## Fees and costs

The following table is an extract from the Guide including reference to the introduction of recent fee caps described on the previous page, and on the following page.

Type of fee	Amount	How and when paid
Investment fee <sup>1*</sup>	Depends on your chosen investment option, and is based on a percentage of your account balance invested in the relevant investment option: <b>Cash: 0.03%, Conservative: 0.16%, Balanced: 0.25%, High Growth: 0.31%</b>	Deducted from Investment returns before Crediting Rates are worked out.
Administration fee <sup>1**</sup>	\$1.50 per week per account, plus 0.12% of your account balance each year (subject to a fee cap). <sup>***</sup>	Deducted from your account monthly or on a pro-rata basis for part months when you leave the APSS.
Buy-sell spread	Nil	Not applicable
Switching fee	Nil	Not applicable
Advice fees relating to all members investing in a particular product or investment option	Nil	Not applicable
Other fees and costs	Other fees, such as Activity fees, may also be charged. More information about such fees and costs is provided in the Additional Explanation of Fees and Costs in this Guide.	
Indirect cost ratio <sup>1^</sup>	Depends on your chosen investment option, and is based on a percentage of your account balance invested in the relevant investment option: <b>Cash: 0.02%, Conservative: 0.38%, Balanced: 0.70%, High Growth: 0.70%</b>	Deducted from Investment returns before Crediting Rates are worked out.

<sup>1</sup> If your account balance for a product offered by the superannuation entity is less than \$6,000 at the end of the entity's income year, the total combined amount of administration fees, investment fees and indirect costs charged to you is capped at 3% of the account balance. Any amount charged in excess of that cap must be refunded.

\*The investment fees for the High Growth, Balanced, Conservative and Cash investment options reflect the actual investment fee amounts, and the Trustee's reasonable estimates of such amounts where actual figures were not available, incurred in the 2018-19 financial year for the relevant option.

\*\*Not applicable if you have an APSS Rollover Account and your employer (i.e. Australia Post or an Associated Employer) is currently meeting its contribution obligations for you in the APSS.

\*\*\* The percentage-based administration fee is not charged on any amount of your account balance in excess of \$750,000.

<sup>^</sup>The indirect cost ratios for the High Growth, Balanced, Conservative and Cash investment options reflect the actual indirect costs incurred, and the Trustee's reasonable estimates of indirect costs where actual figures were not available, incurred in the 2018-19 financial year for the relevant option.

## **Fee cap on account balances of \$750,000 or more**

In addition to the fee cap described on page 5, there's another type of fee cap on administration fees to be aware of. This fee cap is, however, a change made by the APSS Trustee and not part of the PYSP reforms.

This fee cap, approved by the Trustee at its 7 June 2019 meeting, was introduced on 1 September 2019 to avoid excessive administration charges on higher account balances.

The fee cap will have the effect of limiting the percentage-based component of the administration fee for account balances exceeding \$750,000 (meaning that the percentage-based administration fee will not be charged on any amounts in excess of \$750,000). Currently, most APSS Rollover members pay an administration fee of \$1.50 per week (per account), plus 0.12% of their total account balance each year. This fee is deducted from your account monthly or on a pro-rata basis for part months where applicable.

For those members with account balances exceeding \$750,000, the administration fee from 1 September 2019 will change to \$1.50 per week (per account), plus 0.12% of the account balance, up to a cap of \$750,000 each year. The manner in which the fee is deducted from the account will not change.

This means that, if your account balance was \$1 million, from 1 September 2019, you would only be charged \$1.50 per week (per account), plus 0.12% of \$750,000 per annum, as opposed to \$1.50 per week (per account), plus 0.12% of \$1 million each year. That is to say that the additional \$250,000 would not attract that 0.12% percentage-based administration fee each year.

This new administration fee cap is referenced in the table on the previous page by a triple-asterisk footnote.

## Changing the way we communicate with you

Starting with this SEN, we are changing the way we communicate with our members. Here's what this important change in our communication approach will mean for you from September 2019:

- If we have your email address, or we receive an email address for you in the future, we'll provide you with important documents, information and notifications about your account electronically.
- You'll receive an email when important documents and other communications are available on our website or by logging in to your APSS MemberAccess account. We'll let you know where to find the information and how to access it.
- For any communications that have personal details, such as your annual benefit statement, we'll ask you to login to your APSS MemberAccess Account.

You'll receive all the same documents and information as before, but certain information about your account will no longer be sent to you in the mail unless you choose for it to be posted to you. Exceptions include your annual benefit statements and most letters concerning the administration of your account, which we will, for the foreseeable future, continue to provide to you in hard copy. If you would prefer to receive these documents and other future communications another way (such as in hardcopy), please let us know. Also, if you would like us to send these documents and other communications to another email address or postal address, please let us know and we will arrange this for you, at no cost. All you need to do is:

**Email us at:** [sr@apss.com.au](mailto:sr@apss.com.au)

**Call us:** 1300 360 373 between 9am and 5.30pm (Sydney time) weekdays (or if calling from overseas, please dial +61 2 8571 6780)

**Write to us at:** APSS, Locked Bag A5005, Sydney South NSW 1235

If you elect to receive these documents and other communications another way within 7 days of receipt of this notice, we will send them to you in hard copy, as your election will also apply to this SEN.

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