

Significant Event Notice

Important changes you need to know



Important information

The information provided in this Significant Event Notice is general information only and does not take into account your objectives, financial situation or needs. Before making a financial decision, please assess the appropriateness of the information to your individual circumstances and consider seeking professional advice.

NGS Financial Planning Pty Ltd, ABN 89 134 620 518, is a corporate authorised representative #394909 of Guideway Financial Services Pty Ltd, ABN 46 156 498 538, AFSL #420367 and offers financial planning services on behalf of NGS Super ABN 73 549 180 515.

Issued by NGS Super Pty Limited ABN 46 003 491 487 AFSL No 233 154 (Trustee) as trustee of NGS Super ABN 73 549 180 515 (Fund).

This Significant Event Notice (SEN) outlines important changes which may affect your account with NGS Super, effective from 1 March 2025.

Temporary unavailability of eAdvice service

Our eAdvice service currently being provided via **Member Online** will be temporarily unavailable from 1 March 2025 as we begin to transition our systems to our new administration service provider.

We're working on a new and improved digital advice service with easy-to-understand content on a broad range of financial topics relevant to our members. This service will be complimentary for all NGS members and is expected to be available later this year.

What you need to do

If you've obtained a Statement of Advice using our eAdvice service and would like to retain a copy for your records, please call us on **1300 133 177** to request a copy to be sent to you.

New interactive Super Calculator

As part of our commitment to improve the digital tools available to help members manage their super, we're also introducing a new Super Calculator on 1 March 2025. The calculator will allow you to enter details of your current situation and future goals to help you understand how much income you could have in retirement.

The new Super Calculator will replace the existing TrueWealth retirement calculator on our website and the Retirement Benefit projection available in **Member Online**. You'll be able to access the new Super Calculator from 1 March 2025 at ngssuper.com.au/calculators

Advice when you need it

We know the value of getting the right advice at the right time and we're committed to ensuring that NGS members have access to quality financial advice no matter what stage of life you're at.

While we're building our new digital advice service, we'll continue to offer a range of Advice services to suit you. Single-issue advice limited to your NGS Super account is available at no cost over the phone through our Financial Advice helpline. If you need a little more information but don't need an entire financial plan, a chat with a Super Specialist might help. We also offer paid tailored advice through NGS Financial Planning.

To learn more about our Advice services, visit ngssuper.com.au/financial-planning

Closure of the NGS Self-Managed Direct Investment Option

We've taken the decision to close the NGS Self-Managed Direct Investment Option (DIO) following advice from the DIO service provider that it will be discontinuing this service for all of its clients, including NGS Super.

We expect the closure to be completed prior to 30 June 2025. In the leadup to the closure, the DIO option will offer a reduced range of terms for term deposits, and members will be unable to transact in listed securities and term deposits for a period prior to the closure, with these dates to be confirmed.

We'll be contacting members invested in the DIO with further information, key dates and details of any action they need to take.

In the meantime, we'll update our website at ngssuper.info/direct-investments with further information as we work towards a smooth closure of the DIO.

We understand that for some members, direct investing is an important part of their investment strategy. We'll continue to work with our service providers to help ensure we are best supporting you during this period.

More information? Contact us

You can contact us at ngssuper.com.au/contactus

or call us on **1300 133 177**, Monday to Friday, 8am – 8pm (AEST/AEDT).

Phone number for callers outside Australia: **+61 3 8687 1818**

Postal address: **GPO Box 4303 Melbourne VIC 3001**

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