

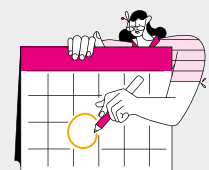
Issued March 2023

## Important information about your Ambulance Officers' Insurance account

This notice provides important information for members who have Ambulance Officers' Insurance (Part 2) in Ambulance Officers' Super.

### Key dates you need to know

So we can make the changes in this notice, some systems and services (including payments) will be temporarily unavailable between **3pm Wednesday 26 April 2023** and **9am Wednesday 10 May 2023**. If you want to access your account online, be sure you do this before **3pm Wednesday 26 April 2023**. These dates are subject to change, and we'll keep [aware.com.au/sen](https://aware.com.au/sen) updated with the latest information.



### Biometrics access to the Aware Super app

You may have set up Face ID or Touch ID to access the Aware Super app. You'll need to set these up again once the app is available.

### Changes to non-binding beneficiary nominations

From 1 May 2023, we'll no longer offer non-binding nominations, however if you currently have a non-binding nomination with us it will remain in place.

### Changes to insurance fees

We regularly review our insurance arrangements to ensure they're competitive and meet our members' expectations. From 1 May 2023, we'll be making some changes.

#### Introduction of an insurance administration fee

To recover the cost of administering insurance and claims on a more equitable basis, we're introducing an insurance administration fee of \$1.85 per month.

**This insurance administration fee will be paid for by your employer.** If you have insurance on the last day of the month, the fee will be deducted from your Aware Super account on that day. The reimbursement of the insurance administration fee will be shown as a credit to your Aware Super account as an employer contribution.

## We're updating the name of your product

The name of Aware Super Ambulance Officers' Insurance will become **Aware Super Future Saver – Ambulance Officers** on 1 May 2023.

### What's next?



It's important you understand the changes detailed in this letter but it's for your information only and **there's nothing you need to do today**.

From **9am Wednesday 10 May 2023** we expect that you'll be able to view your new arrangements by logging into your online account. From the end of May 2023, you will also see the insurance administration fee applied to your account.

## We're here to help

You can download a copy of the *Important information about your Ambulance Officers' Insurance account* notice from **[aware.com.au/sen](https://aware.com.au/sen)**

Kind regards

Jo Brennan

Chief Operating Officer