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Australian Reward Investment Alliance

CSS Access Number Request and Change of Contact Details

Use this form if:

- you would like a new or replacement Access Number; or
- you have changed your postal address or other contact details.

Please complete this form and post it to:

PSS/CSS Access Numbers
Reply Paid 244
Belconnen ACT 2616
No stamp required

Alternatively, call us on **1300 000 277** and we can provide you with an Access Number over the phone.

What's happening online?

Find out with an Access Number which gives you:

- Easy, secure access to the most up-to-date information about your super, including your most recent Member Statement.
- Instant online calculations through the i-Estimator.
- The ability to update your contact details at any time.
- The choice of how to receive the latest news about your super.
- Complete confidentiality – your unique Access Number means you are the only one who can access your details.

What's happening at home?

Let us know if you change your contact details so we can keep you updated on your super and ensure you receive your annual Member Statement.

Choose from the following options:

- using your Access Number you can log on to Member Services Online at **www.css.gov.au** and select 'Change Contact Details and Preferences'; or
- email your new details to **members@css.gov.au**; or
- using this form place a cross in the 'update my contact details' box below and post this form to the address shown above; or
- call us on **1300 000 277** and speak with one of our Customer Service Representatives.

Please write in BLOCK LETTERS using a black pen (use a (X) to check when required)

☐ Please send me a confidential Access Number and update my details as shown below

☐ Please update my contact details as shown below

Membership number

YOUR NAME

Surname

Given name/s

Your date of birth DAY / MONTH / YEAR

YOUR CONTACT DETAILS

Your postal address

SUBURB/TOWN

STATE POSTCODE

Contact phone number

Mobile phone number

Email address

I do NOT want to receive (use a (x) to check the box as required)

☐ Information by email where possible ☐ Material regarding third parties

Information by email

We would like to send you news about your super, including notification of the availability of your online annual member statement, by email. It's quicker than the post and easier for you to keep. However, some things might still need to be sent by mail.

Third party material

From time to time, we will send you information about new products or services provided by State Super Financial Services Limited or Members Equity Bank that you might be interested in (but your information is not given to these parties).

Privacy

The CSS is committed to maintaining your privacy by protecting any information you give us. Your information will be used to administer your super and to send you news about your super and information about new products or services (provided by us or others) and to contact you if we need to in the future.

Your personal information will be disclosed to:

- Our administrator ComSuper (for the purposes of administering your super);
- Ausfund – Australia's Unclaimed Super Fund (if your benefit becomes payable and we are unable to reach you); and
- the Australian Taxation Office (if you become a lost member – usually two pieces of returned correspondence).

Your information will not be used for any other purpose or disclosed to another party, unless:

- you authorise us to do so;
- it is required by Law;
- it is to Orima Research or Eureka Strategic Research who may, on our behalf, invite you to participate in a survey about our service (they are required to protect this information from disclosure to another party).

☐ If you do not want your contact details passed to Orima Research or Eureka Strategic Research, please cross this box.

If you would prefer not to receive information about new products or services, or participate in member research, you can opt out by crossing the relevant boxes provided on this form, or by calling us on **1300 000 277**. If you do not opt out, then you are taken to have consented to our use of your personal information for the purposes of informing you about new products and services or inviting you to participate in member research until you elect to opt out. A full copy of our privacy policy is available at **www.css.gov.au** or by calling us on **1300 000 277**.

SIGNATURE

DATE

DAY / MONTH / YEAR

Any advice in this document has been prepared without taking account of your personal objectives, financial situation or needs. Because of this, you should, before acting on any advice in this document, consider the appropriateness of the advice, having regard to your objectives, financial situation and needs. You may wish to consult a licensed financial planner to do this.

Australian Reward Investment Alliance (ARIA) ABN: 48 882 817 243 AFSL: 238069
RSE Licence no: L0001397,
Trustee of the Commonwealth Superannuation Scheme (CSS) ABN: 19 415 776 361 RSE: R1004649