



# Significant Event Notice



## Important: limited-service period from 13 to 26 February 2026

### Tell me quickly

From 13 to 26 February 2026 there will be a limited-service period while we upgrade our IT systems.

This will delay the timing of processing transactions on your account and pause access to your account in CSC Navigator.

CSC will review time-sensitive transactions, such as investment switches and contributions, to ensure you are not materially impacted by fluctuations in the market during the limited-service period.

For more information, visit [csc.gov.au/lsp](https://csc.gov.au/lsp)

Rest assured, our IT systems will remain secure during this period. We'll continue to prioritise the security and privacy of your personal information to safeguard your investments and data.

This long-term investment in CSC's technology system will help us better support you.

- Lodge a digital application form or update a digital application including insurance claims or adding/updating your beneficiaries—you can instead use the forms at [csc.gov.au/forms](https://csc.gov.au/forms) and email or post them to us
- Update your contact details including your bank account details or view and download your personal documents.

**CSC Navigator** will be up and running after the limited-service period. If you need to transact on your account between 13 and 26 February 2026, we encourage you to register or log in at [csc.gov.au/login](https://csc.gov.au/login) before the limited-service period begins.

Certain transactions—such as insurance changes or investment switches—must be completed before 13 February. Cut-off dates for these transactions are listed at the end of this document.

In the unlikely event of any extension to the limited-service period, updates will be provided at [csc.gov.au](https://csc.gov.au)

### Payments from your account

Withdrawals from your account and rollovers to other super funds may be delayed if the request is received during this period. These will be processed as soon as possible after the limited-service period. If you need an urgent payment from your account—for example, if you're experiencing financial hardship—Please contact us for support.

For more information, visit [csc.gov.au/lsp](https://csc.gov.au/lsp)

### Contributions to your account

We'll be unable to allocate contributions to your account including contributions received from you, your employer or any rollovers or transfers received during the limited-service period. These will be processed after the limited-service period ends.

### Insurance

There are some impacts to insurance transactions but, don't worry, your insurance cover will remain active.

## What this means for you

While we upgrade our IT systems, all transactions will be paused on your account. However, our Customer Service Team will still be on hand to support you. You can phone or email us as usual.

Below are the specific areas that will affect you.

### CSC Navigator online portal access

You'll be unable to access CSC Navigator to:

- View your account balance, your insurance dashboard (if applicable) or transaction history including personal or employer contributions
- Transfer/consolidate funds into CSCri
- Make an investment switch on your account or track investment performance

## Making changes to your cover

You won't be able to apply for, increase, decrease or cancel your cover during this time.

To make any changes to your insurance cover you need to do this by 5 February 2026 via [csc.gov.au/login](https://csc.gov.au/login) or using the form at [csc.gov.au/forms](https://csc.gov.au/forms)

## Insurance claims

- **New claims**—please contact the Customer Service Team to notify us of your intent to make a claim.
- **Existing claims**—we'll accept any outstanding evidence for in-progress claims via email or post.

## Premiums

Premium payments will be deducted as usual at the end of the month.

## Payments

- **Income Protection payments**—you're currently receiving Income Protection payments directly into your bank account, these will continue as usual. There may be a delay in the super contribution component of your claim during the limited-service period.
- **Insurance claim lump sum payments**—these will be allocated to your account as soon as possible after the limited-service period. Unfortunately, you may experience a delay. We're sorry if you or a family member is affected by this—all outstanding claims will be made a priority after the limited-service period.

If you're experiencing financial hardship for any reason, please contact us for support.

## Investment switches

You won't be able to make investment switches online using CSC Navigator during the limited-service period. Form requests will be processed after it ends.

For more information, visit [csc.gov.au/lsp](https://csc.gov.au/lsp)

If you want to make an investment switch on your account before the limited-service period, this must be completed online via **CSC Navigator** by 2pm (AEDT) on Tuesday 10 February 2026 or **submit the form so that it is received by us** by Tuesday 10 February 2026.

## Your details

We will contact you using the most recent details you've provided. Not sure if your details are up to date? Log in to **CSC Navigator** to check or update them before 11 February 2026.

## ATO identifier

As part of this transition, your ATO record will be updated to use your CSCri, PSSap or ADF Super member number. This change helps make your records simpler. You'll notice it in your **myGov** account after the limited-service period—your super itself won't be affected.

## We're here to support you

Thank you for your patience while we make this important upgrade to our IT systems. Our dedicated Customer Service Team is here to support you.

If you wish to update or transact on your account before the limited-service period between 13 and 26 February 2026, please send us your request by:

- **5 February 2026** for changes to insurance
- **10 February 2026** for investment switches or changes made via paper form
- **11 February 2026** for all other account changes in **CSC Navigator**

While we upgrade our systems, you'll still be able to contact us. You can:

- Email or post us application forms using the forms available at [csc.com.au/forms](https://csc.com.au/forms)
- Contact us to check your account details and update your personal information.

If there are any changes to the limited-service period dates, we'll contact you. Information will also be available on the **CSC website**.

You can also view this Significant Event Notice online at [csc.gov.au/sen](https://csc.gov.au/sen) or visit the webpage for more information and frequently asked questions at [csc.gov.au/lsp](https://csc.gov.au/lsp)

## Contact us

Here to guide you every step of the way.



Call us on  
**PSSap — 1300 725 171**  
**ADF Super — 1300 203 439**  
Monday to Friday, 8:30am — 6:00pm (AEST/AEDT)



Post to  
**GPO Box 2252**  
**Canberra ACT 2601**



View your account, go to [csc.gov.au/login](https://csc.gov.au/login)

**If you're experiencing financial hardship for any reason, please contact us for support.**

## For more information visit [csc.gov.au](https://csc.gov.au)

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**Commonwealth Superannuation Corporation (CSC) ABN: 48 882 817 243 AFSL: 238069 RSEL: L0001397 | Australian Defence Force Superannuation ABN: 90 302 247 344 RSE: R1077063 | Public Sector Superannuation accumulation plan ABN: 65 127 917 725 RSE: R1004601**

