



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, temporarily change the timing of your pension payments, 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

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 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 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

Your regular pension payments

Any pension payments due will be temporarily brought forward. If you are due a payment between 13 - 26 February 2026, your payment that would usually be made during this time will be paid instead on 11 February 2026.

To check your pension payment frequency before the limited-service period, log in to CSC Navigator at csc.gov.au/login

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

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.

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
- Change your pension amount, pension payment frequency or your income stream payment order method
- Transfer/consolidate funds into CSCri
- Make an investment switch on your account or track investment performance

Insurance

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

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 or using the form at 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

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
- 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 or visit the webpage for more information and frequently asked questions at csc.gov.au/lsp

Contact us

Here to guide you every step of the way.



Call us on

CSCri — 1300 736 096

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

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



For more information visit csc.gov.au

PSSap, ADF Super and CSCri are issued by Commonwealth Superannuation Corporation (CSC) ABN 48 882 817 243 | AFSL 238069 | RSE Licence No: L0001397.

Any financial product advice is general advice only and has been prepared without taking account of your personal objectives, financial situation or needs. Before acting, you should consider the appropriateness of the advice, having regard to your own objectives, financial situation and needs. You may wish to consult a licensed financial adviser. Before making a decision in relation to PSSap, ADF Super or CSCri, you should obtain a copy of the relevant Product Disclosure Statement (PDS) and consider its contents before making any decision regarding your super. You can find the PDS and Target Market Determination on our website csc.gov.au

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

