



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.

Your Defined Contribution (DC) account

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

Your Defined Benefit (DB) account

Transactions on this account will not be affected. You'll still have access to CSC Navigator to make most account updates online.

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.

- 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
- 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

What this means for your Defined Contribution account

While we upgrade our IT systems, all transactions will be paused on this 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 may affect you.

CSC Navigator online portal access

You'll be unable to access CSC Navigator to:

- View your account balance or transaction history

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. 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.

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 via csc.gov.au/login

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**—if you're currently receiving Income Protection payments directly into your bank account these will continue as usual. There may be a delay in processing the super contribution component of your claim.
- **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 the limited-service period ends.

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.

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.

What this means for your Defined Benefit account

Transactions on this account **will not** be affected.

You'll be able to continue to make most changes to your account using CSC Navigator such as making an investment switch. The only changes won't be able to make are:

- Updating bank account details for pensioners
- Updating your personal contact details

If you need to update your address or bank account details during the limited-service period, please phone or email us.

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.

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 affected 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 on csc.gov.au/contact

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



For more information visit csc.gov.au

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 CSS, PSS, Military Super, 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 CSC is not required to provide Target Market Determinations for Defined Benefit Products or for MySuper investment options.

Commonwealth Superannuation Corporation (CSC) ABN: 48 882 817 243 AFSL: 238069 RSEL: L0001397 | Defence Force Retirement and Death Benefits Scheme ABN: 39 798 362 763 | Australian Defence Force Superannuation ABN: 90 302 247 344 RSE: R1077063 | Commonwealth Superannuation Scheme ABN: 19 415 776 361 RSE: R1004649 | Public Sector Superannuation accumulation plan ABN: 65 127 917 725 RSE: R1004601 | Military Superannuation and Benefits Scheme ABN: 50 925 523 120 RSE: R1000306 | Australian Defence Force Cover ABN: 64 250 674 722 | Public Sector Superannuation Scheme ABN: 74 172 177 893 1922 Scheme | DFRB Scheme | PNG Scheme | DFSPB | CSC retirement income

