



# 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](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.

- Make an investment switch on your account or track investment performance
- Lodge a digital application form or update a digital application including 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)

### 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 may affect you.

#### CSC Navigator online portal access

You'll be unable to access CSC Navigator to:

- View your account balance or transaction history
- Change your pension amount, pension payment frequency or your income stream payment order method
- Transfer/consolidate funds into CSCri

#### 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](https://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, to assist in purchasing a property or

if you're experiencing financial hardship—please contact us for support.

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

## Investment switches

You will be unable 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 2pm (AEDT) Tuesday 10 February 2026.

## ATO Identifier

As part of this transition, your ATO record will be updated to use your 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 Navigators](#)

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 **1300 736 096**  
Monday to Friday, 8:30am — 6:00pm (AEST/AEDT)



Message us at [members@csc.com.au](mailto:members@csc.com.au)



Post to  
**CSCri**  
**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)**

CSCri is issued by Commonwealth Superannuation Corporation (referred to as CSC, we, our or us) (ABN 48 882 817 243, AFSL 238069, RSEL L0001397) through the Public Sector Superannuation accumulation plan (referred to as PSSap or the Fund)

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 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](https://csc.gov.au)

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