

# Important changes to First Super



**We're always looking for ways to improve the First Super experience. It's all part of how we put our members first.**

This notice explains important changes to:

- How we apply the crediting rate to withdrawals from the Fund
- How we communicate with you
- Our Pension PDS

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## Clarifying how we credit investment earnings if you leave the Fund

We've updated the information in our Product Disclosure Statement dated 1 May 2023 regarding how we apply the crediting rate to investment earnings when you leave the Fund or make a partial withdrawal from the Fund.

Investment earnings are calculated monthly as a crediting rate and are applied to your First Super account when you leave the Fund or as at each 30 June after deduction of investment tax (unless you are retired), fees, and costs.

Unfortunately, our previous PDS incorrectly stated that we applied a monthly crediting rate to full or partial withdrawals from your account.

Our latest PDS confirms that if you leave the Fund between monthly crediting rate declarations, an interim crediting rate is applied to your account balance from the date of the last monthly rate declaration to the date of payment. The PDS also confirms that the Trustee may, at its discretion, apply an interim crediting rate to partial withdrawals.

We apologise for any confusion this may have caused our members.

Our Product Disclosure Statement is available on our website, [firstsuper.com.au/pds](https://firstsuper.com.au/pds)

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## How we communicate with you – electronic communications

We're also making changes to the way we communicate with you.

We've changed our terms and conditions so that if you have given us your email address and/or phone number, we will or may use these to communicate with you about your account, First Super's other products and services and other marketing communications about your superannuation. If you don't want this to happen and still want to get everything on paper, you can change this by updating your preferences via firstonline or by calling our Member Services Team on **1300 360 988**.

If you do not want to receive marketing communications from us, opt out by calling the Member Services Team on **1300 360 988**, or via firstonline.

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## Pension PDS – Incorrect date has been updated

In the latest edition of our Pension PDS, on page 5 of the Allocated Pension Membership Application Form, Section 8 of the Declaration is dated 29 September 2022. This is an error: it should read, 1 May 2023. It has been corrected in the online version which is available at [firstsuper.com.au/doc/pension-pds/](https://firstsuper.com.au/doc/pension-pds/)

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## Questions about this information? We're here to help, so let's talk

We understand this a lot of information to take into account all at once, so if you have any questions, please give our Member Services Team a call on **1300 360 988** (8am to 6pm weekdays AEDT). Alternatively, send us an email with your questions to: [mail@firstsuper.com.au](mailto:mail@firstsuper.com.au)