

Update on the sale of Bendigo Super to Betashares

Dear member,

The sale of Bendigo Super to Betashares is nearly finalised and we expect this to complete in the coming weeks. Following the completion of the sale, the ownership of Bendigo Super will change from Bendigo and Adelaide Bank (the Bank) to Betashares.

What you need to do

There's nothing you need to do. We're working closely with the Bank and Betashares to ensure a smooth transition.

What's changing?

As a result of the change in ownership, there are some important changes we'd like to make you aware of:

Your super account balance on Bendigo Bank's e-banking

From Wednesday, 28 August 2024, your Bendigo Super account balance will no longer be visible on Bendigo Bank's e-banking platform. You can still securely access your account via Bendigo SmartStart Online using your existing login details.

[Bendigo SmartStart Online](#)

Bendigo Bank branch assistance

After the completion of the sale, our Client Services Team can continue to assist you with your Bendigo Super account queries.

However, Bendigo Bank branch staff will no longer be able to accept super contributions, lodge super forms, or enquire about your super account on your behalf. If you would like to make a contribution into your Bendigo SmartStart Super account, you can do this via BPay at any time.

Website and contact email

After the completion of the sale, the Bendigo Super website will change. If you visit our [current website](#) after the change of ownership, you will be provided with details of our new website where all fund information including all forms, guides and disclosures will remain available.

The email address for our Client Services Team, who respond to all your super queries, will also change. However the phone number they can be contacted on, will remain unchanged.

More information

Once Betashares takes ownership in the coming weeks, we will send you further communication confirming our new website and new email address.

In the meantime, if you have any questions, you can contact the Client Services Team by emailing superannuation@bendigobank.com.au or calling [1800 033 426](tel:1800033426).

Your Bendigo Super team