

# We're making important changes at HESTA

24 February 2025



We were excited to welcome you to the HESTA community in 2022. Now, we're taking the next step to help you face the future with confidence.

From **Saturday 19 April 2025**, HESTA will transition all our member account services to GROW Super Ops Pty Ltd (GROW Inc.), who already manage member services for HESTA for Mercy.

As all our services will be managed by the same provider, from **Saturday 19 April 2025** we will close the HESTA for Mercy Income Stream product and bring all our members together under HESTA. This means you'll enjoy the full range of benefits available to other HESTA members, including expanded online services.

This Significant Event Notice (notice) is to let you know about important changes to the HESTA for Mercy Retirement Income Stream (RIS) and the HESTA for Mercy Transition to Retirement (TTR) Income Stream including the consolidation of the HESTA for Mercy Income Stream product with the HESTA Income Stream Product.

From **Saturday 19 April 2025**, the HESTA for Mercy RIS and TTR products will be combined with the HESTA products and the Product Disclosure Statement (PDS) for HESTA will apply.

These changes will generally be incorporated into future versions of the *HESTA Income Stream PDS*, available at [hesta.com.au/pds](https://hesta.com.au/pds)

## The changes we're letting you know about here include:

- temporary limited services period
- operational changes.

## Temporary limited services period Tuesday 15 April – Sunday 1 June 2025

Moving all our members across to GROW Inc. will take time and care, so some of our normal services will be temporarily limited or unavailable.

- From **Tuesday 15 April**, we'll stop processing requests for some transactions until the transition is complete, and access to your current online account will stop (you'll be able to access your new HESTA online account after the transition).
- Services (including your new online account) will begin returning from **Monday 2 June**. Following the limited services period, processing times for some transactions may take longer than usual while we process outstanding requests received during the limited services period and services return to normal.

See the table below for key details of what will and won't be available during the limited services period.

Service	From Tuesday 15 April – Sunday 1 June (unless otherwise indicated below)	From Monday 2 June
<b>Regular income stream payments</b>	<p>Unavailable</p> <p>Income stream payments that fall during the transition period will be paid earlier, on <b>Thursday 10 April</b>.</p> <p>This includes fortnightly payments that were due on Thursday 24 April and during May 2025, as well as monthly, quarterly, half yearly or yearly payments due on Tuesday 15 April and Thursday 15 May 2025.</p> <p>For fortnightly payments, the regular fortnightly payment cycle will change to the alternate week from Thursday 15 May 2025. When we make these changes you will receive an additional one-off payment of half your regular payment amount on Thursday 10 April.</p> <p>Your regular payments will resume from Tuesday 10 June 2025 onwards.</p>	Available
<b>Online account access</b>	Unavailable from 5pm AET Monday 14 April.	<p>Available via the HESTA website</p> <ul style="list-style-type: none"> <li>• You'll be able to register for and access your new HESTA online account (and the HESTA app). You'll need your HESTA member number handy.</li> <li>• To make this as easy as possible, check we have the right email address and mobile number for you in your current online account.</li> </ul>
<b>Contact centre</b>	<p>Available, but after Friday 18 April:</p> <ul style="list-style-type: none"> <li>• changing to the HESTA contact centre on 1300 734 479 8am-8pm AET Monday-Friday.</li> <li>• however, during this period they will have no ability to process account transactions and limited access to member account information.</li> </ul>	Available
<b>Lump-sum withdrawals including rollovers out</b>	<p>Unavailable</p> <p>Lump-sum withdrawals, including rollovers out, will be processed after the limited services period.</p>	<p>Available</p> <p>Following the limited services period, processing times for some transactions may take longer than usual while we process outstanding requests received during the limited services period and services return to normal.</p>
<b>Investment switches</b>	<p>Available (via form only)</p> <p>Any investment switch requests received during this time will be processed after the limited services period, with an effective date of the date of receipt.</p> <p>Note: If you want to request an investment switch during the limited services period, contact us for a copy of the <i>Investment choice application form</i>.</p>	Available

Service	From Tuesday 15 April – Sunday 1 June (unless otherwise indicated below)	From Monday 2 June
<b>Changes to your personal, payment or banking details</b>	Unavailable Any requests received during this time will be processed after the limited services period. Any valid binding death benefit nominations received will be effective from the date the form is signed.	Available
<b>New income stream accounts</b>	Unavailable New income stream applications can only be accepted from the <i>HESTA Income Stream Product Disclosure Statement</i> dated 19 April 2025 (available from that date at <a href="https://hesta.com.au/pds">hesta.com.au/pds</a> ). Apply before Monday 31 March 2025 if you want to set up a new income stream account before the limited services period.	Available

Services will return from **Monday 2 June**, including access to your new online account and the HESTA app. Following the limited services period, processing times for some transactions may take longer than usual while we process outstanding requests received during the limited services period and services return to normal.

### Urgent payments

In exceptional cases during the limited services period, the Trustee will consider making urgent benefit payments of up to 80% of the member's (last known) account balance. Payments can only be made if a delay in payment would result in hardship to the member or their beneficiaries. Any remaining balance will be paid as soon as possible after the limited services period.

Payments are also subject to meeting the normal conditions of release for accessing your super.

## What do you need to do?

We know changes like this can make things harder for a while, and we're sorry for any inconvenience they might cause you. We're working hard to make the changes as quickly as possible.

- If you can, plan to make any changes to your account by **Monday 31 March**.
- If you believe you may need to make a lump-sum withdrawal during this period, we suggest you make this withdrawal by **Thursday 10 April**.
- We're here if you need extra support with making changes.

We'll keep you updated on any changes to the transition plan at [hesta.com.au/hfm-changes](https://hesta.com.au/hfm-changes) as our services are transitioned.

## What else will the changes mean for you?

### Operational changes

What's changing?	What will it mean for you?
You'll have a <b>new online account</b> and access to the <b>HESTA app</b> .	When you've set up online access (via the <b>Login</b> button on the HESTA website), visit the App store or Google Play to download the HESTA app. Just use your HESTA member number on your confirmation letter (which you will receive after the transition is completed) to log in.
Some members have a <b>member number</b> with a 'P' prefix, which will change after the transition.	If this affects you, we'll send you a <b>new member number</b> in your confirmation letter after the transition is complete.
You'll have access to <b>new income stream payment features</b> .	These include the option to: <ul style="list-style-type: none"> <li>• <b>index your regular income stream payment</b> by 1 per cent, 2 per cent, 3 per cent, 4 per cent, 5 per cent or CPI each year; and</li> <li>• choose a payment date of the <b>15th or the 28th of the month</b>.</li> </ul>
A new <b>minimum balance</b> will apply for income stream accounts.	Where the balance of your income stream account is less than \$1,500 at 1 July HESTA may process a full redemption and close your account. Currently this applies to account balances less than \$2,000.

What's changing?	What will it mean for you?
A new <b>fortnightly payment cycle</b> will apply for members who receive regular income stream payments.	The regular fortnightly payment cycle will change to the alternate week from Thursday 15 May 2025. When we make the change, <b>you'll receive an additional one-off partial payment of half your regular payment amount on Thursday 10 April 2025.</b>
<p><b>A unit price</b> is applied each time you move money into or out of the investment options in your account, because the transaction involves buying and selling units.</p> <p><b>money-in:</b> includes money you roll in from other funds.</p> <p><b>money-out:</b> includes rollovers out, withdrawals and deductions.</p> <p>Currently, money in receives the unit price for the date it's processed to your account.</p>	Money in will receive the unit price for the date it's received in HESTA's bank account.

## New product and contact details

	Before Saturday 19 April 2025	From Saturday 19 April 2025
<b>Product name</b>	<p>HESTA for Mercy Transition to Retirement Income Stream</p> <p>HESTA for Mercy Retirement Income Stream</p>	<p>HESTA Transition to Retirement Income Stream</p> <p>HESTA Retirement Income Stream</p>
<b>Website</b>	<a href="https://hestaformercy.com.au">hestaformercy.com.au</a>	<a href="https://hesta.com.au">hesta.com.au</a>
<b>Contact Centre</b>	1300 368 891	1300 734 479
<b>Overseas phone</b>		+61 3 9957 0064
<b>Email</b>	<a href="mailto:information@hestaformercy.com.au">information@hestaformercy.com.au</a>	<a href="mailto:hestais@hesta.com.au">hestais@hesta.com.au</a>
<b>Postal address</b>	PO Box 8334 Woolloongabba QLD 4102	Locked Bag 35007 Collins St West VIC 8007
<b>Unique Superannuation Identifier (USI)</b>	6497 1749 321 002	HST0001AU
<b>Administrator</b>	GROW Inc (Grow Super Ops Pty Ltd) (GROW Inc) ABN 83 617 346 568, AR 001285461, authorised representative pf GROW Super AFSL Pty Ltd ABN 63 135 540 135, AFSL 000340958	GROW Inc (Grow Super Ops Pty Ltd) (GROW Inc) ABN 83 617 346 568, AR 001285461, authorised representative pf GROW Super AFSL Pty Ltd ABN 63 135 540 135, AFSL 000340958

### Keeping you updated

Following the transition, you can expect the same level of 24/7 access to information and help, along with all the other benefits of being with HESTA, that you've always enjoyed.

Keep an eye out for updates at [hesta.com.au/hfm-changes](https://hesta.com.au/hfm-changes)

## contact us

[information@hestaformercy.com.au](mailto:information@hestaformercy.com.au) | 1300 368 891 | PO Box 8334, Woolloongabba QLD 4102 | [hestaformercy.com.au](https://hestaformercy.com.au)

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