

# We're making important changes at HESTA

24 February 2025



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

HESTA will soon transition all our member account services to GROW Super Ops Pty Ltd (GROW Inc.), who are already managing 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 Super 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:

- the **HESTA app** – access your super account from anywhere to view your balance, transactions, investment options and much more
- **Future Planner** – see what your super could look like in the future and explore options to grow your super
- **Advice Library** – gain insights from our advisers in step-by-step guides to help you face the future with confidence
- **Super videos on demand** – take an interactive journey through what members like you are asking about money and super.

This Significant Event Notice (notice) is to let you know about important changes to HESTA for Mercy Super including the consolidation of the HESTA for Mercy product (including HESTA for Mercy MySuper) with the HESTA product (which includes HESTA MySuper).

From **Saturday 19 April 2025**, the HESTA for Mercy Super product (including HESTA for Mercy MySuper) will be combined with the HESTA Super product (which includes HESTA MySuper).

These changes will generally be incorporated into future versions of the *HESTA Product Disclosure Statement (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
- insurance changes
- operational changes
- other important information.

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

Moving all our members across to GROW Inc. will take time, 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. Access to your current online account will stop (you'll be able to access your new HESTA online account after the transition).
- Services 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.

### 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 transition as smooth as possible.

- If you can, plan to make any changes to your account by **Monday 31 March**.
- 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.

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 noted below)	From Monday 2 June
<b>Online account access</b>	Unavailable from Monday 14 April 5pm AET.	Available <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>	Available, but after Friday 18 April: <ul style="list-style-type: none"> <li>• Changing to the HESTA Contact Centre on 1800 813 327 8am-8pm AET Monday-Friday.</li> <li>• However, during this period they will have no ability to process account transactions and will have limited access to member account information.</li> </ul>	Available on 1800 813 327 8am-8pm AET Monday-Friday.
<b>Super contributions</b>	Contributions received up to Monday 14 April will be allocated to your account as normal.  Contributions received after this date will be processed after the limited services period but with an effective date based on the date received.  They will appear in your account after they're processed.  Your <b>BPAY</b> ® details will change as part of the transition.	<ul style="list-style-type: none"> <li>• Contributions will be applied to your account using the most recent unit price available in the system on the date the contribution is received.</li> <li>• You'll find your new <b>BPAY</b>® details in your new online account.</li> </ul>
<b>Investment switches</b>	Available (via form only)  Any investment switch requests received during this time will be processed after the limited services period, with an effective date of the date received.  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> .	Available

Service	From Tuesday 15 April – Sunday 1 June (unless otherwise noted below)	From Monday 2 June
<b>Withdrawals including rollovers out and starting an income stream</b>	<p>Unavailable</p> <p>Withdrawals including rollovers out will be processed after the limited services period.</p> <p>Apply before Monday 31 March if you want to transfer your super to set up a new income stream account before the limited service 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>Personal details and beneficiary nomination changes</b>	<p>Unavailable</p> <p>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.</p> <p>Please ensure you use the <i>Change of member details</i> form, or the <i>Binding death benefit nomination</i> form at <a href="https://hesta.com.au/forms">hesta.com.au/forms</a> for any changes after Friday 18 April 2025.</p>	<p>Available</p>
<b>Insurance cover changes</b>	<p>Unavailable</p> <p>Any requests received during this time will be processed after the limited services period, and will also be subject to the insurance changes described in this document.</p> <p><b>Refer to Insurance changes (on the following pages)</b> for important information that may impact any changes you intend to make to your insurance cover.</p>	<p>Available</p>
<b>Claims -</b> Death, Terminal Illness, Permanent Incapacity, Total and Permanent Disablement and Income Protection	<p>Unavailable</p> <p>If you have already commenced a claim, we will try to finalise it as quickly as possible before the limited services period begins.</p> <p>Claims that have been approved before Tuesday 15 April may be paid before the limited services period begins, as long as we have all the details we need to enable payment.</p> <p>If you have made an Income Protection (IP) or Total and/or Permanent Disablement (TPD) claim that is already being assessed by the Insurer on Tuesday 15 April, the Insurer will continue to assess the claim throughout the limited services period.</p> <p>If you are receiving payments from an IP claim, your IP payments from the insurer will continue unchanged (subject to eligibility).</p> <p>All other claim assessments and payments will be actioned after the limited services period.</p>	<p>Available</p>

\* Registered to BPAY Pty Ltd ABN 69 079 137 518

Services return from **Monday 2 June**, including access to your new HESTA 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 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> from Monday 2 June.	When you've set up online access (via the Login button on the HESTA website), download the HESTA app from the App store or Google Play. Just use your HESTA member number on your confirmation letter (which you will receive after the transition is completed) to log in.
HESTA's <b>default investment option - HESTA MySuper Balanced Growth</b> - replaces the HESTA for Mercy MySuper Balanced Growth option.	Both MySuper Balanced Growth options have the same underlying investments, unit prices and performance. Find out more at <a href="https://hesta.com.au/dashboard">hesta.com.au/dashboard</a>
If you currently have <b>insurance cover</b> the insurer will change from Zurich to HESTA's insurer AIA Australia.	Your new insurance details will be included in your confirmation letter sent after the transition.
<b>Your BPAY® details</b> for making super contributions will change.	You'll find your HESTA account <b>BPAY®</b> details in your new online account after the end of the transition period.
<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. <b>money-in:</b> includes employer and personal contributions, money you roll in from other funds, insurance benefits etc. <b>money-out:</b> includes rollovers out, withdrawals, insurance fees and deductions. Currently, money-in receives the unit price for the date it's processed to your account.	Money-in will receive the unit price for the date it's received in HESTA's bank account.
If you currently have both a <b>HESTA for Mercy and a HESTA account</b> , we may need to merge your accounts and cancel or consolidate any insurance you have into a single account.	If this affects you, we'll contact you after the transition to confirm the changes to your account and any options you may have. Importantly: <ul style="list-style-type: none"><li>• If you have IP Cover in both accounts, any claim can only be made on one account (the account with the highest amount of cover). We will refund the insurance fees charged on the lower dollar value of cover.</li><li>• If you have insured Death Cover and make a death or Terminal illness claim before we have informed you of the consolidation of your accounts, you will be eligible to claim the insurance cover from both accounts. You will pay insurance fees on the Death Cover in both accounts until the accounts are merged;</li><li>• If you have insured TPD Cover and make a TPD claim before we have informed you of the consolidation of your accounts, you will be eligible to claim the insurance cover from both accounts. You will pay insurance fees on the TPD Cover in both accounts until the accounts are merged;</li></ul> When we consolidate your accounts, you will receive the higher dollar value of cover for each insurance type in each account. You will be given an opportunity to keep the combined level of death and/or TPD Cover from both of your accounts. We will provide further details of this when we write out to you about your account consolidation. If the Death and TPD Cover retained is Fixed Cover, it will remain as Fixed Cover and similarly, if it is units of cover it will remain as units in your consolidated account. Contact us before Monday 31 March if you would like to combine your accounts before the transition.

What's changing?	What will it mean for you?
If you have the same <b>member number</b> as an existing HESTA account, we'll need to issue a new member number for you.	If this affects you, we'll send you a new member number in your confirmation letter sent after the transition is complete.
Currently valid investment switch requests received by 11:59pm AET (via your online account) and (via email or post) AET on a business day will receive the unit price calculated at the close of the next business day.	In future valid investment switch requests received by 11:59pm AET (via your online account) or <b>4pm</b> AET (via email or post) AET on a business day will receive the unit price calculated at the close of the next business day.

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## Insurance changes

### What the changes mean for you

If you have insurance cover, your current insurance benefits will change. Insurance through the HESTA product is provided by AIA Australia, which has different insurance policies with different definitions, terms and conditions compared to the cover you may currently have through the HESTA for Mercy Super product. This may change:

- the amount of cover you have
- insurance fees you pay
- insurance terms and conditions
- your eligibility for benefits
- the circumstances in which benefits become payable.

We have outlined some of the key changes in the following pages, but read *Insurance options* for details of the current insurance cover through HESTA at [hesta.com.au/pds](https://hesta.com.au/pds) and (if relevant) the personalised summary of changes to your insurance cover that we've provided in the email/letter with this notice for more information.

### Converting your cover

Your insurance cover will convert to cover through HESTA that is at least equal to the amount of cover you have at Friday 18 April 2025 through HESTA for Mercy. Note: if you have a birthday on Saturday 19 April 2025 (the transition date), this may change your insurance cover amounts, which could result in a lower amount on Saturday 19 April.

Your amended insurance cover will start from **Saturday 19 April 2025**.

If you receive extra Death Cover or TPD Cover as a result of the transition, any extra cover will be New Events Cover until you've been in Active Employment for 30 consecutive days. New Events Cover means you're only covered for claims arising from an illness which first becomes apparent, or an injury which first occurs, on or after Saturday 19 April 2025.

### Income Protection (IP) Cover

IP Cover through HESTA is provided in units with each unit equal to cover of \$500 per month. The dollar value of any IP Cover you have will be converted into the number of units that is at least the same level of cover you had through HESTA for Mercy at **Friday 18 April 2025**, rounded up to the next whole unit. IP benefits paid will be capped at 85 per cent of your pre-disability income, changing from 75 per cent. There won't be any change to the waiting period that currently applies to any IP cover you have.

### IP Cover benefit periods and cover expiry age will change as follows:

HESTA for Mercy Super account		HESTA Super account from Saturday 19 April 2025	
Benefit period	Cover expiry age	Benefit period	Cover expiry age
1 year	67	➤ 2 years	67
2 years	67	➤ 2 years	67
5 years	67	➤ 5 years	67
Age 65	65	➤ Age 67	67
Age 70	70	➤ Age 67	67

### Unitised Death and Total and Permanent Disablement (TPD) Cover

If you have unitised Death Cover and/or TPD Cover, the dollar value of your cover as at Friday 18 April 2025 will

be changed to give you the same level of cover through HESTA, rounded up to the next whole unit.

### **Fixed Death and TPD Cover**

Any fixed Death and/or TPD Cover you have through HESTA for Mercy will be maintained at the same level of fixed cover within your HESTA account.

### **Reduction (tapering) of fixed TPD Cover after age 60**

If you have fixed TPD Cover, the rate at which your cover amount reduces after age 60 will change, reducing by 10 per cent at each birthday after age 60. Currently this cover reduces by 20 per cent at each birthday after age 62.

### **Death and TPD Cover expiry age**

Death Cover will stop at age 75 and TPD Cover will stop at age 70, both changing from age 67.

### **Maximum cover amounts**

Different maximum cover amounts apply from Saturday 19 April 2025 (see the table below). Note: if your HESTA for Mercy cover exceeds these maximum cover amounts immediately before that time, you'll retain the higher cover amount.

Cover type	HESTA for Mercy maximum	HESTA maximum from Saturday 19 April 2025
Death Cover	Unlimited	\$3 million
TPD Cover	\$3 million	\$2 million
IP Cover	\$30,000 per month	\$25,000 per month

### **Benefit definitions**

Due to the change in insurers, the definition for total disability, partial disability and total and permanent disablement will change, along with the circumstances in which a terminal illness benefit may become payable for members over age 70. You can find details on the new disability definitions and terminal illness benefit between ages 70 and 75 in *Insurance options* at [hesta.com.au/pds](https://hesta.com.au/pds)

### **Terminal illness benefit**

Members who have Death Cover may be eligible for a terminal illness benefit. If Death Cover reduces or stops during the period between receiving the required certification of terminal illness from two medical practitioners, the member will be deemed to be terminally ill from the date of the first certification (provided it is dated after Friday 18 April 2025), as long as the later certification is received within 90 days of the first certification.

### **When cover stops**

If you don't have enough money in your account to pay the full insurance fee due for the month, your cover will stop at the end of the following month (we refer to this intervening period as the 'grace period'), if there is still not enough money in your account to cover insurance fees.

If you are eligible for an insurance benefit in respect of an illness or injury that occurs in the grace period, any outstanding insurance fees will be deducted from your benefit before it is paid to you.

### **Insurance fees**

Insurance fees will be deducted directly from your HESTA super account unless you opt out of or cancel your cover, or your cover stops due to your account being inactive or you reach the age at which cover ends. Your insurance fees may change when your cover is transferred, and part of the insurance fee will be used to pay insurance administration costs. If relevant, the personalised summary we've provided in the email/letter with this notice details the estimated changes to your insurance cover. We'll confirm the details of changes to your insurance cover (if applicable) in your confirmation letter that we will issue after the transition is complete.

Members pay the net insurance fee which is 15% less than the gross fee. This is because HESTA can claim a tax deduction for the cost of providing insurance which will be credited to the accounts of insured members when the fee is deducted. This is not currently in place for HESTA for Mercy Super accounts.



## Occupation category changes

The occupation categories in HESTA are different. These categories, together with your cover, insurance type and age (last birthday), determine your insurance fees. Your occupation category will change as set out below if you have voluntary cover. Members with no voluntary cover will be in the General occupation category.

HESTA for Mercy occupation category (applies to voluntary cover only)	HESTA occupation category (applies to all cover)
Professional	Office-based
White Collar	Office-based
Light Blue Collar	General
Blue Collar	General
Heavy Blue Collar	General

You may be eligible to pay less for your insurance cover from Saturday 19 April 2025 if you work in an office and meet the requirements for an 'office-based' occupation category. Find out more in the *Insurance cover for office-based occupations* fact sheet at [hesta.com.au/forms](https://hesta.com.au/forms)

### Limited Cover and Pre-existing Terms

If any of the cover you have in HESTA for Mercy is restricted to "Limited Cover" on Friday 18 April 2025, a New Events Cover restriction will apply to the same cover from Saturday 19 April 2025 and will expire at the same time as it would have expired in your cover through HESTA for Mercy Super.

If any individual condition, exclusion, restriction or loading applied to your cover in HESTA for Mercy on Friday 18 April 2024, that same individual condition, exclusion, restriction or loading will continue to apply to the same cover from Saturday 19 April 2025 until such time as it would have expired in your cover through HESTA for Mercy Super.

### If you don't currently have insurance cover through HESTA for Mercy

See the below for when you may be able to receive it from **Saturday 19 April**.

#### Default Cover through HESTA

Default Cover through HESTA gives you two units of Income Protection Cover with a 90 day Waiting Period and an up to 5 year Benefit Payment Period, and two units of Death Cover in the General Occupation category, which is different from default cover through HESTA for Mercy.

#### When Default Cover starts automatically through HESTA

If you did not receive Default Cover in HESTA for Mercy because you had not yet met the eligibility requirements by Friday 18 April, HESTA's Default Cover will start automatically when you meet all of the following criteria, unless you have previously told us you don't want this cover or your cover stopped:

- you are aged 25 or over; and
- you are under age 67 for IP Cover and under age 75 for Death Cover; and
- your account balance reaches \$6,000 or more; and
- your account has received **an employer Superannuation Guarantee (SG) contribution** within the last 120 days. If an employer SG contribution was not received in the last 120 days, then Default Cover starts when the next SG contribution is received in your account.

Your cover will have a New Events Cover restriction until you've completed 30 consecutive days of Active Employment.

New Events Cover means you're only covered for claims arising from an illness which first becomes apparent, or an injury which first occurs, on or after the date cover started or was restarted. Read *Insurance options* at [hesta.com.au/pds](https://hesta.com.au/pds) for more details on New Events Cover.

If you have previously had insurance cover through HESTA for Mercy and your cover stopped, you are not eligible for Default Cover in HESTA.

If you have previously opted out or cancelled cover through HESTA for Mercy and you need cover, you can apply for cover through HESTA after the transition through your online account. Visit [hesta.com.au/insurance](https://hesta.com.au/insurance) for more information.

## Other important changes

### New product and contact details

	Current	From Saturday 19 April 2025
Product name	HESTA for Mercy Super	HESTA Super
Website	<a href="https://hestaformercy.com.au">hestaformercy.com.au</a>	<a href="https://hesta.com.au">hesta.com.au</a>
Online account	<a href="https://hestaformercy.com.au/login">hestaformercy.com.au/login</a>	<a href="https://hesta.com.au/login">hesta.com.au/login</a>
Contact centre	1300 368 891	1800 813 327
Overseas phone		+61 3 9957 0064
Email	<a href="mailto:information@hestaformercy.com.au">information@hestaformercy.com.au</a>	<a href="mailto:hesta@hesta.com.au">hesta@hesta.com.au</a>
Postal address	PO Box 8334, Woolloongabba QLD 4102	Locked Bag 35007 Collins St West VIC 8007
Unique Superannuation Identifier (USI)	6497 1749 321 001	HST0100AU
Insurer	Zurich Australia Limited ABN 92 000 010 195 AFSL No. 232510	AIA Australia Ltd ABN 79 004 837 861 AFSL No. 230043
Administrator	GROW Inc (Grow Super Ops Pty Ltd) (GROW Inc) ABN 83 617 346 568, AR 001285461, authorised representative of 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 of GROW Super AFSL Pty Ltd ABN 63 135 540 135, AFSL 000340958

### Keeping you updated

After 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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Past performance is not a reliable indicator of future performance.