Commonwealth Bank

SSA 015/ 000017

Mr Sam Sample
9 Sample Street
SAMPLEVILLE NSW 2000

17 November 2025

Your Superannuation Savings Account will be closing on 31 July 2026.

Dear Customer,

We're getting in touch to let you know that your Superannuation Savings Account (SSA) will be closing.

SSA has been off sale since July 2013. Over time, the superannuation landscape has changed and as a result we've made the decision to close SSA.

We acknowledge this change is unexpected. You'll need to review your account and transfer your SSA balance elsewhere. The key changes are explained in the enclosed Significant Event Notice (SEN).

What this means for you

Your SSA account will close on **31 July 2026**.

You'll need to transfer or if you're eligible to withdraw your balance by **30 June 2026** (to allow sufficient processing time), otherwise we intend to transfer the balance to the Australian Taxation Office (ATO).

Your SSA account summary as at 1 November 2025 is below:

Policy number:	**XXXX6265**
Account balance	$99,099.99
Variable rate option	$99,099.99
Preservation Components	
Preserved	$99,099.99
Restricted non-preserved	$0.00
Unrestricted non-preserved	$0.00
Insurance Details	
Death Cover	Nil
Total and Permanent Disability (TPD) Cover	Nil
Expiry date of Insurance	
Death Cover	Nil
Total and Permanent Disability (TPD) Cover	Nil

<members receiving employer contributions (in last 12 months>
Your contributions to SSA

Once your account is closed, any future contributions, whether from you or your employer won't go through.
To help avoid this, you might want to speak to your employer about the change and your options. If you don't have another fund set up, your employer may be able to open a new account for you so your contributions can continue.

<members with a fixed term option maturing after date>

Your fixed term investment

As your fixed term investment is due to end after we close your SSA account, we'll refund any early break costs and pay interest earned up to the date your account is closed.

<members with Death insurance only>

Your Death Insurance

Your insurance provides a lump sum benefit if you pass away before your cover ends. Your cover will end when we close your SSA account unless it expires earlier.

We appreciate that obtaining new insurance can be challenging, especially when medical checks or paperwork are involved. However, there is an alternative insurance or eligible SSA customers (with special terms and conditions) that you may wish to consider as part of your overall review of your retirement and insurance alternatives. You can refer to the '**What happens if I have insurance in SSA**' section of our website **commbank.com.au/ssafaq** for more details and Frequently Asked Questions.

We are not recommending this alternative as one that is suitable for you but provide this information to assist you when you are considering options and alternative available to you given the closure of the SSA. We have not taken into account your financial situation, needs or objectives in providing this information. You should have regard to your personal circumstances when you consider superannuation and insurance options and before making any decisions.

<members with Death and TPD insurance>

Your Death and TPD Insurance

Your insurance for Death and Total Permanent Disablement (TPD) provides a lump sum benefit if you pass away or have an accident or illness that prevents you from working. Your cover will come to an end when your SSA account closes, unless it expires earlier.

We appreciate that obtaining new insurance can be challenging, especially when medical checks or paperwork are involved. However, there is an alternative insurance option for eligible SSA customers (with special terms and conditions) that you may wish to consider as part of your overall review of your retirement and insurance alternatives. You can refer to the '**What happens if I have insurance in SSA**' section of our website **commbank.com.au/ssafaq** for more details and Frequently Asked Questions.

We are not recommending this alternative as one that is suitable for you but provide this information to assist you when you are considering options and alternatives available to you given the closure of the SSA. We have not taken into account your financial situation, needs or objectives in providing this information. You should have regard to your personal circumstances when you consider superannuation and insurance options and before making any decisions.

What you need to do

To avoid your balance being transferred to the Australian Taxation Office (ATO) and allow enough time for processing, you'll need to take one of the following actions before **30 June 2026**:

- read the SEN and FAQs available at **commbank.com.au/ssafaq**
- transfer your SSA balance to another superannuation fund or retirement savings account
- if you're eligible, you can withdraw all or part of your balance (refer to the SEN and you can speak with a financial adviser and/or tax specialist).

<members aged 65 and over>

The ATO may either pay your super balance to you as a lump sum or transfer it to another fund. If your balance is paid out as a lump sum, you might need to pay tax depending on your personal circumstances.

- Check your situation and find out what this means for you by visiting the ATO website or you can visit **commbank.com.au/ssafaq**.

More information

It's important your contact details are up to date. You can search 'Contact us' on our website or message us in the CommBank app.

We're not able to offer personal financial advice. It's important to research alternative superannuation arrangements. If you're unsure what's right for you, you may want to speak to a financial or tax adviser. They can consider your personal circumstances, objectives and needs to make informed decisions based on your situation.

For information on comparing super products, you can search for "**superannuation**" on the **Moneysmart.gov.au** website.

You can also manage your super via **my.gov.au**, where you can:

- View all your super accounts
- Find and consolidate super.

Contact us

For information about your SSA account you can call the fund administrator Resolution Life Australia on **13 20 15** (Mon - Fri, 9am - 5pm Sydney time, excluding public holidays) before **30 June 2026**.

Yours sincerely,
The CommBank Team

Things you should know:

Visit **commbank.com.au/contactus** to get in touch. View our Group Privacy Statement at **commbank.com.au/privacy** to see how we protect your information. Visit **commbank.com.au/feedbac**k to let us know about your experience with us.

This message contains important information or updates about your service, therefore you cannot unsubscribe from this type of notification.

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