



Commonwealth
Bank



SSA 999/ 008372

Mr Sam Sample
123 Sample Street
SAMPLETOWN NSW 9999

12 May 2026

Your Superannuation Savings Account will close on 31 July 2026.

Dear Sam,

As the closure date gets closer, we wanted to check in one last time.

As a reminder, if you are unable to action by **30 June 2026**, we will send your SSA account balance to the Australian Taxation Office (ATO) to hold on your behalf. After 30 June 2026, you won't be able to transact on your SSA account.

The ATO may move your money to another super fund or pay it to you as a lump sum. Depending on your personal situation, tax may apply. For example, marginal tax rates may apply on lump sum payments, particularly for those under preservation age, which could be a material financial detriment.

Options available before 30 June 2026:

Please read the information and FAQs to help understand your options, you can go to commbank.com.au/ssafaq.

Choose what you want to do with your money.

Your options include:

- Moving it to another superannuation fund or a Retirement Savings Account (RSA), for information about 'choosing a fund' you can visit Moneysmart.gov.au or ato.gov.au. For a list of RSA providers, you can go to apra.gov.au and search 'List of institutions offering Retirement Savings Accounts'.
- Withdrawing it, if you're eligible.

Please consider if you have any of the options below:

- Inform your employer, contributions can't be made to SSA after 30 June 2026.
- If you intend to withdraw, there are rules restricting access until you meet a "condition of release". For more information about withdrawals, you can go to commbank.com.au/ssafaq.
- If you plan to submit a Notice of Intent to Claim a Tax Deduction, you must do so before your account closes. The right to claim is permanently lost once the account closes or funds are transferred. You should consult a tax adviser if uncertain.
- If you hold a fixed term investment option, you'll receive a refund of any early break costs and earn interest up to the date your account is closed.

Or if you have your insurance cover:

- Your insurance cover ends when your SSA account is closed, unless it expires earlier. If you think you may have a claim, submit it as soon as possible by calling **RLA on 13 20 15**, so the insurer can start assessing it before your account closes.
- Ensure you review your cover, any existing Death and/or TPD cover attached to your SSA will end on **31 July 2026** unless it expires earlier. For more information about insurance, you can go to commbank.com.au/ssafaq.

We're not able to offer personal financial advice, however if you're unsure what to do, a conversation with your financial or tax adviser, may help you understand your options and avoid unintended outcomes.

Please take a moment to review all the information we've already sent and consider taking appropriate action.

Need more information?

For questions about your SSA account, you can contact the fund administrator, **Resolution Life Australia**, on **13 20 15** (Monday to Friday, 9am–5pm Sydney time, excluding public holidays).

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/feedback 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.



Commonwealth
Bank



SSA 999/ 000001

Mr Sam Sample
123 Sample Street
SAMPLETOWN NSW 9999

12 May 2026

Your Superannuation Savings Account will close on 31 July 2026.

Dear Sam,

As the closure date gets closer, we wanted to check in one last time.

As a reminder, if you are unable to action by **30 June 2026**, we will send your SSA account balance to the Australian Taxation Office (ATO) to hold on your behalf. After 30 June 2026, you won't be able to transact on your SSA account.

The ATO may move your money to another super fund or pay it to you as a lump sum. Depending on your personal situation, tax may apply. For example, marginal tax rates may apply on lump sum payments, particularly for those under preservation age, which could be a material financial detriment.

Options available before 30 June 2026:

Please read the information and FAQs to help understand your options, you can go to commbank.com.au/ssafaq.

Choose what you want to do with your money.

Your options include:

- Moving it to another superannuation fund or a Retirement Savings Account (RSA), for information about 'choosing a fund' you can visit [Moneysmart.gov.au](https://moneysmart.gov.au) or ato.gov.au. For a list of RSA providers, you can go to apra.gov.au and search 'List of institutions offering Retirement Savings Accounts'.
- Withdrawing it, if you're eligible.

Please consider your options below:

- If you intend to withdraw, there are rules restricting access until you meet a "condition of release". For more information about withdrawals, you can go to commbank.com.au/ssafaq.
- If you plan to submit a Notice of Intent to Claim a Tax Deduction, you must do so before your account closes. The right to claim is permanently lost once the account closes or funds are transferred. You should consult a tax adviser if uncertain.

Need more information?

For questions about your SSA account, you can contact the fund administrator, **Resolution Life Australia**, on **13 20 15** (Monday to Friday, 9am–5pm Sydney time, excluding public holidays).

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/feedback 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.