



Commonwealth
Bank

MR AB SAMPLE
PO BOX 999
SYDNEY NSW 9999

19 February 2026

Reminder: your Superannuation Savings Account will be closing on 31 July 2026.

Dear Customer,

We previously wrote to you at the end of 2025 to let you know that your **Superannuation Savings Account (SSA) will close on 31 July 2026**. SSA has been off sale since 2013. As the superannuation landscape has evolved, we've made the decision to close SSA.

As a reminder, please review your account and take action well before closure.

What you need to do

To prevent your balance from being transferred to the Australian Taxation Office (ATO), you can complete the following steps **by 30 June 2026** (to allow time for processing):

- Read the Significant Event Notice (SEN) we previously sent you and FAQs at **commbank.com.au/ssafaq**. The SEN can be found in the 'How will I be notified?' section.
- Compare your super or Retirement Savings Account (RSA) options – a good place to start is at **moneysmart.gov.au** or **ato.gov.au** by searching 'choosing a super fund.' For a list of RSA providers, you can go to **apra.gov.au** and search 'List of institutions offering Retirement Savings Accounts.'
- Transfer your SSA balance to another super fund/retirement savings account or if eligible, you may choose to withdraw your balance—speak with a financial adviser or tax specialist.
- Check all your contact details with us are up to date in the CommBank app or NetBank.
- If you intend to submit a Notice of Intent to Claim a Tax Deduction, do so before your account is closed.

<If the customer is currently receiving employer contributions:>

- <Update your employer, as contributions cannot be made to SSA after it closes.>

<If customer has Life Insurance with Death & TPD>

- <If you have insurance, please review your cover — any existing Death and/or TPD cover attached to SSA **will end on 31 July 2026**.>

<If customer is aged 65+>

- <If your account is transferred to the ATO, then 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.>

Your SSA account summary as of 31 January 2026 is below:

| | |
|--------------------------------------------|-----------------|
| Policy number: | XXXX9999 |
| Account balance | \$99,999.00 |
| Variable rate option | \$99,999.00 |
| Preservation Components | |
| Preserved | \$99,999.00 |
| 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 |

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.

<If customers are receiving employer contributions>:

<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. You can speak to your employer about your options.>

<If customers have a fixed term option maturing>:

<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.>

<If customers have Death only insurance>:

<For 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 option that you may wish to consider.

You can refer to our website for more details and Frequently Asked Questions. We are not recommending this option 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 decision. You can refer to our website and search 'ssafaq' for more information.

<If customers have Death and TPD insurance>:

<For your Death and TPD Insurance

Your insurance for Death and Total Permanent Disablement (TPD) provides a lump sum benefit if you die 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 that you may wish to consider.

You can refer to our website for more details and Frequently Asked Questions. We are not recommending this option 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 decision. You can refer to our website and search '**ssafaq**' for more information.>

More information

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

Please note you may experience longer hold times due to the product closure.

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.