



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.

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](https://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.

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.