



Super members: Helping you understand and manage your wealth

Welcome to your new digital experience; a platform designed to make it easy for you to understand, manage, and optimise your wealth at every stage of your life.

Manage your account, anywhere, anytime, on any device.

How it works



Dashboard



Interactive
tools explained

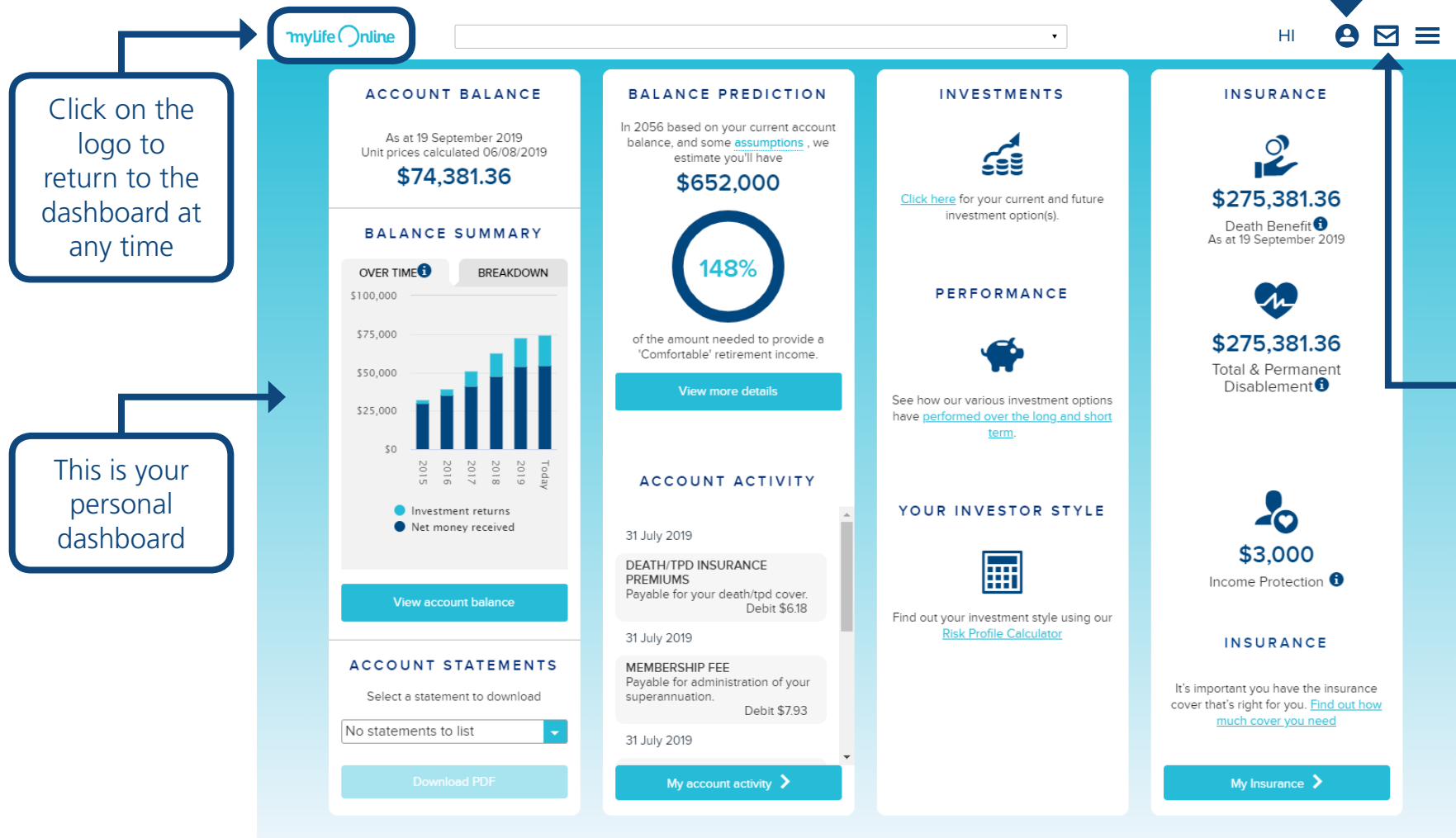


FAQs

START NOW

Dashboard

All your key information is brought together on a single screen



COMBINE YOUR SUPER

More super funds mean more fees. Keep your super together and help it grow. [Combine your super](#)



GET THE RIGHT ADVICE

Our Financial Planners can help you reach your financial goals. [Start planning](#)



BANKING FOR MEMBERS

MyLife MyFinance, our 100% owned bank, has a range of savings and loan offers for you. [Learn more](#)

Navigation

The navigation ribbon is opened by clicking on the menu icon

The screenshot shows the mylifeOnline dashboard. At the top right, a menu icon (three horizontal lines) is highlighted with a blue box and an arrow pointing to it. A callout box next to it says: "Click the Menu icon to show the navigation ribbon at any time." Below the menu icon, a navigation ribbon is visible, listing various options: Dashboard, Account Balance, Investments, Account Activity, Beneficiaries, Find My Super, Contribution Caps, Tools and Documents, Forms, Insurance, and Contact Us. A blue box with an arrow points to this ribbon, containing the text: "Click on any of these navigation buttons to move to the corresponding page in this document". The main dashboard area is divided into several sections: ACCOUNT BALANCE (showing \$74,381.36), BALANCE PREDICTION (showing \$652,000 and 148%), INVESTMENTS, PERFORMANCE, ACCOUNT ACTIVITY, and YOUR INVESTOR STYLE. At the bottom of the dashboard, there are three campaign tiles: "COMBINE YOUR SUPER", "GET THE RIGHT ADVICE", and "BANKING FOR MEMBERS". A blue box with an arrow points to these tiles, containing the text: "See the campaign tiles for other relevant information about your account".

mylifeOnline

HI [User Icon] [Email Icon] [Menu Icon]

ACCOUNT BALANCE

As at 19 September 2019
Unit prices calculated 06/08/2019

\$74,381.36

BALANCE SUMMARY

OVER TIME | BREAKDOWN

\$100,000
\$75,000
\$50,000
\$25,000
\$0

2015 2016 2017 2018 2019 Today

Investment returns
Net money received

[View account balance](#)

ACCOUNT STATEMENTS

Select a statement to download

No statements to list

[Download PDF](#)

BALANCE PREDICTION

In 2056 based on your current account balance, and some assumptions, we estimate you'll have

\$652,000

148%

of the amount needed to provide a 'Comfortable' retirement income.

[View more details](#)

ACCOUNT ACTIVITY

31 July 2019

DEATH/TPD INSURANCE PREMIUMS
Payable for your death/tpd cover. Debit \$6.18

31 July 2019

MEMBERSHIP FEE
Payable for administration of your superannuation. Debit \$7.93

31 July 2019

[My account activity >](#)

INVESTMENTS

[Click here](#) for your current and future investment option(s).

PERFORMANCE

See how our various investment options have [performed over the long and short term](#).

YOUR INVESTOR STYLE

Find out your investment style using our [Risk Profile Calculator](#)

Navigation Ribbon:

- Dashboard
- Account Balance
- Investments
- Account Activity
- Beneficiaries
- Find My Super
- Contribution Caps
- Tools and Documents
- Forms
- Insurance
- Contact Us

COMBINE YOUR SUPER

More super funds mean more fees. Keep your super together and help it grow.
[Combine your super](#)

GET THE RIGHT ADVICE

Our Financial Planners can help you reach your financial goals.
[Start planning](#)

BANKING FOR MEMBERS

MyLife MyFinance, our 100% owned bank, has a range of savings and loan offers for you.
[Learn more](#)

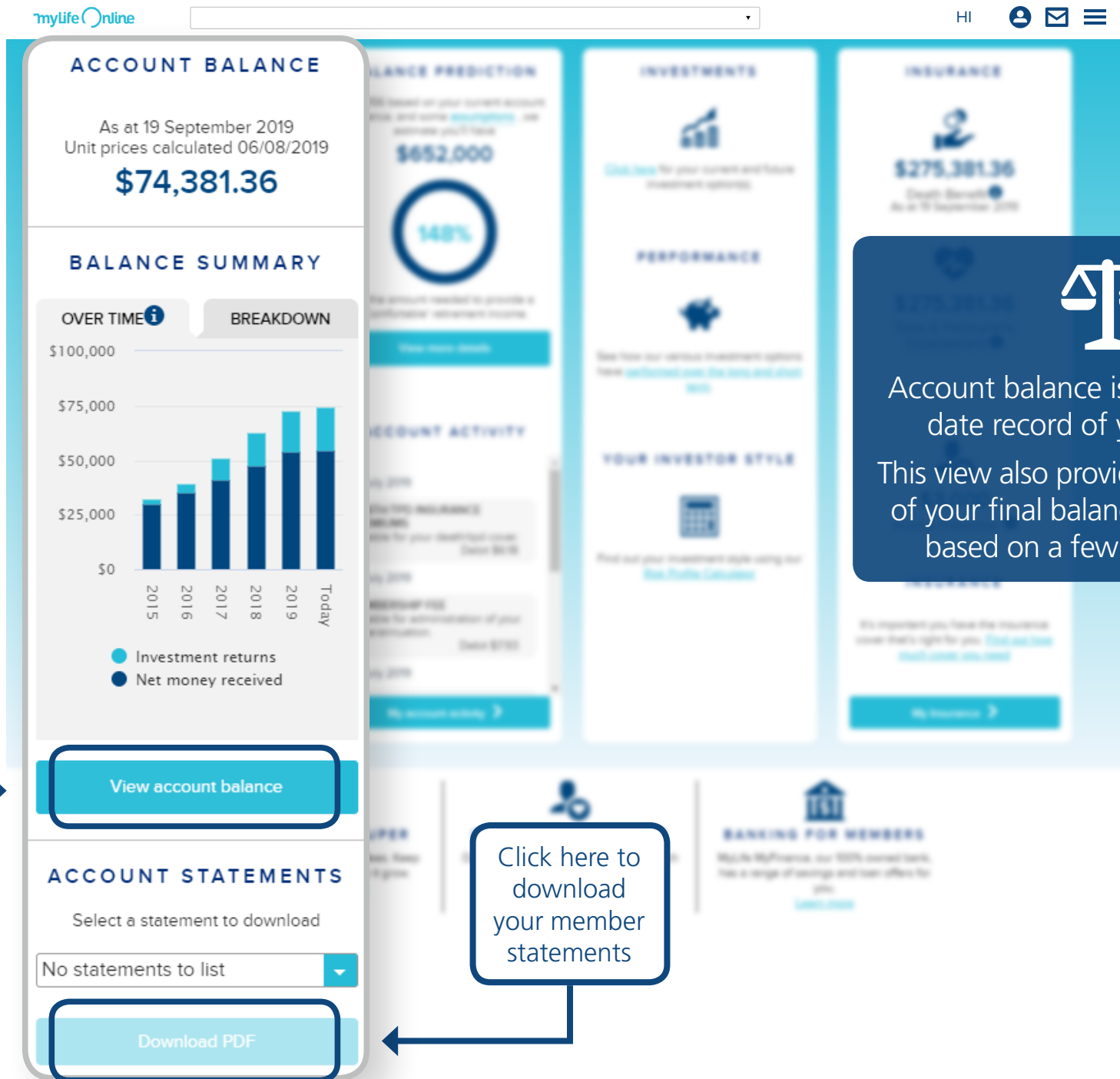
See the campaign tiles for other relevant information about your account

Click the Menu icon to show the navigation ribbon at any time.

Click on any of these navigation buttons to move to the corresponding page in this document

Dashboard – Account balance

This can be accessed from your dashboard or the menu



Account balance is the most up to date record of your balance. This view also provides an estimation of your final balance at retirement, based on a few assumptions.

Click here
to view
account
balance

Click here to
download
your member
statements



Account Balance and Retirement income projection – Full view

This can be accessed from your dashboard or the menu

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YOUR RETIREMENT PROFILE

YOUR ACCOUNT BALANCE

\$74,381.36

WE ESTIMATE

In 2056 you'll have
\$652,000

148%
of what you need

Providing an income for:
36 years

YOUR RETIREMENT ESTIMATE IS BASED ON

SALARY: \$70,000



DESIRED INCOME IN RETIREMENT P.A.: \$43,000



RETIRE AT AGE: 67



Less

Additional Information About You

The more you can accurately tell us about your retirement goals, your contributions and your circumstances, the more accurately we can display retirement estimates and insights.

STRATEGY: High Growth



I AM SELF-EMPLOYED

☐ YES ☒ NO

EMPLOYER CONTRIBUTIONS (%): 9.5%



SALARY SACRIFICE CONTRIBUTION P.A.: \$0



A summary view of your account balance and projections on your retirement income based on some assumptions as detailed in the sliders and the important information

Account balance – Understanding projections

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YOUR ACCOUNT BALANCE[⊕]

 **\$74,381.36**

WE ESTIMATE^①

 In 2056 you'll have
\$652,000

 **148%**
of what you need

 Providing an income for:
36 years

YOUR RETIREMENT ESTIMATE IS BASED ON

SALARY \$70,000

60

Desired income

DESIRED INCOME IN RETIREMENT PA \$65,000

60

Desired income

RETIRE AT AGE 67

60

Desired age

View



CONTACT US
Member assistance



COMBINE YOUR SUPER

Perform a search with the ATO to see if you have super elsewhere. Then consolidate it to your Super account.
[Go Online](#)



GET THE RIGHT ADVICE

Our in-house financial advisers can guide you on a personal best strategy so you get the most out of your super.
[Learn More](#)



BANKING FOR MEMBERS

Our in-house financial advisers can guide you on a personal best strategy so you get the most out of your super.
[Find out more](#)

We estimate:

The recommended amount is a percentage display of a combination of the ASFA Retirement Standard and your projected account balance. The display is illustrative only and shows an estimate of what you may have in retirement as compared to the recommended amount. The recommended amount may not suit your personal circumstances.

Account balance

In this view, you adjust the sliders to see what difference your decisions today can make to your final retirement income.

The screenshot shows the 'mylifeOnline' account balance simulator interface. At the top, it says 'STRATEGY: High Growth'. Below this, there are several sliders and input fields for adjusting various financial parameters. The sliders are labeled with their current values and default values. The 'Update' button is at the bottom right.

Parameter	Current Value	Default Value
Cash	25%	25%
Employer Contributions (%)	9.5%	9.5%
Salary Sacrifice Contribution P.A.	\$0	\$0
After Tax Contribution P.A.	\$0	\$0
One-off Contribution / Rollover Now	\$0	\$0
Adjust Default Returns By	0%	0%
Investment Fee	1.3%	1.3%
Insurance and Admin Fee	\$150	\$150
Inflation (CPI)	2.5%	2.5%

HI



Have a go at moving the sliders. We've made it really easy for you to change variables to help you understand how different decisions, like making additional contributions or delaying retirement for a few years, can affect your final balance at retirement and how long it may potentially last you.

The projections shown in this Simulator are intended as a guide only, based on the information you input, and should not be used in isolation to make financial decisions. This Simulator does not take into account your personal objectives or your own financial situation and it cannot determine your actual final super benefit or income. Before making any decisions about your super or any other financial product, you should consider seeking advice from a licensed financial adviser and read the relevant Product Disclosure Statement (PDS).



Dashboard

Dashboard – Account activity

This can be accessed from your dashboard or the menu

The screenshot shows the mylifeOnline dashboard. At the top, there's a navigation bar with the mylifeOnline logo, a search bar, and user icons (HI, profile, mail, menu). The main content area is divided into four columns: ACCOUNT BALANCE, BALANCE PREDICTION, INVESTMENTS, and INSURANCE. The ACCOUNT BALANCE section shows a balance of \$74,381.36 as of 30 September 2019. The BALANCE PREDICTION section shows a prediction of \$652,000 with a 148% progress indicator. The INVESTMENTS section shows a performance graph and a 'YOUR INVESTOR STYLE' section. The INSURANCE section shows a balance of \$275,381.36 as of 30 September 2019. A modal window titled 'ACCOUNT ACTIVITY' is open in the foreground, showing a list of transactions for 31 July 2019: 'DEATH/TPD INSURANCE PREMIUMS' (Debit \$6.18) and 'MEMBERSHIP FEE' (Debit \$7.93). A button labeled 'My account activity >' is highlighted at the bottom of the modal. A dark blue callout box on the right side of the dashboard contains a clipboard icon and text explaining that account activity is a summary of recent actions and that contributions, deductions, payments, alerts, and messages also appear here.

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ACCOUNT BALANCE

As at 30 September 2019

Unit price calculated 26/09/2019

\$74,381.36

BALANCE SUMMARY

148%

INVESTMENTS

PERFORMANCE

INSURANCE

\$275,381.36

As at 30 September 2019

ACCOUNT ACTIVITY

31 July 2019

DEATH/TPD INSURANCE PREMIUMS

Payable for your death/tpd cover.

Debit \$6.18

31 July 2019

MEMBERSHIP FEE

Payable for administration of your superannuation.

Debit \$7.93

31 July 2019

My account activity >

Account activity is a summary of the most recent actions you, or your employer have taken. Contributions, deductions, payments, alerts and messages, also appear here.



Account activity – Full view

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ACCOUNT ACTIVITY

ACTIVITY TYPE: ALL



In this view, you can filter by activity type. You can filter by activity-type, export, create pdfs or print your activity summaries.

Check these alerts - they will remind you of important actions you may want to consider for your super account.

	COMMUNICATIONS	Please review your preferences.	Review here
	FIND YOUR OTHER SUPER	Bring all your super accounts together.	Find my super
	BENEFICIARIES	Your beneficiaries aren't up to date.	Provide details
31 July 2019	DEATH/TPD INSURANCE PREMIUMS	Payable for your death/tpd cover.	Debit \$6.18
31 July 2019	INCOME PROTECTION INSURANCE PREMIUMS	Payable for your income protection cover.	Debit \$4.15
31 July 2019	ADMINISTRATION FEES	Payable for administration of your superannuation.	Debit \$11.40
31 July 2019	MEMBERSHIP FEE	Payable for administration of your superannuation.	Debit \$7.93
10 July 2019	EMPLOYER	Amounts paid by your employer	Credit \$643.54
10 July 2019	CONTRIBUTION TAX	Payable on employer and salary sacrifice contributions.	Debit \$96.53
30 June 2019	DEATH/TPD INSURANCE PREMIUMS	Payable for your death/tpd cover.	Debit \$5.29
30 June 2019	INCOME PROTECTION INSURANCE PREMIUMS	Payable for your income protection cover.	Debit \$5.00
30 June 2019	CONTRIBUTION TAX ADJUSTMENT	adjustment to the tax payable on your taxable contributions.	Credit \$18.78
30 June 2019	ADMINISTRATION FEES	Payable for administration of your superannuation.	Debit \$10.74



Dashboard

Dashboard – Current investments

This can be accessed from your dashboard or the menu

The screenshot shows the mylifeOnline dashboard. The top navigation bar includes the mylifeOnline logo, a search bar, and user icons for HI, profile, mail, and a menu. The main content area is divided into several sections: ACCOUNT BALANCE (showing \$74,381.36), BALANCE PREDICTION (showing \$652,000), INSURANCE (showing \$275,381.36), and ACCOUNT ACTIVITY. A central 'INVESTMENTS' panel is highlighted with a white background and a blue border. This panel contains three sub-sections: 'INVESTMENTS' with a bar chart icon and a link to view current and future investment options; 'PERFORMANCE' with a piggy bank icon and a link to see how investment options have performed over the long and short term; and 'YOUR INVESTOR STYLE' with a calculator icon and a link to find out your investment style using the Risk Profile Calculator. Three callout boxes with blue borders and white text provide additional context: the first points to the 'INVESTMENTS' link, the second points to the 'PERFORMANCE' link, and the third points to the 'YOUR INVESTOR STYLE' link.

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ACCOUNT BALANCE

As at 30 September 2020

Unit price calculated 04/10/2020

\$74,381.36

BALANCE PREDICTION

To 2025 based on your current account balance and contributions

\$652,000

INSURANCE

\$275,381.36

Death benefit

As at 30 September 2020

ACCOUNT ACTIVITY

Investment options

Non-investment

INVESTMENTS

Click here for your current and future investment option(s).

PERFORMANCE

See how our various investment options have performed over the long and short term.

YOUR INVESTOR STYLE

Find out your investment style using our Risk Profile Calculator

Click here to view investments page for more details

Find out how our various investment options have performed over time

Use our calculator to find out what your investment style is

How you invest your super is an important decision - make sure you are familiar with your current investment choice.



Investments – Detailed summary

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INVESTMENTS

How you invest your super can have an impact on the lifestyle you want in retirement.

See below for your current investment option(s) and click on the name of each investment option to find out more.

Thinking of changing your current or future investment option(s)?

Simply click on the relevant **Edit** button to make a change.

We have investment options to suit every stage of life, so you can make a decision that's best for you. [Find out your investor risk type](#)

[Need some help?](#)

CURRENT INVESTMENTS

Investment option	Unit price 17/09/2019	Number of units	\$	%
Aggressive (MySuper)	4.2718	17412.1833	74,381.36	100
			\$ 74,381.36	100%

Edit

FUTURE CONTRIBUTIONS

Investment option	Incoming contributions %
Aggressive (MySuper)	100%
	100%

Edit

UNIT PRICES

Select date

dd/mm/yyyy

Submit

Investment option	Entry price	Exit price
Aggressive (MySuper)	4.2718	4.2718
Moderately Aggressive	3.9400	3.9400
Balanced (MySuper)	3.6047	3.6047
Conservative Balanced	1.8175	1.8175
Moderately Conservative	2.9737	2.9737
Conservative	2.6286	2.6286
PositiveIMPACT	1.1729	1.1729
RetirePlus	1.6945	1.6945
RetireStable	1.2224	1.2224

You can now edit your investments easily, indicating how your current account is invested and your future contributions. You can have the same or a different investment strategy for each.

Easy access to the most up to date unit prices, plus historical search capability.

Investments – Updating your investments

mylifeOnline

HI



INVESTMENTS

How you invest your super can have an impact on the lifestyle you want in retirement.

See below for your current investment option(s) and click on the name of each investment option to find out more.

Thinking of changing your current or future investment option(s)?
Simply click on the relevant **Edit** button to make a change.

We have investment options to suit every stage of life, so you can make a decision that's best for you. [Find out your investor risk type](#)

[Need some help?](#)

CURRENT INVESTMENTS

Edit

Investment option	Unit price 17/09/2019	Number of units	\$	%
Aggressive (MySuper)	4.2718	17412.1833	74,381.36	100
			\$ 74,381.36	100%

FUTURE CONTRIBUTIONS

Edit

Investment option	Incoming contributions %
Aggressive (MySuper)	100%
	100%

UNIT PRICES

Select date

dd/mm/yyyy

Submit

Investment option	Entry price	Exit price
Aggressive (MySuper)	4.2718	4.2718
Moderately Aggressive	3.9400	3.9400
Balanced (MySuper)	3.6047	3.6047

Remaining allocation: 0%

Amount allocated: 100%

Cancel

Submit

On the persistent bar, you can keep track of your investment changes while completing a change – including the amount allocated and remaining amount left to complete a transaction.

Press 'Edit' to update either your current investments or your future contributions.

Under either of these options (in edit mode), you will be able to view the full investment menu

Changes to your current account balance and your investment strategy for your future contributions and transfers need to be completed separately.



Dashboard

Dashboard – Insurance

The screenshot shows the mylifeOnline dashboard with the following sections:

- ACCOUNT BALANCE:** As at 19 September 2019, your gross value is \$74,381.36.
- BALANCE PREDICTION:** In 2050 based on your current account balance and some assumptions, we estimate you'll have \$652,000. A progress indicator shows 148% of the amount needed to provide a comfortable retirement income.
- INVESTMENTS:** Includes a link to view current and future investment options.
- PERFORMANCE:** Shows how various investment options have performed over the long and short term.
- YOUR INVESTOR STYLE:** Includes a link to the Risk Profile Calculator.
- ACCOUNT ACTIVITY:** Lists transactions such as "DEATH BENEFIT PAYOUT", "MEMBERSHIP FEE", and "CONTRIBUTION FEE".
- ACCOUNT STATEMENTS:** A section to select a statement to download.

On the right, a detailed view of the **INSURANCE** section is shown:

- INSURANCE** (with a person icon)
- \$275,381.36** (with a person icon)
- Death Benefit ⁱ
As at 19 September 2019
- \$275,381.36** (with a heart icon)
- Total & Permanent Disablement ⁱ
- \$3,000** (with a person icon)
- Income Protection ⁱ
- INSURANCE**
- It's important you have the insurance cover that's right for you. [Find out how much cover you need](#)
- My Insurance >**

A callout box with the text "Go to the Insurance page for details about your insured amount of cover and your premiums." has an arrow pointing to the "My Insurance >" button.



Insurance

mylifeOnline

HI



INSURANCE INFORMATION

In the event of a serious injury or illness, or if you pass away, you may be entitled to claim on your insurance cover.

If you currently have insurance cover, your details are shown below.

You can apply to increase, change or cancel your insurance cover at any time – simply click the **Insurance portal** button below. If you cancel your cover, insurance premiums will stop being deducted from your account, and you will not be able to claim for an event that occurs after your cover is cancelled. If you want cover at a later date, you will need to apply and provide evidence of your health to be assessed by our insurer.

Please visit csf.com.au/pds and refer to our *Insurance guide* and *Product Disclosure Statement* for information about the insurance cover we offer. [Contact us](#) if you would like more information.

Note: According to Protecting Your Superannuation legislation, we can no longer provide you with insurance through your super if your account has been inactive for 16 months (i.e. no contribution or roll-ins have been received) or you haven't opted in to keep your insurance with us. If your account has been inactive for a minimum of 9 months, we will contact you and provide you details of how you can opt-in to continue your insurance. If you choose not to opt-in, your insurance will automatically cease at 16 months. Please note, if you have reached 16 months of inactivity and your insurance is still active on the website this may be because we have recently received a contribution or rollover for you, or we may still be processing the cancellation.

[Important information](#)

Insurance portal ▶

Current Insurance

Type of cover	Insured Amount	Annual premium
Death Cover	\$201,000.00	\$74.37
Total & Permanent Disablement (cost included in Death premium)	\$201,000.00	\$0.00
Income Protection (per month)	\$3,000.00	\$49.68

Read the important information for details about your insurance cover.

The details of your insured cover and your premiums are shown in the table.

Use this button to click through to the TAL portal to manage your insurance cover.



Dashboard

Your contributions

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ANNUAL CONTRIBUTION CAPS

Keep up to date with latest Government rules about the caps

Annual caps apply to super contributions. If your contributions exceed these caps then significant additional tax may be payable.

[Learn more about contribution caps.](#)

CURRENT YEAR CONTRIBUTION CAPS

For Period 01/07/2019 to 30/06/2020

Total contributions for the year to date	\$643.54
This is made up of:	
Employer and salary sacrifice contributions	\$643.54
Employer paid expenses (accumulation members only)	\$0.00
Other concessional contributions	\$0.00
Non-concessional contributions	\$0.00



This table shows the total of your year to date concessional (before-tax) contributions to your Superannuation Plan account

You can also see your concessional contributions for the previous year

PREVIOUS YEAR CONTRIBUTION CAPS



Dashboard

Combine your super

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FIND MY SUPER

Here you can perform a search with the ATO (it takes 2 minutes!) to see if you have super elsewhere, then consolidate it to your account.

Everyone's situation is different and you should check if there are any insurance implications or charges and/or transaction fees from other funds before you transfer your super. We can help you with this so please give us a call. For more information click [here](#).

By clicking 'Find my super' or 'Manual search', I agree for my TFN to be used for the purposes of performing a SuperMatch request, as outlined in the [TFN Collection Statement](#). I authorise the transfer of any ATO held super monies into my account. ATO held monies include: superannuation guarantee (SG) contributions; superannuation holding accounts (SHA) special account; superannuation co-contributions; low income superannuation tax offset and unclaimed superannuation monies.

FIND MY SUPER ⓘ

Click 'Find my Super' to find out if you have any lost superannuation accounts which you can consolidate into your account.

OR

MANUAL SEARCH ⓘ

If you have the details of your other account(s) handy, click 'Manual Search' to consolidate into your account.

Find My Super

Manual Search

Bring all your super accounts together in less than 10 minutes. No forms, no hassle.

If we have your tax file number we can find your super accounts

If you know the details of your other super accounts, you can make an online request to combine them into your account.

Be aware that your current Superannuation Plan account will also show in your results if you have been a member prior to the end of the last financial year.



Dashboard

Beneficiaries

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YOUR BENEFICIARIES

It's important you inform us about who should receive your super and/or insurance benefit when you pass away. You can do this by nominating one or more beneficiaries.

We recommend you make a [binding beneficiary nomination](#).

Any beneficiaries you've currently nominated will appear below. An expiry date is shown for binding nominations.

If you would like to make a new binding death benefit nomination, please download our *Binding Death Benefit Nomination* form at [csf.com.au/forms](#), then complete and send it to us.

If you would like to make a new [non-binding \(preferred\) beneficiary nomination](#), please contact us.

Name of beneficiary	Relationship to you	% of your benefit
---------------------	---------------------	-------------------

Making sure your loved ones are taken care of after you are gone is important. Let us know who your nominated beneficiaries are.



By nominating beneficiaries you're letting us know who should receive your super benefits if you pass away, so you can be sure it goes to the right people.

View your preferred beneficiaries in real time.



Personal details

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YOUR PERSONAL DETAILS

We recommend that you review your details regularly, to ensure that we have the most up-to-date information available.

Email address	<input type="text"/>
Confirm email address	<input type="text"/>
Mobile number	<input type="text"/>
Business hours number	<input type="text" value="Business hours number"/>
After hours number	<input type="text"/>
Postal address	<input type="text"/> <input type="text"/> <input type="text"/>
Country	<input type="text" value="Country"/>
PIN	<input type="text"/>
Confirm PIN	<input type="text"/>
Tax File Number	Supplied

I agree for my TFN to be used as outlined in the [TFN Collection Statement](#) section of the Important Information. ☐

By clicking submit, I confirm that I understand the following [Important Information](#) and wish to change my personal details.

Cancel

Submit

COMMUNICATIONS PREFERENCES

We are here to help you make the most of your super and from time to time we will get in touch with important information the way you want to receive it. If your preferred option is not available we may need to communicate with you in another way. Make sure we've got your current contact details on file by checking your details above.

[View/Update](#)

BPAY: TELEPHONE AND INTERNET BANKING DEPOSITS



Telephone & Internet Banking – BPAY®
Contact your bank or financial institution to make this payment from your cheque, savings, debit or transaction account. More info: www.bpay.com.au

Billers Code

Reference Number

Want to make contributions
via BPAY®?

If we hold your TFN, you can
find your details here.

Editing your details is as
simple as updating the details
in the fields provided.

Why its important that we
have your Tax File Number

You don't have to supply your TFN but if you don't
you could miss out on some of the tax concessions
super offers and your investment earnings may be
taxed at your normal income-tax rate.



Dashboard

Interactive tools explained

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TOOLS AND DOCUMENTS

CALCULATORS

Visit csf.com.au/calculators to see how our calculators can help you work out how you're tracking for retirement and how much super and/or insurance you might need.

PRODUCT DISCLOSURE STATEMENTS (PDS)

Visit csf.com.au/pds for information about our super and pension products, including the benefits and risks of investing with us, our fees and costs, how your money is taxed, and insurance (super only). Additional guides expand further on information from the super PDS.

FACT SHEETS

Visit csf.com.au/fact-sheets for details about superannuation, insurance, and more.

ANNUAL REPORTS

Visit csf.com.au/annual-reports to review past financial years' details about the super fund, our performance, how we invest your money, and other things you should know.



RETIREMENT INCOME SIMULATOR



Australians are living longer, well into their 80s and 90s, meaning you might be living in retirement for more than 25 years.

The Retirement Income Simulator is a powerful calculator that will help you to model your retirement plan using a wide range of inputs, but it won't give you personal advice.

The Retirement Income Simulator is provided to you by Mercer Financial Advice (Australia) Pty Ltd (MFAAPL).

Use the Retirement Income Simulator to see how much super you might have in retirement based on a number of variables and see the income this might provide you with.



Home

FAQs

Member login process

There is no change to the log in process, you will continue to log in via **www.csf.com.au>login**

We've added browser detection to the website, if you're accessing the website on an unsupported browser, you will be directed to update your browser to the latest version.

Member re-set/change PIN Process

If we hold your email address, you can reset your PIN via the log in page.

If you want to change your PIN/password, you can do this on the **Personal details** page.

If you don't have an email address on your account you can reset you PIN by calling the Helpline on **1300 655 002**.

Changing investment options

Changing investments has never been easier. The **Investments** page allows you to view and change your investments from the one spot.

You can also review investment option details by clicking on the individual investment option links for more information, including current performance history.

Using the unit price information on this page, you can check historical prices for all available options.

Combining your super accounts (rollovers)

You can easily combine your super via the new **Find Your Super** page. If we hold your tax file number, simply search for any other accounts you may have and submit your request to combine them online – we'll look after the rest. You can also provide consent to search on your behalf on the **Personal details** page.

Contribution caps

The **Contribution caps** page provides a consolidated view of your current financial year before-tax (concessional contributions).

Is my employer making contributions?

Contributions made to a member account will appear in both the Activity stream on the dashboard and the contributions section of the **Account activity** page. The **Account activity** page has information regarding contributions, as well as alerts, deductions, payments and messages.

Member statements

Member statements will be available via the Account statement drop down at the bottom of the Account balance container on the dashboard.

Balances, insurance and beneficiaries

The new digital experience merges all your information in one easy to view display, to improve your experience.

As an example, the dashboard contains snapshot information regarding your account balance, investments and insurance, with links through to more detailed pages and information.

Beneficiary information – and the ability to view preferred beneficiaries – is still available, as is the online enquiry form if you need to contact us.

Performance information

Unit price information – including the ability to check historical prices - is on the **Investments** page. We've also added individual investment option performance data in the option cards. This takes you through to the current performance for each option.

Linked accounts

You may've noticed a white drop-down box in the middle of the ribbon at the top of your screen.

This provides account information, including the ability to switch to any other accounts you may have within the Plan.

From here you can choose the account you'd like to access. You will be able to log in to any accounts you have with your preferred log in credentials.



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