

Important information about your Guaranteed Income account

On 1 May 2023, the VicSuper brand is being retired. Our commitment to your retirement goals remains unchanged, as do our ongoing activities in Victoria.

There is no change to the way your Guaranteed Income account works. But we want to share important information about some other changes.

What's changing?

The following changes are planned to happen from Monday 1 May 2023. If any dates in this notice change, we'll publish the new dates on our website at vicsuper.com.au/sen

VicSuper members are moving to the Aware Super division

An intra-fund transfer is a transfer of fund members and their benefits between superannuation products within a regulated superannuation fund. VicSuper members are being moved to the Aware Super Accumulation and Pension division in the Fund. You don't need to do anything as a result of this transfer.

After the transfer, you'll notice all future communications from us will be branded Aware Super, not VicSuper.

Your income payment reference on your bank statement

When you receive your income payments, the description you see on your bank statement will change from VicSuper to Aware Super. There won't be any change to your income payment methods or the frequency you receive your income payments.


New operating hours and phone number

From 8am Monday 1 May 2023, the operating hours and phone number for you to contact us will change to:

Monday to Friday
8:00 am to 7:00 pm (AEST/AEDT)

 T: 1300 650 873

International calls

 T: +61 3 9131 6373

