

Access Number request/update contact details/online preferences

Who should use this form?

Use this form if you are:

- a MilitarySuper Contributing Member, or
- a MilitarySuper Preserved Member

and you wish to:

- request a new or replacement Access Number
- change or update your residential address details
- change or update your email address details
- choose your online preferences.

Where to submit this form?

Fill in all your details and post it to:

**MilitarySuper
Reply Paid 244
PO Box 22
Belconnen ACT 2616**

(No stamp required)

or fax to **(02) 6272 9617**

Alternatively you can call a customer service representative on the number set out below who will be able to assist you once you have verified your identity.

Access Number

To obtain a new confidential Access Number:

- contact our Customer Service Centre on **1300 006 727**, or
- cross the “Access Number” box overleaf and post to MilitarySuper.

Use your Access Number on our Member Services Online page at **www.militarysuper.gov.au** to:

- project your potential superannuation benefit using the i-Estimator
- view and print your Member Statements
- update your contact details

Further online services will be added in the future and Members will be advised when this occurs.

Change of Address*

To change your address:

- contact our Customer Service Centre on **1300 006 727**, or
- cross the “update my contact details” box overleaf and post to MilitarySuper, or
- email your new and old address details to **members@enq.militarysuper.gov.au**.

*** NOTE:** If you are a current serving member of the Defence Force, MilitarySuper uses the postal address provided by Defence. This ensures we have the latest address for the majority of our Members. If you wish to update the address held by MilitarySuper, you will need to update your address details via the PM Keys database.

Online preferences

To choose to receive your Member Statement online and/or Member Update online:

- contact our Customer Service Centre on **1300 006 727**
- cross the “I want to receive my Member Statement online” box overleaf and post to MilitarySuper and/or
- Cross the “I want to receive my Member Update online” box overleaf and post to MilitarySuper.

Online preferences—To select online preferences you must have an Access Number and provide a current email address. We will send you a notification email when your Member Statement and/or Member Update is available online.

