



**Closure of NGS Self-Managed
Direct Investment Option (DIO)
Update to members**

The NGS Self-Managed Direct Investment Option closed on 30 May 2025. This update to members provides further information on the closure.

Update on compensation payable to members following the closure of the NGS Self-Managed Direct Investment Option

Compensation amounts were paid into eligible members' NGS accounts on 24 June 2025. You will shortly receive a letter outlining the compensation components and our approach to determining compensation amounts.

This letter will be sent to you by mail or email, depending on your member communication preference. If you receive an email, it will contain a secure link to your personalised letter. You'll need to enter two authentication details to verify your access. The email will provide instructions on the verification details you need to provide.

If you have closed your NGS account and are eligible for compensation, we anticipate compensation amounts will be paid to your new super fund or bank account in the week commencing 21 July 2025. You will also receive a letter advising of the compensation components around that time. If your chosen communication preference with us was email, the same verification process outlined above will also apply.

If you were not eligible for compensation as you did not hold any shares in the DIO at the time of closure, or you did not hold a term deposit that was required to be broken at the time of closure, we will also shortly send a communication to you confirming this outcome.

We expect a final communication to be issued by the end of July 2025, to all members who were invested in the DIO on 24 February 2025. This communication will include transaction and valuation reports of your DIO investments for your records. If we send you this information via email, the same verification process outlined above will also apply.

Need more information?

Please call us on [1300 133 177](tel:1300133177), Monday to Friday, 8am-8pm (AEST/AEDT), and we'll connect you with one of our Super Specialists who can assist you.

Advice when you need it

We know the value of getting the right advice at the right time and we're committed to ensuring that NGS members have access to quality financial advice no matter what stage of life you're at.

Single-issue advice limited to your NGS Super account is available at no cost over the phone through our Financial Advice helpline. If you need a little more information but don't need an

entire financial plan, a chat with a Super Specialist might help. We also offer paid tailored advice through NGS Financial Planning.

To learn more about our Advice services, visit ngssuper.com.au/financial-planning

Feedback and complaints

We value your feedback and are committed to resolving any issues that arise. If you're dissatisfied with us, please contact as soon as possible so that we can work to resolve your enquiry or complaint quickly.

You can also request a copy of our complaint and dispute resolution procedure available at ngssuper.com.au/complaints

Past performance is not a reliable indicator of future performance. This is general information only and does not take into account your objectives, financial situation or needs. Before acting on this information, or making an investment decision, consider whether it is appropriate to you and read our Product Disclosure Statements and Target Market Determinations. You should also consider obtaining financial, taxation and/or legal advice tailored to your personal circumstances before making a decision. This information has been issued by NGS Super Pty Ltd ABN 46 003 491 487 as trustee of NGS Super ABN 73 549 180 515, RSE Licence L0000567 and AFSL 233 154.



Talk to us – we're here to help

You can contact us at ngssuper.com.au/contactus

Call us on **1300 133 177**, Monday to Friday, 8am–8pm (AEST/AEDT)

Postal address: **GPO Box 4303 Melbourne VIC 3001**

ngssuper.com.au

The information in this statement is general information only and does not take into account your objectives, financial situation or needs. Before making a financial decision, please assess the appropriateness of the information to your individual circumstances and consider seeking professional advice.

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