

Coronavirus and your super

It's challenging times out there at the moment, with big changes to the way we're living. We know our members are focused on their health, their jobs, their families. **We just want to let you know that at Rest, we're here to support all of our members in the retail and fast food industry, by giving you the information about your super that can help you now.**



What's happening to my super balance?

You've probably heard that financial markets around the world are having a hard time at the moment. The spread of the coronavirus is impacting economies everywhere as businesses shut down and people are out of work. And this means that your super balance could have gone down over the past few weeks as well.

Most Rest members have their super in our Core Strategy investment option. This option contains a mix of different types of investments designed to help your super grow over the long term, but also help manage the downside risks when markets have downturns.

Since the Core Strategy started in 1988, it has on average increased members' super by 8.19%[^] each year. That's even including previous market sell-offs, like the global financial crisis in 2008. While past performance doesn't indicate future performance, it's useful to see how Rest has managed our members' super through other times of market volatility.

The main thing is to remember that your super is all about what happens over the long-term, not the short-term ups and downs that happen along the way.



What about my insurance?

If you have insurance as part of your super, you'll continue to be covered as long as you have enough money in your account to pay the monthly premiums, even if you stop working.

There is no exclusion for coronavirus in our cover, which means illness, disability or death due to coronavirus is covered. Just keep in mind that our income protection insurance covers you if you're unable to work due to illness or injury for more than 60 days. So, you'd have to be sick and unable to work for 60 days before your claim could be accepted.

If you have income protection insurance, it's important to tell us if you haven't been working for a while as your benefit is based on your income over a 12 month period, so it's important that you're only paying for cover that you can claim on.

To check the type of insurance cover you have with Rest, go to MemberAccess and click on the insurance tab.



Can I access my super early if I need it?

If you're in financial difficulty because of the coronavirus (COVID-19) and need to access your retirement savings, you can do so from 20 April to 30 June 2020 via the ATO. This new Government measure will allow eligible individuals to access up to \$10,000 of super savings until 30 June 2020, and up to a further \$10,000 between 1 July and 24 September 2020.

To make the choice that best serves your needs, it's important you know all the options. We encourage you to also check if you are eligible for any government support @humanservices.gov.au or by visiting Centrelink.

Removing super from your account now could impact how much you'll have for retirement later on.

But for some of our members, we know its money they need now, so we're here to help.

You'll need to apply to the ATO (Australian Taxation Office) using your myGov account. Read through our FAQs at rest.com.au/coronavirus for more details on who's eligible and how to apply.

It's important to think about how withdrawing from your super might impact any insurance you have as part of your super. You'd need to have enough money left in your account to continue to pay insurance premiums, otherwise your insurance might get cancelled.

And when life gets back a little closer to normal, we'd encourage you to talk to us about how we can help you get your retirement savings back on track again for the future.

If you think you might apply for some of your super now, it's really important that we have the right contact details for you, including your mobile number. Update your details online in MemberAccess or in the Rest App.



Beware of fraud

If you receive a call from someone from 'Rest' offering to help you access your super early, ignore it as it's a scam call. We will never call you to ask for your personal or financial information to request a payment. If you think someone might be trying to access your super, report it to the earlyreleaseofsuperteam@ato.gov.au



Keep up to date with Rest

We'll update our website regularly with the latest information. Just visit rest.com.au/coronavirus

It's also important that we have the right contact details for you. Update your details online in MemberAccess at rest.com.au/memberaccess. You can also access your account, update your details or message us 24/7 in the Rest App - just SMS 'download' to 0481 071 090 for a link.



If you need advice on how changing circumstances may affect your super and insurance cover, you can talk to a Rest adviser* over the phone by calling us on 1300 183 361. Or for more information visit rest.com.au/coronavirus.

We're here to help

-  rest.com.au
-  [Live Chat at rest.com.au](#)
Monday to Friday 8am - 10pm, Saturday 9am - 6pm
and Sunday 10am - 6pm AEST
-  **1300 300 778**
Monday to Friday 8am - 10pm AEST
-  [Download the Rest App](#)

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