



## Frequently asked questions for new eXpand members

### Q. Where do I find my USI (Unique Superannuation Identifier) for eXpand Super?

A. The USI for eXpand Super is: **SMF0126AU**. This can also be found in our [full list of USI numbers](#).

### Q. How do I make personal contributions?

A. You can make personal contributions either by **BPAY®** or **Direct Debit**:

- For **BPAY**: [Log in to your account](#) to access BPAY payment details.
- For **Direct Debit**: Use our [Direct Debit Form](#) to arrange debit payments.

### Q. What is a Standing Instruction?

A. Standing Instructions are instructions you give us that tell us how you want your contributions invested in your account on an **ongoing basis**. They are “standing” instructions because they remain active until you tell us otherwise.

### Q. How do I update my Binding Death Nomination?

A. Updating your Binding Death Nomination is simple. Just do the following:

- 1 Log in to your account;
- 2 click the “Beneficiary” tab; and
- 3 follow the prompts.

Alternatively, you can complete our [Binding Death Nomination form](#).

We recommend that you speak with your financial adviser when considering what death nomination option suits your personal circumstances.

### Q. How does my employer contribute to my Super?

A. You will need to provide your employer with our [Choice of Fund form and Certificate of Compliance](#).

### Q. Can I combine my other Super accounts into eXpand?

A. Yes, clients can request to consolidate their accounts through [MyGov](#).

Alternatively, you can complete our [Request to Transfer form](#) to consolidate your account funds.

### Q. Can I contribute funds during the transaction freeze period?

A. You can contribute funds after the **24th of May**. The funds contributed will remain in cash and will not be invested unless we receive your **buy request** after the migration.

### Q. Will your BPAY details change?

A. **Yes, our BPAY details will change**. This is because both our USI (Unique Superannuation Identifier) will change and your account number will change. The new BPAY details will be included in your Welcome Pack.

### More information

Please speak to your financial adviser or contact ClientFirst on 1800 517 124.

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