

Cbus and Covid-19

Our Member and Employer Services are operating according to their normal hours at this stage. Our call centre is experiencing higher than normal call volumes and we are doing our best to help all members. We ask members to be patient during this extraordinary event. We encourage members to use the website for information where possible.

 **Call us on 1300 361 784**
8am to 8pm (AEST/AEDT) Monday to Friday

OR

 **email us at:**
cbusenq@cbussuper.com.au

Front Counter

In line with recommendations from government, we are taking preventative measures for the health and safety of Cbus members and staff. The Cbus front counter offices are closed until further notice and unfortunately we do not have staff who can assist members in face to face. We apologise for the inconvenience this causes, but these measures are necessary in an unprecedented health event.

Coordinator visits

Cbus coordinators at this stage are still visiting sites and supporting **members one on one where possible**. Where that is not possible, they dedicated to being available by phone or email. Their contact details are on the back of this flyer. We have decided to cease toolboxes due to the higher numbers of attendees, in line with government advice. No meetings will be held in the crib sheds due to them being enclosed spaces.

Compliance line

 **You can call the Cbus Compliance Line on 1300 658 333**

In the event we are unable to perform compliance checks over the phone, you can email us at:

 cbuscompliance@cbussuper.com.au

They can also leave messages with their name and number and Cbus staff will return their calls as soon as they can.

Advice Services

The Advice Services are continue to run, but we are currently experiencing higher than normal call volumes and we encourage members to use our website where possible.

 **Cbus Advice Services: 1300 361 784**
Press 4 to be connected 8am to 8pm
Monday to Friday AEST/AEDT

 **Email:**
advice@cbussuper.com.au

 **Or use our online form to request a call from Advice Services.**

Cbus has suspended all Retirement Seminars for now in the interest of minimising risk to members.

Impacts on your Super Account

We are currently experiencing a high number of calls from members who are seeking information about the market movements.

Please follow this link to find a comprehensive and easy to understand resources about volatility and how it affects you.

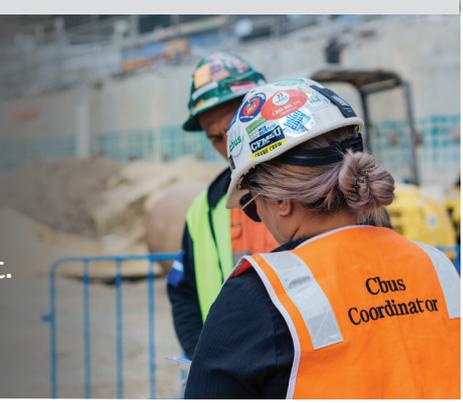
<https://www.cbussuper.com.au/content/dam/cbus/files/forms-publications/investments/volatility-update.pdf>



As developments occur and other measures are implemented, we will keep you informed of any changes.

Your coordinators

Local Cbus Coordinators give you personal, face-to-face support. Get in contact today if you need help or to organise a workplace information session.



Nationwide



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1300 361 784
8am to 8pm (AEST/AEDT)
Monday to Friday



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Visit Cbus in person in Adelaide, Brisbane, Melbourne, Perth and Sydney. Details: **cbussuper.com.au/contact**

Cbus' Trustee is United Super Pty Ltd. ABN 46 006 261 623 AFSL 233792 Cbus ABN 75 493 363 262

This information is about Cbus. It doesn't take into account your specific needs, so you should look at your own financial position, objectives and requirements before making any financial decisions. Read the relevant Cbus Product Disclosure Statement and related documents to decide whether Cbus is right for you. Call **1300 361 784** or visit **cbussuper.com.au** for a copy.