

## Change of personal details

Stay in touch with your super by making sure we have your current personal and contact details.

### Your super is important – don't lose touch

We regularly send communications to keep you up-to-date on your super and to help you make the most of the options and services available. This might include:

- Regular updates about your super account, so you know how you're tracking
- Your annual statement
- Notices of change and other news about HESTA for Mercy

Depending on the communication, this might be sent via email, post or at times an SMS message. Make sure you're getting the most out of your super by keeping your contact details like your email address, mobile phone number and postal address up to date.

### Details needed to validate your access

At times we might implement extra security to ensure that only you (and not others) are accessing the details relating to your super. This may require what is known as two factor authentication, where a unique code is sent to either your mobile number or email address to validate access to your details.

This only works if the mobile number and email address we have on your record is active and accessible – so please ensure you let us know if any of these change.

### Need to change your name?

If the name we have on your account needs to change, you will need to complete and return the attached *Change of personal details* form along with a certified copy of official documentation supporting your name change (Marriage Certificate, Deed Poll or change of name certificate from Births, Deaths and Marriages Registration office).

Unfortunately a name change cannot be made using Member Online.

### Any other details not correct?

From time-to-time the creation of records for some members may be based on some incorrect details initially provided by your employer. If you notice any of your other details that are incorrect, for example your date of birth or gender, you'll need to complete and return the attached *Change of personal details* form along with certified evidence of your correct date of birth.

## contact us

1300 368 891 | [Email form to information@hestaformercy.com.au](mailto:information@hestaformercy.com.au) or mail to: PO Box 8334, Woolloongabba QLD 4102



## Change of personal details

### COMPLETE SHADED SECTIONS

Please complete in **BLOCK LETTERS** using a **BLACK** or **BLUE** pen and ensure it is signed and dated.  
Use this form to change your personal contact details. Alternatively, you can change your contact details quickly and easily using Member Online at [hestaformercy.com.au](http://hestaformercy.com.au)

**!** **IMPORTANT:** Complete ALL details. This is needed to validate your identity and get in touch if we have any questions.

### 1. Your personal details

Member Number	Your name (First name and surname)		
<input type="text"/>	<input type="text"/>		
Date of birth	Mobile or daytime telephone		
<input type="text" value="DD"/> / <input type="text" value="MM"/> / <input type="text" value="YYYY"/>	<input type="text"/>		
Address (must be provided - PO Box not accepted)			
<input type="text"/>			
Suburb	State	Postcode	
<input type="text"/>	<input type="text"/>	<input type="text"/>	
Email			
<input type="text"/>			

### 2. Change your contact details

Complete this section if your contact details have changed. You only need to tell us what's changed.

Postal Address			
<input type="text"/>			
Suburb	State	Postcode	
<input type="text"/>	<input type="text"/>	<input type="text"/>	
Residential Address (if different to postal address)			
<input type="text"/>			
Suburb	State	Postcode	
<input type="text"/>	<input type="text"/>	<input type="text"/>	
Mobile	Telephone (Daytime)		
<input type="text"/>	<input type="text"/>		
Email			
<input type="text"/>			

Please continue over page

### 3. Change your personal details

**!** To support a change in your name you must attach a certified copy of your Marriage Certificate, Deed Poll, divorce certificate or change of name certificate from Births, Deaths and Marriages Registration office to support your name change.

If your date of birth needs correcting you must provide certified documents as evidence of your date of birth - for example, your birth certificate or driver licence.

Surname	(Mr Mrs Ms Miss Dr)	Gender
<input type="text"/>	<input type="text"/>	<input type="checkbox"/> Male <input type="checkbox"/> Female <input type="checkbox"/> Other
GIVEN NAME/S		
<input type="text"/>		
Old signature	New Signature	
<input type="text"/>	<input type="text"/>	

### 4. Authorisation – read, sign and date

I have read and understood HESTA's Privacy Collection Statement which is available at [hestaformercy.com.au/privacy](https://hestaformercy.com.au/privacy) or by calling 1300 368 891 and accept that the information on this form is true and correct to the best of my knowledge and belief. I consent to my personal information being collected and used by the Trustee for the ongoing administration of my membership by the fund administrator and other service providers.

Your signature	Date
<input type="text"/>	<input type="text"/> DD / <input type="text"/> MM / <input type="text"/> YYYY

#### **!** Need to change your date of birth or gender

From time-to-time the creation of records for some members may be based on some incorrect details initially provided by your employer. If you notice your date of birth or gender is incorrect, just get in touch and we'll work with you to get it corrected.

#### Return your completed form

Scan and email all requirements to [information@hestaformercy.com.au](mailto:information@hestaformercy.com.au)  
or mail it to HESTA for Mercy, PO Box 8334, Woolloongabba QLD 4102  
or drop it off in person to Potter Building, Ground Floor, Mater South Brisbane campus

## contact us

1300 368 891 | Email form to [information@hestaformercy.com.au](mailto:information@hestaformercy.com.au) or mail to: PO Box 8334, Woolloongabba QLD 4102

Issued by H.E.S.T. Australia Ltd ABN 66 006 818 695 AFSL No. 235249, Trustee of HESTA ABN 64 971 749 321. This information is of a general nature. It does not take into account your objectives, financial situation or specific needs. You should look at your own financial position and requirements before making a decision. You may wish to consult an adviser when doing this. The target market determination for HESTA for Mercy products can be found at [hestaformercy.com.au/tmd](https://hestaformercy.com.au/tmd). Before making a decision about HESTA products you should read the relevant product disclosure statement (call 1300 368 891 or visit [hestaformercy.com.au](https://hestaformercy.com.au) for a copy), and consider any relevant risks ([hestaformercy.com.au/understandingrisk](https://hestaformercy.com.au/understandingrisk)).