

Dear Friends

Keeping your money safe

In light of the recent 'hack' of members of Super SA's personal information, where unknown cyber criminals accessed the state government's retirement savings platform, I have decided to send you this special edition of eGrow.

The purpose is to reassure you – and to remind you about how your money is protected.

If you are a close follower of eGrow, you will recognise these messages as they have been distributed before – the first at Easter and the second in October. However, in the current environment, I felt it was worth resending.

Please feel free to pass them on to concerned friends or family.

Originally posted on 23rd April 2021 (in our **"The Value of Advice"** eGrow. Please refer to the full eGrow [HERE](#)) in particular I draw your attention to the following paragraphs:

"Our ongoing 'operational' compliance also requires that the systems we have in place are capable of privacy protection and the provision of cyber security around the confidential data we hold on your behalf. The performance of these systems is also subject to the scrutiny of our financial services laws.

One of the unexpected benefits of the COVID-19 pandemic has been the opportunity to re-shape the way we deliver our services. We are currently pioneering a new client portal, which will allow those of you who would like to keep a close eye on your personal financial situation to do so, easily. We also have a new state-of-the-art telephone system which allows us to work together remotely, as we did during the COVID-19 lockdown last year. This is important and beneficial for another reason, as there is now a further layer of legislation which requires the annual services we provide to be delivered within a rigidly prescribed period. Having these systems in place will help us to work together even more efficiently, and ensure that our ongoing advice requirements are met.

In keeping with our service commitment, our IT systems have also been upgraded to include migration to the Cloud using our own system (as opposed to a system owned/hosted by a third party) due to the enhanced cyber security features this provides. The move to our larger, upgraded premises in 2019 has provided us with the space to grow our staff, with the costs associated with the move able to be mitigated by our expense sharing arrangement with our co-tenant Piteo Accounting & Advisory."

I also refer you to our **"How safe is my super"** eGrow [HERE](#).

Originally posted on 15th October 2021 this provides a summary of some of the numerous layers of protection built into our super system.

I draw your attention to the following paragraph:

"All of the above measures represent a complex series of safeguards that make it very difficult for your superannuation to be stolen or misdirected. Nevertheless, the ultimate protector is you. Keep an eye on your finances, and if you see anything odd, or receive any unsolicited approaches, be cautious. Let us know ASAP"

Please do not hesitate to contact me or any of the team if you would like to discuss any security issues. And please do take your privacy and security online seriously.

Yours sincerely

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