



Breaking News

INFORMANT

NEW SYSTEMS IMPLEMENTATION: Temporary Unavailability of Services & Systems

In-line with the Fund's longer-term growth and sustainability strategy, we are in the process of implementing new globally hosted information technology (IT) systems. This change in systems is aimed at ensuring that the Fund is well placed to meet its growing IT requirements, more effectively manage various risks, and ultimately, better serve you as members, pensioners, and participating employers.

The data migration process and final systems installation will **commence on 17 June 2024**, and is expected to be **completed by 3 July 2024**.

The above will, unfortunately, result in most Sentinel systems being unavailable during this time, and **the Fund will not be able to process or execute any claims and benefits, MIC portfolio switches, resolve any queries, or provide any member and pensioner specific information over this period**. The current **online secure portal will also not be available** over this period as this portal is being completely replaced with a more flexible and user-friendly online system. The main Sentinel website will, however, be available and you will still be able to access all Fund communication, Brochures, and Forms.

IMPORTANT

All Member Investment Choice switches (including Flexible Pension investment options), benefit applications, changes to banking or personal details, etc, received by the Fund after 14 June 2024, **will unfortunately not be actioned until the system migration process has been completed**. The July 2024 pension payment will be paid as usual on 10 July 2024.

We apologise for any inconvenience that this systems enhancement process may cause, but we are confident that the result will be a smoother and more efficient service for our members, pensioners, and participating employers. Thank you for your understanding.

We will keep you informed as the above progresses. Please ensure that the Fund has your latest mobile number and email address to ensure that you receive all relevant communication!

15 May 2024