



Breaking News

BULLETIN

REMINDER: New Systems Implementation & Temporary Unavailability of Services & Systems

As previously communicated, the Fund is implementing new systems. 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 and services 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. From 3 July 2024, when the new secure portal is available, **users will first need to register on the new portal before it can be accessed.**

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.**

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, and 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!

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Innovating Your Future Responsibly



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