Email: grow@growsuper.com
Post: Grow Super AFSL Co Pty Ltd - Suite 1, 29 Hutchinson Street Surry Hills NSW 2010

# Handling your enquiry or complaint

## Summary of procedures

If you have any enquiries, you should contact the Client Services team of the fund.

Contact details to either phone or email are above, or can be found online at onesuper.com/funds/.

For enquiries, we will generally respond in 3 days. However sometimes further time is required for more complicated matters. If we need more time, we will contact you, and provide the reasons for the delay, and the options available to you.

## Our internal dispute resolution (complaints) process

We take your complaints and dissatisfaction seriously and always try our best to resolve issues encountered and to learn from your feedback. You can discuss your complaint via a number of channels with our team, including (but not limited to):

**Telephone:** 03 90185800
**Email:** aus-compliance@iress.com
**Mail:** Level 16, 385 Bourke St, Melbourne, VIC 3000

We don't want there to be any barriers you experience in expressing your concerns. If you would like additional assistance in lodging your complaint, the Client Services team is able to provide a range of services, free of charge.

Your complaint will be acknowledged within 24 hours (either verbally or in writing), and we will advise you of the steps we will take to investigate and resolve your concerns.

We will advise you of our decision within 45 days of receipt of the complaint, or within 90 days where a death benefit distribution is involved. Should we encounter situations that affect our ability to respond to your complaint within the above time frames, we will provide you with the reasons for the delay, and the options available to you prior to the timeframes noted above expiring.

Complaints will be dealt with in accordance with the Trustee's Privacy Policy. where a written complaint is received from an eligible person, that is, a member or former member of the Fund, a representative of the complainant, a person acting for the estate of a former member, or a person who has an interest in the death benefit.

If you are not satisfied with the final decision, you are not provided with a response within the required timeframe from the date that your complaint is received, or you do not wish to communicate with us directly; you may lodge a complaint with the Australian Financial Complaints Authority (AFCA), our external dispute resolution (EDR) scheme.

## Our EDR scheme – AFCA

AFCA is an external dispute resolution scheme that deals with complaints from consumers in the financial system. AFCA is a service authorised by the Federal Government to provide fair and independent financial services complaint resolution. It is free to use. Time limits may apply to make a complaint with AFCA so you should act promptly or otherwise consult the AFCA website to find out more if or when the time limit relevant to your circumstances expires.

## AFCA Contact details:

Australian Financial Complaints authority (AFCA)
GPO Box 3, Melbourne VIC 3001
P: 1800 931 678 | E: info@afca.org.au | W: afca.org.au

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