



9. How we deal with complaints

additional guide

This statement was prepared on **1 October 2021**

The information in this document forms part of the Product Disclosure Statements of:

Vision Super Saver dated **1 October 2021**

Super Saver Australian Services Union dated **1 October 2021**

The information in this additional guide ('Guide') is a summary only and forms part of the Product Disclosure Statements (PDSs) for Vision Super Saver and Super Saver Australian Services Union. This Guide is issued by the Trustee and is general information only and has been prepared without taking into account your personal objectives, financial situation or needs. You should consider whether this information is appropriate to your personal circumstances before acting on it and, if necessary, you should also seek professional financial advice. Where tax information is included you should consider obtaining personal taxation advice. This Guide is up to date at the time it was prepared. Information in this Guide is subject to change from time to time. If a change does not adversely affect you, we may update the information by notice on our website www.visionsuper.com.au and/or inclusion in the next newsletter. You can also call our Contact Centre on 1300 300 820. A paper copy of the updated information will be given to you without charge on request.

Vision Super Pty Ltd ABN 50 082 924 561 AFSL No. 225054, RSE Licence L0000239 ('the Trustee' or 'we' or 'us') is the Trustee of the Local Authorities Superannuation Fund ('Vision Super' or 'the Fund') ABN 24 496 637 884. The final authority on any issue relating to the Fund is the Trust Deed governing the Fund, the relevant provisions of the Commonwealth legislation and the relevant insurance policy (if applicable).

At Vision Super we aim to provide you with the best possible service and address any concerns that you may have as quickly as possible. We hope that you never have cause to complain, however, if you wish to make a complaint we have an internal complaints process to deal with it.

Complaints should be made in writing to:

The Resolutions Officer

Vision Super

PO Box 18041 Collins Street East

MELBOURNE VIC 8003

Email: resolutions@visionsuper.com.au

Your written complaint should include:

- > Your name, address and telephone number
- > Your membership number
- > A description of the complaint, and
- > Any relevant supporting documentation.

If you have any difficulty writing or formulating your complaint, you can call the Resolutions Officer through our Contact Centre on **1300 300 820**. All complaints will be acknowledged promptly.

Our Resolutions Officer will review your complaint and try to resolve it as soon as possible, and within a maximum of 45 days (for death benefit distribution complaints, maximum of 90 days). Our response will detail the outcome of our investigation and the reasons for our decision. The process is free of charge.

Australian Financial Complaints Authority

If you are not satisfied with the outcome of the investigation into your complaint, or if you have not received a response within 45 days, you make take the matter to the Australian Financial Complaints Authority (AFCA). AFCA is a fair and independent dispute resolution body established by the Government to help resolve financial complaints. AFCA provides a free service. AFCA can be contacted as follows:

Online: www.afca.org.au

Email: info@afca.org.au

Phone: 1800 931 678

Mail: Australian Financial Complaints Authority
GPO Box 3, Melbourne VIC 3001

Time limits may apply to complaints to AFCA and so you should act promptly or otherwise consult the AFCA website to find out if or when the time limit relevant to your circumstances expires.

Privacy complaints

If your complaint relates to a breach of privacy that is not resolved by our internal complaints process, you can refer it to the Office of the Australian Information Commissioner on 1300 363 992.

Here to help

Telephone 1300 300 820 (8:30am to 5:00pm)

Monday – Friday (not including Victorian public holidays)

Email memberservices@visionsuper.com.au

Visit www.visionsuper.com.au

Write PO Box 18041, Collins Street East, VIC 8003

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