

Superestate

Product Disclosure Updates – 5 October 2021

Update to the Product Disclosure Statements issued by Diversa Trustees Limited ABN 49 006 421 638, AFSL 235153, RSE Licence No. L0000635, in its capacity as trustee of the Superestate.

On 30 July 2020, the Australian Securities and Investments Commission (ASIC) released Regulatory Guide 271 (RG 271) which details updated standards and requirements that will drive financial services firms to ensure they handle consumer complaints in a fair and timely manner. RG 271 came into effect on 5 October 2021.

For the superannuation industry, the changes present opportunities for Trustees to improve members' trust and confidence in their fund, to minimise the costs that arise from protracted dispute resolution processes, and to improve how their fund operates. Key changes include a reduction in the timeframes in which superannuation funds must acknowledge and respond to member complaints.

The following updates are effective from 5 October 2021:

Complaints process update

In line with regulatory requirements, we have updated our complaints process. The timeframes within which we will respond to complaints is reducing as reflected below.

Enquiries and complaints

If you have an enquiry or complaint, please call us on 1300 519 800, email us at hello@superestate.com.au or write to us at the below address, and we will work with you to resolve your complaint as soon as possible.

Superestate Complaints Officer
GPO Box 318
Sydney NSW 2001

If an issue has not been resolved to your satisfaction or it has not been dealt with within 45 days, you can lodge a complaint with the Australian Financial Complaints Authority (AFCA). If your complaint has not been resolved to your satisfaction or it has not been dealt with within 45 days (or 90 days for complaints in relation to the distribution of a death benefit), you can lodge a complaint with AFCA. AFCA provides fair and independent financial services complaint resolution that is free to consumers.

Website: www.afca.org.au
Email: info@afca.org.au
Telephone: 1800 931 678

In writing to:
Australian Financial Complaints Authority Limited
GPO Box 3
MELBOURNE VIC 3001

Superestate Pty Ltd (ABN 61 615 727 663; AFS Representative No. 001257096) is a Corporate Authorised Representative of Sanlam Private Wealth Pty Ltd (ABN 18 136 960 775; AFSL 337927). Interests in Superestate are issued by Diversa Trustees Limited (ABN 49 006 421 638; AFSL 235153; RSE Licence L0000635) in its capacity of trustee of the Tidswell Master Superannuation Plan (ABN 34 300 938 877).