



## **Raiz Invest Super 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 Raiz Invest Super.*

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 75 47 48, email us at [complaints@raizinvest.com.au](mailto:complaints@raizinvest.com.au) or write to us at the below address, and we will work with you to resolve your complaint as soon as possible.

Complaints  
Raiz Invest Australia Limited  
Level 11  
2 Bulletin Place  
Sydney NSW 2000

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](http://www.afca.org.au)

Email: [info@afca.org.au](mailto:info@afca.org.au)

Telephone: 1800 931 678

In writing to:

Australian Financial Complaints Authority Limited

GPO Box 3

MELBOURNE VIC 3001