

The information in this document forms part of the REI Super Product Disclosure Statement (PDS) dated 1 November 2019.

How to make a complaint

If you're not satisfied with our products or services, we've established a formal procedure to deal with any complaint or dispute that may arise to address your concerns fairly and efficiently.

Internal dispute resolution process

- 1 If you wish to make an enquiry about your super or have concerns, you can call us between 8:30am and 7:00pm (EST) on 1300 13 44 33, or write to:**

REI Super
GPO Box 4303
Melbourne VIC 3001

- 2 If your concerns can't be resolved immediately and you wish to make a formal complaint, please address it in writing to:**

Complaints Officer
REI Super
GPO Box 4303,
Melbourne VIC 3001
Or call: 1300 13 44 33

- 3 We'll investigate your complaint and make every effort to respond to you as soon as possible.**

On receipt of your complaint, we will attempt to resolve it as quickly as possible and endeavour to keep you informed about its progress. The complexity of your complaint will determine the time it takes to resolve it, however we have up to 90 days. Our response will detail the outcome of the investigation. This process is completed at no cost to you.

For each complaint you make resulting from a decision on the payment of a death benefit, you will be given reason(s) for the decision as part of our written response. Should a decision on a complaint not have been made in regard to the payment of a death benefit within 90 days of its receipt, you can, by writing to us, request written reason(s) for the failure to make a decision.

For each complaint you make which does not arise from a decision on the payment of a death benefit, you will be informed as part of our written response that you can, by writing to us, request written reason(s) for the decision made.

Alternatively, should no decision have been made by us within 45 days from receipt of your complaint, where your complaint does not result from the payment of a death benefit, then within those 45 days, you will be informed that if a decision on your complaint is not made within 90 days from its receipt, that you can by writing to us, request reason(s) for the failure to make a decision.

This process is completed at no cost to you.

- 4 You can refer your complaint to our external dispute resolution process at any time. For example, you can do this if you have not received a response within 90 days or we do not satisfactorily resolve your complaint.**

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External dispute resolution process

You can lodge a complaint with the Australian Financial Complaints Authority (AFCA).

AFCA provides fair and independent financial services complaint resolution that is free to consumers.

There are specific limits set by the Government for making complaints to AFCA, please visit afca.org.au for more information.

How to contact AFCA:

Mail:

Australian Financial Complaints Authority
GPO Box 3
Melbourne VIC 3001

Phone: 1800 931 678

Web: afca.org.au

Email: info@afca.org.au

Need help?

1300 13 44 33 | reisuper.com.au

✉ join@reisuper.com.au



This document does not relate to the REI Super Pension. Refer to the REI Super Pension PDS for information about that product. The information provided in this Statement is of a general nature only and does not take into account your objectives, personal financial situation or needs. Before acting on this information you should consider it's appropriateness having regard to your objectives, financial situation and needs. You may wish to consult a licensed financial adviser to obtain advice that is tailored to your personal circumstances. This Product Disclosure Statement for REI Super has been prepared and issued on 1 November 2019 by the Trustee of the Fund, REI Superannuation Fund Pty Limited (ABN 68 056 044 770), AFSL 240569, SPIN REI0001AU RSE L0000314. REI Super ABN 76 641 658 449 RSE R1000412. MySuper unique identifier 76641658449129.

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