

Complaints

If you have a concern or complaint about your membership in the Aracon Superannuation Fund, please lodge your concern or complaint directly with the Fund.

For details for how to lodge a concern or complaint, please contact the Fund Administrator, DIY Master Pty Ltd on 07 5555 5656 in the first instance.

Australian Financial Complaints Authority

If our response to your complaint does not resolve it to your satisfaction or we have not resolved your complaint within 90 days, you can complain to the Australian Financial Complaints Authority (AFCA). AFCA provides a fair and independent complaint resolution service that is free to consumers:

Website: www.afca.org.au

Email: info@afca.org.au

Telephone: 1800 931 678 (free call)

In writing to:

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

There are some time limits for lodging certain complaints. This includes complaints about the payment of a death benefit, which you must lodge with AFCA within 28 days of being given our written decision.