



RAIZ INVEST SUPER

a division of AMG Super ABN 30 099 320 583

TEL: 1300 754 748

EMAIL: support@raizinvest.com.au

Raiz Invest Super - Complaints information

This page is designed to give you information about how complaints are managed for Raiz Invest Super, a product issued by Equity Trustees Superannuation Limited.

How do I complain?

You can complain to us at any time, and in any way. You can call us, send us a letter or email or post on Raiz Invest's social media. How you contact us is up to you. Contact details to provide us with feedback or to make a complaint in relation to Raiz Invest Super:

Call: 1300 75 47 48, Monday to Friday, 8:30am–5:30pm (Sydney time)

Email: complaints@raizinvest.com.au

Write to: The Complaints Officer
Member Administration
PO Box 3528
Tingalpa DC QLD 4173

We will acknowledge receipt of the complaint within 24 hours (or one business day) of receiving the complaint, or as soon as practicable.

We will seek to resolve your complaint within 45 calendar days (or 90 calendar days for death benefit distribution complaints). If we need more time to investigate and resolve your complaint, we will explain why and provide an expected date of the outcome. We will keep you informed of the progress.

What does a complaint cost?

The entire Raiz Invest Super complaints process is free of charge.

What to do if you need assistance to make a complaint?

We know that accessing and understanding financial services can be difficult. If you think you may need assistance to lodge a complaint with Raiz Invest Super, please contact us, or arrange for your representative to contact us. We will endeavour to assist you with lodging your complaint.

Is your complaint about us or one of our Partners (or both)?

Equity Trustees Superannuation Limited is the trustee of the Raiz Invest Super Fund and works with different partners that help run Raiz Invest Super. This means that when you make a complaint about Raiz

Invest Super, it may relate to a product or service provided by one of our partners or to products or services provided by both us and our partners.

Our partners assist in providing services to you in a number of ways. They may operate call centres to assist us in responding to your queries, manage websites providing you with information about our products or provide claims management services to help us pay benefits. For more information about how our partners assist us with Raiz Invest Super please refer to the [Raiz Invest Super Product Disclosure Statement](#).

If your complaint relates to a product or service wholly provided by one of our partners, their complaints policy will apply to the complaint and not Equity Trustees Superannuation Limited's policy. However, if you are a member or beneficiary of Raiz Invest Super, we will still work with the relevant partner to ensure your complaint is managed appropriately.

If your complaint relates to products or services that both we and our partners provide, then Equity Trustees Superannuation Limited's policy will apply and we will work with the relevant service provider to ensure all of the issues you have raised in your complaint are managed appropriately.

Australian Financial Complaints Authority (AFCA)

If you are not satisfied with our internal dispute resolution (IDR) response, or we have not resolved your complaint within 45 calendar days (or for death benefit distribution complaints within 90 calendar days), you can lodge a complaint with AFCA. AFCA provides fair and independent financial services complaint resolution that is free to consumers.

If we have not had an opportunity to resolve your complaint first, AFCA may ask us to work with you to investigate and respond to your complaint before they commence their process.

AFCA's contact details are below:

Website: www.afca.org.au
Call: 1800 931 678 (free call)
Email: info@afca.org.au
Write to: Australian Financial Complaints Authority,
GPO Box 3, Melbourne VIC 3001

Time limits may apply to complain to AFCA 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.

More information

For more detailed information about how we and our partners manage complaints please refer to the applicable complaints handling policy, which will set out:

- how you may lodge a complaint;
- the options available to you if need additional assistance to lodge a complaint;
- the key steps we or our partners will follow for dealing with complaints, including acknowledgement, assessment and investigation, and provision of an IDR response;
- the applicable complaint response timeframes; and

- details about accessing the Australian Financial Complaints Authority (**AFCA**) where a complaint is not resolved within the required timeframe, or to your satisfaction.

The complaints handling policies for us and our partners are available here:

Equity Trustees Superannuation Limited – Trustee of Raiz Invest Super –

www.eqt.com.au/complaints-and-resolution-information

Raiz Invest Australia Limited – Promotor of Raiz Invest Super – [Raiz Invest Australia Disputes Resolution Processes](#)

These policies are available in hard copy upon request - to request a copy use the contact details below.

We're here to help – Raiz Invest Super contact details

For more information or help in relation to the above, feel free to contact us on 1300 754 748, Monday to Friday, from 8:30am to 5:30pm (Sydney time).