

Enquiries

Most enquiries or complaints can be dealt with over the telephone. For enquiries call us on **1300 655 002**. Please have your membership number ready.

Complaint and dispute resolution

Catholic Super makes every effort to ensure that our level of service meets your expectations. However, problems sometimes occur.

The Trustee has established a formal procedure to respond to member dissatisfaction so that your issue is dealt with as quickly and efficiently as possible.

We may ask you to provide details of your complaint in writing and include all relevant information and supporting documents that you believe should be taken into account by us in considering your complaint. Once we have received your written complaint we will provide acknowledgement of receipt within five working days, and we have, by law, up to 90 days to respond.

Generally we try to respond much earlier, usually within 30 days.

If necessary, your complaint may be taken to the Trustee Board, a process which may affect the response time. Within 90 days of the receipt of your complaint, you will receive a reply with a decision about the complaint or a request for additional information to help us resolve your complaint.

If you are not satisfied with our final response, you may lodge a complaint with the Australian Financial Complaints Authority (AFCA). AFCA is a not-for-profit external dispute resolution scheme to deal with complaints from consumers in the financial system. You can contact them using the details below:

**Post: Australian Financial Complaints Authority
GPO Box 3
Melbourne VIC 3001**

Email: info@afca.org.au

Phone: 1800 931 678

Web: afca.org.au

Time limits to lodge your complaint with AFCA may apply, so you should act promptly. You can refer to the AFCA website to find the time limit relevant to your circumstances.

**If you need any assistance, contact our
Service Centre**

→ **1300 655 002**

→ **info@csf.com.au**