



Making enquiries and complaints

Effective 5 March 2019



General 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.

General complaints

Catholic Super makes every effort to ensure that our level of service meets your expectations. However, sometimes problems 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 when considering your complaint. Once we have received your written complaint we will provide acknowledgement of receipt within five working days, and by law we have 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.

Insurance enquiries

If you have a question about your insurance cover or our insurance product in general, we will provide a full response within 10 business days.

If we are unable to meet that timeframe, we will inform you before the end of the timeframe.

Insurance complaints

If you would like to make a complaint to us about any of our decisions or the conduct of our Service Provider, we will follow our formal procedure.

We will provide you with an update at least every 20 business days and a final response to your complaint, in writing, within 45 calendar days of receiving your complaint.

In exceptional cases, if we need more time to investigate and respond to your complaint, we will clearly communicate with you our expected timeframe, which will not exceed 90 calendar days.

External dispute resolution

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 assistance, contact our Service Centre **1300 655 002** 8am to 7pm AEST/AEDT, Monday to Friday or email info@csf.com.au

BRISBANE | CAIRNS | CANBERRA | DARWIN | GEELONG | HOBART | MELBOURNE | PERTH | RINGWOOD | SYDNEY

The information in this document is dated 5 March 2019 and forms part of the Member and Employer Guide Product Disclosure Statement issued by CSF Pty Limited dated 1 November 2018.

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