



Making a Complaint

We treat all concerns and feedback seriously

At Future Super we take your enquiries and complaints seriously and will always do our best to make things right and learn from your feedback so we can continuously improve our service. To help us achieve that goal we've set up a formal procedure to ensure your matter is handled fairly and also as quickly as possible.

How can I make a complaint?

Call:	1300 658 422, Monday to Friday, 10:00am–4:00pm (Sydney local time)
Email:	info@futuresuper.com.au
Social Media:	You can lodge a complaint via our social media channels
Write to:	Complaints Officer Future Super GPO Box 2754 Brisbane, QLD 4001

Please be assured that any concerns or feedback are treated seriously and will be addressed promptly and fairly.

What happens after a complaint has been lodged?

We will acknowledge your complaint at the time of receipt, typically within one business day. Our aim is to resolve all complaints as soon as possible, and if we are not able to resolve your complaint within 5 business days, our team will investigate the complaint and provide a response to you within the timeframes set out below.

How long will it take?

We will provide you a response no later than 45 calendar days after receiving your complaint. If your complaint relates to our decision about the payment of a death benefit, we aim to resolve your complaint within 90 days.

If we are unable to resolve your complaint within these timeframes, we will let you know.

Equity Trustees Superannuation Limited (ABN 50 055 641 757, RSE Licence L0001458, AFSL 229757) is trustee of the Future Super Fund ("the Fund") (ABN 45 960 194 277; RSE Registration R1072914). The Founder, Promoter and Investment Manager of the Fund is Future Super Investment Services (ABN 55 620 040 702; AFS Representative No. 001271441) ("FSIS"), which is a Corporate Authorised Representative of Future Promoter Holdings Pty Ltd (ABN 90 167 800 580; AFSL 482684). This document has been prepared by FSIS on behalf of the trustee.



Help for people with hearing or speech difficulties, or linguistic diversity.

We will work to accommodate differing communication needs, such as a hearing impairment or linguistic diversity, to ensure that the feedback process is accessible to all. This can include working with a third party you have nominated to represent you.

Still not happy?

If you are not satisfied with our handling of your complaint or our decision, or if you do not receive a response from us within the relevant timeframe, you may take the matter to our external dispute resolution service, AFCA.

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

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

Please note, 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.

Complaints related to privacy.

If your complaint is about the privacy of your personal information relating to your superannuation or service you received, please refer to our Privacy Policy for details on the complaints handling process, available at <https://www.futuresuper.com.au/privacy-policy/>