

# Announcement



1 November 2018

## Australian Financial Complaints Authority

### New complaints resolution service for the financial sector

From 1 November 2018, the Financial Ombudsman Service (FOS) will be replaced by a new independent external complaints resolution scheme called the Australian Financial Complaints Authority (AFCA).

AFCA's contact details are:

**Australian Financial Complaints Authority**

Phone: 1800 931 678

Fax: (03) 9613 6399

Website: [www.afca.org.au](http://www.afca.org.au)

Email: [info@afca.org.au](mailto:info@afca.org.au)

Postal address: GPO Box 3, Melbourne, Victoria, 3001

If an issue has not been resolved with us to your satisfaction, you can lodge a complaint with AFCA. It provides a fair and independent complaints resolution which is free to consumers.

**Lifepan Australia Friendly Society Limited**

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