

Announcement

15 October 2021

Internal Dispute Resolution (IDR)

Update of our complaint handling policy

We have updated our complaint handling policy. From 5 October 2021 we will promptly acknowledge each complaint, investigate it and decide in a timely manner what action needs to be taken. We will notify members of our decision within 30 days after receipt of the complaint, together with any remedies that are available, or other avenues of appeal against the decision.

We take complaints seriously and aim to resolve them as quickly as possible. To make a complaint, members can email us at enquiries@australianunity.com.au, call us on 1300 1300 38, or write to us at the following address:

The Client Services Manager
Australian Unity – Investment bonds
Reply Paid 89 (no stamp required)
Adelaide SA 5001

If an issue has not been resolved to your satisfaction, you can lodge a complaint with the Australian Financial Complaints Authority (AFCA). AFCA provides a fair and independent financial services complaint resolution that is free to consumers.

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

More information

If you have any further questions about this update, please call 1300 1300 38.

In accordance with existing regulations, Lifeplan meets its continuous disclosure requirements by way of website disclosure. All disclosures required under the continuous disclosure obligations are available on at australianunity.com.au/wealth.