

# Announcement

5 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 [australianunitywealth@unitregistry.com.au](mailto:australianunitywealth@unitregistry.com.au), call us on 1300 997 774 or +61 3 9616 8687 if calling from overseas, or write to us at the following address:

Manager – Investor Services  
Australian Unity – Investor Services  
GPO Box 804  
Melbourne VIC 3001

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](http://www.afca.org.au)  
Email: [info@afca.org.au](mailto: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 997 774 (or +61 3 9616 8687 if based overseas).

In accordance with existing regulations, the responsible entity 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](http://australianunity.com.au/wealth).