



COMPLAINTS INFORMATION

5 October 2021



This guide is designed to give you information about how complaints are managed for GigSuper, a product issued out of the DIY Master Plan if you are dissatisfied in any way.

HOW DO I COMPLAIN?

You can complain to us at any time, and in any way. You can email us, post on our social media, or use chat on our website. How you contact us is up to you.

Email: support@gigsuper.com.au

Write to: GigSuper Complaints Manager

710 Collins St

Docklands Victoria 3008

WHAT DOES A COMPLAINT COST?

The entire GigSuper complaints process is free of charge.

WHAT TO DO IF YOU NEED ASSISTANCE TO MAKE A COMPLAINT?

We know that accessing and understanding financial services can be difficult. If you think you may need assistance to lodge a complaint with GigSuper, please contact us, or arrange for your representative to contact us. We will endeavour to assist you with lodging your complaint.

IS YOUR COMPLAINT ABOUT US OR ONE OF OUR PARTNERS (OR BOTH)?

GigSuper uses multiple different partners to deliver the Saver account and Super account, within GigSuper. This means that when you make a complaint about GigSuper, it may relate to a product or service provided by us, or one of our partners, or both.

Our partners assist in providing services to you in a number of ways. For example, they provide trusteeship, as well as administration and services related to insurance. For more information about how our partners assist us with GigSuper please refer to the [PDS](#) and [Saver account Terms and Conditions](#).

If your complaint relates to a product or service wholly provided by one of our partners, their complaints policy will apply to the

complaint. However, if you are a member GigSuper, we will still work with the relevant partner to ensure your complaint is managed appropriately.

AUSTRALIAN FINANCIAL COMPLAINTS AUTHORITY (AFCA)

If you are not satisfied with our internal dispute resolution (IDR) response, or we have not resolved your complaint within 45 days (or for death benefit distribution complaints within 90 days), you can lodge a complaint with AFCA. AFCA provides fair and independent financial services complaint resolution that is free to consumers.

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.

AFCA's contact details are below:

Website: www.afca.org.au

Call: 1800 931 678 (free call)

Email: info@afca.org.au

Write to: Australian Financial Complaints Authority,
GPO Box 3, Melbourne VIC 3001

MORE INFORMATION

For more detailed information about how we and our partners manage complaints please refer to the applicable complaints handling policy, which will set out:

- how you may lodge a complaint;
- the options available to you if need additional assistance to lodge a complaint;
- the key steps we or our partners will follow for dealing with complaints, including acknowledgement, assessment and investigation, and provision of an IDR response;
- the applicable complaint response timeframes; and
- details about accessing the Australian Financial Complaints Authority (**AFCA**) where a complaint is not resolved within the required timeframe, or to your satisfaction.

The complaints handling policies for us and our partners are available here:

Diversa Trustees Limited – Trustee of GigSuper

<https://diversa.com.au/complaints/>

APP Financial Advisers Pty Ltd – AFS Licensee of GigSuper

<https://www.appadvisers.com.au/>

Hannover Life Re of Australasia Ltd – Insurer of GigSuper

https://www.hannover-re.com/1093873/australia_lh

DIY Master – Administrator of GigSuper

<http://diymaster.com.au/>

These policies are available in hard copy upon request - to request a copy use the contact details below.

WE'RE HERE TO HELP – GIGSUPER CONTACT DETAILS

For more information or help in relation to the above, feel free to contact us anytime on support@gigsuper.com.au.



GigSuper Pty Ltd

ABN: 32 620 862 053 | ACN: 620 862 053

1800 735 798

support@gigsuper.com.au | www.gigsuper.com.au

Goods Shed North, 710 Collins St, Docklands, VIC 3008