

Announcement

1 November 2018

Federation Super™ ABN 20 543 903 424

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

Email: 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.