

5 October 2021**mobiSuper Product Update - Changes to Inquiries and Complaints process**

On 30 July 2020, the Australian Securities and Investments Commission (ASIC) released Regulatory Guide 271 (RG 271) which details updated standards and requirements that will drive financial services firms to ensure they handle consumer complaints in a fair and timely manner. RG 271 came into effect on 5 October 2021.

For the superannuation industry, the changes present opportunities for Trustees to improve members' trust and confidence in their fund, to minimise the costs that arise from protracted dispute resolution processes, and to improve how their fund operates. Key changes include a reduction in the timeframes in which superannuation funds must acknowledge and respond to member complaints.

PDS changes

The RG 271 changes will require some of the information in the mobiSuper Product Disclosure Statement (PDS) and Reference Guide to be amended as follows:

PDS

On page 7 of the PDS, the '**Inquiries and Complaints process**' will be replaced with the following:

We pride ourselves on our client service and will endeavour to solve your concerns quickly and fairly. If you have an inquiry or complaint regarding your super benefit, you should either phone our Member Services officers on 1300 222 622 or email us at hello@mobisuper.com.au. If you wish to lodge a complaint with mobiSuper, please write to:

The Complaints Officer	mobiSuper
Address	Po Box 6537 Rouse Hill, NSW 2155

We will confirm receipt of your complaint within one business day of receipt and endeavour to deal with your complaint promptly and in any event, within 45 days of receipt (other than complaints about death benefit distributions which may take up to 90 days for a response).

If an issue has not been resolved to your satisfaction, you can lodge a complaint with the Australian Financial Complaints Authority (AFCA). AFCA is an independent external dispute resolution scheme that deals with complaints about the decisions and conduct of superannuation providers, including trustees of super funds, relating to members, but not in relation to decisions and conduct relating to the management of a fund as a whole. The AFCA scheme provides a fair and independent complaint resolution service that is free to consumers. AFCA can be contacted through:

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

Phone: 1800 931 678
Email: info@afca.org.au
Web: www.afca.org.au

Reference Guide

On pages 22-23 of the Reference Guide, the '**Complaints handling process**' will be replaced with the following:

We pride ourselves on our client service and will endeavour to solve your concerns quickly and fairly. If you have an inquiry or complaint regarding your super benefit, you should either phone our Member Services officers on 1300 222 622 or email us at hello@mobisuper.com.au. If you wish to lodge a complaint with mobiSuper, please write to:

The Complaints Officer	mobiSuper
Address	Po Box 6537 Rouse Hill, NSW 2155

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Where can I get further information

We are always here to help. For further details about mobiSuper, please refer to the Product Disclosure Statement, Reference Guide and Insurance Guide at www.mobisuper.com.au, or you can contact us on **1300 222 622**.

Thank you for taking the time to read this important notice.

**For and on behalf of
Diversa Trustees Limited Trustee of mobiSuper**

mobiSuper is a superannuation product which comprises a division of the Tidswell Master Superannuation Plan (ABN 34 300 938 877) (mobiSuper). mobiSuper Pty Limited (ABN 64 613 581 981) is the promoter of mobiSuper and is a corporate authorised representative (No. 001246226) of ZIB Financial Pty Limited (ABN 80 609 197 971 AFSL No. 482464). The issuer of mobiSuper is Diversa Trustees Limited (ABN 49 006 421 638 AFSL 235153 RSEL L0000635) as Trustee of the Tidswell Master Superannuation Plan (ABN 34 300 938 877). Insurance cover available through mobiSuper is issued by TAL Life Limited, ABN 70 050 109 450, AFSL 237848 to the Trustee for the benefit of mobiSuper members.

The information provided in this notice is of a general nature and has been prepared without taking into account your objectives, financial situation or needs. You should consider the appropriateness of mobiSuper and any insurance available through mobiSuper, having regard to your own objectives, financial situation and needs. You should obtain and read the PDS for mobiSuper before making any decision about whether to acquire, or continue to hold, the product. You can obtain a copy of the PDS and the guides that are incorporated by reference (including the Reference Guide and Insurance Guide) from our website at www.mobisuper.com.au or by contacting Member Services on 1300 222 622.

You should consider the relevant Product Disclosure Statement, Reference Guide and Insurance Guide and the product's appropriateness when deciding whether to acquire, or to continue to hold, an interest in mobiSuper.