

Announcement

1 November 2018



FuneralPlan Bond & FuneralPlan Pre-paid

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.

FUNERAL DIRECTOR SERVICES

T: 1800 804 731

F: 1800 812 799

E: funeral.plans@lifeplan.com.au

W: fpmanagement.com.au

INVESTOR SERVICES

T: 1300 1300 38

F: 1800 804 890

E: enquiries@australianunity.com.au

W: australianunity.com.au

ADVISER SERVICES

T: 1300 133 285

F: 1800 804 890

E: investmentbonds@australianunity.com.au

W: online.lifeplan.com.au

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