



Australian Government

Commonwealth Superannuation Corporation

Update to PSSap Product Disclosure Statement



17 November 2020



Public Sector
Superannuation
accumulation plan

Contact us

If you would like us to send you a copy of this document or any additional information referred to, or if you have any questions about this document or PSSap in general, call us on **1300 725 171** or contact us using the details located at the back of this publication.

About this update

This is a product disclosure statement update to the **PSSap Product Disclosure Statement, Fifteenth Edition (PDS)** which was issued on 6 December 2019.

Under the section 'Making a complaint about your super', details for how to contact the Australian Financial Complaints Authority (AFCA) were not included. These changes replace the current text with contact details and information about AFCA into the PSSap PDS.

This update was issued by CSC on 17 November 2020. If you have any questions about this update, please call us on 1300 725 171.

1. Changes to the PSSap PDS

Changes to 'Making a complaint about your super' are shown on page 8 of the PDS, and are indicated in **red** text below.

Making a complaint about your super

We are committed to handling any complaints from PSSap customers promptly and fairly. Complaints relating to PSSap, (including complaints about the conduct of CSC or Mercer in connection with this product) can be made by contacting us using the contact details below:

PSSAP

Via our online form [here](#)

Ph: 1300 725 171

Overseas: +61 2 4209 5403

Email: complaints@pssap.com.au

Mail: PSSap Complaints Officer

Locked Bag 9300

Wollongong NSW 2500

Australia

If your complaint about the products or their administration is not resolved to your satisfaction, or if you do not receive a response within 90 days, you may refer the matter to the Australian Financial Complaints Authority (AFCA) in one of the following ways:

Email: info@afca.org.au

Phone: 1800 931 678

Post: Australian Financial Complaints Authority

GPO Box 3

Melbourne VIC 3001

Time limits may apply to complaints to AFCA and so you should act promptly or otherwise consult the AFCA website to find out if or when the time limit relevant to your circumstances expires.



Email
members@pssap.com.au



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1300 364 144



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Financial Advice
1300 277 777