



Australian Government

Commonwealth Superannuation Corporation

# Update to CSS Product Disclosure Statement



17 November 2020



Commonwealth  
Superannuation  
Scheme

## 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 CSS in general, call us on **1300 000 277** 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 **CSS Product Disclosure Statement, Ninth 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 CSS PDS.

This update was issued by CSC on 17 November 2020. If you have any questions about this update, please call us on 1300 033 732.

## 1. Changes to the CSS 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 CSS customers promptly and fairly.

Complaints relating to CSS (including complaints about the conduct of CSC) can be made by contacting us on the contact details below:

#### CSS

Via our online form [here](#)

Ph: 1300 033 732

Overseas: +61 2 6192 9501

Email: [customer.care@csc.gov.au](mailto:customer.care@csc.gov.au)

Mail: CSS Customer Care Officer

GPO Box 2252

Canberra ACT 2601

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](mailto: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@css.gov.au](mailto:members@css.gov.au)



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