



Australian Government

Commonwealth Superannuation Corporation

Update to CSCri Product Disclosure Statement



17 November 2020



CSC
retirement
income

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 CSCri in general, call us on 1300 736 096 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 **CSCri Product Disclosure Statement, Eighth Edition (PDS)** which was issued on 6 December 2019.

The CSCri PDS does not include details for how to make a complaint to CSC or contact the Australian Financial Complaints Authority (AFCA). These changes insert information on how to make a complaint as well as contact details and information about AFCA into the CSCri PDS.

This update was issued by CSC on 17 November 2020. If you have any questions about this update, please call us on 1300 736 096.

1. Changes to the CSCri PDS

This change inserts a new section on page 21 of the CSCri PDS entitled 'Making a complaint about your super', and is indicated in **red** text below.

Making a complaint about your super

We are committed to handling any complaints from CSCri customers promptly and fairly.

Complaints relating to CSCri, (including complaints about the conduct of CSC or Mercer in connection with this product) can be made by contacting us using the relevant contact details below:

CSCri

Via our online form [here](#)

Ph: 1300 736 096

Overseas: +61 2 4209 5402

Email: complaints@cscri.com.au

Mail: CSCri Complaints Officer

Locked Bag 8840

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@cscri.com.au



Phone
1300 736 096



Financial Advice
1300 277 777



Post
CSCri
Locked Bag 8840
Wollongong NSW 2500



Web
csc.gov.au



Overseas Callers
+61 2 4253 6122



Fax
1300 304 241