

Fact Sheet for individuals

Russell SuperSolution Master Trust

Dispute resolution

Russell SuperSolution Master Trust's dispute resolution process is simple.

- » How to make your enquiry
- » What to do if you are not satisfied by our response
- » The Superannuation Complaints Tribunal

How to make your enquiry

If you have a concern about your super account that we have not been able to resolve to your satisfaction over the telephone, you may write to us at the address below.

Enquiry and Complaints Officer
Russell SuperSolution
Locked Bag A4094
SYDNEY SOUTH NSW 1235

We will respond to your query as quickly as possible, and within 90 days. The majority of disputes can be resolved this way.

What to do if you are not satisfied by our response

If you are not satisfied with our response to your enquiry, you can make a complaint. You will need to write to our Enquiry and Complaints Officer using the address above. Your complaint will be considered by the Trustee and a response will be provided to you within 90 days.

If you do not receive a response within 90 days or you are not satisfied with the response, you may take your complaint to the Superannuation Complaints Tribunal.

The Superannuation Complaints Tribunal

The Superannuation Complaints Tribunal (SCT) may only consider your complaint if you have exhausted our internal dispute resolution process.

If you have completed the two steps above and are not satisfied with our final response, you may contact the SCT on 1300 884 114. You may also lodge your complaint online at www.sct.gov.au

You will need to complete a Registration of Complaint form supplied by the SCT and provide it to them with a copy of your original letter of complaint, supporting documentation and our reply to your complaint.

The tribunal will initially attempt to resolve your complaint through conciliation between yourself and the Russell SuperSolution Master Trust. If agreement between the parties cannot be reached, then the tribunal will conduct a formal review of our decision.

» Have any questions?

Helpline:

1800 555 667

Website:

www.russell.com.au/super

Email:

yoursupersolution@russellsuper.com