



Investment Update – 30 September 2019

TAL Life Limited ABN 70 050 109 450 AFSL 237848

For Deferred Annuity policy owners

The Investment Update is to be read in conjunction with your Annual Statement and is provided by TAL Life Limited (TAL). It provides you with the information you need to understand the management, financial condition and investment performance of your investment option(s) and product.

Your Annual Statement provides details of your accumulated benefit entitlement, including details of opening and closing balances, transactions and investment options.

If you would like a printed copy of this update or have any questions, please call us on 1300 209 088 or email customerservice@tal.com.au quoting your policy number.

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Directory

Issuer, Administrator, Insurer & Investment Manager

TAL Life Limited
ABN 70 050 109 450 AFSL 237848

Customer Service

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TAL Life Limited
GPO Box 5380
Sydney NSW 2001

Terms used in this Investment Update

ABN	Australian Business Number
AEST/AEDT	Australian Eastern Standard Time/Australian Eastern Daylight Time
AFSL	Australian Financial Services Licence
AFCA	Australian Financial Complaints Authority
AML/CTF Act	Anti-Money Laundering and Counter-Terrorism Financing Act 2006 (Cth)
CPI	Consumer Price Index
Russell Investments, Russell	Russell Investment Management Limited ABN 53 068 338 974
'TAL', 'we', 'us'	TAL Life Limited and any of its related bodies corporate
Underlying Manager	An investment manager appointed by the Responsible Entity of a Scheme to manage all or part of the Scheme's assets

Disclaimer

TAL Life Limited (nor any of its related bodies corporate and their respective directors and associates) does not guarantee any particular rate of return, or the repayment of capital or income, or the performance of any of the products or funds referred to in this update unless otherwise stated. The information contained in this Investment Update is general information only. It does not take into account your individual investment objectives, financial situation or particular needs. You should obtain your own advice from a financial adviser with respect to your individual investment objectives, financial situation and particular needs.

Important information about the management of your investment

Processing of withdrawals

Subject to regulatory approval (where required) we may temporarily suspend or restrict the processing of some or all transactions where:

- market disruptions or extraordinary circumstances mean that it would not be fair and reasonable to continue processing transactions;
- for whatever reason, we are unable to determine the unit price(s) at which transactions should be processed, or
- one or more investment options are illiquid in that they do not have sufficient assets that can reasonably be expected to be realised and converted into cash to satisfy redemption requests within the timeframe set by legislation.

Additionally, if we do not receive all the necessary information, we may, at our absolute discretion, reject an application for units in whole or in part.

The temporary suspension or restriction of processing of transactions will be lifted when the risk to policy owners has abated sufficiently to make it fair and reasonable to resume processing transactions.

Identification requirements

Current Anti-Money Laundering and Counter-Terrorism Financing legislation requires us to identify you and verify your identity when you make withdrawals from your investment. Generally, you will need to provide certain documents (such as a certified copy of your passport or current driver licence) to establish or verify your identity. If you do not provide identifying documents, or if we are unable to adequately verify your identity, we may not be able to process your withdrawal. This legislation also imposes reporting obligations on us if we form suspicions about the identity of someone we are transacting with or about the purpose of the transaction itself. In these circumstances we may decide to delay or decline to process that transaction and report it to the regulator if we are concerned that the request or transaction may be in breach of the provisions of the AML/CTF Act or cause us to commit an offence under that Act. If we take this step, we will not incur any liability to you.

Privacy

The way in which TAL collects, handles, secures and discloses your personal information is set out in the TAL Privacy Policy which is available on our website www.tal.com.au/Privacy-Policy or a copy is available free of charge on request.

TAL has processes in place to help to prevent unauthorised people from gaining access to your information. However, there are some steps that you can take to help protect your personal information from unauthorised access or use. The website of the Office of the Australian Information Commissioner at www.oaic.gov.au contains useful information on how you can protect your personal information.

Unit pricing

The following section provides information about unit pricing. Our current process may differ to the one stated in your original product terms. We reserve the right to alter our process at any time without notice.

How unit pricing works

When you invest money in an investment option, your money is pooled together with that of other policy owners. TAL then uses this pool of funds to buy assets which are managed on behalf of all policy owners. All units within each Unit Linked investment option have an equal value. Unit prices for these investment options are determined daily (for each business day) by dividing the total net asset value of the investment option by the number of units on issue within that investment option.

The net asset value of all investment options includes the market value of the assets (including some tax benefits that may arise in the future) and provisions for fees, taxes, transaction costs and any other expenses of the option.

We use the most recent best estimate of these provisions in each day's net asset value. These estimates are updated regularly and may be subject to change.

For non-Unit Linked options

For non-Unit Linked investment options, income is credited to members' accounts through an interest rate rather than movements in a unit price. The interest rate is declared annually.

Withdrawals and benefit payments

TAL's current procedure is to calculate the withdrawal value using the latest available unit price at the time of calculating the payment. Our current process has been updated and may differ from the benefit calculation procedure in your original product terms.

Adjustments

Unfortunately, from time to time, administration or unit pricing errors occur that may affect the value of accrued benefits. When a material error has been identified, TAL will adjust policy owners' accounts as follows:

- for current policy owners, we will adjust their investment to ensure it is in the same economic position it would have been in had the error not occurred; and
- for exited policy owners, compensation may be paid where the adjustment is \$20 or more.

Where an exited policy has been overpaid, TAL may seek to recover the overpayment from the policy owner.

Fees

We will provide you with 30 days' notice before introducing any additional fee(s) or before any increases (other than CPI increases) to existing fees.

About the investment information

Investment arrangements

TAL invests contributions received into the investment option(s) that the policy owner has selected. These investment options invest in managed investment schemes issued by Russell Investments, except for Property, which is invested in a managed investment scheme issued by Vanguard Investments, and Ethical Growth, which is invested in a managed investment scheme issued by AMP Capital Investors Limited.

Performance returns

Investment performance information as at 30 September is rounded to one decimal place. The calculation of performance returns is based on the movement of unit prices for the Unit Linked investment options over the period reported. The performance returns shown are calculated after the deduction of any tax, asset management charge and investment costs attributable to the investment option and before the deduction of any other fees and rebates that may be applicable to your policy. Performance returns are the annual returns for the investment option as a whole. For current investment performance information, see [Performance](#) on our website and then select your product, or call us on 1300 209 088.

Asset allocations and benchmarks

Asset allocations as at 30 September 2018 and 30 September 2017 for each of the investment options have been rounded to the nearest one decimal place. The actual allocations may vary from time to time due to market fluctuations and investment decisions. A limited portion of the investment portfolios may be held as cash for liquidity or other investment purposes from time to time. This cash holding is included in the asset class specified in the underlying manager's strategic asset allocation. For example, a specialist shares manager may hold some cash (within specified limits) and this would be classified as shares. For current or further information about asset allocation benchmarks and minimum and maximum ranges, please contact your financial adviser, call us on 1300 209 088 or see [Profiles](#) on our website and select your product and the appropriate investment option.

Changes to the strategic asset allocation

As part of our ongoing commitment to continually improve investment options, we have reviewed the strategic asset allocation of each investment option with Russell Investments. The strategic asset allocation is the weighting to asset classes that we believe is required to achieve an option's investment objective based on long-term risk and asset returns expectations. Any changes to the strategic asset allocation will be detailed in the 'Investment information as at 30 September 2018' section.

Risk and return profile

Volatility can be simply defined as fluctuations in the returns of an investment and is the most common way to measure the risk associated with certain asset classes such as shares, fixed interest and property. An investment which is more volatile than another is said to be riskier. This is because the greater the volatility of an investment, the greater the chance that its return could be less than expected. It is widely accepted that over long periods of time, a relationship exists between the risk and return of each investment option. Generally, the investment options with the potential for earning higher returns carry a higher risk (ie. have higher volatility of returns). If you would like details for each of the investment options available to you as a policy owner (including asset allocation benchmarks and ranges), call us on 1300 209 088 or see [Profiles](#) on our website and select your product and the appropriate investment option.

Multi-manager investment style

TAL's multi-manager investment options are managed by Russell Investments. Russell's investment strategy begins by researching some of the world's best investment managers. Underlying investment managers are then selected for inclusion in the investment options – each chosen for what Russell believes is their outstanding capabilities. These underlying managers, with different approaches and styles to investing, are then combined together to manage portfolios of securities. It's a multi-dimensional process that provides a simple yet sophisticated investment for investors.

For nearly 40 years, Russell's extensive understanding of markets, managers and investors has enabled them to design funds that seek to deliver consistent long-term results. Through the TAL investment options, you gain exposure to a highly awarded investment company.

Labour standards and environmental, social and ethical considerations

Other than for the Ethical Growth investment option, labour standards, environmental, social, or ethical considerations are not taken into account for the purpose of selecting, retaining, or realising an investment. Underlying investment managers may or may not take these considerations into account.

Investment in derivatives

Derivatives such as futures, forwards, options and swaps (as applicable) may be used, within agreed limits, by the underlying investment managers in managing the various asset classes.

Changes to the investment options

TAL reserves the right to withdraw or close an investment option. We may also change any other aspect of any investment option that you invest in at any time. You will be notified in writing of any such change. If an investment option is withdrawn, we will transfer your investment to the nearest equivalent option available at that time.

Investment information as at 30 September 2019

TAL's investment objective and strategy

Our investment objective is to provide a product with suitable investment options from which all customers can select investments which are broadly suitable for their personal circumstances at any particular time.

Our investment strategy is to invest in insurance policies which provide investment options consistent with our investment objective.

This investment information is for the following products:

- Advance Asset Deferred Annuity
- Assurety Deferred Annuity
- Bank Bond Deferred Annuity
- Blue Ribbon Deferred Annuity
- Cap-Guarantee Deferred Annuity
- Cap Guarantee Deferred Annuity Series 2
- Cap Guarantee Deferred Annuity Series 3
- Deferred Annuity – Unit Linked
- Deferred Annuity – Unit Linked (Multibond)
- Growth Bond Deferred Annuity
- Prestige Deferred Annuity Bond
- TOWER Managed Deferred Annuity
- Unit Linked Deferred Annuity
- Unit Linked Deferred Annuity (Multibond)

Investment performance

The calculation of investment performance is based on the movement of unit prices for the Unit Linked investment options over the period reported. The returns shown below are calculated after the deduction of any tax, asset management charge and investment costs attributable to the investment option, and before the deduction of any other fees and the calculation of rebates that may be applicable to your policy. Please refer to the notes regarding the operation of other fees or rebates which may apply to individual investment options. Performance returns are the annual returns for the investment option as a whole.

The calculation of investment performance for non-Unit Linked options is based on the declared interest rates for the period reported.

The 5 and 10 Year Compound Average Returns are detailed below and the figures are rounded to one decimal place. Current 1 to 5 year performance returns are updated at the end of each month and may be obtained by contacting us on 1300 209 088 or by visiting [Performance](#) on our website and selecting your product.

Your individual returns after taking into account transactions throughout the reporting period are detailed in your Annual Statement.

Product	Investment option	Compound Average Returns (%)	
		5 Years to 30/09/2019	10 Years to 30/09/2019
Advance Asset Deferred Annuity	TAL Capital Stable	3.0	4.1
	TAL Managed	6.6	6.2
Assurety Deferred Annuity	TAL Capital Guaranteed ¹³⁴⁵	3.2	3.7
Bank Bond Deferred Annuity	TAL Bank Portfolio	5.0	6.1
Blue Ribbon Deferred Annuity	TAL Balanced Growth	6.6	6.2
	TAL Capital Guaranteed ⁵	1.6	2.0
	TAL Cash	0.0	0.8
	TAL Conservative Balanced	5.8	5.8
	TAL Growth Maximiser	8.7	8.0
	TAL Security Focus	3.0	4.1
Cap-Guarantee Deferred Annuity	TAL Capital Guaranteed ⁵	1.6	2.0
Cap Guarantee Deferred Annuity Series 2	TAL Capital Guaranteed ⁵	2.6	3.7
Cap Guarantee Deferred Annuity Series 3	TAL Capital Guaranteed ⁵	2.5	3.5
Deferred Annuity – Unit Linked (Multibond)	TAL Balanced Growth	7.0	6.6
	TAL Security Focus	3.3	4.4
Unit Linked Deferred Annuity (Multibond)			
Growth Bond Deferred Annuity	TAL Capital Assured ⁶	4.3	4.4
Deferred Annuity – Unit Linked Unit Linked Deferred Annuity	TAL Balanced Growth	7.0	6.6
	TAL Ethical Growth	9.1	7.1
	TAL International Growth	10.3	9.2
	TAL Property Plus	9.8	6.4
	TAL Security Focus	3.3	4.4
Prestige Deferred Annuity Bond TOWER Managed Deferred Annuity	TAL Assured Caution	3.5	4.1
	TAL Australian Shares	6.8	5.5
	TAL Balanced Growth	6.6	6.2
	TAL Capital Assured ²⁷	2.6	2.6
	TAL Capital Guaranteed ¹⁵	1.6	2.0
	TAL Cash	0.0	0.8
	TAL Conservative Balanced	5.8	5.8
	TAL Ethical Growth	8.7	6.8
	TAL Growth Maximiser	8.7	8.0
	TAL International Growth	10.0	8.9
	TAL Property Plus	9.5	6.1
TAL Security Focus	3.0	4.1	

Past investment performance is not a guarantee of future investment performance.

Important notes

The following footnotes should be read in conjunction with the investment performance figures.

Not all investment options are available to all policy owners. Please refer to your Annual Statement or Policy/Disclosure document for details of the investment options available to your individual policy.

¹ This investment option is only available to policies which commenced prior to 1 October 1994.

² This investment option is only available to policies which commenced from 1 October 1994.

³ If a casual contribution is made, an Asset Management Charge of 4.2% p.a. applies to the portion of the account balance made up by the casual contribution for a period of up to 2 years. The returns have not had this asset management charge deducted and do not show the actual return for those investments to which this fee applies.

⁴ If your policy is still within its 'Charging Period', an Asset Management Charge of 4.2% p.a. may apply for the remainder of the 'Charging Period'. Please refer to your Policy/Disclosure document for details on the Charging Period applicable to your Assurety Deferred Annuity. For policies still within the 'Charging Period', the returns shown have not had this Asset Management Charge deducted and do not show the actual return for those investments to which this fee applies.

⁵ The TAL Capital Guaranteed investment option is not Unit Linked. For this investment option, a declared crediting rate and interim crediting rate is determined each year at the crediting date. These crediting rates are net of taxes and charges. The declared crediting rate is applied to the policy owners' account balances at the crediting date in respect of the year preceding the crediting date. Guarantees applying to the declared crediting rate are outlined in the policy owners' original Policy/Disclosure documents.

Payments made to policy owners during the period between the application of declared crediting rates from one year to the next have the prevailing interim crediting rate applied to them. This is achieved by applying the prevailing interim crediting rate to the account balance and to any net contributions received from the date they are received, and allowing for any withdrawals made during the period, to the benefit payment date. The interim crediting rate applied during this period can be changed retrospectively at any time, but is guaranteed never to be negative.

Note 6 applies to the Growth Bond Deferred Annuity only

⁶ The TAL Capital Assured investment option is not Unit Linked. For this investment option, a declared crediting rate and interim crediting rate is determined each year at the crediting date. These crediting rates are net of taxes and charges. The declared crediting rate is applied to the policy owners' account balances at the crediting date in respect of the year preceding the crediting date. The declared crediting rate is guaranteed never to be negative.

Payments made to policy owners during the period between the application of declared crediting rates from one year to the next have the prevailing interim crediting rate applied to them. This is achieved by applying the prevailing interim crediting rate to the account balance and to any net contributions received from the date they are received, and allowing for any withdrawals made during the period, to the benefit payment date. The interim crediting rate applied during this period can be changed retrospectively at any time, and may be negative if investment returns are poor.

⁷ The TAL Capital Assured investment option is not Unit Linked. For this investment option, a declared crediting rate and interim crediting rate is determined each year at the crediting date. These crediting rates are net of taxes and charges. The declared crediting rate is applied to the policy owners' account balances at the crediting date in respect of the year preceding the crediting date. Guarantees applying to the declared crediting rate are outlined in the policy owners' original Policy/Disclosure documents.

Payments made to policy owners during the period between the application of declared crediting rates from one year to the next have the prevailing interim crediting rate applied to them. This is achieved by applying the prevailing interim crediting rate to the account balance and to any net contributions received from the date they are received, and allowing for any withdrawals made during the period, to the benefit payment date. The interim crediting rate applied during this period can be changed retrospectively at any time, but is guaranteed never to be negative.

Investment option profiles

Not all investment options are available to all policy owners. Please refer to the investment performance table, your Annual Statement or Policy/Disclosure document for details of the investment options available to your individual policy.

Asset allocations for 30 September 2018 and 30 September 2017 for each of the investment options are shown below, and have been rounded to one decimal place.

TAL Assured Caution			
Investment objective	The option aims to provide some investment growth over the medium term from a portfolio that invests in a range of asset classes.		
Investment strategy	This option invests predominantly in defensive assets such as cash and fixed interest.		
Investment timeframe	3+ years		
Risk and return profile	Low – moderate		
Asset allocation	Asset class	2019 (%)	2018 (%)
	Australian fixed interest	43.1	42.3
	Australian shares	7.6	6.6
	Cash and short-term securities	21.6	22.4
	International fixed interest	20.2	19.6
	International shares	4.1	5.1
	Property	3.4	4.0

TAL Australian Shares			
Investment objective	The option aims to provide high investment growth over the long term from a portfolio of Australian shares.		
Investment strategy	The option invests in a diversified range of Australian shares.		
Investment timeframe	5+ years		
Risk and return profile	High		
Asset allocation	Asset class	2019 (%)	2018 (%)
	Australian shares	100.0	100.0

TAL Balanced Growth			
Investment objective	The option aims to provide moderate to high investment growth over the long term from a portfolio that invests in a range of asset classes.		
Investment strategy	The option invests in a range of asset classes, with a strong emphasis on growth assets such as shares and property.		
Investment timeframe	5+ years		
Risk and return profile	Moderate – high		
Asset allocation	Asset class	2019 (%)	2018 (%)
	Australian fixed interest	14.9	15.1
	Australian shares	37.1	36.8
	International fixed interest	14.8	15.0
	International shares	26.0	26.3
	Property	7.2	6.8

TAL Bank Portfolio			
Investment objective	The option aims to provide modest investment growth over the medium term from a portfolio that invests in a range of asset classes.		
Investment strategy	The option invests in a range of asset classes, with a strong emphasis on defensive assets such as cash and fixed interest.		
Investment timeframe	3+ years		
Risk and return profile	Low – moderate		
Asset allocation	Asset class	201 (%)	2018 (%)
	Australian fixed interest	34.6	34.9
	Australian shares	15.9	15.5
	Cash and short-term securities	15.1	15.0
	International fixed interest	19.7	20.1
	International shares	10.3	10.1
	Property	4.4	4.4

TAL Capital Assured			
Investment objective	The option aims to provide modest investment growth over the medium term from a portfolio that invests in a range of asset classes.		
Investment strategy	The option invests in a range of asset classes, with a strong emphasis on defensive assets such as cash and fixed interest.		
Investment timeframe	3+ years		
Risk and return profile	Low		
Asset allocation	Asset class	2019 (%)	2018 (%)
	Australian fixed interest	45.8	45.0
	Australian shares	8.0	8.3
	Cash and short-term securities	39.3	39.0
	International shares	3.9	4.6
	Property	3.0	3.1

TAL Capital Guaranteed			
Investment objective	The option aims to provide income over the short to medium term from a portfolio which invests in defensive assets such as cash and fixed interest.		
Investment strategy	The option invests predominantly in defensive assets with a strong emphasis on fixed interest securities issued in Australia.		
Investment timeframe	2 years		
Risk and return profile	Low – moderate		
Asset allocation	Asset class	2019 (%)	2018 (%)
	Australian fixed interest	100.0	100.0

TAL Capital Stable			
Investment objective	The option aims to provide modest investment growth over the medium term from a portfolio that invests in a range of asset classes.		
Investment strategy	The option invests in a range of asset classes, with a strong emphasis on defensive assets such as cash and fixed interest.		
Investment timeframe	3+ years		
Risk and return profile	Low – moderate		
Asset allocation	Asset class	2019 (%)	2018 (%)
	Australian fixed interest	34.6	34.9
	Australian shares	15.9	15.5
	Cash and short-term securities	15.1	15.0
	International fixed interest	19.7	20.1
	International shares	10.3	10.1
	Property	4.4	4.4

TAL Cash			
Investment objective	The option aims to provide cash returns over the short term from a portfolio that invests in short-term securities and cash.		
Investment strategy	The option invests in short-term securities and cash.		
Investment timeframe	1 year		
Risk and return profile	Low		
Asset allocation	Asset class	2019 (%)	2018 (%)
	Cash and short-term securities	100.0	100.0

TAL Conservative Balanced			
Investment objective	The option aims to provide moderate investment growth over the medium to long term from a portfolio that invests in a range of asset classes.		
Investment strategy	The option invests in a range of asset classes, with a broadly equal weighting to growth and defensive assets.		
Investment timeframe	3+ years		
Risk and return profile	Moderate		
Asset allocation	Asset class	2019 (%)	2018 (%)
	Australian fixed interest	24.8	24.5
	Australian shares	26.1	26.5
	Cash and short-term securities	3.9	4.1
	International fixed interest	18.8	18.7
	International shares	19.7	20.0
	Property	6.7	6.2

TAL Ethical Growth			
Investment objective	The option aims to provide high investment growth over the long term from a portfolio of Australian shares issued by companies that take into account the wider ethical, social and environmental issues in the community.		
Investment strategy	The option invests in a range of Australian shares issued by companies that take into account the wider ethical, social and environmental issues in the community.		
Investment timeframe	5+ years		
Risk and return profile	High		
Asset allocation	Asset class Australian shares	2019 (%) 100.0	2018 (%) 100.0

TAL Growth Maximiser			
Investment objective	The option aims to provide high investment growth over the long term from a portfolio that invests in a range of asset classes.		
Investment strategy	The option invests predominantly in growth assets such as shares and property.		
Investment timeframe	5+ years		
Risk and return profile	High		
Asset allocation	Asset class Australian fixed interest Australian shares International fixed interest International shares Property	2019 (%) 6.9 42.1 7.6 38.3 5.1	2018 (%) 7.5 41.7 7.9 38.5 4.4

TAL International Growth			
Investment objective	The option aims to provide high investment growth over the long term from a portfolio of international shares.		
Investment strategy	The option invests in a range of international shares.		
Investment timeframe	5+ years		
Risk and return profile	High		
Asset allocation	Asset class International shares	2019 (%) 100.0	2018 (%) 100.0

TAL Managed			
Investment objective	The option aims to provide moderate to high investment growth over the long term from a portfolio that invests in a range of asset classes.		
Investment strategy	The option invests in a range of asset classes, with a strong emphasis on growth assets such as shares and property.		
Investment timeframe	5+ years		
Risk and return profile	Moderate – high		
Asset allocation	Asset class Australian fixed interest Australian shares International fixed interest International shares Property	2019 (%) 14.9 37.1 14.8 26.0 7.2	2018 (%) 15.1 36.8 15.0 26.3 6.8

TAL Property Plus			
Investment objective	The option aims to provide property returns over the long term from a portfolio of property securities.		
Investment strategy	The option invests in a range of property securities.		
Investment timeframe	5+ years		
Risk and return profile	High		
Asset allocation	Asset class Property	2019 (%) 100.0	2018 (%) 100.0

TAL Security Focus			
Investment objective	The option aims to provide modest investment growth over the medium term from a portfolio that invests in a range of asset classes.		
Investment strategy	The option invests in a range of asset classes, with a strong emphasis on defensive assets such as cash and fixed interest.		
Investment timeframe	3+ years		
Risk and return profile	Low – moderate		
Asset allocation	Asset class	2019 (%)	2018 (%)
	Australian fixed interest	34.6	34.9
	Australian shares	15.9	15.5
	Cash and short-term securities	15.1	15.0
	International fixed interest	19.7	20.1
	International shares	10.3	10.1
	Property	4.4	4.4

Enquiries

If you have a general enquiry or require further information on your policy, call us on 1300 209 088, Monday to Friday between 8.00am – 7.00pm (AEST/AEDT). Alternatively, email us on customerservice@tal.com.au quoting your policy number, or write to us at the following address:

TAL Life Limited
GPO Box 5380
Sydney NSW 2001

Complaints

We have established a procedure to deal fairly with member complaints. All complaints will be handled in a courteous and confidential manner.

To lodge a complaint, contact us by phone, email, online or mail.

TAL Complaints Manager
GPO Box 5380
Sydney NSW 2001

Call 1300 209 088
Email CustomerResolutionTeam@tal.com.au
Website www.tal.com.au/Contact-TAL

Australian Financial Complaints Authority

If an issue has not been resolved to your satisfaction, you can lodge a complaint with the Australian Financial Complaints Authority, or AFCA. AFCA provides fair and independent financial services complaint resolution that is free to consumers.

Call 1800 931 678
Email info@afca.org.au
Website www.afca.org.au