

VMAPS Super Product Disclosure Updates



VMAPS

Update to the Product Disclosure Statements issued by Diversa Trustees Limited ABN 49 006 421 638, AFSL 235153, RSE Licence No. L0000635, in its capacity as trustee of the Praemium SMA Superannuation Fund ("VMAPS Super" or "the Fund").

The following updates are effective from 5 October 2021

Complaints process update

In line with regulatory requirements, we have updated our complaints process. The timeframes within which we will respond to complaints is reducing as reflected below.

Enquiries and complaints

If you have an enquiry or complaint, please call us on 1800 571 881 and we will work with you to resolve your complaint as soon as possible.

If you are not satisfied with the way your matter is handled, please write to us at:
Praemium SMA Superannuation Fund
PO Box 322
Collins Street West, Victoria 8007

If an issue has not been resolved to your satisfaction or it has not been dealt with within 45 days, you can lodge a complaint with the Australian Financial Complaints Authority (AFCA). If your complaint has not been resolved to your satisfaction or it has not been dealt with within 45 days (or 90 days for complaints in relation to the distribution of a death benefit), you can lodge a complaint with AFCA. AFCA provides fair and independent financial services complaint resolution that is free to consumers.

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

In writing to:
Australian Financial Complaints Authority Limited
GPO Box 3
MELBOURNE VIC 3001