

CONTACT DETAILS AND COMPLAINTS

Contact details for the Trustee and the Administration Manager (which also acts as the Securities Registrar for the Fund), and for any queries or complaints, are:

Philippa Kalasih

Fund Secretary
NZAS Retirement Fund
c/- Mercer (N.Z.) Limited
PO Box 2897
Wellington 6140

Fund Member Helpline: 0508 266 787
(Australia 03 8687 1849; international +61 3 8687 1849)

Email: Philippa.Kalasih@mercero.com

If you have a complaint about the Fund or the Trustee, you should first contact the Fund Secretary, whose contact details are set out above. You may make a complaint by telephone, by email or in writing. If your complaint is complex, we may ask you to provide details in writing.

If you have complained to the Trustee and reached the end of our internal complaints process without your complaint being resolved, and it is after 20 days of lodging the complaint with the Fund Secretary, you may refer the matter to the independent disputes resolution scheme operated by Financial Services Complaints Limited (FSCL) by emailing info@fscl.org.nz or by calling 0800 347 257.

Alternatively, you may write to FSCL at:

Financial Services Complaints Limited

Level 4, 101 Lambton Quay
Wellington 6011
PO Box 5967, Lambton Quay
Wellington 6140

Phone: 0800 347 257

Email: info@fscl.org.nz or complaints@fscl.org.nz

Full details of how to access FSCL can be found on their website www.fscl.org.nz

Neither the Trustee nor FSCL will charge you a fee to investigate or resolve a complaint.