

New external dispute resolution scheme



1 November 2018

New external dispute resolution scheme to deal with consumer complaints

The Australian Financial Complaints Authority ('AFCA') is a new external dispute resolution scheme to deal with complaints from consumers in the financial system.

From 1 November 2018 it will replace three existing schemes: the Financial Ombudsman Service (FOS), the Credit and Investments Ombudsman (CIO), and the Superannuation Complaints Tribunal (SCT).

Aberdeen Standard Investments aim to provide quality products and services to our clients. If our level of service or quality of our products has failed to meet your expectations, we would like you to tell us about your concerns.

Complaints can be made to our Client Service team on the details listed below, and in the Product Disclosure Statement for each Aberdeen Standard Investments fund. We will acknowledge any complaint in writing and use reasonable endeavours to deal with or resolve your complaint within 45 days.

Aberdeen Standard Investments is a member of the AFCA. If you are not satisfied with our response, you may lodge a complaint with the AFCA:

Online: www.afca.org.au
Email: info@afca.org.au
Phone: 1800 931 678
Mail: Australian Financial Complaints Authority
GPO Box 3
Melbourne VIC 3001

Further information

If you require further information, please contact your financial adviser or our Client Service team on 1800 636 888 (Australian investors toll free) or +61 2 9950 2853 (if calling from outside Australia). Alternatively you may wish to email us at client.service.aust@aberdeenstandard.com

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Visit us online

aberdeenstandard.com.au

Contact us

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