

Complaints and dispute resolution

We try to ensure that our level of service meets your expectations. However, sometimes problems occur. If you are dissatisfied about your experience with the Fund or this product, you may make a formal written complaint.

We have in place an internal complaints resolution procedure that will attempt to resolve your complaint in the first instance. If complaints do occur, we seek to resolve them to the satisfaction of all concerned.

If something goes wrong and you would like us to look into it, please write to the:

Complaints Officer
NGS Super
Level 16
99 Bathurst Street
Sydney NSW 2000

If we have not responded to your complaint within 90 days or you are not satisfied with our decision, you may be able to take the matter to the Superannuation Complaints Tribunal (SCT).

Any complaints must be lodged with the SCT within certain time limits. For more information about requirements and time limits, please call the SCT on **1300 780 808**.

A copy of the Fund's complaints procedures is available by calling the Customer Service Team or emailing **administration@ngssuper.com.au**.

How to contact us

NGS Super Customer Service Team

Telephone: 1300 133 177

Phone number for callers outside
Australia +61 3 8687 1818

Fax: (03) 8640 0813

Email: administration@ngssuper.com.au

Web: www.ngssuper.com.au