

# Supplementary Financial Services Guide

This Supplementary Financial Services Guide ('SFSG') dated 5 October 2021, supplements and is to be read together with EISS Super's Financial Services Guide ('FSG') dated 1 July 2021.

The FSG and SFSG has been authorised for issue and distribution by the authorising licensee:

Energy Industries Superannuation Scheme Pty Limited ABN 72 077 947 285

Australian Financial Services Licence 441877

Registrable Superannuation Entity No. L0001373

GPO Box 7039, Sydney NSW 2001

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## 1. Updated information about how to make a complaint as well as accessing the Australian Financial Complaints Authority:

We strive to provide a high standard of member service. If however, you are dissatisfied with the service you receive or a decision which affects you, you may lodge a complaint with us by writing to:

### Complaints Resolution Officer

EISS Super

GPO Box 7039

Sydney NSW 2001

Alternatively, you can email [complaints@eisuper.com.au](mailto:complaints@eisuper.com.au) or contact us on 1300 369 901.

If you make a complaint to EISS Super and you're not satisfied with the outcome of your complaint, or we have not resolved your complaint within the maximum timeframe permitted under relevant law, you can complain to the Australian Financial Complaints Authority (AFCA).

ACFA is a fair and independent body that can assist you further with resolving your complaint at no cost to you.

You can also lodge your complaint directly with AFCA in the first instance by visiting [afca.org.au](http://afca.org.au) or writing to:

Australian Financial Complaints Authority

GPO Box 3

Melbourne VIC 3001

Alternatively you can email AFCA at [info@afca.org.au](mailto:info@afca.org.au) or call them on 1800 931 678 (free call).

There are some time limits for lodging certain complaints with AFCA. You may wish to contact them for more information about their time limits.