



HOSTPLUS

COMPLAINTS PROCESS

If you are unsatisfied with the service provided by Hostplus or do not agree with a decision that we have made, we want to hear about it.

How can I make a complaint?

We have made it easy for you to make a complaint in the format that you feel most comfortable:

In person	If you are meeting with a Hostplus staff member (including a Hostplus Financial adviser) you can provide them with the details of your complaint. This information will then be passed on to the Resolutions team.
By phone	You can call us on 1300 467 875 between 8am and 8pm AEST weekdays and speak to one of our friendly call centre consultants. If you are outside Australia, you can call us on: +61 (3) 9067 2500.
By email	Send an email to resolutions@hostplus.com.au
By letter	You can send your complaint in writing to: Hostplus, Resolutions Officer, Locked Bag 5046, Parramatta NSW 2124
Via the website	Visit our feedback page at hostplus.com.au/feedback
Via Social Media	You can lodge a complaint via private message on our Social Media channels.

What happens when I make a complaint?

At Hostplus, we take your complaints seriously. We also see them as a way to make our services better.

Once we get your complaint, we'll let you know as soon as we can—usually within 24 hours. If we can't fix the problem straight away, we'll still contact you within 5 business days, either by phone or in writing.

The law says we must respond to your complaint within certain time limits. But we'll try to get back to you much sooner. If your complaint is complicated and takes more time, we'll keep you updated on how things are going.

We'll look into your complaint carefully. This might mean:

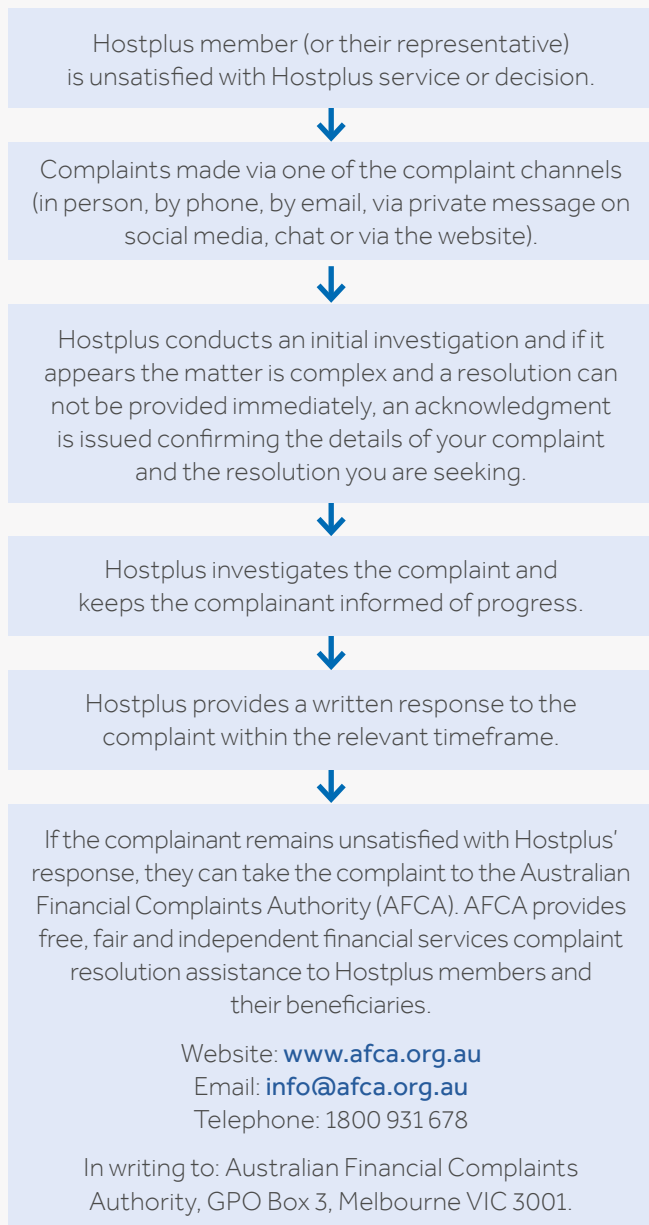
- Gathering any important documents,
- Talking to staff who know what happened,
- Reviewing information we've shared with you, and
- Looking at the rules and laws that apply.

When we've finished our investigation, we'll send you a letter explaining what we found and what we've decided.

If you're still not happy with the outcome, you can contact the Australian Financial Complaints Authority (AFCA) to take things further. You can go to AFCA at any time, but they usually won't look at your complaint until we've had a chance to fix it first.

While we work through your complaint, we'll respect your privacy and only share your details with people who really need to know.

Complaint process flowchart



Hostplus has collected and may collect further personal and sensitive information from you in order to resolve your complaint. This information is likely to include your name, address, date of birth, account balance, insurance details, family relationships and medical conditions.

We need to collect the requested personal and sensitive information from you to investigate and respond to your complaint and your personal and sensitive information will only be disclosed to Hostplus staff involved in the investigation and resolution of your complaint and/or our legal or other professional advisors if reasonably necessary. Hostplus may also disclose your personal information for the purposes of establishing or exercising a defence of a legal or equitable claim or confidential dispute resolution processes in accordance with the Australian Privacy Principles.

The Hostplus Privacy Policy provides information about how you may access and seek correction of your personal information as well as how you can make a complaint about a breach of the Australian Privacy Principles or the Privacy Act 1988.

i You can access the Hostplus Privacy Policy at hostplus.com.au/privacy. For all privacy related questions or privacy related matters you can contact Hostplus on **1300 467 875** or via email at privacy@hostplus.com.au
