

# ClearView **WealthSolutions**

## Superannuation and Retirement Income

Update pursuant to ASIC Class Order 03/237

Date issued 21 May 2018

The information in this notice dated 21 May 2018, provides non-materially adverse updates to the WealthSolutions Superannuation and Retirement Income Product Disclosure Statement (**PDS**) and Additional Information Brochure (**AIB**) both issued 29 September 2017. This update is issued by ClearView Life Nominees Pty Limited ABN 37 003 682 175 AFSL 227683 (**CLN**) as Trustee for the ClearView Retirement Plan ABN 45 828 721 007. It should be read together with the PDS and AIB, which are available at [www.clearview.com.au](http://www.clearview.com.au).

### About this update

This update provides updated information regarding the ClearView WealthSolutions complaints resolution process, corrects the contact phone number for the Superannuation Complaints Tribunal (SCT) contained on page 55 of the AIB and provides further information on the new Australian Financial Complaints Authority (AFCA).

### Changes to the AIB from 21 May 2018

#### A. Replace:

The information under the section 'Complaints resolution' on page 55 of the AIB

#### B. With:

'At ClearView, we're never satisfied when it come to doing better and our customers are very important to us. If something goes wrong, we're determined to make it right again. If you've had an experience with ClearView that you are not satisfied with, we're here to resolve the issue. The contact details for the Complaints Manager for the Plan are in the WealthSolutions PDS.

We will address your complaint within 90 days of receipt (or within any extended period that you approve).

If you are not satisfied with our response, you can refer it to the Superannuation Complaints Tribunal (SCT) an external complaints handling service.

SCT may be contacted at the following address:

The Manager  
Superannuation Complaints Tribunal  
Locked Bag 3060  
Melbourne VIC 3001  
Tel: **1300 884 114**  
Email: [info@sct.gov.au](mailto:info@sct.gov.au)

The Government has recently passed legislation to create a new external dispute resolution body for the financial services industry, known as the Australian Financial Complaints Authority (AFCA). AFCA will function as the 'one stop shop' for financial disputes, and will replace the SCT, the Financial Ombudsman Service and the Credit and Investments Ombudsman.

It is anticipated that AFCA will become operational and begin receiving disputes from no later than 1 November 2018. SCT will continue to operate for a time after AFCA's introduction to resolve outstanding complaints.

For more information, contact your financial adviser or call us on **1800 023 549**.'

## Need more information?

Please speak to your financial adviser or contact  
WealthSolutions Service and Support Centre on **1800 023 549**.

ClearView WealthSolutions

Locked Bag 3460

GPO Melbourne VIC 3001

**1800 023 549**

**[service@clearviewwealthsolutions.com.au](mailto:service@clearviewwealthsolutions.com.au)**

**[www.clearview.com.au](http://www.clearview.com.au)**

This update is issued by ClearView Life Nominees Pty Ltd ABN 37 003 682 175 AFS Licence No. 227683 (ClearView) as Trustee for the ClearView Retirement Plan (ClearView Plan) which includes WealthSolutions Superannuation and Retirement Income. The information provided in this document is general information only. This information does not take into account your individual objectives, financial circumstances or needs. You should assess whether the information is appropriate for you, having regard to your objectives, financial circumstances and needs. You should consider the Product Disclosure Statement (PDS) when deciding whether or not to acquire or to continue to hold the investment.