



Mason Stevens Managed Account Service

ISSUE DATE: 1 NOVEMBER 2018

This notice updates information contained in the investment mandates issued by Mason Stevens Limited as the Managed Discretionary Account (MDA) Provider under the Mason Stevens Managed Account Service.

Important information regarding complaints handling

From 1 November 2018, the Financial Ombudsman Service (FOS) and the Superannuation Complaints Tribunal (SCT) will no longer be accepting new complaints. A newly established independent body, the Australian Financial Complaints Authority (AFCA) has replaced both FOS and the SCT and is now responsible for assessing and resolving consumer complaints within the financial services industry.

AFCA provides fair and independent financial services complaint resolution that is free to consumers.

AFCA can be contacted on the details below:

Website: www.afca.org.au

Email: info@afca.org.au

Telephone: 1800 931 678 (free call)

In writing to: GPO Box 3, Melbourne VIC 3001

Mason Stevens is a member of AFCA.

IMPORTANT INFORMATION

This is general information only and does not constitute financial product advice. Because of this you should, before acting on this information, consider its appropriateness having regard to your objectives, financial situation and needs. This document provides an overview or summary only and it should not be considered a comprehensive statement on any matter or relied upon as such. Mason Stevens Limited, AFSL No. 351578 is the Managed Discretionary Account (MDA) Provider of the Mason Stevens Managed Account Service. If you are considering using a managed account you must read the account application form, the relevant investment mandate and the Mason Stevens Financial Services Guide (FSG). If you are a retail investor, you must obtain personal advice from a licensed financial adviser on whether a managed account and a particular investment option or model portfolio is appropriate for you.