



ASIC
Australian Securities &
Investments Commission

Internal Dispute Resolution in Super - New Enforceable Requirements (RG 271) ASIC Virtual Roundtable Invite

From 5 October 2021 superannuation trustees will need to comply with new requirements set out in ASIC Regulatory Guide 271 *Internal Dispute Resolution*.

These updated requirements, released in July 2020, will drive fair and timely complaint outcomes for consumers and sharpen industry's focus on systemic issues.

In order to comply in time, superannuation trustees need to act now. We expect trustees to be reviewing their current processes, implementing operational changes and to continue to develop their understanding of member needs.

ASIC is conducting a roundtable to assist fund's with implementation of the new requirements on:

Wednesday 25th November
10 – 11:30 am AEDT
Via Zoom

The roundtable will provide further clarity around ASIC's expectations and help funds prepare by discussing challenges that may arise. There will also be an opportunity for questions and discussion and attendees are invited to submit questions prior to the roundtable at IDRinSuper1@asic.gov.au.

Who should attend? **Senior Risk and/or Compliance Persons** and **Trustee Office Leaders**

To join senior ASIC executives at this important roundtable, please respond with your **RSVP** and details to IDRinSuper1@asic.gov.au by **20 November 2020**. Dial in details will be provided to confirmed attendees closer to the date.