



ASIC
Australian Securities &
Investments Commission



Important information for Shield Master Fund investors regarding compensation

ACT NOW: You may be eligible for compensation by making a free complaint with AFCA

We contacted you in February 2026 about your superannuation. We think that you received financial advice (maybe even a few years ago) and invested your superannuation in the **Shield Master Fund (Shield)**, a managed investment scheme.

Shield has collapsed. As an investor in Shield, you are likely to have lost money.

While information held by ASIC indicates that your superannuation was with Macquarie, NQ Super or Super Simplifier, or in a self-managed super fund, some or all of it was likely invested in Shield.

Even if you have not heard of Shield, **we encourage you to check your superannuation.**

You may be able to get some of your money back, but **you need to take action now** and lodge a complaint with the Australian Financial Complaints Authority (AFCA)

Make a free complaint to AFCA by:

- completing this [complaint form](#) and emailing it to info@afca.org.au
- visiting the AFCA [website](#), to lodge a complaint online
- calling 1800 931 678 for free (9am – 5pm AEST)

If you need help understanding how to make a complaint with AFCA, visit
[takeyoursuperback.com](https://www.takeyoursuperback.com)

Hundreds of people who invested in Shield have already lodged a complaint with AFCA asking for their money back.

AFCA has started to make decisions about the complaints it has received. You can read these decisions on AFCA's [website](#). **AFCA has awarded money back** to investors in Shield because the financial advice they received was poor and not appropriate.

Lodging a complaint with AFCA does not guarantee you will get all your money back, but it is **free** and **independent**. If AFCA agrees with your complaint, you may be entitled to compensation.

If you have already lodged a complaint with AFCA, you do not need to lodge another complaint.

Tools and resources to help you make a complaint

Visit takeyoursuperback.com/tools, operated by Super Consumers Australia. This is a dedicated website for people who invested in Shield. On this website you will find:

- A **complaint navigator tool** to help you start the complaint process and identify what you can complain about
- A **'Look up' tool** to help you find the financial advice business to lodge a complaint about
- A **template complaint form** to make it simple to lodge a complaint with AFCA about a financial advice business

Further information

How do I know if I invested in Shield?

- You may have invested in Shield through a superannuation platform or a self-managed super fund. The superannuation platform may have been Macquarie Wrap (managed by Macquarie Investment Management Ltd), or NQ Super or Super Simplifier (managed by Equity Trustees Superannuation Limited).
- You may have received advice to invest in Shield by a financial adviser at one of the following financial advice firms: Venture Egg Financial Services (in liquidation), Reilly Financial, Rebellis Financial Services (in liquidation), 5 Point Australia (in liquidation), AS Financial Planning (in liquidation), STC Financial Planning (in liquidation), MWL Financial Services (in liquidation), Next Generation Advice (in liquidation) or United Global Capital (in liquidation).
- These financial advice firms operated under one of the following Australian Financial Services licence holders: Interprac Financial Planning, Financial Services Group Australia (in liquidation), MWL Financial Services (In Liquidation), Next Generation Advice (in liquidation) or United Global Capital (In Liquidation).
- Visit takeyoursuperback.com/find-out-if-youre-affected/ for tips on how to check whether you are affected.

What if I have already received money back?

- If you invested in Shield through the Macquarie Superannuation Plan, your initial investment should have been returned to you.
- Visit takeyoursuperback.com/faqs to learn about other money that you can ask to be repaid, by making a complaint with AFCA.

Where can I get more information and access support?

- Visit takeyoursuperback.com, operated by Super Consumers Australia, an independent consumer advocacy organisation that is helping people impacted by the collapse of Shield understand what they can do. ASIC funded Super Consumers Australia to develop this website and support people who invested in Shield.



Making a complaint to AFCA is an important step to try and get your superannuation back. If you haven't made a complaint yet, take action now.