

Changes to the external dispute resolution scheme

BT Premium Cash Fund

March 2010



The Financial Ombudsman Service (FOS), a new external dispute resolution scheme, has commenced operations. Formed by the merger of the Banking and Financial Services Ombudsman (BFSO), the Financial Industry Complaints Service (FICS) and the Insurance Ombudsman Service (IOS), it started operations on 1 July 2008. The FOS covers complaints about financial services including banking, credit, loans, general insurance, life insurance, financial planning, investments, stock broking, managed funds and pooled superannuation trusts. Accordingly, references to FICS in the Product Disclosure Statement for the BT Premium Cash Fund should now be taken as references to FOS.

The contact details for the FOS are

Financial Ombudsman Service
GPO Box 3, Melbourne VIC 3001
Telephone 1300 78 08 08
Fax (03) 9613 6399
Internet www.fos.org.au

For more information

For more information talk to your financial adviser or contact the BT Contact Centre on 132 135 between 8.00am to 6.30pm (Sydney time), Monday to Friday.

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