

Bendigo Funeral Bond

Product Disclosure Statement – Update

This document contains updates to the information in the Bendigo Funeral Bond Product Disclosure Statement (PDS) dated 17 December 2021, where the information is not materially adverse.

The updates below should be read in conjunction with the current PDS which can be found [here](#).

5 October 2021 - Complaints update

The Australian Friendly Society has revised its complaints handling process in accordance with standards and requirements for dispute resolution procedures which come into effect on 5 October 2021. The Australian Friendly Society's Complaints Management Policy can be found [here](#).

The below update is made to the PDS.

PDS Page 14:

- Under the 'Dispute resolution' heading, following sentence is deleted:
We will acknowledge your complaint within five (5) business days and will aim to resolve your complaint within 14 business days, if not earlier.