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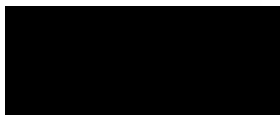
**RE:** Treasury Laws Amendment (Measures for Consultation) Bill 2023: AFCA jurisdiction to hear superannuation matters


Super Consumers Australia is the people's advocate in the superannuation sector, advancing and protecting the interests of people on low and middle incomes in Australia's superannuation system. Our submission supports the proposed legislation to reinstate the original policy intention of AFCA's jurisdiction.

The MetLife decision limited AFCA's ability to handle complaints related to life insurance through super, by stipulating AFCA can only handle complaints that fall within the parameters of s1053 of the Corporations Act 2001. AFCA's jurisdiction was never meant to be confined in this way and the consequences of this decision are that many people have had their complaints to AFCA paused. People's ability to access AFCA's external dispute resolution regime is an important part of financial services consumer protection. There is an urgent need to close this gap in the protection regime and fast-track outstanding complaints to minimise the harm the delay has already caused these people.

Super Consumers Australia strongly supports the proposed amendment which allows AFCA to deal with superannuation complaints, even if they fall outside of the prescribed list in s1053 of the Corporations Act.

Yours sincerely,



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