



29 May 2024

**To the Creditor as Addressed**

**Dixon Advisory & Superannuation Services Pty Ltd  
(Subject to Deed of Company Arrangement) (“the Company” or “DASS”)  
ACN 103 071 665**

On 27 May 2024, the Deed Administrators received a ‘*Notice of Intention to Expel*’ DASS from the membership it currently holds with the Australian Financial Complaints Authority (AFCA). At this stage, the **expulsion will likely take effect on and from 30 June 2024**.

The implication of the proposed expulsion is that former clients of DASS **will not** be able to lodge a complaint (and therefore also have their complaint assessed for the purposes of possibly accessing the Compensation Scheme of Last Resort (CSLR)) **with AFCA after 29 June 2024 (being the day before the proposed expulsion takes effect)**.

We understand that any complaint that has already been lodged with AFCA, or is lodged with AFCA before the proposed expulsion, will still be reviewed by AFCA.

**Any former client(s) of DASS who have not yet lodged a complaint with AFCA, and believe they have suffered a loss as a result of the misconduct of DASS, should consider lodging a complaint with AFCA before 29 June 2024.**

**If the expulsion is finalised by AFCA, former clients of DASS will no longer have an opportunity to submit a complaint, or have their complaint assessed for the purposes of accessing the CSLR.**

If you wish to explore this further, we recommend you visit AFCA’s dedicated website for DASS’s former clients, which can be found at <https://www.afca.org.au/news/current-matters/dixon-advisory-and-superannuation-services-pty-ltd-subject-to-deed-of-company-arrangement>

Any queries in relation to AFCA complaints should be directed to AFCA. If former clients have any queries in relation to the deed administration, please refer to the Frequently Asked Questions document in the first instance, which can be found at <https://insolvency.pwc.com.au/singleEntityCases/dixon-advisory-superannuation-services-pty-ltd/casePage>

Yours sincerely

**Stephen Longley, Craig Crosbie and Rebecca Gill**  
Joint & Several Deed Administrators

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