



# Newsletter August 2009

## Do you remember why you joined the Funds or Plan?

? It may have been to relieve the burden from your family at a time of need and allow your family to bury you with dignity.

Since 1993, the ACBF Group has paid out millions of dollars on funeral related expenses on the many claims that are received each year. Most claims are paid within three or four days of us being notified of a persons passing. We have excellent relationships with all funeral directors and our insurer which means that we can process claims quickly and efficiently.

Remember you are able to choose whichever Funeral Director you like and we will pay for any funeral related expenses up to the approved payout amount.

## Have you heard Rumours?

Remember, just because you hear a rumour about the Funds or Plan, it does not mean it is true.

Any time you are worried about a rumour or story you have heard, call us and get the facts so you can make up your own mind and decide what is best for you.

## The ACBF Group

The ACBF Group has been around for over sixteen years. During that time we have assisted many families when a loved one has passed away and we will continue to do so in the years to come.



The Funds and Plan are heavily regulated by the various government bodies and regular checks are carried out by these bodies to make sure we are complying with the many regulations that we operate under. We have not been affected by the current economic crisis and so it is "business as usual" for your favourite Funeral Fund and Plan.

## We love your feedback

If you want to share your experience with ACBF then just send us an email or a letter.

Don't forget to include your name, address and phone number in case we need to contact you.

As you are aware, we no longer have consultants visiting with our members and Plan Holders, which means it is very important that you phone us about any changes to your details or any questions you may have.

### Talk to us if you:

- Have moved or have a new phone number
- Have had a change to your bank account or Centrelink benefit
- Think you may have missed payments
- Need to know anything about your Fund membership or Plan

### Contact us today by:

- Speaking with a real person from our friendly Customer Service Team on 1800 622 924
- Sending an e-mail to [info@acbf.com.au](mailto:info@acbf.com.au)
- Sending a letter in the mail to  
P O Box 1188 Coolangatta Qld 4225

