

### **Enquiries and Complaints**

From the 5<sup>th</sup> October the Responsible Entity is updating the complaints management procedure described in the Product Disclosure Document (“PDS”). The change is required to reflect that the Responsible Entity will now endeavour to respond to complaints within 30 days rather than 45 days. The Product Disclosure Document will be updated to reflect the new complaints procedures when the Responsible Entity next changes the PDS. Please refer to the below for the updated complaints wording.

#### **ENQUIRIES AND COMPLAINTS**

*The Responsible Entity has established procedures for dealing with complaints. If an investor has a complaint, they can contact the Responsible Entity and/or the Investment Manager during business hours, using contact details provided in the PDS.*

*We will endeavour to resolve your complaint fairly and as quickly as we can. We will respond to your complaint within the maximum response timeframe of 30 days. If we are unable to respond within the maximum response time because we have not had a reasonable opportunity to do so, we will write to you to let you know of the delay.*

*All investors (regardless of whether you hold Units in the Fund directly or hold Units indirectly via a Platform) can access the Responsible Entity’s complaints procedures outlined above. If investing via a Platform and your complaint concerns the operation of the Platform then you should contact the Platform operator directly.*

*If an investor is not satisfied with the final complaint outcome proposed, any aspect of the complaints handling process or a delay in responding by the maximum response time, the Australian Financial Complaints Authority (AFCA) may be able to assist. AFCA operates the external complaints resolution scheme of which the Responsible Entity is a member. If you seek assistance from AFCA, their services are provided at no cost to you.*

*You can contact AFCA on 1800 931 678, or by writing to:*

*Australian Financial Complaints Authority  
GPO Box 3  
Melbourne VIC 3001  
Email: [info@afca.org.au](mailto:info@afca.org.au)  
Website: [www.afca.org.au](http://www.afca.org.au)*