

## Complaints Resolution

If you have a complaint we would like you to tell us so that we can address the matter. We are committed to the efficient and fair resolution of complaints.

### Our complaint resolution process

In the event of a complaint the matter will be dealt with in accordance with our internal complaint resolution procedures.

You will receive an acknowledgement of your complaint. An internal review will be undertaken by the Complaints Officer and we will endeavour to provide you with a response as soon as possible. In most cases this will be with 21 business days. However, some matters are more complex and can take longer to resolve. In this event we will keep you informed of our progress.

Our complaints handling process has been designed in accordance with the Australian Standard (AS ISO 10002-2006) and ASIC Regulatory Guide 165 on Internal and External Dispute Resolution.

### How can you contact us?

**In writing**                    The Complaints Officer  
Investment Administration Services  
PO Box R1197  
Royal Exchange NSW 1225

**Email:**                    [information@managedaccounts.com.au](mailto:information@managedaccounts.com.au)

**Phone:**                    1800 446 971  
02 8006 5900

**Fax:**                        02 8221 9849

**Web Site:** [www.managedaccounts.com.au](http://www.managedaccounts.com.au)

### External dispute resolution process

We are a member of the Financial Ombudsman Service ('FOS'), an external dispute resolution scheme that can consider complaints about financial products or services.

If we do not satisfactorily resolve your complaint within 45 days you have the right to contact the FOS.

Contact details for FOS are:

**In writing**  
Financial Ombudsman Service Ltd  
GPO Box 3  
Melbourne Victoria 3001

**Email:** [info@fos.com.au](mailto:info@fos.com.au)  
**Phone:** 1300 780 808  
**Fax:** 03 96136399

**Website:** [www.fos.org.au](http://www.fos.org.au)