



PLACER  
PROPERTY

## Placer Property Limited

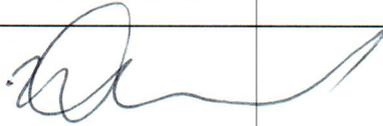
### Complaints Policy

**Dated:**

**14 April 2016**

**Signed:**

**By**

Director 1	Director 2
<i>Mr Taples</i>	

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## 1. Introduction

Placer Property Limited (PPL) holds an Australian Financial Services License (No. 442806).

PPL is committed to striving for excellence in relation to its products and services and want to ensure that it responds to customers' concerns as quickly and efficiently as possible.

Despite our best endeavours, PPL realises that complaints will occur from time to time and, to this end, has in place comprehensive internal and external complaints resolution processes to ensure they are resolved with minimum inconvenience to all parties.

## 2. To Register a Complaint

If you have a complaint about a product or service offered by Placer, please contact us at:

*Investor Services*  
*Placer Property Limited*  
*PO Box 18317, Melbourne VIC 3001*  
*1300 Telephone: 1300 132 099*  
*Email: [info@placerproperty.com.au](mailto:info@placerproperty.com.au)*

If you are not satisfied with the response you receive, you may write to us at:

*The Complaints Officer*  
*Placer Property Limited*  
*PO Box 18317, Melbourne VIC 3001*  
*1300 Telephone: 1300 132 099*  
*Email: [complaints@placerproperty.com.au](mailto:complaints@placerproperty.com.au)*

Depending on the complexity of your complaint we will consider and respond to it within 5 to 20 business days. We will use our best endeavours to resolve the complaint to your satisfaction.

## 3. Financial Ombudsman

If your complaint relates to a financial product or financial service offered by PPL, and you are still not satisfied with our response, you may contact the Financial Ombudsman Service on or write to them at:

*Financial Ombudsman Service Limited*  
*GPO Box 3*  
*Melbourne, VIC, 3001*  
*1800 Telephone: 1800 367 287*  
*Email: [info@fos.org.au](mailto:info@fos.org.au)*  
*Web: [www.fos.org.au](http://www.fos.org.au)*  
*Fax: (03) 9613 6399*

#### **4. Obligations of the Manager (PPL)**

The Manager PPL is to ensure that:

- Investor complaints are handled in a manner consistent with the Corporations Act, The Constitution, and PPL's Australian Financial Services Licence;
- Maintain membership of an external complaints resolution scheme; and
- Ensure there is a complaints handling procedure in place in accordance with the Australian Standard.

#### **5. Procedures of the Manager (PPL)**

- The Fund Manager reviews all complaints to ensure that complaints are properly logged and dealt with in accordance with the relevant provisions of the schemes' Constitution.
- The Fund Manager advises the Compliance Manager of any complaints. The Compliance Manager records all complaints on a complaints register, which is tabled to the Compliance Committee.
- As required, all staff involved in complaint handling are trained and kept up to date by the Compliance Manager
- The Compliance Manager ensures that the Manager (PPL) maintains membership of an ASIC approved complaints resolution scheme.
- The Board is informed of complaints quarterly or more frequently as deemed required.