

Ausbil Investment Management

Complaints Policy

February 2020

Overview

Ausbil is committed to helping clients resolve any complaints they may have. Pursuant to Australian Standards (AS ISO 10002-2006) a complaint is an expression of dissatisfaction, made to an organisation, related to its products or services, or the complaints handling process itself, where a response or resolution is explicitly or implicitly expected.

Clients and unitholders have the right to have their complaints about any of our managed funds (Fund) accepted and reviewed, free of charge.

We have a clear process for resolving such complaints that includes a clear internal escalation process, internal accountability and information on other avenues that clients can pursue if they seek further resolution.

This policy summarises the process for clients (Clients) who are either unitholders in Ausbil's funds, or for whom Ausbil provides investment services in terms of mandates.

As the holder of an Australian Financial Services License (AFSL), Ausbil's approach to resolving complaints is governed by ASIC (ASIC) through their Regulatory Guide 165. Ausbil is also committed to the standards set out in the Australian Standard (AS ISO 10002-2006) on customer satisfaction and complaints handling.

Under the ASIC guide for resolving complaints, Ausbil is required to provide clients with an internal dispute resolution process, and hold membership in an external dispute resolution scheme that can help clients if they feel Ausbil has not been able to resolve their dispute.

The external authority for managing such financial complaints is the Australian Financial Complaints Authority (AFCA) www.afca.org.au, who have guidelines for complaints about financial firms. AFCA requires that complaints are first raised directly with your financial firm. If your complaint cannot be resolved with your firm, the next steps involve applying to AFCA for a resolution (see below).

Raising a complaint with Ausbil

The first step in the process is raising your complaint with Ausbil.

Ausbil has appointed a Chief Compliance Officer (CCO) who is charged with taking your complaint and seeking to resolve it with you.

Ausbil's CCO is an experienced financial services professional who is required by Ausbil's Board and procedures to accept complaints, record them, resolve them, communicate the outcome of the complaint with our client, and report such complaints to Ausbil's board and governance committees. We are serious about client service, so we expect the highest standards of service including in the resolution of complaints.

Lodging your complaint

If you wish to raise a complaint with Ausbil, please record your complaint in a simple letter or email, outlining the name in which you hold your investment, the fund you are complaining about, and the key issues you would like to raise. Please address this letter to:

Chief Compliance Officer
Ausbil Investment Management
GPO Box 2525
Sydney NSW 2001

Or by email at: contactus@ausbil.com.au

Ausbil will also receive oral complaints via 02 9259 0200.

How the complaint is managed

We take great care in seeking to resolve complaints. When we receive your complaint, the following steps occur:

1. You will receive an acknowledgement that we have received your complaint and it has entered our review process. If it is an oral complaint, the staff member receiving the complaint will document it. This documentation will then be emailed to you for you to approve as a true copy. It will then enter the complaints process as usual.
2. Your complaint is registered in Ausbil's Complaint's Register.
3. Our CCO will make an assessment on how the complaint should be assessed and assign clear internal responsibilities to resolve your matter.
4. The CCO is required to report all complaints to Ausbil's Executive Committee who are required to review and approve Ausbil's response to your complaint.
5. Ausbil must use its best endeavours to address and respond to any enquiry or complaint in so far as it is practicable to do so.
6. In accordance with the Compliance Plan for each Fund, complaining Unitholders must be notified, within 10 business days of receipt of the complaint, of Ausbil's determination and proposed remedies.

What happens if the client is not happy with the outcome of Ausbil's handling of the complaint?

As a client, if you do not agree with the outcome of Ausbil's internal complaints process, you are entitled to apply to AFCA to have your matter independently reviewed.

AFCA's service is generally only available to 'retail clients' (as defined in the Corporations Act). Indirect investors must generally contact their IDPS platform operator if they wish to make a complaint or if they are unsatisfied with how a complaint has been handled.

Australian Financial Complaints Authority Limited
GPO Box 3
Melbourne, VIC 3001

info@afca.org.au

1800 931 678 (9:00am–5:00pm AEST weekdays)

Related Policies

Incidents and Breach Reporting Policy
Remediation Policy
Compliance Plan for each Fund

This Policy will be reviewed at least annually and updated where necessary

Version Control	
Version 3: February 2020	Adopted EXCO: March 2020

Document Owner: Chief Compliance Officer