

Ausbil Investment Management

Complaints Handling Process

April 2019

1) Overview

Ausbil is committed to helping clients resolve any complaints they may have.

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).

2) Raising your 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

How your 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.
2. Our CCO will make an assessment on how the complaint should be assessed and assign clear internal responsibilities to resolve your matter.
3. Your complaint is registered in Ausbil's Complaint's Register.
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 you are not happy with the outcome of our internal complaints outcome?

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)

For investment services mandate clients

For institutional clients, investment management agreements with each Mandate Client detail the dispute resolution process agreed between the parties.

3) 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	Adopted Exco April 2019

Document Owner: Chief Compliance Officer