

Complaints Management Procedures

Mercer Investments (Australia) Ltd (MIAL)

While we are committed to providing exceptional service, we do recognise that sometimes things go wrong. Our aim is to ensure any complaints received are dealt with in a fair, timely and equitable manner. We believe it is important that our customers can express their views easily and that their feedback is used positively to improve the services we offer.

How to make a complaint

Making a complaint is simple, easy and free. You can contact us using the following details:

Phone: 1300 728 928

Monday to Friday 8:30am – 5:30pm (AEST/AEDT) or if you are overseas call +61 3 7051 3664.

Email: MarshInvestorHelp@unitregistry.com.au

Write: Marsh Complaints Team
Marsh Registry Services
GPO Box 804
Melbourne VIC 3001

How your complaint will be handled

These are the steps we will take when dealing with your complaint.

We will:

- acknowledge your complaint within one business day of receipt, or as soon as practicable.
- assess and investigate your complaint fairly, objectively and without bias.
- ask you for further information when necessary to properly consider and make a decision in relation to your complaint.
- provide you a written response of the outcome of the investigation, addressing the issues you have raised and what to do if you are not satisfied with the decision or response. If your complaint was resolved within five days, a written response will not

be provided unless you request one, or we are required to provide a written response.

- handle all your information collected in regard to your complaint in accordance with the Mercer Privacy Policy, which is available via our website at www.mercer.com/en-au/footer/privacy-policy

Complaint time limits

Our aim is to resolve your complaint on the spot, or where not possible, within 5 working days. If we need further time, we will let you know. A response will be provided as soon as possible and within a maximum of 30 calendar days after receiving the complaint.

In certain circumstances we may be unable to provide you with a response within these timeframes. If this is the case, we will provide you with a notification advising the reasons for the delay, as well as your rights to complain to the Australian Financial Complaints Authority (AFCA).

Accessing AFCA where a complaint is not resolved

If you're not satisfied with the outcome of your complaint, or we have not resolved your complaint within the required timeframe, you can complain to the AFCA on the contact details below. AFCA is a fair and independent body that can assist you further with resolving your complaint at no cost to you.

Website: www.afca.org.au

Email: info@afca.org

Phone: 1800 931 678 (free call)

Mail: Australian Financial Complaints Authority, GPO Box 3, Melbourne VIC 3001