

## OUR APPROACH TO COMPLAINTS

### What to do if you are unhappy about our service

At Allan Gray, our customers are our first priority and if you are dissatisfied with any aspect of our service we would like to hear about it. Please get in touch using one of these methods:

#### Allan Gray Client Services

Mail: Level 2, Challis House, 4 Martin Place, Sydney NSW 2000

Phone: 1300 604 604 (within Australia) or +61 2 8224 8604 (outside Australia)

Email: [clientservices@allangray.com.au](mailto:clientservices@allangray.com.au)

Our business hours are Monday to Friday 8:30am to 5:30pm AEST.

To help us investigate and resolve your complaint effectively, please provide us with the following information:

- your full name, address and contact phone number(s);
- a description of your complaint;
- any additional documentation or information that may support your complaint and assist us to resolve it; and
- how you would like your complaint to be resolved.

### How will your complaint be addressed?

Upon receipt of a complaint, our internal complaint resolution procedure will be activated. We will seek to resolve your complaint at the first point of contact. If this is not reasonably possible, you should receive an acknowledgement to your complaint within one business day and receive the name of the Allan Gray representative who will work to resolve your complaint.

If your complaint relates to an Allan Gray fund, to Allan Gray Superannuation, Retirement or Investments, or to services provided by one of our group entities, we will direct your complaint to the appropriate place and inform you of the procedures that will apply.

### Investigating and resolving your complaint

We are committed to investigating your complaint promptly and fairly. If we require further information, we will contact you. When we have completed our investigation, we will write to you to explain our conclusions and the steps we propose to take.

This may include paying compensation or taking other remedial steps where our investigation shows that we are at fault or where we conclude that this is appropriate in the circumstances. If you agree to accept any compensation we offer, we will aim to provide this promptly.

### Our timetable for responding to you

We aim to resolve your complaint as soon as possible. Generally, we aim to resolve your complaint within 14 business days of receiving your complaint. If we are not in a position to resolve it within this timeframe, we will let you know why that is and when we will keep you updated with our progress. In any event, we will provide a response to your complaint no later than 30 calendar days after receiving it.

### Closing complaints

Generally, if we close your complaint within 5 business days after receipt, we will not provide a formal written response to you. This may be the case if we have resolved the complaint to your satisfaction, or if we have given you an explanation and consider that no further action can reasonably be taken by us to address the complaint.

In other circumstances, when we have completed our investigation and closed the complaint, we will send you a final response detailing the final outcome of the complaint, any actions taken to resolve the complaint and, if applicable, reasons for why the complaint could not be resolved.

We will also regard your complaint as closed in the following circumstances:

- where you have told us in writing that you accept an earlier response that we have sent to you; or
- if you refer your complaint to the relevant external dispute resolution service (EDR), when the EDR informs us in writing that the complaint has been closed.

We are committed to treating our customers fairly and will continue to do all we can to learn from the complaints we receive to improve our level of service to you in the future.

### External Dispute Resolution

If your complaint is not resolved to your satisfaction using our internal complaints process, you have access to a free, independent dispute resolution service, and that service may help investigate or resolve your complaint.

We are a member of the Australian Financial Complaints Authority (AFCA), an ASIC approved external dispute resolution scheme. AFCA can be contacted by telephone at:

**Australian Financial Complaints Authority**

Mail: GPO Box 3, Melbourne, VIC 3001

Phone: 1800 931 678

Email: [info@afca.org.au](mailto:info@afca.org.au)

Similarly, in New Zealand, we are a member of the Financial Dispute Resolution Service (FDRS). The FDRS can be contacted at:

**Financial Dispute Resolution Service**

Mail: Freepost 231075, PO Box 2272, Wellington 6140

Phone: 0508 337 337

Email: [enquiries@fdrs.org.nz](mailto:enquiries@fdrs.org.nz)

### Questions

If you have any questions about our complaints process, please contact us at [clientservices@allangray.com.au](mailto:clientservices@allangray.com.au) or by telephone on 1300 604 604 (+61 2 8224 8604 outside of Australia). We are always happy to assist.