

# Playfair Complaints Policy

Version current as of August 2024

Playfair is committed to striving for excellence in relation to its products and services and wants to ensure that it responds to concerns as quickly and efficiently as possible.

Despite our best endeavours, we realise that complaints may occur from time-to-time, and, to this end, we have in place comprehensive internal and external complaints resolution processes to ensure they are resolved with minimum inconvenience.

## About this policy

In this policy, when the terms “we”, “our” or “us” are used, it means Playfair.

This guide is designed to assist you in accessing our Complaint and Dispute Resolution System if you wish to make a complaint or dispute about the products we provide or the service you have received (including the complaints handling process itself).

## What is a complaint or dispute?

A “complaint” or “dispute” is defined as 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. The terms “complaint” and “dispute” are used interchangeably in this guide.

## How Playfair handles complaints

If you have a complaint, then consider the following:

- a) **Lodging a complaint**—depending on the nature of your complaint, you can make your complaint in writing to us, as follows:

Attention: Complaints Handling Officer

Playfair Asset Management

Address: Level 10, 131 Macquarie Street, Sydney NSW 2000

Email: mark.himpoo@playfairam.com.au

To help us assess your complaint and address your concerns, we request that you:

- i. Provide us with all the information you consider to be relevant to your complaint, including a detailed description of the financial service or product, the subject of your complaint (including any reference numbers, if applicable), the names of any of our employees involved and any relevant dates;
- ii. Be specific about the complaint you would like us to address;

- iii. Tell us what you consider would be a reasonable response/outcome to the complaint; and
- iv. Gather and provide us with all of the supporting documentation (including a Complaint Form if one has been completed) relevant to the complaint.

A Complaint Form can be provided to you upon request. Completion of the Complaint Form is not compulsory. In assessing your complaint, we may request further information from you.

- b) **How complaints are handled**— all complaints are acknowledged immediately, or if that is not possible, as soon as possible, after receipt. We must provide you with a final response to your complaint within 30 days of the acknowledgement of the complaint. A final response will include an outcome of your complaint or an offer of redress (if appropriate). If resolution of the complaint is not possible within 30 days, then we will give you an update on the status of your complaint and reasons for the delay.

We will otherwise keep you informed of the progress of your complaint. You may contact us at any time during the complaints handling process (using any of the above contact details) to enquire about the status or progress of your complaint.

- c) **Other avenues**—if you are not satisfied with the outcome of your complaint, the way we have handled it or if a resolution cannot be reached, then you have the following alternatives available to you:

- i. Privacy related complaints can be further referred to:

**Office of the Australian Information Commissioner (OAIC)**

Address: Office of the Australian Information Commissioner

Postal address: GPO Box 5218, Sydney NSW 1042

Telephone: 1300 363 992

Email: [enquiries@oaic.gov.au](mailto:enquiries@oaic.gov.au)

Facsimile: 02 9284 9666

Internet: <https://www.oaic.gov.au>

- ii. You can also make a complaint to or obtain further information about your rights by contacting:

**Australian Securities and Investments Commission (ASIC)**

Postal address: PO Box 4000, Gippsland Mail Centre VIC 3841

Telephone: 1300 300 630 (free call infoline)

Internet: <http://www.asic.gov.au>