

CHARTER HALL COMPLAINT MANAGEMENT GUIDE

Charter Hall Group (Charter Hall) takes all complaints seriously. Where a person or company expresses dissatisfaction about a Charter Hall fund, product, service or asset and expects a response, Charter Hall will act to acknowledge and attempt to resolve the complaint in a timely manner.

Charter Hall maintains a five-point complaint resolution process:

1. The complaint will be acknowledged quickly to reassure the complainant that their complaint is receiving attention;
2. All complaints will be investigated objectively and impartially and will be considered on their merits considering the individual circumstances and needs of the complainant;
3. Following the investigation, we will notify the complainant of our findings and any actions we have taken or plan to take regarding the complaint;
4. Where appropriate we will amend our business practices or policies; and
5. We will record the complaint for audit and continuous improvement opportunities.

IF YOU HAVE A COMPLAINT

In most cases we can deal with complaints over the phone. Complaints will be dealt with by different parts of our business according to who is best placed to deal with the matter being raised.

Unlisted	Boardroom Limited GPO Box 3993 Sydney NSW 1223 Ph: 1300 737 760 International: + 61 2 9290 9600 Email: charterhall@boardroomlimited.com.au
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ASX Listed	Link Market Services Locked Bag A14 Sydney South NSW 1235 Ph: 1800 685 455 International: +61 3 9615 9664 Email: registrars@linkmarketservices.com.au
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Securityholders and Investors

If you have a problem please call our administrator using the details shown. If you use a financial planner or broker they can convey the complaint to us on your behalf.

If your complaint can't be resolved over the phone, please contact us using the contact details below.

Complaints Officer
Charter Hall
GPO Box
Sydney NSW 2001
Or via email at complaints@charterhall.com.au

If your complaint has not been resolved within 45 days, or you are not satisfied with the process followed, you may seek assistance from the Australian Financial Complaints Authority (AFCA). AFCA is a free and independent dispute resolution service that considers complaints about financial service providers and their affiliates operating in Australia. The Service can investigate disputes that fall within their Terms of Reference and make decisions that are binding on the financial services provider. Contact details for AFCA are:

GPO Box 3
Melbourne VIC 3001
(Australia)
www.afca.org.au
Phone on 1800 931 678

Non- Investor Related Complaints

Please contact us using the contact details below:

Complaints Officer
Charter Hall
GPO Box
Sydney NSW 2001

Or via email at complaints@charterhall.com.au

Charter Hall Funds Management Limited (ACN 082 991 786)
Charter Hall Retail Management Limited (ACN 069 709 468)
Charter Hall Investment Management Limited (ACN 112 829 768)
Charter Hall Direct Property Management Limited (ACN 073 623 784)
Charter Hall WALE Limited (ACN 610 772 202)
Charter Hall Wholesale Management Limited (ACN 006 765 206)