

## 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.

### Securityholders and Investors

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

DAT DAT2 DCSF DIF2 DIF3 DIF4 DOF PFA WORKZONE	Boardroom Limited GPO Box 3993 Sydney NSW 1223 Ph: 1300 737 760 International: + 61 2 9290 9600 Email: charterhall@boardroomlimited.com.au
CHC CQR CLW	Link Market Services Locked Bag A14 Sydney South NSW 1235 Ph: 1800 685 455 International: +61 3 9615 9664 Email: registrars@linkmarketservices.com.au
BP1 BP2 BSWF CCT CHOT CLP CHIN CPIF CPOF CPRF LWIP LWIP2 RP1 RP2 RP6 TTP	OneVue Limited Level 5, 10 Spring Street Sydney NSW 2000 Ph: 1300 219 787 Email: enquiries@onevue.com.au

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](mailto: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](http://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](mailto:complaints@charterhall.com.au)