

Dealing with complaints

Schroders has procedures in place for dealing with complaints.

Investors with enquiries should contact Schroders. Notification of any complaint can be made in writing addressed to:

Manager Client Services
Schroder Investment Management Australia Limited
GPO Box 5059
Sydney NSW 2001

Or alternatively complaints can be lodged via email to: info.au@schroders.com

We will seek to acknowledge receipt of your complaint in writing as soon as reasonably practicable and in any event within 14 days from receipt and address your complaint within 45 days. If Schroders has not addressed your complaint, or if you are not satisfied, you can refer your complaint to the independent complaints resolution body, Australian Financial Complaints Authority ("AFCA"), of whom Schroders is a member.

Website: www.afca.org.au

Email: info@afca.org.au

Telephone: 1800 931 678 (free call)

In writing to: Australian Financial Complaints Authority, GPO Box 3, Melbourne VIC 3001.

Time limits may apply to complain to AFCA and so you should act promptly or otherwise consult the AFCA website to find out if or when the time limit relevant to your circumstances expires.