
Policy 5 – Complaints

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Signed by:

Director 1 – David Omond

Director 2 – Mario Papaleo



1 Introduction

Placer Property Limited (PPL) holds an Australian Financial Services License (No. 442806).

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

Despite our best endeavours, PPL realises that complaints will occur from time to time and, to this end, has in place comprehensive internal and external complaints resolution processes to ensure they are resolved with minimum inconvenience to all parties.

2 To register a complaint

If you have a complaint about a product or service offered by Placer, please contact us at:

Investor Services
Placer Property Limited
GPO Box 2985, Melbourne VIC 3001
Telephone: 1300 132 099
Email: info@placerproperty.com.au

If you are not satisfied with the response you receive, you may write to us at:

The Complaints Officer
Placer Property Limited
PO Box 2985, Melbourne VIC 3001
Telephone: 1300 737 194
Email: complaints@placerproperty.com.au

Depending on the complexity of your complaint we will consider and respond to it within five to 20 business days. We will use our best endeavours to resolve the complaint to your satisfaction.

3 Australian Financial Complaints Authority

If your complaint relates to a financial product or financial service offered by PPL, and you are still not satisfied with our response, you may contact the Australian Financial Complaints Authority (AFCA) or write to:

Australian Financial Complaints Authority
GPO Box 3
Melbourne, VIC, 3001
Telephone: 1800 931 678
Email: info@afca.org.au
Web: www.afca.org.au
Fax: (03) 9613 6399

AFCA provides fair and independent financial services complaint resolution that is free to consumers.

4 Obligations of the Manager (PPL)

The Manager PPL is to ensure that:

- Investor complaints are handled in a manner consistent with the Corporations Act, The Constitution, and PPL's Australian Financial Services Licence.
- Maintain membership of an external complaints resolution scheme.
- Ensure there is a complaints-handling procedure in place in accordance with the Australian Standard.

5 Procedures of the Manager (PPL)

- The Fund Manager reviews all complaints to ensure that complaints are properly logged and dealt with in accordance with the relevant provisions of the schemes' Constitution.
- The Fund Manager advises the Compliance Manager of any complaints. The Compliance Manager records all complaints on the complaints register, which is tabled to the Compliance Committee.
- As required, all staff involved in complaint handling are trained and kept up to date by the Compliance Manager.
- The Compliance Manager ensures that the Manager (PPL) maintains membership of an ASIC approved complaints resolution scheme.
- The Board is informed of complaints quarterly or more frequently as deemed required.