

Dealing with complaints

Whilst Schroders aims to provide products and services to the highest standard, we know there may be times when issues arise. If this happens, we would like to hear about it, and we will work with you to try to resolve your concerns.

Schroders has procedures in place for dealing with complaints to ensure everyone can have their complaints heard and addressed in a timely and fair fashion.

Investors with a complaint 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: info.au@schroders.com



Telephone: +61 (0)2 9210 9200



Fax: +61 (0)2 9231 1119

To help us investigate and resolve your complaint effectively, please provide as much information as possible, including:

- Your full name, address and contact phone number(s).
- Any special requirements or needs for accessibility to our complaints management process.
- Your investor number and the relevant Schroders fund(s), to which this complaint relates.
- A description of your complaint.
- Any additional documentation or information that may support your complaint and assist us to resolve it.

Please also advise how you would like your complaint to be resolved.

You do not need to have all of this information to make a complaint, and it is not necessary to make your complaint in writing – verbal complaints are also accepted and are subject to the same process. It is also important to note there are no fees or charges applied to raising or resolving complaints.

We will seek to acknowledge receipt of your complaint in writing as soon as reasonably practicable and in any event within 1 business day from receipt. We will seek to address your complaint within 30 days. As part of these communications, we will outline the proposed complaint handling process and next steps.

Schroders has a number of remedies available in response to complaints/disputes to ensure we resolve complaints in an appropriate manner.

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)

By mail: Australian Financial Complaints Authority, GPO Box 3, Melbourne VIC 3001.

For the hearing and speech impaired, AFCA can be contacted by either:

- National Relay Service: www.relayservice.com.au
- TTY/Voice Calls: 133 677 (local), or
- Speak & Listen: 1300 555 727 (local).

Time limits may apply complaints that are addressed to AFCA, 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.