

# Our Approach to Complaints

## Contrarius Australia

### What to do if you are unhappy with our service

Contrarius Investment Advisory Pty Limited (ABN 48 618 145 449, AFSL 506315) ("Contrarius Australia", "we", "us" or "our") endeavours to resolve all complaints in a satisfactory and timely manner. If you have an enquiry or wish to make a complaint, please contact us on:

**Post:** Investor Services Manager  
Contrarius Investment Advisory Pty Limited  
Tower One, International Towers Sydney, Level 40  
100 Barangaroo Avenue  
Barangaroo NSW 2000

**Phone:** 02 8098 1361

**Email:** [investorservices@contrarius.com.au](mailto:investorservices@contrarius.com.au)

To help us investigate and resolve your complaint effectively, please provide us with the following information:

- your full name, address and contact phone number(s);
- a description of your complaint;
- any additional documentation or information that may support your complaint and assist us to resolve it; and
- how you would like your complaint to be resolved.

If you need assistance to make a complaint, we will accept complaints made by someone on your behalf, such as your financial or legal adviser, a member of your family or a friend.

### How will your complaint be addressed?

We will seek to resolve your complaint at the first point of contact. If this is not reasonably possible, we will acknowledge your complaint within 24 hours (or one business day) of receiving it, and you will receive the name of the responsible individual who will work to resolve your complaint.

### Investigating and resolving your complaint

We are committed to investigating your complaint in a satisfactory and timely manner. If we require further information, we will contact you. Once we have collected all required information about the complaint, we will conduct our investigation. When we have completed our investigation, we will write you to explain our findings and the steps we propose to take.

We aim to resolve your complaint as soon as possible, generally where possible within 14 business days. If we are not in a position to resolve it within this timeframe, we will provide a response to your complaint no later than 30 calendar days after receiving it.

### Closing complaints

Generally, if we close your complaint within 5 business days after receipt, we will not provide a formal written response to you. This may be the case if we have resolved the complaint to your satisfaction, or if we have given you an explanation and consider that no further action can reasonably be taken by us to address the complaint.

### What if your complaint is not resolved?

If you are not satisfied with our response to your complaint, you may lodge a complaint with the Australian Financial Complaints Authority ("AFCA"). AFCA is the external dispute resolution scheme established by the Commonwealth Government to deal with complaints about financial services providers from individuals and small businesses. AFCA's services are provided at no cost to you.

The external dispute resolution body is established to assist you in resolving your complaint where you have been unable to do so with us. However, it's important that you contact us first. Contrarius Australia's AFCA membership number is 41037.

AFCA's contact details are outlined below:

**Post:** Australian Financial Complaints Authority  
GPO Box 3  
Melbourne VIC 3001  
Australia

**Phone:** 1800 931 678

**Email:** [info@afca.org.au](mailto:info@afca.org.au)

**Online:** [www.afca.org.au](http://www.afca.org.au)

## Questions

If you have any questions about our complaints process, please contact us at [investorservices@contrarius.com.au](mailto:investorservices@contrarius.com.au).