



AUSTRALIAN SECURITIES

Australian Securities Limited is the responsible entity for three Managed investment Funds, being:-

- Australian Securities Income fund (ASIF)
- Australian Securities Term fund (ASTF)
- Australian Securities Property fund (ASPF)

If you are a member of one or more of these Funds and feel you have been disadvantaged or believe you have grounds for a complaint please contact Australian Securities Limited.

Your initial complaint should be made to our Senior Investment Manager or the person responsible for managing your member portfolio by calling Australian Securities on:- **+613 9139 6600 or 1300 275 275** or by sending a note via our [complaints contacts page](#).

If the dispute cannot be settled at first contact, it is recommended you send a written complaint detailing your grievances to :-

Investment Complaints
Australian Securities Limited
Level 34, 140 William Street,
MELBOURNE VIC 3000

or alternatively, you can email your complaint to us at:- mail@asltd.com.au

How your complaint will be handled

We take complaints about our investment products and services very seriously.

Australian Securities Internal Dispute Resolutions (IDR) process will review your complaint in detail and (if necessary) may request you provide supportive documentation.

The complaint process can take up to 21 days to provide a final outcome in writing. If your complaint is not resolved to your satisfaction, you can lodge a complaint with our external dispute resolution provider - The Australian Financial Complaints Authority | AFCA | for an independent review of your complaint

Website: www.afca.org.au
Email: info@afca.org.au
Telephone: 1800 931 678 (free call)

or in writing to:-

Australian Financial Complaints Authority,
GPO Box 3, Melbourne VIC 300

The Australian Financial Complaints Authority (AFCA) provides an independent process that is free of charge to individuals and small business. To make a complaint to the AFCA, :

- You must be eligible to complain.
- The complaint must meet threshold requirements, and be lodged within a specific time.

The Financial Complaints Authority (AFCA) may consider a complaint you have about an investment with us but may not consider other types of complaints. If you would like detailed information about the different types of products or issues you can complain about, visit the [AFCA](#) site.

AFCA accepts a complaint on the understanding our Internal Dispute Resolution process has been completed.

In the event your investment complaint stems from a credit or loan dispute, a [Finance Complaints guide](#) is available to guide you through this process.

IMPORTANT INFORMATION: This information is provided by Australian Securities Limited ACN 005 428 231 (ASL, 'we', 'our' 'us') for our investors. Australian Securities Income Fund [ARSN 092 514 488] Australian Securities Property Fund [ARSN 153 029 264] Australian Securities Term Fund [ARSN 605 224 600] Australian Securities Limited [ABN 69 005 428 231] AFSL & Credit Licence No 260499. Australian Securities does not provide financial or investment advice for its members. ASL is not required by law to be familiar with its members financial circumstances. Clients are therefore asked to seek independent advice from their financial advisers or relevant industry professional prior to investing in any ASL product. The benefits, features and risks are all set out in each Funds Product Disclosure Statement (PDS) Australian Credit Licence 260499. AFCA Member No:10207

Investment Complaints