

How to Lodge a Complaint

Merlon Capital Partners Pty Ltd (ABN 94 140 833 683, AFSL 343753) (Merlon) has an established complaint handling process and is committed to properly considering and resolving all complaints.

If you have a complaint about your investment, please contact Merlon:

- Online at yourcall.com.au/report using MCP as the organisation ID.
- Call 1300 790 228 (free call) or +61 3 9895 0012 (from overseas).
- Mail to Locked Mail Bag 7777, Malvern VIC 3144 Australia.

Please tell us:

- Your name and contact details;
- What your complaint is about, what went wrong and what you'd like us to do; and
- Any supporting documentation

You can raise your concern anonymously if you do not feel comfortable providing your contact details.

Authorising someone to help you

You can appoint someone (must be 18 years or older) to manage your complaint on your behalf (for example, a friend or family member, a legal, or financial counsellor).

What happens after you make a complaint?

We will acknowledge your complaint

Merlon will acknowledge receipt of your complaint as soon as practicable. Generally, this will be within 24 hours (or one business day) of receiving it.

Simple complaints

We will aim to resolve the complaint as quickly as we can, where possible within 5 business days.

Complex complaints

If your complaint is more complex, we may require more time to investigate and assess your complaint. We may also request that you provide more information about your complaint.

We will seek to resolve your complaint as soon as practicable but not more than 30 days after receiving the complaint.

We will provide you with the final written response within 30 calendar days. The final response will outline our findings, proposed resolution, and your right to take the complaint to the Australian Financial Complaints Authority (AFCA).

If we're unable to do this within 30 days, we'll tell you the reason for the delay, give you a date you can expect to hear an outcome and continue to update you on our progress.

If you are not happy with the final response or our handling of your complaint

If you are not satisfied with our response, you may be able to lodge a complaint with the Australian Financial Complaints Authority ("AFCA"). AFCA provides a fair, free and independent dispute resolution service.

- online at www.afca.org.au
- by telephone: 1800 931 678;
- by email: info@afca.org.au; or
- by post: GPO Box 3, Melbourne VIC 3001.

Please quote our AFCA membership number: 115644