

# Resolving complaints

From time to time you may be unhappy with a product or service provided by Microequities Asset Management (**Microequities**). If you are unhappy, we would like you to tell us about it and let us know how you think we can resolve it.

Microequities aims to ensure that investors and other clients are treated fairly and consistently when handling complaints, and that complaints are handled in an efficient, timely and effective manner. We have a Complaints Handling Policy and a summary of our complaints handling process can be provided free of charge to investors and other clients.

If you have a complaint, contact Microequities either in person at our registered office or by telephone, in writing, or by email using the details below:

- **By phone:** +61 2 9009 2900;
- **In writing or in person:** Suite 3105 Governor Macquarie Tower 1 Farrer Place Sydney NSW 2000; or
- **By email:** [invest@microequities.com.au](mailto:invest@microequities.com.au)

## What happens next?

- Microequities will acknowledge your complaint immediately.
- Microequities will aim to resolve your complaint as quickly as possible. While most matters can be resolved quickly, more complex issues may take longer.
- We must formally respond to your complaint within a maximum of 30 days informing you how we believe we have resolved the complaint or why we have not.

## What happens if your complaint is not resolved?

If Microequities has not resolved your complaint to your satisfaction within the time allowed, you may contact the external dispute resolution service Microequities is a member of. This service is free of charge to you. You must complete Microequities' internal dispute resolution procedure before contacting the external dispute resolution service.

If an issue has not been resolved to your satisfaction, you can lodge a complaint with the Australian Financial Complaints Authority, or AFCA. AFCA provides fair and independent financial services complaint resolution that is free to consumers.

- **Website:** [www.afca.org.au](http://www.afca.org.au)
- **Email:** [info@afca.org.au](mailto:info@afca.org.au)
- **Phone:** 1800 931 678 (freecall) 1
- **Write to:** GPO Box 3, Melbourne, VIC 3001

### Our details for AFCA

Microequities Asset Management Group Limited

**ACN** 110 777 056

**AFSL** 287526

**AFCA Member #** 13309

Time limits may apply to complain to AFCA and 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.