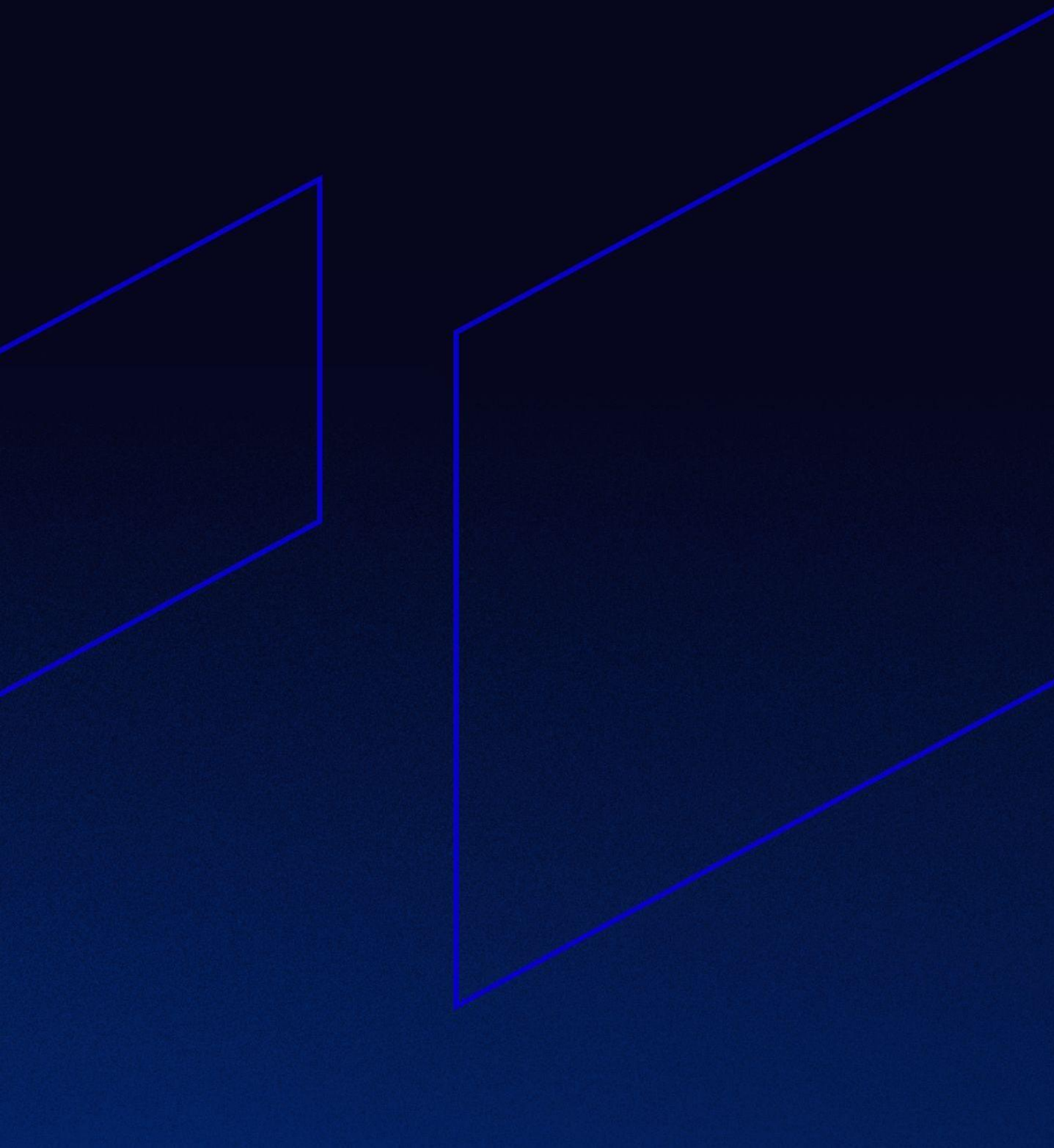


Azure Capital

Complaints Policy

November 2023



1 Do you have a complaint?

A 'complaint' is an expression of dissatisfaction made to or about an organisation, related to its products, services, staff or the handling of a complaint, where a response or resolution is explicitly or implicitly expected or legally required.

We recognise that even in the best run businesses things can go wrong. If you have a complaint, please tell us so we can resolve the problem.

2 How can you contact us?

You can contact us in writing or by telephone:

Complaints Officer

PO Box Z5340

Perth WA 6831

T: + 61 8 6263 0888

E: complianceteam@azurecapital.com.au

Please let us know if you need help to make your complaint. If it is something that we can't help with, we will try to refer you to services that may be able to assist you.

Please also let us know how you would like us to communicate with you (or your representative).

3 How long will it take before we get back to you?

Our aim is to resolve your complaint as quickly as possible. We'll let you know that we have received your complaint within 1 business day and will usually provide a response to your complaint within 30 days. We'll also let you know if it will take longer (for example, if your complaint is very complex or we need to obtain information from someone else).

4 Key steps

When we receive your complaint, we will follow these key steps:

- we will let you know that we have received your complaint by the next business day.
- we may need to ask you for more information to help us to understand, investigate and resolve your complaint. We may also need to contact others for information and tell them about your complaint.
- we may suggest options for how to resolve your complaint and we will listen to your suggestions.
- we will usually provide you with a written response to your complaint within 30 days.

5 Privacy complaints

We will also follow this policy if you make a complaint about how we have handled your personal information. If you're not happy with our response, you can also lodge a complaint with the Office of the Australian Information Commissioner (**OAIC**). The OAIC can be contacted at:

Officer of the Australian Information Commissioner

GPO Box 5218

Sydney NSW 2001

T: 1300 363 992

E: enquiries@oaic.gov.au

W: www.oaic.gov.au

6 Anonymous complaints

We will not be able to provide you with a response to your complaint if you do not identify yourself and provide us with a method to contact you privately.