



Australian Standfirst

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# Investor Information Brochure Complaints Handling and Dispute Resolution Policy

[RESPONSIBLE ENTITY]

**Australian Standfirst Funds Management Ltd**  
ACN 618 083 079

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[australianstandfirst.com](http://australianstandfirst.com)



Australian Standfirst

## Introduction

Australian Standfirst Funds Management Ltd ACN 618 083 079 AFSL 510315 (ASMFL) maintains a documented internal dispute resolution policy that conforms to the essential elements of the Australian Standard AS/NZ 10002-2014 "Guidelines for complaint management in organisations" and the requirements of ASIC Regulatory Guide 165.

## Your Right To Complain

You have the right to lodge a complaint with us if you are dissatisfied with our financial products or services.

Our internal dispute resolution process seeks to ensure any complaints or concerns you may have, are investigated and resolved as promptly and fairly as possible.

Any complaints or concerns should be lodged in writing and addressed to the Directors of ASFML at GPO BOX 4808 Melbourne VIC 3001 or via email to [legal@australianstandfirst.com](mailto:legal@australianstandfirst.com)

## Our Approach To Dispute Resolution

It is our policy to treat all complainants with respect and courtesy and investigate all complaints fairly and comprehensively to ensure an equitable and considered outcome.

No fees are charged for our dispute resolution process.

We will seek to resolve your complaint within seven (7) days or such further time period that may reasonably be required given the nature of the complaint.

Our decision will be provided in writing, and shall (I.) identify and address all issues raised in the complaint, (II.) set out our findings on the material questions of fact and detail the information we have relied upon to support our findings and (III.) provide sufficient detail for a complainant to understand the basis of our decision and be fully informed when deciding whether to escalate the matter.

## Your Right To Escalate Your Complaint To AFCA – Retail Clients Only

In the event that you are a retail client and are dissatisfied with the outcome of our investigation into your complaint and the final decision we have issued to you, you will then have the right to lodge a complaint with the Australian Financial Complaints Authority (AFCA), an approved external dispute resolution scheme, of which ASFML is a member (70707).

AFCA can be contacted toll free on **1800 931 678** or at [www.afca.org.au](http://www.afca.org.au).

You may also make a complaint via the ASIC freecall Infoline on **1300 300 630**.

## Your Feedback Is Valuable To Us

We welcome all investor feedback and please do not hesitate to let us know your thoughts.

Phone our Due Diligence and Portfolio teams: **1300 153 653** (Australian only).

**Email:** [reception@australianstandfirst.com](mailto:reception@australianstandfirst.com)

### Postal Address:

Australian Standfirst,  
GPO Box 4808,  
Melbourne VIC. 3001



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COMPLAINTS HANDLING AND  
DISPUTE RESOLUTION POLICY

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