



About Quay

Quay Fund Services Limited ABN: 84 616 465 671 holds an Australian Financial Services Licence (AFSL) AFSL No: 494 886 and provides Responsible Entity and Trustee services to fund managers.

Complaints and resolution information

The Responsible Entity has established procedures for dealing with complaints. If an investor has a complaint, they can contact the Responsible Entity or the Investment Manager during business hours.

How to lodge a complaint

To lodge a complaint please contact Quay:

By Email:

E: enquiries@quayfund.com.au

By Telephone:

T: 1300 114 980

In Writing:

A: PO Box R186

Royal Exchange NSW 1225

Quay will use reasonable endeavours to deal with and resolve the complaint within a reasonable time but in any case, no later than 30 days after receipt of the complaint.

How we deal with complaints

Quay will acknowledge receipt of each complaint within one business day of when it was received. We may contact you in respect to obtaining additional information or clarification in respect to your complaint. Our aim is to resolve complaints as quickly as possible; this normally will be no later than 30 calendar days from the date the complaint was received. If the resolution of your complaint may take longer than 30 calendar days, we will write to you setting out the reasons for delay. Responses for all complaints will be provided in writing.

If you're not satisfied with the outcome

If an investor is not satisfied with the outcome, the complaint can be referred to the Australian Financial Complaints Authority (AFCA).

You can contact AFCA through the following means:

By Email:

E: info@afca.org.au

By Telephone:

T: 1800 931 678

In Writing:

A: GPO Box 3

Melbourne VIC 3001

You can also find more information on their website: www.afca.org.au