



## **BROOKFIELD PUBLIC COMPLAINTS POLICY**

## **Purpose**

Brookfield values feedback from its clients and is committed to dealing with any complaints promptly, fairly and in a flexible and transparent manner.

This policy sets out our approach to managing any complaints we receive. The policy is supported by Brookfield's internal dispute resolution framework and complaints management procedure.

## **Body**

### **1 How to make a complaint**

You can make a complaint to us in a number of ways:

#### **1.1 Telephone**

You can call us on 1800 570 000 (free call)

#### **1.2 By mail**

Please send any correspondence relating to a complaint you have to:

Complaints Officer - Brookfield Asset Management  
Brookfield  
GPO Box 172  
Sydney NSW 2001

#### **1.3 On social media**

A complaint made using social media will need to be made on an account owned or controlled by us.

We are not required to identify and respond to complaints made on third party social media accounts or channels posts.

#### **1.4 Using a representative**

You can also ask someone to help you make a complaint.

Your Representative could be:

- (a) someone who has Power of Attorney (**POA**);
- (b) a family member or friend;
- (c) a financial counsellor or a financial adviser;
- (d) a paid representative (someone you are paying to make and/or manage your complaint for you).

If you are using a representative, we will need to obtain confirmation that they are acting on your behalf – for example, you could confirm this either orally or in writing or you could provide us with a copy of a more formal document, such as a Power of Attorney.

#### **1.5 Other circumstances**

Please also let us know if your complaint is urgent, or if you are dealing with stressful circumstances, such as financial hardship, unemployment, and/or the risk of domestic and family violence so we can provide you with any necessary support during our review of your complaint.

## 2 How we can help you to make a complaint

We are keen to make our complaints process as accessible to our investors as possible and we can provide additional assistance in certain circumstances.

Please let us know of any circumstances which makes making a complaint difficult for you and we will do our best to make the process easier for you.

## 3 Our key steps for dealing with complaints

3.1 Brookfield has a Complaints Officer who will generally be responsible for co-ordinating our response to your complaint.

### 3.2 First steps

#### (a) Acknowledgement

Your complaint will be acknowledged promptly upon first receipt to reassure you that we have received your complaint and are looking into it.

#### (b) Initial contact

Our goal is to resolve your complaint as quickly as possible, preferably at the time of your initial contact.

#### (c) Collecting information

If, however, this isn't possible, we will be in touch with you to discuss your complaint – what you are unhappy about and what you would like us to do. We may also need additional information and copies of relevant documents.

### 3.3 Assessment and Investigation

Once we have all the necessary information, we will assess and investigate your complaint objectively and impartially on its merits.

To remain transparent, you will be given the contact details of the person responsible for resolving your complaint to give you the opportunity to make your case at every stage of the investigation.

### 3.4 Final outcome

In most cases, you will be notified of the outcome of your complaint in writing – it will set out how we have resolved your complaint or explain why we've rejected it (either partially or in full).

We will ask you to let us know whether you are happy with the way your complaint has been resolved or whether you intend to refer it to AFCA. If you believe we have not considered relevant information or wish to provide us with additional material, please let us know.

## 4 Timeframes

Set out below are the timeframes in which we are required to resolve complaints

Action	Timeframe
Acknowledgement of complaint	24 hours (or one business day) or as soon as practicable
Brookfield aims to resolve complaints as quickly as possible	Ideally, before the fifth business day after receiving the complaint.

If the complaint is not resolved within five business days	No later than the 30 <sup>th</sup> calendar day after receipt of the complaint
<p>If your Complaint is particularly complex or there are circumstances outside of our control, we might not be able to respond to your complaint within 30 days.</p> <p>If this is the case, we will:</p> <ul style="list-style-type: none"> <li>(a) explain the reasons for the delay;</li> <li>(b) confirm your right to complain to AFCA at this stage if you are dissatisfied with the progress of the matter; and</li> <li>(c) provide the contact details for AFCA.</li> </ul>	As soon as practicable following the 30 <sup>th</sup> calendar day after receipt of the complaint

## 5 Referring the matter to AFCA

If you are not satisfied with our response to your complaint, you have the right to make a complaint to AFCA who are contactable:

- (a) Via the AFCA website
- (b) By email: [info@afca.org.au](mailto:info@afca.org.au)
- (c) By phone: 1800 931 678 (free call)
- (d) In writing: Australian Financial Complaints Authority, GPO Box 3, Melbourne, VIC 3001