

IRONGATE

Complaints Guide

23 February 2022

Irongate Group

Sydney Level 13, 95 Pitt Street NSW 2000
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Melbourne Brisbane
irongategroup.com.au

MAKING A COMPLAINT

If you're ever unhappy about your investment in the Irongate Group, or about any service we provide, we would like the opportunity to put things right by following the steps outlined below.

- All complaints will be acknowledged quickly (within 24 hours / 1 business day of receipt).
- Our aim is to resolve your complaint within 5 working days.
- If we need some additional time to resolve the complaint, we will let you know.
- Complaints will be investigated in an equitable, objective and unbiased manner through our complaints handling process.
- We will ensure that you're updated about the progress we are making to resolve your complaint.
- We will aim to provide a satisfactory outcome to you no later than 30 calendar days from the initial date the complaint was received. We will notify you of our findings and actions we have taken in relation to the complaint.
- We will record the complaint for audit and continuous improvement opportunities.

HOW TO CONTACT US

Investor complaints

If you are an investor and have a complaint please contact Computershare. If you use a financial planner or broker they can convey the complaint to us on your behalf.

Indirect investors also have access to the Irongate Group dispute resolution process. If you are an indirect investor, please contact us using the details below.

Irongate Group contact details

For any complaints that do not relate to our property funds please contact our investor relations team on 02 7906 2000 in the first instance. Alternatively, you can contact us using the following details:

ir@irongategroup.com.au via the [Contact Us](#) page.

If you are still unhappy

If your complaint relates to an investment product or service and has not been resolved within 30 calendar days, or you are not satisfied with our response or handling of your complaint, you can contact the Australian Financial Complaints Authority (AFCA).

AFCA is a free and independent dispute resolution service that considers complaints by consumers and small businesses about financial firms, where that complaint falls within AFCA's terms of reference. AFCA decisions are binding on the financial service provider. The contact details for AFCA are set out below.

Australian Financial Complaints Authority:

Online: www.afca.org.au

Email: info@afca.org.au

Phone: 1800 931 678 (free call)

Mail: Australian Financial Complaints Authority

GPO Box 3 Melbourne VIC 3001