



Complaint Resolution Process

At **Aland Equities Management Pty Ltd** (Investment Manager for the Aland Australian Equities Fund). We are committed to handling complaints fairly, efficiently and in a timely manner.

Aland Equities Management Pty Ltd manages complaints in relation to the Fund on behalf of the Responsible Entity, Primary Securities Ltd (AFSL 224107).

We care about what you think and welcome your compliments, suggestions, and complaints.

If you are dissatisfied with the Fund, the Investment Manager, the Responsible Entity, or any related service providers, products, services, staff, or the handling of a complaint, and you need a response or resolution, then you have a complaint.

How to lodge a complaint

You can let us know about your dissatisfaction with the Fund, the Investment Manager, the Responsible Entity, or any related services in whichever way is best for you:

- Email at compliance@alandequitygroup.com.au
- Phone us on **(02) 9907 9562**
- Write to us at **Level 6, 22 Pitt Street, Sydney NSW 2000**

You can also use these contact methods if you would like further information about our complaints handling process.

Complaints received by Aland Equities Management Pty Ltd will be managed and, where required, escalated to the Responsible Entity.

Information we need

If your feedback is about a complaint, we will ask for certain information from you, including:

- your name
- your contact details
- how you prefer to be contacted
- a description of your complaint, and
- how you would like the complaint resolved.

When to expect a response

We work proactively to investigate and resolve complaints as quickly as practicable, and many complaints can be resolved within days or on the spot.

Where a complaint cannot be resolved immediately, we will:

- acknowledge your complaint within 1 business day of receiving it, and
- give you the contact details of the person responsible for dealing with your complaint

The person responsible for dealing with your complaint will commence their investigation and:

- may contact you for further details
- keep you informed about the status of your complaint at different times
- let you know the expected timeline for your complaint to be resolved, which may be up to 30 calendar days
- your role in getting the complaint concluded, if applicable
- when they complete their investigation, contact you about the outcome, and any resolution that may be available to you where applicable.

Where your complaint cannot be resolved within 30 calendar days we will provide you with a written delay notification outlining the reasons for the delay, the expected timeframe for resolution, and your right to escalate the complaint to AFCA.

If you are still unhappy

If you are not satisfied with how we handle your complaint, you can contact the Responsible Entity, Primary Securities Ltd, or the Australian Financial Complaints Authority (AFCA), of which the Responsible Entity is a member:

- Email: complaints@noncorrelatedgroup.com
- Phone: +61 8 9430 5262
- Mail: PO Box 732, Fremantle WA 6959

AFCA contact details:

- Phone: 1300 931 678
- Email: info@afca.org.au
- Mail: GPO Box 3, Melbourne VIC 3001

Additional Information

Complaints handling is free of charge.

Primary Securities Ltd, as Responsible Entity, retains ultimate responsibility for complaints handling under the Corporations Act.

Complaints are recorded and monitored to identify and address any systemic issues.