CACHE COMPLAINT POLICY

Cache Complaint Handling Objectives
Cache (RE Services) Ltd and Cache Investment Management Ltd (collectively, Cache) aims to provide products and services to the highest standard, we know there may be times when issues arise. If this happens, we would like to hear about it, and we will work with you to try to resolve your concerns

Cache takes the concerns of its investors very seriously and has established procedures that aim to properly consider, deal with and resolve any complaint you may have about our financial products or services. If you have a complaint, please contact Cache or the Investment Manager of the financial product during business hours.

You may make a complaint even where you have invested through an Investor Directed Portfolio Service (IDPS) provided your complaint is in connection with your investment in a financial product issued or managed by Cache. Any complaint received by Cache from a client of an IDPS operator in respect of such fund will be handled in accordance with our policies.

Making a Complaint
If you have a complaint about your investment, please contact Cache:

Cache (RE Services) Ltd / Cache Investment Management Limited
By telephone: 1300 122 243
By post: Level 1, 63 – 73 Ann Street,
Surry Hills, NSW, 2010
By email: trustee@cacheinvest.com.au

To help us investigate and resolve your complaint effectively, please provide as much information as possible, including:
- Your full name, address and contact phone number(s).
- Any special requirements or needs for accessibility to our complaints management process.
- Your investor number and the relevant Schroders fund(s), to which this complaint relates.
- A description of your complaint.
- Any additional documentation or information that may support your complaint and assist us to resolve it.

You do not need to have all of this information to make a complaint, and it is not necessary to make your complaint in writing, verbal complaints are also accepted and are subject to the same process. It is also important to note there are no fees or charges applied to raising or resolving complaints.

How we deal with complaints
Cache will acknowledge receipt by email of each complaint within 1 business day. We will investigate the matter and get back to you with a response with the aim of resolving your complaint within 30 days.

We may contact you to obtain additional information or clarification. Our aim is to resolve complaints as quickly as possible.

If the resolution of your complaint may take longer than 30 days, we will write to you setting out the reasons for delay.

Keep Records of Everything
Keep records of anything you send or receive in related to the complaint.

If you're not satisfied with the outcome
If an issue has not been resolved to your satisfaction, you can lodge a complaint with the Australian Financial Complaints Authority (AFCA). AFCA provides fair and independent financial services complaint resolution that is free to consumers.

Australian Financial Complaints Authority
GPO Box 3, Melbourne VIC 3001, Australia
www.afca.org.au
info@afca.org.au
1800 931 678 (free call)

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You should quote the following AFCA membership number with your enquiry:
Cache (RE Services) Ltd: 40628
Cache Investment Management Ltd: 75072

Accessibility Support
Translation Services
If English isn't your first language, translation services can arrange an interpreter or translator for you through Translating and Interpreting Service, who can provide this service at no cost to you.

Visit: tisnational.gov.au or call 13 14 50

National Relay Service
The National Relay Service assists people who are deaf or have a hearing or speech impairment. (You will need to register with the NRS before using their service.)

Visit: relayservice.gov.au or call 13 36 77