

Complaints

Primewest Management Ltd and its related entities are committed to striving for excellence in relation to its products and services and want to ensure that it responds to customers' concerns as quickly and efficiently as possible. Despite its best endeavours, it realises that complaints will occur from time to time and, to this end, has in place comprehensive internal and external complaints resolution processes to ensure they are resolved with minimum inconvenience to all parties.

If you have a complaint about a product or service offered by Primewest Management Ltd or its related entities, please contact our Investor Relations Team on +61 8 9321 7133. They will either try to resolve your complaint or put you in contact with someone who is better placed to resolve the complaint.

If you are not satisfied with the response you receive, you may write to the Complaints Handling Officer at:

Primewest Management Ltd
Level 1, 307 Murray Street
PERTH WA 6000

or email: enquiries@primewest.biz.

Please provide the detail and reason for your complaint and the Complaints Handling Officer will ensure your complaint is acknowledged in writing as soon as practicable and will attempt to resolve the matter and respond within 5 days of receipt. A final response may take longer, depending on the particular circumstance of the complaint.

Primewest Management Ltd is also a member of the Australian Financial Complaints Authority (AFCA), an external complaints resolution service that has been approved by ASIC. If you are dissatisfied with our response, then you may raise the matter with AFCA. AFCA provides fair and independent financial services complaint resolution that is free to consumers.

AFCA's contact details are as follows:

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

Time limits may apply to complain to AFCA and so you should act promptly or otherwise consult the [AFCA website](http://www.afca.org.au) to find out if or when the time limit relevant to your circumstances expires

Please note that a complaint must first be submitted to Primewest Management Ltd's Complaints Handling Officer, to give us an opportunity to review it before it can be referred to AFCA.