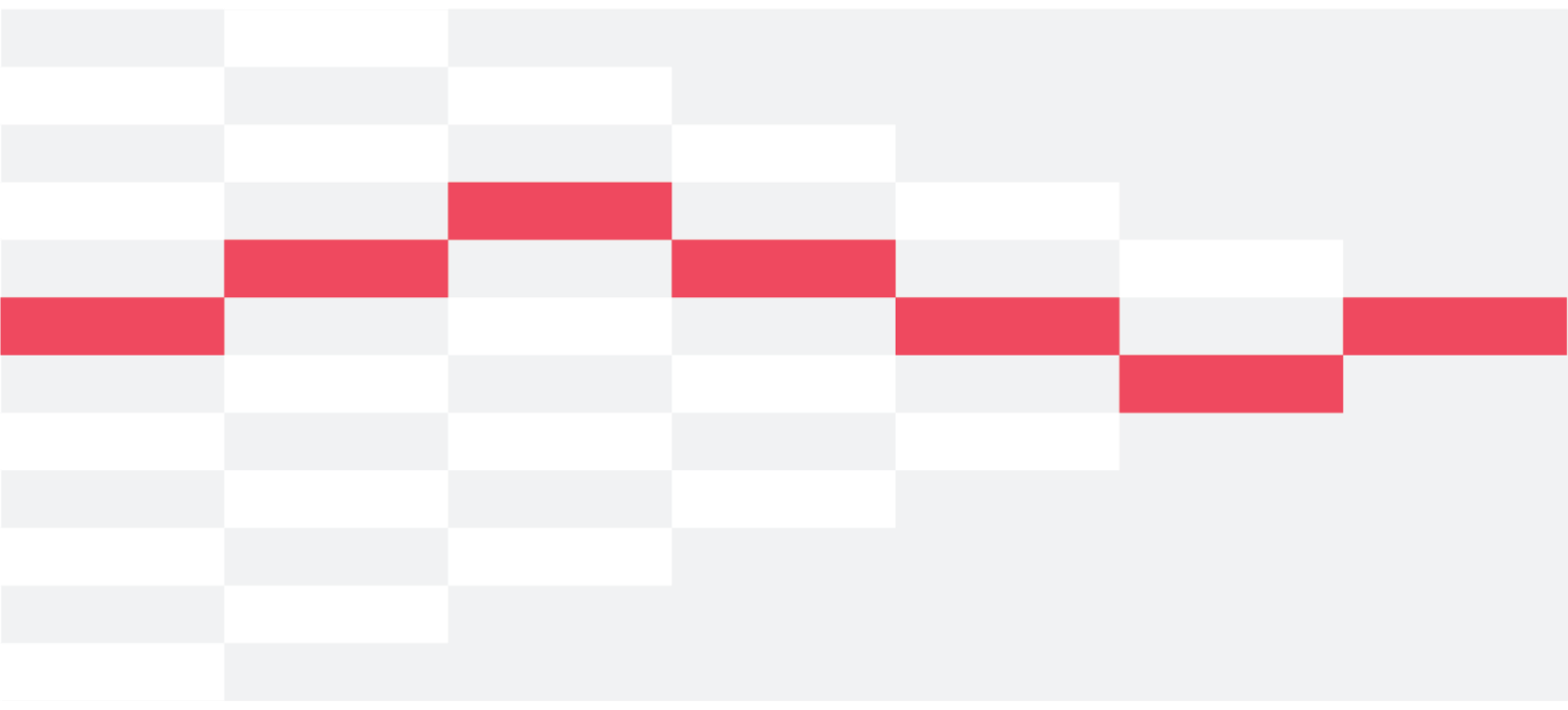


Complaints Policy

Whitefield Capital Management Pty Ltd





Lodging a complaint

A complaint can be lodged via:

- Email: contact@whitefield.com.au
- Phone: (02) 8215 7900
- In writing to: The Compliance Officer, Whitefield Capital Management Pty Ltd, GPO Box 473, Sydney NSW 2001

Getting help to lodge a complaint

If you need assistance in lodging a complaint, please contact the Compliance Officer using one of the above methods.

Alternatively, you may ask an authorised representative, family member or friend to contact us on your behalf. If you do so, we may require confirmation that the person has been appropriately authorised by you.

How we will deal with complaints

We endeavour to acknowledge complaints as soon as practicable and usually within one business day.

We aim to respond and resolve complaints as quickly as possible and, in any event, within 30 calendar days.

We will investigate each complaint thoroughly to determine the circumstances and identify an appropriate resolution. In our response, we will provide you with an explanation of:

- our investigation into your complaint
- our efforts to resolve your complaint
- the reasons for our decision; and
- how you can escalate the complaint to an external organisation if your complaint has not been resolved to your satisfaction.

If you are not satisfied with our response

If you are not satisfied with the outcome proposed or we have not responded with the timeframe, you can lodge a complaint with the Australian Financial Complaints Authority (AFCA). AFCA provides free, independent financial services complaint resolution for retail and small business complaints.

You can contact AFCA directly via:

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