



Complaints Handling Policy

Landen Funds Management Pty Ltd ACN 651 892 152

Landen Funds AFSL Ltd ACN. 662 073 976, AFSL: 548392

Publicly available Complaints Handling Procedures

This Complaints Handling Procedure outlines how Landen Funds Management Pty Ltd (ACN. 651 892 152), Landen Funds AFSL Ltd (**Landen Funds**) (ACN. 662 073 976) (AFSL: 548392) and Keyland Capital Pty Ltd (ACN 619 383 827) (AFSL 501045) (**Keyland Capital**), collectively known as '**Landen**' deals with a complaint.

Landen is committed to delivering exceptional service to its clients including resolving complaints as quickly as possible and in a fair and equitable manner.

Complaints handling procedure

All complaints

If you have a complaint regarding any aspect of a financier service or product of Landen, you can make a complaint to Landen. You may make this complaint either verbally by telephone or in person; or in writing by facsimile, mail or email. Any complaint received by Landen will be handled in accordance with our Complaints Handling Policy.

Retail Clients (direct and indirect)

Landen are authorised to provide financial services and products to retail clients.

You may make a complaint to Landen. Any complaint received by Landen will be handled in accordance with our Complaints Handling Policy.

If you are a retail client, then under the *Corporations Act 2001* and its Australian financial services licence, Landen Funds AFSL Ltd is required to be a member of an external complaints resolution scheme. Landen Funds AFSL Ltd is the member of the Australian Financial Complaints Authority (**AFCA**).

A complainant who is a retail client must first complete Landen's internal dispute resolution procedures (described below) before approaching AFCA.

If an issue has not been resolved to your satisfaction, and you are a retail client you can lodge a complaint with AFCA. AFCA provides fair and independent financial services complaint resolution that is free to consumers.

Landen's internal dispute resolution procedures are, unless the complaint was resolved on-the-spot entirely to the complainant's satisfaction, as follows:

- Receipt of the complaint is acknowledged immediately or, if this is not possible, within 1 business day.
- Landen Funds has 30 days to resolve a complaint.
- If Landen Funds does not satisfactorily resolve the complaint within 30 days, the complainant, if a retail client, may make a complaint to AFCA.
- AFCA will assess if they have jurisdiction to consider the complaint, this process is on-going and at any point in time during AFCA's assessment of the complaint, they may determine they do not have the authority to consider the complaint. If AFCA can resolve the complaint, the decision of AFCA is binding on Landen.
- An investor dissatisfied with AFCA's decision has the option of referring the matter to court.

If you would like more information on how Landen or AFCA handles complaints, please contact:

LANDEN

1300 526 336

Level 3, Suite 303, 7 - 9 Irvine Place, Bella Vista NSW 2153

www.Landen.com.au

customercare@Landen.com.au

AFCA

1800 931 678 (free call)

Australian Financial Complaints Authority, GPO Box 3, Melbourne VIC 3001

www.afca.org.au

info@afca.org.au