

## BROOKFIELD COMPLAINT RESOLUTION GUIDE

At Brookfield, customer satisfaction is a priority. We believe in listening to our investors so we can better service your needs.

### IF YOU HAVE A COMPLAINT

In most cases, we can deal with complaints over the phone. If you have a problem, please call our administrator using the details shown below. If you use a financial planner or broker, they can convey the complaint to us on your behalf.

<p>Multiplex SITES Trust</p>	<p>Link Market Services Locked Bag A14 Sydney South NSW 1235</p> <p>Phone: 1800 685 455 Overseas: +61 2 8280 7141</p>
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If your complaint can't be resolved over the phone, please write to us at:

Complaints Officer

Brookfield Funds Management Limited  
GPO Box 172  
Sydney NSW 2001

We will make every effort to resolve your complaint as quickly as possible. If there is anything that may prevent this from happening, we will let you know.

If your complaint has not been resolved within 45 days, or you are not satisfied with the process followed, you may seek assistance from the Australian Financial Complaints Authority (AFCA). AFCA is the new external dispute resolution scheme that replaced the Financial Ombudsman Service. AFCA is a free service and provides fair and independent financial services complaint resolution.

Contact details for the Australian Financial Complaints Authority are:

**Online:** [www.afca.org.au](http://www.afca.org.au)

**Email:** [info@afca.org.au](mailto:info@afca.org.au)

**Phone:** 1800 931 678 (free call)

**Mail:**

Australian Financial Complaints Authority  
GPO Box 3  
Melbourne VIC 3001