

## 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.

Multiplex Development and Opportunity Fund; Multiplex New Zealand Property Fund; Multiplex Property Income Fund; and Brookfield Australian Opportunities Fund	Registries Limited PO Box R67 Royal Exchange Sydney NSW 1223 Ph; 1800 766 011 Fx: 02 9279 0664
Multiplex European Property Fund; Brookfield Prime Property Fund; and Multiplex SITES Trust	Link Market Services Locked Bag A14 Sydney South NSW 1235 Ph: 1800 685 455 Overseas: +61 (3) 9615 9664

If your complaint can't be resolved over the phone, please write to us at:

Complaints Officer  
Brookfield Australia Investments 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 Financial Ombudsman Service Ltd. The Financial Ombudsman Service is a free and independent dispute resolution service that considers complaints about financial service providers and their affiliates operating in Australia. The Ombudsman Service is able to investigate disputes and make decisions that are binding on the financial services provider.

Contact details for the Financial Ombudsman Service are:

GPO Box 3  
Melbourne VIC 3001  
(Australia)  
<http://www.fos.org.au>  
Phone on 1300 78 0808