

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 complaint, please call us using the details listed.

Phone: 1800 570 000 (free call)

Your complaint will be managed in accordance with our complaints resolution process:

- We will acknowledge your complaint;
- We will investigate your complaint objectively and impartially;
- Following the investigation, we will notify you of our findings and any action we have taken regarding the complaint;
- Where appropriate we may amend our business practices or policies; and
- We will record the complaint.

If your complaint cannot be resolved over the phone, please write to us at:

The Complaints Officer
Brookfield
GPO Box 172
Sydney NSW 2001

Or email us at:

Email: ClientServiceEnquiries@brookfield.com

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 30 days, or you are not satisfied with the process followed, you may seek assistance from the Australian Financial Complaints Authority (AFCA). AFCA is a free and independent dispute resolution service that considers complaints about financial service providers operating in Australia. The Service can investigate disputes that fall within their Terms of Reference and make decisions that are binding on the financial services provider.

Contact details for AFCA are:

Online: www.afca.org.au

Phone: 1800 931 678 (free call)

Mail:

Australian Financial Complaints Authority
GPO Box 3
Melbourne VIC 3001