



## Dispute Resolution

K2 Asset Management Ltd (**K2**) has an internal and external complaints resolution procedure that aims to properly consider, deal with and resolve any complaint you may have about our financial products or services.

### Internal dispute resolution procedure

If you have a complaint about K2, please gather all the facts (and where possible documentation) about the complaint, think about the questions you want answered and decide what you want us to do. Next, contact the person that handled the matter, or K2 Client Services on (03) 9691 6111 and explain the problem. A quick call is all that is required to resolve most issues.

If at this stage your complaint hasn't been resolved to your satisfaction, please contact our Complaints Officer:

Complaints Officer  
K2 Asset Management Ltd  
Level 32, 101 Collins Street  
Melbourne VIC 3000

Telephone: (03) 9691 6191  
Facsimile: (03) 9691 6170  
Email: invest@k2am.com.au

Once the complaint has been received you will be sent a written acknowledgement of receipt of the complaint within two business days. The letter will inform you that K2 will attempt to resolve the complaint within six weeks.

### External dispute resolution procedure

If you are not satisfied with the steps taken by K2 to resolve the complaint, or with the result of K2's investigation, you may contact the external dispute resolution scheme:

Financial Ombudsman Service Limited  
PO Box 3  
Melbourne VIC 3001

Telephone: 1300 78 08 08  
Email: info@fos.org.au