



Dispute Resolution Procedures

K2 Asset Management Ltd (ACN 085 445 094, AFSL 244 393) (**K2**) takes the concerns of its investors very seriously and has detailed internal and external complaints resolution procedures that aim 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, supporting documents) about your complaint, think about the questions you want answered and decide what you want us to do. Next, contact the person at K2 that handled your matter or alternatively 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 that 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 your complaint has been received, we will acknowledge receipt of it in writing immediately or as soon as possible. The acknowledgement will inform you that K2 will attempt to resolve your complaint as soon as possible, and in any case, we will respond in writing within 45 days. A written response is not necessary if we are able to resolve the complaint to your satisfaction by the end of the fifth business day after it is received by us and you have not requested a response in writing.

External dispute resolution procedure

K2 is a member of the Australian Financial Complaints Authority (**AFCA**).

If a complaint has not been resolved to your satisfaction through our internal process, you can lodge a complaint with the AFCA. AFCA aims to provide fair and independent financial services complaints resolution that is free to consumers and may be contacted at:

Online: www.afca.org.au
Phone: 1800 931 678 (free call)
Fax: (03) 9613 6399
Email: info@afca.org.au
Mail: Australian Financial Complaints Authority
GPO Box 3, Melbourne VIC 3001

AFCA may assist in resolving your complaint where we are unable to do so first. It is therefore important that you first contact us before you contact AFCA with a complaint.