

COMPLAINTS MANAGEMENT POLICY

GENERAL

Australian Mortgage Investment Fund (the Fund) aims to ensure that all complaints are effectively and efficiently managed and resolved to the satisfaction of our investors. If you are unhappy with a product or service please make use of our complaints handling process which is detailed in the policy below.

A complaint may encompass dissatisfaction with our products, services, staff and handling of your personal information.

This Complaints Management Policy intends to ensure that:

- You are aware of how to lodge a complaint with our organisation.
- The option available to you for external assessment of our complaint resolution.
- Our response timeframes

LODGING A COMPLAINT

Kindly lodge your complaint with:

Australian Mortgage Investment Fund Complaints Officer: Louis de Beer

By phone: 1300 101 246

In writing: PO Box 123

Underwood QLD 4119

By email: investor@aimgroupfunds.com.au

Complaints may be lodged personally or by an authorised representative on your behalf. A representative may be your financial counsellor, legal representative holding power of attorney, family member or friend.

COMPLAINTS MANAGEMENT PROCEDURE

We will assess your complaint and request any additional information and supporting documentation which we may require to effectively investigate the complaint.

Following finalisation of our investigation of the complaint we will respond to you within 30 days of lodgement advising of:

- a) The outcome of our investigation and actions taken to resolve the complaint. If the complaint has not been resolved, provide reasons for the failure to resolve the complaint.
- b) If we are still in the process of actively investigating and resolving the complaint, advise that additional time to respond is required.

RESPONSE TIMEFRAMES

Australian Mortgage Investment Fund will acknowledge receipt of your complaint within 24 hours or as soon as is reasonably practicable.

We will endeavour to respond to your complaint within 30 days of receiving the complaint. In an instance where the complaint is complex, we may require additional time to investigate and resolve the complaint. In such an instance we will advise you in writing of the time delay.