

Complaints Handling Policy

How to lodge a complaint

By phone

Australia: 1800 230 099

International: +61 7 3039 2828

By mail

GPO Box 1648

Brisbane QLD 4001

By email

Email: complaints@trilogyfunds.com.au

In person

Brisbane: Level 26,
10 Eagle Street
Brisbane QLD 4000

Sydney: Level 25,
56 Pitt Street
Sydney NSW 2000

Melbourne: Level 9, 350 Collins Street
Melbourne VIC, 3000

Additional assistance

Trilogy Funds is committed to ensuring:

- the accessibility of this policy to all;
- that each complaint is dealt with fairly, effectively, efficiently;
- that each complainant is treated with courtesy and respect; and
- that no complaint will incur a charge or fee.

If you are having difficulty understanding this policy, please contact us using the details above and we will assist you.

Assistance may include the booking of an interpreter at Trilogy Funds' expense.

Authorised representatives are permitted to contact Trilogy Funds on a complainant's behalf.

Complaint resolution process

In line with our commitments, Trilogy Funds is committed to ensuring a transparent complaints resolution process as outlined below.

1. You will receive an acknowledgement of your complaint within 24 hours (1 business day) or as soon as practicable after we receive the complaint.
2. The relevant customer service representative will endeavour to attend to your complaint within 5 business days after it is received. If the matter is serious, requires further consideration, or otherwise cannot be addressed in that time, it will be given priority and escalated to the Complaints Handling Officer for investigation.
3. Trilogy Funds will endeavour to provide you with a response as soon as possible but will in any case provide a response within 30 days of receipt of the complaint.
4. If Trilogy Funds is unable to respond within 30 days, Trilogy Funds will notify you within the 30 day timeframe of the reasons for the delay and your right to complain to the Australian Financial Complaints Authority (AFCA).
5. If you do not agree with reasons provided in the delay notification or the complaint remains unresolved after our response, you reserve the right to escalate the complaint to AFCA.

If you would like a copy of Trilogy Funds' internal complaints handling procedure, please contact us using one of the methods provided above.

Australian Financial Complaints Authority (AFCA)

Trilogy Funds is a member of AFCA. If you are not satisfied with the response you receive from Trilogy Funds, you reserve the right to refer the complaint to the AFCA. AFCA's decision is binding on Trilogy Funds. If you are unsatisfied with the AFCA's decision, you may pursue any other legal avenues that may be available.

Phone: 1800 931 678 (free call within Australia)

By mail: AFCA, GPO Box 3, Melbourne VIC 3001

Email: info@afca.org.au

Website: www.afca.org.au