

Complaints Handling Procedure



Published 02 July 2018

At Dexus, we are committed to providing our clients with the best possible standard of service available.

Dexus has a framework in place to ensure complaints received are dealt with appropriately and in a timely manner.

Procedure

If you have a complaint about the service we have provided or a product in which you have invested, please let us know. Complaints can be made either verbally or in writing. If we cannot resolve a complaint over the phone, we may ask that you put your complaint in writing. This will help us to make sure we fully understand your concerns and will also help us to investigate your complaint.

Our contact details are:

Dexus (DXS)

Disputes Resolution Officer
Dexus Funds Management Limited
PO Box R1822
Royal Exchange NSW 1225
Tel: +61 2 9017 1122

Dexus Wholesale Property Fund

Dispute Resolution Officer
Dexus Wholesale Property Limited
PO Box R1822
Royal Exchange NSW 1225
Tel: +61 2 9017 1122

What happens next?

All complaints are taken seriously. Complaints enable us to improve our service to you, our clients.

In the event that we cannot resolve your complaint immediately, we'll advise you of our course of action and try to have the matter resolved as quickly as possible, keeping you informed at all times.

Record keeping

A register of complaints is kept by the Risk & Compliance department in conjunction with the Privacy Policy which can be viewed online at www.dexus.com

Final steps

If you are not satisfied with our response to your complaint, you can contact an independent Dispute Resolution Service. Both Dexus Funds Management and Dexus Wholesale Property Limited, as Responsible Entities, are members of the Financial Ombudsman Service (FOS).

FOS contact details are:

Financial Ombudsman Service

GPO Box 3
Melbourne VIC 3001
Tel: 1300 78 08 08 (9.00am – 5.00pm AEST)
Fax: +61 3 9613 6399
Email: info@fos.org.au

Monitoring

Regular monitoring of the complaints process by the Risk & Compliance department is undertaken to improve our policies and procedures at Dexus.

Document Control Log

Version	Document Owner	Author	Approving Authority	Approved Date
1	Compliance	Scott Mahony	Senior Management	02 Jul 2018