



Dispute Resolution Procedure

About Cache

Cache (RE Services) Ltd (ACN 616 465 671), formerly known as Quay Fund Services Ltd, holds an Australian Financial Services Licence (AFSL) AFSL No: 494 886 and provides Responsible Entity and Trustee services.

Cache Investment Management Ltd (ACN 624 306 430, AFSL 514 360) provides fund management and administration services.

Complaints and resolution information

Whilst Cache aims to provide products and services to the highest standard, we know there may be times when issues arise. If this happens, we would like to hear about it, and we will work with you to try to resolve your concerns

Cache takes the concerns of its investors very seriously and has established procedures that aim to properly consider, deal with and resolve any complaint you may have about our financial products or services.

If you have a complaint, please contact Cache or the Investment Manager of the financial product during business hours.

You may make a complaint even where you have invested through an Investor Directed Portfolio Service (IDPS) provided your complaint is in connection with your investment in a financial product issued or managed by Cache. Any complaint received by Cache from a client of an IDPS operator in respect of such fund will be handled in accordance with our policies.

How to lodge a complaint

To lodge a complaint, please contact Cache:

Email: trustees@cacheinvest.com.au

Telephone: 1300 122 243

In writing to: 81-83 Campbell Street
Surry Hills NSW 2010

Information we'd like from you:

To help us investigate and resolve your complaint effectively, please provide as much information as possible, including:

- Your full name, address and contact phone number(s).

- Any special requirements or needs for accessibility to our complaints management process.
- Your investor number and the relevant Schroders fund(s), to which this complaint relates.
- A description of your complaint.
- Any additional documentation or information that may support your complaint and assist us to resolve it.

Please also advise how you would like your complaint to be resolved.

You do not need to have all of this information to make a complaint, and it is not necessary to make your complaint in writing – verbal complaints are also accepted and are subject to the same process. It is also important to note there are no fees or charges applied to raising or resolving complaints.

How we deal with complaints

Cache will acknowledge receipt by email of each complaint within 1 business day. We will investigate the matter and get back to you with a response with the aim of resolving your complaint within 30 days.

We may contact you to obtain additional information or clarification. Our aim is to resolve complaints as quickly as possible.

If the resolution of your complaint may take longer than 30 days, we will write to you setting out the reasons for delay.

Responses for all complaints will be provided in writing.

If you're not satisfied with the outcome

If an issue has not been resolved to your satisfaction, you can lodge a complaint with the Australian Financial Complaints Authority (AFCA). AFCA provides fair and independent financial services complaint resolution that is free to consumers.

You can contact AFCA through the following means:

Website: www.afca.org.au

Telephone: 1800 931 678 (free call)

Email: info@afca.org.au

In writing to: Australian Financial Complaints Authority,
GPO Box 3,
Melbourne VIC 3001

Hearing and speech impaired:

For the hearing and speech impaired, AFCA can be contacted by either:

National Relay Service: **www.relayservice.com.au**

TTY/Voice Calls: **133 677 (local)**

Speak & Listen: **1300 555 727 (local)**

Time limits may apply complaints that are addressed to AFCA, so you should act promptly or otherwise consult the AFCA website to find out if or when the time limit relevant to your circumstances expires.

You can also find more information on their website: www.afca.org.au.

When you correspond with AFCA, please quote Cache's membership number as follows:

Cache (RE Services) Ltd – 40628.

Cache Investment Management Ltd – 75072.