

Dispute Resolution Guide for wholesale clients

INTRODUCTION

This guide outlines the procedures Vasco Trustees Limited ACN 138 715 009 AFSL 344486 or its related entities (**Vasco**) will follow in dealing with any complaints made by wholesale clients that are invested in an unregistered managed investment scheme to whom Vasco provides financial services.

If you have any questions about Vasco's dispute resolution procedures after reading this guide, please send an email to info@vascofm.com and a member of our Legal and Compliance team will respond.

HOW TO MAKE A COMPLAINT

You may make a complaint by letter or e-mail.

If you wish to make a complaint by letter then please address your letter as follows:

**Legal and Compliance Officer
Vasco Trustees Limited
Level 4, 99 William Street
Melbourne VIC 3000**

If you wish to make a complaint by e-mail then please mark your e-mail to the attention of the Legal and Compliance Officer, Vasco Trustees Limited and send it to info@vascofm.com.

If your complaint involves any person within our Legal and Compliance team, please address your complaint in writing via letter or email to Vasco's Managing Director, Craig Dunstan.

HOW YOUR COMPLAINT WILL BE DEALT WITH

If you do not provide all relevant information at the time you make a complaint then you will be sent a written request via letter or email specifying what further information is required.

If you do not respond to the request for further information within a reasonable period of time then you will be sent a follow-up request for further information again. If Vasco does not receive any additional information from you within a further 10 days then you will be advised that no further action will be taken until all the relevant information is provided.

Unless your complaint is immediately resolved to your satisfaction, your complaint will be investigated by a member of Vasco. Both you, and the person against whom your complaint is made (if relevant), will be given the opportunity to place all relevant material before the team member investigating your complaint.

Once all relevant information about your complaint has been received, Vasco will consider your complaint and will, within 14 days or such greater or lesser period of time as determined by Vasco, either:

- advise you in writing of its decision and the reasons for its decision; or
 - advise you that your complaint is being considered and that more time is required to reach a decision.
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