



K2 ASSET MANAGEMENT

Dispute Resolution Guide

K2 Asset Management Ltd (“K2”) has an internal and an external complaints resolution procedure, that aims to properly consider, deal with and resolve any complaint you may have about our financial products or services.

Internal dispute resolution procedure

If you have a complaint about K2, please gather all the facts (and where possible documentation) about the complaint, think about the questions you want answered and decide what you want us to do. Next, contact the person that handled the matter, or K2 Client Services on (03) 9691 6111 and explain the problem. A quick call is all that is required to resolve most issues.

If at this stage your complaint hasn’t been resolved to your satisfaction, please contact our Complaints Officer:

By Mail: Complaints Officer
 K2 Asset Management Ltd
 Level 32/101 Collins Street
 Melbourne Vic 3000

Telephone: (03) 9691 6111

Facsimile: (03) 9691 6170

Email: information@k2am.com.au

Once the complaint has been received you will be sent a written acknowledgement of receipt of the complaint within 2 business days. The letter will inform you that the complaint will attempt to be resolved within 6 weeks.

External dispute resolution procedure

If you are not satisfied with the steps taken by K2 to resolve the complaint, or with the result of K2’s investigation, you may contact the external dispute resolution scheme:

Financial Ombudsman Service Limited
PO Box 3
Melbourne Vic 3001

Telephone: 1300 78 08 08
Email: info@fos.org.au