



## Dispute Resolution

K2 Asset Management Ltd (**K2**) has internal and external complaint resolution procedures that aim 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 documents) 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 Compliance Manager:

Compliance Manager  
K2 Asset Management Ltd  
Level 44, 101 Collins Street  
Melbourne VIC 3000  
Telephone: (03) 9691 6191  
Email: [compliance@k2am.com.au](mailto:compliance@k2am.com.au)

Once the complaint has been received you will be sent a written acknowledgement of receipt of the complaint within two business days. The letter will inform you that K2 will attempt to resolve the complaint as soon as possible and will provide a written response within 30 calendar days of receiving your complaint.

### External dispute resolution procedure

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. AFCA may be contacted at:

Online: [www.afca.org.au](http://www.afca.org.au)  
Email: [info@afca.org.au](mailto:info@afca.org.au)  
Phone: 1800 931 678  
Mail: Australian Financial Complaints Authority  
GPO Box 3, Melbourne VIC 3001

AFCA is established to assist you in resolving your complaint where you have been unable to do so with us. However, it is important that you contact us first. Please note that AFCA can only consider your complaint once it has been raised with us and either:

- (a) we have issued a final response, or
- (b) 30 days have passed since you first lodged your complaint with K2.

For more information, please contact K2.