



## **MFS Australia Guide to Resolving Your Complaints**

MFS International Australia Pty Ltd (ABN 68 607 579 537, AFSL 485343) (“**MFS Australia**”) is committed to providing high quality products and services. If you have a complaint about our products or our service, please let us know. We will investigate your complaint and aim to resolve your concerns as quickly as possible to your reasonable satisfaction.

### **How to complain**

Gather all your supporting information and contact us with your concerns:

#### **1. By phone**

You can contact the MFS Australia representative you've been dealing with direct or, if you prefer, by asking to speak to the Complaints Officer on +61 2 9228 0400.

#### **2. In writing**

You can write to us directly:

Attention: The Complaints Officer  
MFS International Australia Pty Ltd  
Level 15, 20 Martin Place  
Sydney NSW 2000

Email: [ComplaintsOfficerAustralia@mfs.com](mailto:ComplaintsOfficerAustralia@mfs.com)

Complaints relating to the operation of the MFS Australian Trusts should be directed to MFS Australia and the responsible entity, Equity Trustees Limited. If the investment in the MFS Australian Trusts is through an investor directed portfolio service (“**IDPS**”) operator, complaints should be directed to Equity Trustees Limited or the IDPS operator.

### **How we deal with complaints**

MFS Australia will take a proactive approach to identifying complaints and provide prompt acknowledgement of receipt of each complaint verbally or in writing (email, post or social media channels) within 24 hours (or one business day of receiving it) or as soon as practicable.

MFS Australia has a Complaints Officer who is responsible for reviewing complaints to ensure they are dealt with appropriately and provision of a response

We will review your concerns and try to resolve it as soon as possible or at least within 30 days after receiving the complaint. Where there are complex issues or circumstances beyond MFS Australia's control which are causing complaint management delays, this process may take longer time.

### **What if the concerns are not resolved?**

If you're not satisfied with how we resolve your complaint, the complaint is not resolved within the appropriate time limits or if you're not satisfied with the outcome, you may be able to take advantage of an external dispute resolution service.



MFS Australia is a member of the Australian Financial Complaints Authority ("**AFCA**"). AFCA is a free and independent dispute resolution scheme that can consider complaints about MFS Australia's financial services license business. AFCA's contact details are:

Website: [www.afca.org.au](http://www.afca.org.au)

Email: [info@afca.org.au](mailto:info@afca.org.au)

Phone: 1800 931 678

Address: Australian Financial Complaints Authority

GPO Box 3

Melbourne VIC 3001