

# State Street Global Advisors (SSGA)

## Complaints management

SSGA Australia Services Limited ('SSGA ASL')(AFSL No. 274 900), the Responsible Entity for the State Street Australia Investment Funds, is committed to customer satisfaction and genuinely wants to hear from you, our customers. We value your feedback to allow us to improve our products and services. So if you have a complaint, let us know about it so that we can fix the problem.

### How we deal with complaints

SSGA ASL aims to acknowledge your complaint, investigate the issue(s), resolve and respond as quickly as we can. Complaints may be received orally or in writing.

Written complaints are usually acknowledged within 2 business days of receipt, and a written response provided within 14 business days. However, some cases may be complex and take longer to resolve. Where necessary, you will be kept informed of the progress of your complaint. In any event, SSGA ASL will provide you with a final response within 45 days of receiving your complaint.

### Making a complaint

You can make a complaint in any of the following ways:

#### By phone

You can call us on (02) 9240 7877 or 1300 382 689

#### In writing

Written complaints can be sent to:

Compliance Manager  
State Street Global Advisors, Australia Services Limited  
Level 17, 420 George Street  
Sydney NSW 2000

Fax: (02) 9240 7611

### External dispute resolution

If you are dissatisfied with how we have handled your complaint, you may contact the independent dispute resolution body that SSGA ASL is a member of, the Financial Ombudsman Service Limited (FOS) at:

GPO Box 3,  
Melbourne VIC 3001  
Phone: 1800 367 287  
Fax: (03) 9613 6399  
Email: [info@fos.org.au](mailto:info@fos.org.au)  
Website: [www.fos.org.au](http://www.fos.org.au)