

# Financial Services Dispute Resolution Policy

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## 1 Purpose

Stockland companies hold Australian Financial Services (AFS) Licences to provide financial services, primarily to operate Managed Investment Scheme(s) (MIS). This Financial Services Dispute Resolution Policy (Policy) explains Stockland's approach to receiving, acknowledging, investigating and resolving Stockland financial services complaints.

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## 2 Scope

This Policy applies to all AFS licensed entities that are part of the Stockland Group ("Stockland") and all Stockland employees who are involved in operating Stockland Trust or providing other financial services (including, but not limited to non-executive directors, permanent, casual, fixed term employees and temporary workers) ("Employees" or "you").

Stockland companies hold three AFS Licences:

1. **Stockland Trust Management Ltd**, Licence No: 241190 (Responsible Entity for **Stockland Trust**);
2. **Stockland Capital Partners Ltd**, Licence No: 241188; and
3. **Stockland Management Ltd** Licence No: 284395.

In this Policy, we refer to each of these companies as a "Licensee".

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## 3 Complaint handling

### 3.1 What is a Complaint?

A complaint is an expression of dissatisfaction made to or about an organisation, related to its products, services, staff or the handling of a complaint, where a response or resolution is explicitly or implicitly expected or legally required.

The principles which guide the Licensees approach to complaints received in relation to financial services provided are as follows:

### 3.2 How to Raise a Complaint

Stockland has appointed Computershare Investor Services Pty Limited to provide Registry services for Stockland securities. Securityholder complaints are best directed Computershare, their contact details are as follows:

Computershare Investor Services Pty Limited

Telephone: +61 03 9415 4000 or 1300 850 505 (within Australia)

Mail: GPO Box 2975, Melbourne VIC 3001, Australia

E-mail: [stockland@computershare.com.au](mailto:stockland@computershare.com.au)

Log into your account via Computershare's [Investor Centre](#)

For other financial service complaints, contact:

Ms Katherine Grace

General Counsel and Company Secretary

Tel No. (02) 9035 2643;

or

Email: [InvestorRelations@stockland.com.au](mailto:InvestorRelations@stockland.com.au) or [Compliance@Stockland.com.au](mailto:Compliance@Stockland.com.au)

Tel No. (02) 9035 2000

For all other non-financial service complaints, refer to [Contact Us](#) section on the Stockland website and your complaint will be directed to the appropriate business area.

When raising complaints, through any of the channels above, please provide details of the complaint and your contact details. Please contact any of the above if you need assistance to lodge a complaint.



### 3.3 Receiving and acknowledging complaints

- Complaints received by the licensee or Computershare Investor Services Pty Limited, will be acknowledged within 24 hours (or one business day) of receipt, or as soon as practicable.

### 3.4 Assessment, investigation and dispute resolution response

- All Complaints will be investigated, escalated and a response prepared in accordance with the Licensee’s Internal Dispute Resolution (IDR) Procedure.
- The IDR response will be communicated in writing to the complainant (either confirmation of actions taken by the Licensee to resolve the complaint or reasons for rejection or partial rejection of the complaint). The complainant’s right to escalate to Australian Financial Complaints Authority (AFCA) if they are dissatisfied with the IDR response will also be communicated. Each Licensee is a member of [AFCA](#).
- The Licensee will provide the IDR response to the complainant within 30 calendar days of receipt unless the following exceptions arise:
  - resolution of the individual complaint is particularly complex; and/or:
  - circumstances beyond the Licensee’s control are causing complaint management delays.
- In the event that Stockland is unable to finalise its response within 30 calendar days, the complainant will be notified of the reasons for the delay within the 30 calendar days, as well as their right to complain to AFCA.

## 4 Review

We may update our Policy from time to time to take into account new laws, changes to our operations and business practices. The most current version of this Policy is on our website and we encourage you to check periodically to ensure that you have the most up to date version.

## 5 Related Policies

- [Whistleblower Policy](#)

## 6 Definitions

TERM	DEFINITION
<b>Complaint</b>	A complaint is an expression of dissatisfaction made to or about an organisation, related to its products, services, staff or the handling of a complaint, where a response or resolution is explicitly or implicitly expected or legally required.  The term “Dispute” also has the same meaning as “Complaint”.
<b>Complainant</b>	A person or small business making the financial services complaint. It includes: <ul style="list-style-type: none"> <li>an individual consumer or guarantor (includes Securityholders); and</li> <li>a ‘small business’ as defined in modified s761G of the Corporations Act.</li> </ul>

## 7 Document Control

REVISION	DATE	OWNER	DESCRIPTION OF CHANGES
1.0	March 2015	Group Risk Officer	Initial policy
2.0	22 September 2021	Group Risk Officer	Update of existing policy