



## COMPLAINTS HANDLING

EC Pohl & Co RE Ltd has arrangements in place to consider and seek to resolve any complaints within 30 days of receipt. If you have a complaint, you may contact us by email, telephone or in writing to:

The Complaints Officer  
EC Pohl & Co RE Ltd

PO Box 7536  
Gold Coast Mail Centre QLD 9726

Email: [fund-admin@ecpohl.com](mailto:fund-admin@ecpohl.com)

Phone: +61 7 5644 4400

If you are not satisfied with our response to your complaint, you may lodge a complaint with the Australian Financial Complaints Authority (AFCA) for an independent review of your matter.

EC Pohl & Co RE Ltd is a member of AFCA (106996), which is a free external dispute resolution scheme that deals with complaints from consumers about financial services and products.

AFCA's contact details are as follows:

Australian Financial Complaints Authority Limited

PO Box 24164  
Melbourne Vic 3001, Australia

Phone: 1800 931 678

Fax: +61 3 9613 6399

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

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