

Feedback and complaints

At Janus Henderson, we are committed to meeting the needs of our clients and would like to hear from you about positive or less positive experiences you may have about our products and services.

Our complaints handling process aims to:

- increase the level of client satisfaction and enhance our relationship with our clients;
- recognise, promote and protect clients' rights, including the right to comment and complain;
- provide an efficient, fair and accessible mechanism for resolving client complaints;
- provide information to clients on how their complaint will be handled; and
- monitor complaints received in an endeavour to improve the quality of services provided by Janus Henderson Australia.

How to let us know your feedback or make a complaint?

Phone: In Australia 1300 019 633 or outside Australia +61 3 9445 5067

Email: clientservices.aus@janushenderson.com

Mail: Janus Henderson Investors, Attention: Client Services
GPO Box 804, Melbourne VIC 3001

What happens after you make a complaint?

All feedback and complaints received are taken seriously, and we aim to reach a resolution quickly depending on the facts and the nature of the complaint. If we are unable to resolve your complaint on the spot, the following key steps will be taken:

1. *Acknowledgement of complaint (within 1 business day or as soon as practicable)*
Verbal or written acknowledgement will be provided to the complainant upon receipt of the complaint.
2. *Investigation and assessment*
If the complaint cannot be resolved on the spot, a Janus Henderson client representative will be assigned to investigate the details of the allegations made in the complaint. If your complaint is resolved immediately or within five business days to your satisfaction, we will generally not provide a written response unless upon request.
3. *Outcome of complaint (within 30 calendar days)*
A written letter will be communicated to the complainant detailing the outcome of their complaint. It will address all the events or allegations contained in the complaint, the reason for our decision, and any proposed remedy, including compensation (where appropriate).

Janus Henderson Investors (Australia) Limited

Sydney office

Level 36, Grosvenor Place
225 George Street, Sydney, NSW 2000
T +61 2 8298 4000 **F** +61 2 8298 4001

Melbourne office

Level 30
101 Collins Street, Melbourne, VIC 3000
T +61 2 8298 4000 **F** +61 3 8538 7151

Brisbane office

Level 37, Riparian Plaza
71 Eagle Street, Brisbane, QLD 4000
T +61 2 8298 4000 **F** +61 3 8538 7451

In some cases, due to the complexity and nature of the complaint, if the investigation is not complete within the 30 days timeframe, we will contact the complainant to advise them of the status of the investigation and their right to contact the Australian Financial Complaints Authority (AFCA).

What if you are not satisfied with the outcome?

If you are not satisfied with our response or if you have not received a response within the above timeframes, you may refer your complaint to AFCA. AFCA is not connected to Janus Henderson Australia and provides a free and independent service to assist consumers in resolving complaints.

Australian Financial Complaints Authority

Online: www.afca.org.au

Email: info@afca.org.au

Phone: 1800 931 678 (free call)

Post: Australian Financial Complaints Authority
GPO Box 3 Melbourne VIC 3001

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