



COMPLAINTS

Lodging a complaint

If you have a particular complaint regarding financial services provided by T. Rowe Price Australia Limited, please do not hesitate to contact us. We endeavour to resolve all complaints appropriately, promptly and fairly.

You can lodge a complaint by contacting us:

By mail:

T. Rowe Price Australia Limited - Complaints
Level 50 Governor Phillip Tower,
1 Farrer Place
Sydney, NSW 2000
AUSTRALIA

By email:

AUcomplaints@troweprice.com

By phone:

+612 8667 5750

We recognise that you may require assistance to lodge a complaint so we can also accept complaints made on your behalf by your authorised representatives, such as your family, friends or financial adviser.

Complaints handling process

If you have lodged a complaint, we will acknowledge receipt of your complaint, normally within 24 hours.

We aim to resolve your complaint as quickly as we can and, where possible within five business days. Otherwise, we will aim to have it resolved within 30 calendar days.

We may contact you to seek further information or clarification regarding your complaint.

For all complaints that are not resolved within five business days, we will provide you with a final written response within 30 calendar days, outlining the investigation that we have performed, the findings of that investigation and the proposed resolution.

Unresolved complaints

If you are not happy with our response or how the complaint has been handled, you may contact the Australian Financial Complaints Authority ('AFCA') to independently review the complaint. AFCA is the external dispute resolution scheme established by the Commonwealth Government to deal with complaints about financial services providers from individuals and small businesses. AFCA's services are provided at no cost to you.

Their contact details are as follows:

Australian Financial Complaints Authority
GPO Box 3
Melbourne, VIC 3001
1800 931 678
info@afca.org.au
www.afca.org.au

Complaints about a fund

For any complaints related to a managed fund referred to on our website, please refer to the complaints handling process described in the Product Disclosure Statement of the relevant fund. T. Rowe Price Australia Limited is not the responsible entity of those funds.