



Complaint resolution process

Owner	General Counsel / Company Secretary
Application	SCA Property Group
Version	1
Version Date	October 2021
Next Review Date	October 2023

1. Background

Shopping Centres Australasia Property Group (SCA or Group) is an ASX-listed real estate investment trust (ASX code: SCP) specialising in the ownership and management of real estate.

The Group comprises Shopping Centres Australasia Property Management Trust (**SCA Management Trust**) and Shopping Centres Australasia Retail Trust (**SCA Retail Trust**) and Shopping Centres Australasia Property Group RE Limited (**Responsible Entity or SCPRE**) as Responsible Entity of each of the SCA Management Trust and the SCA Retail Trust and their subsidiary entities.

2. A guide to our complaint resolution process

SCA Property Group takes all complaints very seriously.

We have established internal processes and procedures to receive, investigate and address any complaints in relation to the financial services provided by Shopping Centres Australasia Property Group RE Limited (**us, we, our**) to you as a retail client. This policy, along with our internal processes and procedures have been developed in accordance with the *Corporations Act 2001 (Cth)* and ASIC Regulatory Guide RG 271 *Internal dispute resolution* to ensure your complaint is addressed fairly, timely and effectively.

3. Does your complaint relate to other matters?

This policy applies to all expressions of dissatisfaction made to or about us relating to our financial products, financial services, staff or the handling of a complaint in respect of these products and services provided to you as a retail client and where a response or resolution is explicitly or implicitly expected or legally required.

It does not cover staff grievances or employment-related complaints, simple requests for information and comments made about us where a response is not required.

If your complaint relates to tenancy of an asset owned or managed by us, please contact the centre manager of the relevant asset directly in the first instance.

4. How to lodge a complaint

You can choose the following ways to inform us of your complaint:

By Post: Compliance Officer, SCA Property Group, Level 5, 50 Pitt Street, Sydney NSW 2000

By E-mail: legal@scaproperty.com.au

By Fax: (02) 8243 4999

By Phone: (02) 8243 4900

Please set out all the details that you consider relevant, together with your own contact details.

5. What will we do when a complaint is received?

We will acknowledge receipt of your complaint within 24 hours and work with you to resolve your complaint as best we can.

We will undertake a full investigation and assessment of your complaint taking into consideration all available information relating to your complaint. This may include consideration of information provided by you and that available on our records (as relevant).

If we resolve your complaint within 5 business days from the day you made your complaint we will provide a written response where requested.

Where your complaint is resolved between 5 business days and 30 calendar days, we will provide you with a full written response to your complaint within 30 calendar days covering details of the outcome or if an outcome could not be determined within this timeframe, an update of the progress and reasons for the delay.

Any action required to resolve your complaint, will be completed as soon as possible to ensure all resolution outcomes are implemented in a timely manner.

6. What if you are not satisfied with our response?

If you are dissatisfied with the way we handled your complaint, or dissatisfied with our response, you can contact an external complaint resolution scheme, who will look into the matter on your behalf.

We are members of the Australian Financial Complaints Authority Limited (Membership Number 31285). AFCA provides consumers and small businesses with free, fair and independent dispute resolution for financial complaints. Their contact details are:

Australian Financial Complaints Authority Limited

GPO Box 3

Melbourne Victoria, 3001

Toll Free 1300 931 678

Fax (03) 9613 6399

Email info@afca.org.au

Website at www.afca.org.au

Lodge an online complaint at: <https://www.afca.org.au/make-a-complaint/complain>