

Complaints handling policy

Karara is committed to providing the highest standards of client service. We encourage members to contact us if they are not satisfied with any aspect of a financial product or service provided by us, and we have in place procedures for handling member complaints, including complaints relating to the misuse of personal information.

Our complaints handling procedures have been developed in accordance with the Australian Standard on Complaints Handling (AS ISO 10002-2006) and RG165 issued by ASIC. The procedures are designed to ensure members have a fair, efficient and accessible avenue for lodging a complaint. We aim to resolve all complaints satisfactorily and in a timely manner.

Our contact details are:

Attn: The Complaints Officer
Karara Capital Limited
Level 20, 367 Collins Street
Melbourne Vic 3000

Tel: 1300 305 476
Email: info@karara.com.au

We endeavour to resolve all complaints to the satisfaction of our investors. However, if your complaint is not resolved within 45-days of receipt or if you are not satisfied with the outcome, you can refer it to either:

For privacy related complaints

You can contact the Office of the Privacy Commissioner. The contact details are:

Telephone: 1300 363 992 Email: privacy@privacy.gov.au

Mail: Office of the Privacy Commissioner
GPO Box 5218
Sydney NSW 1042

For all other complaints

You can contact the Financial Industry Complaints Service (FICS). FICS is an external dispute resolution scheme registered with ASIC. As Karara Capital Limited is a member of the scheme FICS provides its services to you free of charge. The contact details for FICS are:

Telephone: 1800 335 405 Email: fics@fics.asn.au

Mail: PO Box 579
Collins Street West
Melbourne Vic 8007