



# Complaints Policy

Dated: 4<sup>th</sup> March 2022

This Complaints Policy is issued by ExtrasJar Pty Ltd. (ABN 95 636 535 545, AFSL 519599) (we, us, our).

ExtrasJar Pty Ltd (ABN 95 636 535 545, AFSL 519599) is the promoter and investment manager of the ExtrasJar Fund.

A reference in this document to 'Business Day' means a day (other than a Saturday, Sunday or public holiday) in New South Wales.

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## Purpose

The purpose of the Complaints Policy (Policy) is to set out how we will deal with customer complaints. We value our customers and view customer complaints as a mechanism to provide us with valuable feedback. It gives us the opportunity to learn and improve the operations of our business and in addition, to comply with the relevant regulatory and legislative requirements in providing customers with all the information they need to raise a complaint with us.

This Policy, as well as our complaints handling and dispute resolution processes, are intended to comply with the following requirements:

- Corporations Act 2001 (Cth) sub-s 912A(2);
- ASIC Regulatory Guide 271 - Internal Dispute Resolution; and
- AS/NZS 10002:2014.

## Product disclosure statements

Customer service is important to us. If you are dissatisfied or have a complaint about us, please contact us using one of the below methods:

**Chat:** Contact us via the chat function, which can be found in the lower right corner of our website, or via the "Contact" tab of the ExtrasJar App or Website.

**Phone:** +61 4800 1334

**Email:** [hello@extrasjar.com](mailto:hello@extrasjar.com)

When lodging a complaint with us, please provide us with your:

- Full name;
- contact details;
- details of your complaint; and
- the outcome you are seeking.

This is a free service.

## Compliant Procedures and Guidelines

We will endeavour to solve your concerns fairly and quickly. Once we receive your complaint, we will:

- Acknowledge and record your complaint within 24 hours (or one Business Day);
- Try to resolve your complaint immediately, where possible;

- If we are unable to resolve your complaint immediately, we'll investigate your complaint and provide an appropriate resolution; and
- We'll provide you with a response to your complaint regarding, within 30 days, and if we are unable to resolve your complaint within these timeframes, we will inform you.

If you do not receive a response from us within these timeframes, or are unsatisfied with our response to your complaint, please let us know using the above contact details, and we will try our best to address your concerns.

If an issue has not been resolved to your satisfaction, you can lodge a complaint with the Australian Financial Complaints Authority (AFCA).

## Australian Financial Complaints Authority

AFCA is an impartial and independent not-for-profit that assists consumers and small businesses to reach agreements with financial firms to resolve their complaints. This service is free to consumers.

The contact details for AFCA are:

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

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

**Telephone:** 1800 931 678

**Fax:** (03) 9613 6399

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