

## Update to Complaints Handling Process

**1 November 2018**

Cromwell Funds Management Limited (CFM) is the Responsible Entity of the Cromwell Phoenix Opportunities Fund (the Fund).

Effective from 1 November 2018, section 8.2 of the Fund's product disclosure statement dated 29 September 2017 (PDS) is replaced with the following:

### **8.2 Complaints Handling**

The Fund's constitution sets out a procedure for CFM to receive, consider, investigate and respond to complaints by investors who are dissatisfied with the management or administration of the Fund.

If investors wish to make a complaint they should write to the Dispute Resolution Officer:

By post to: **Cromwell Funds Management Limited**  
**GPO Box 1093**  
**Brisbane, QLD 4001**

By email on: **complaints@cromwell.com.au**

CFM will acknowledge any complaint in writing immediately. CFM will within 45 days investigate, properly consider and decide which action (if any) to take or offer regarding the complaint and communicate its decision to the investor.

If the investor is dissatisfied with the decision made by CFM, the investor may refer the complaint to the external complaints resolution scheme of which CFM is a member at the address set out below:

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

Alternatively, further information is available by contacting the AFCA on:

Phone: **1800 931 678 (free call)**

Website: **www.afca.org.au**

Email: **info@afca.org.au**

If you have any questions or would like to know more about the Cromwell Phoenix Opportunities Fund, please visit [www.cromwell.com.au/POF](http://www.cromwell.com.au/POF) or contact Cromwell's Investor Services Team on 1300 268 078 or email [invest@cromwell.com.au](mailto:invest@cromwell.com.au).

Cromwell Funds Management Limited ABN 63 114 782 777 AFSL 333214 (CFM) has prepared this notice and is the responsible entity of, and the issuer of units in, the Cromwell Phoenix Property Securities Fund ARSN 129 580 267 (Fund). In making an investment decision in relation to the Fund, it is important that you read the product disclosure statement dated 29 September 2017 (PDS). The PDS is issued by CFM and is available from [www.cromwell.com.au/psf](http://www.cromwell.com.au/psf) or by calling Cromwell Investor Services on 1300 268 078. This notice has been prepared without taking into account your objectives, financial situation or needs. Before making an investment decision, you should consider the PDS and assess, with or without your financial or tax adviser, whether the Fund fits your objectives, financial situation or needs. CFM and its related bodies corporate, and their associates, do not receive any remuneration or benefits for the general advice given in this notice. If you acquire units in the Fund, CFM and certain related parties may receive fees from the Fund and these fees are disclosed in the PDS.

Phoenix Portfolios Pty Ltd ABN 80 117 850 254 AFSL 300302 (Phoenix) is the investment manager of the Fund. None of CFM, Phoenix, nor their related entities, directors or officers makes any promise or representation, or gives any guarantee as to the success of the Fund, distributions, the amount you will receive on withdrawal, your income or capital return or the tax consequences of investing.

**Please note:** Any investment, including an investment in the Fund, is subject to risk. If a risk eventuates, it may result in reduced distributions and/or a loss of some or all of the capital value of your investment. See the PDS for examples of key risks. Past performance is not a reliable indicator of future performance. Forward-looking statements in this notice are provided as a general guide only. Capital growth, distributions and tax consequences cannot be guaranteed. Forward-looking statements and the performance of the Fund are subject to the risks and assumptions set out in the PDS.