

Dealing with complaints

You should notify us in writing if you have a complaint. We will acknowledge receipt of your complaint and aim to resolve it within 30 days, in accordance with the Constitution and Compliance Plan of the Fund. We will write to you to explain our decision and any further avenues of recourse.

Please contact our client services team on the details below:

Phone 1800 813 500 (Freecall)
Email clientservices.au@invesco.com
Website www.invesco.com/au
Address GPO Box 231, Melbourne Vic 3001

Invesco is a member of the *Australian Financial Complaints Authority (AFCA)*, an independent body established to resolve complaints in the financial services industry. If we have not resolved your complaint within a reasonable time or you are not satisfied with our determination of your complaint, you can refer the matter to AFCA for resolution.

Their contact details are as follows:

Australian Financial Complaints Authority

GPO Box 3
Melbourne Vic 3001

Phone 1800 931 678
Email info@afca.org.au
Website www.afca.org.au

For investors via an IDPS you may be required to provide proof of investment and investment details prior to Invesco addressing your complaint.