


Taking it further....


We hope that you will be satisfied with how we deal with your complaint.

However, if your concerns remain unresolved, or you have not heard from us within 45 days, then you can have your complaint attended to by an independent party, the Financial Ombudsman Service Ltd (FOS).

This service is *free of charge* to you. You can contact FOS at:



 1300 780 808 *within Australia*

 **Financial Ombudsman Service Ltd**
GPO Box 3
MELBOURNE VIC 3001
AUSTRALIA

 info@fos.org.au

 www.fos.org.au

QUEENSLAND

Ground Floor, 9 Ouyan Street	BUNDALL QLD 4217
PO Box 7720	GCMC QLD 9726
Phone	1300 552 434
Phone	+61 (0) 7 5588 8851
Fax	+61 (0) 7 5588 8800

GEO Property Group is a stapled group comprising **GEO Property Trust** ('Trust')(ARSN 104 482 206) and **GEO Property Group Limited** ('Company') (ABN 77 116 506 882) and is listed on the Australian Securities Exchange (ASX Code: **GPM**).

GEO Property Group is a residential property Developer.

The Trust currently holds a diversified portfolio of properties in a number of sectors across a wide range of geographical locations. It invests in quality assets with significant value add potential. The Company's operations are diversified across the development of land subdivisions, house and land packages and integrated housing projects.



COMPLIMENTS & CONCERNS

At **GEO Property Group** we always work hard to build strong and lasting relationships with our valued securityholders.

By listening to your feedback, not only can we address any immediate concerns that you may have, but also continually improve our products and services.

We know there are times when you may wish to compliment us on something that we have done well and other times when you may wish to tell us we have not met your expectations.

We have developed this brochure to help you understand how to *provide that feedback*.

The Issuer and Responsible Entity for which this document relates is:

GEO Management Limited

AFSL: 304866 ACN: 116 506 882


Compliments

All **GEO Property Group** staff are trained and committed to providing securityholders with the highest standards of care, treating securityholders with courtesy in a friendly, efficient and fair manner.





Our staff are always delighted to know that they have succeeded in making your **GEO Property Group** experience a pleasant and successful one.

If one of our staff has provided you with exceptional service in any way, please let us know using the details below, so that we can further encourage our team with your feedback.

 1300 552 434 (within Australia)
+61 (0) 7 5588 8851 (outside Australia)

 Mon to Fri 8.30am – 5.00pm (AEST)

 +61 (0) 7 5588 8800

 **Compliments**
PO Box 7720
GCMC QLD 9726
AUSTRALIA

 securityholder@geopg.com.au


 www.geopg.com.au

Concerns


If, for any reason, you do not feel that you have received the highest standard of service from **GEO Property Group**, we likewise encourage you to share this with us.

We have developed a process that makes it easy for you to tell us of your concerns and for them to be addressed quickly and fairly.

You can contact us by whichever of the following means best suits you:

 1300 552 434 (within Australia)
+61 (0) 7 5588 8851 (outside Australia)

 Mon to Fri 8.30am – 5.00pm (AEST)

 +61 (0) 7 5588 8800

 **Incidents Handling Officer**
PO Box 7720
GCMC QLD 9726
AUSTRALIA

 complaints@geopg.com.au

 www.geopg.com.au

If you choose to contact us by mail or email, please make sure you provide as much detail as possible about your situation and that you include your SRN/HIN number and contact details.

Other

NEED AN UPDATE ON YOUR COMPLAINT?

If you have lodged a complaint with us, you can contact us to ask for an update on its status.

You can contact us through any of the avenues listed here.

Please be sure to refer to your earlier communication so that we can respond effectively.

RESOLUTION

If you have lodged a complaint, we will try to resolve it immediately.

However, if this is not possible, we will write to you to acknowledge your complaint within 5 days.

We will ensure we treat you fairly and will work to resolve your complaint as soon as possible.

In the unlikely event we are still investigating your complaint within 45 days we will write to you to explain why and to let you know when we expect to have completed our investigation.

