



## Templeton Global Growth Fund Ltd Complaints Policy

### **INTRODUCTION:**

Templeton Global Growth Fund Ltd (“TGG”) is an Australian registered company and the holder of an Australian Financial Services (“AFS”) Licence No 296874. Under its licence conditions, TGG is required to maintain an adequate dispute resolution system.

### **OBJECTIVES:**

The objectives of this policy are to ensure:

- the prompt identification of complaints; and
- that all complaints are handled effectively in accordance with relevant legislation and its complaints policy.

Under the Corporations Act, an AFS licensee must have a dispute resolution system available to investors that meets certain requirements, including:

- The dispute resolution system must consist of Internal Dispute Resolution (IDR) procedures that comply with the standards and requirements made or approved by ASIC to cover complaints made by retail investors in relation to the financial services provided;
- Membership of an ASIC approved External Dispute Resolution (EDR) scheme that covers complaints made by retail investors in relation to the financial services provided; and
- The procedures in place must be consistent with legislative requirements, including RG 165: Licensing: Internal and External Dispute Resolution as well as the Australian Standard on Complaints Handling (AS ISO 10002-2006).

In determining the appropriate IDR/ EDR arrangements, TGG has taken into account:

1. the nature of TGG’s business as a Listed Investment Company.
2. regulation of TGG both by the Listing Rules of the Australian Securities Exchange (“ASX”) and the Corporations Act.
3. the role of participants of the ASX involved in providing advice to retail and wholesale clients in purchasing or selling shares in TGG.
4. the continuous disclosure obligations of the ASX Listing Rules, in particular that information provided to any individual or organization must be publicly available to the market as a whole via the ASX announcement protocols.

The Company is a member of the Australian Financial Complaints Authority (“AFCA”), an ASIC-approved EDR scheme.

### **PROCEDURES:**

The following procedures have been implemented to assist in the management of complaints at TGG:

- As defined by AS ISO 10002–2006, a complaint is an expression of dissatisfaction made to TGG, related to its services, or its complaints handling process itself, where a response or resolution is explicitly or implicitly expected. .
- Complaints can be made verbally or in writing via email or by post.
- Written complaints should be addressed to the TGG Complaints Officer :
  - via email at: [enquiries@templeton.com](mailto:enquiries@templeton.com)
  - via post at: Level 19, 101 Collins St, Melbourne, Victoria 3004;
- Complaints will be acknowledged in writing as soon as reasonably possible and no later than 14 days of receipt by the TGG Complaints Officer and a ‘final response’ must be sent in writing to the complainant within 45 days, informing them of:
  - the final outcome of their complaint; and
  - their right to take their complaint to AFCA.
- If it is not possible to resolve a complaint within 45 days, before the end of that period, a written response must be provided to:
  - inform the complainant of the reasons for the delay; and
  - advise the complainant of their right to complaint to AFCA.
- If an issue has not been resolved to a complainant’s satisfaction, the complainant can lodge a complaint with AFCA in the following ways:
  - On the AFCA website: [www.afca.org.au](http://www.afca.org.au)
  - By email: [info@afca.org.au](mailto:info@afca.org.au)
  - By telephone: 1800 931 678 (free call)
  - By post to: Australian Financial Complaints Authority, GPO Box 3, Melbourne, VIC, Australia 3001.

All complaints regarding TGG and its services raised by a complainant will be brought to the attention of the Audit Committee and the TGG Board by management at the earliest possible instance.

All complaints received will be advised to the TGG Complaints Officer, who will maintain a register of such complaints, including all documentation in relation to the complaint and the final outcome of the complaint. This register will be available for review by the Audit Committee, Board of Directors and external auditors.

The TGG Complaints Officer is responsible for ensuring that TGG maintains membership of AFCA, and is aware of TGG’s obligations under this arrangement.

**Approved by the Templeton Global Growth Fund Ltd Board on 28 June 2018.**