


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 Limited (FOS).

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

FINANCIAL OMBUDSMAN SERVICE 

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

 1300 780 808 within Australia

 www.fos.org.au

About Living and Leisure Australia Group...

Living and Leisure Australia Group ('LLA') is a stapled group and is listed on the Australian Stock Exchange (ASX Code: LLA).

Living and Leisure Australia Group businesses include:

Australian Alpine Enterprises which includes:

- Mt Hotham and Falls Creek Ski Resorts

Oceanis Group which includes :

- Melbourne Aquarium—Victoria AUSTRALIA
- UnderWater World— Queensland AUSTRALIA
- Siam Ocean World—Bangkok THAILAND
- Busan Aquarium— Haeundae Beach KOREA
- Shanghai Chang Feng Ocean World— Shanghai CHINA

Otway Fly Treetop Walk—Victoria AUSTRALIA

Illawarra Fly Treetop Walk—New South Wales AUSTRALIA



Compliments & Concerns & Concerns

At **Living and Leisure Australia Group** we always work hard to build strong and lasting relationships with our valued security holders.

By listening to your feedback, not only can we address any immediate concerns 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 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*.

LIVING AND LEISURE AUSTRALIA GROUP COMPRISING:

Living and Leisure Australia Trust ARSN 092 701 589
(Responsible Entity: Living and Leisure Australia Management Limited, ABN 60 101 634 315, AFSL 280985); and

Living and Leisure Australia Limited ABN 92 107 863 445



Compliments

Other

All **Living and Leisure Australia Group** staff are trained and committed to providing customers with the highest standards of care, treating customers with courtesy in a friendly, efficient and fair manner.



Our staff are always delighted to know that they have succeeded in making your **Living and Leisure** 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.

+61 (0) 3 8630 5500
Mon to Fri 8:30am - 5:00pm (AEST)
+61 (0) 3 8630 5599

Compliments
PO Box 479
Collins Street West
Melbourne VIC 3000
A U S T R A L I A
mail@livingandleisure.com.au
www.livingandleisure.com.au

Concerns

If, for any reason, you do not feel that you have received the highest standard of service from **Living and Leisure**, 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.

Our security holders are greeted by a person, not a machine when they call, however you can contact us by whichever of the following means best suits you:

+61 (0) 3 8630 5500
Mon to Fri 8:30am - 5:00pm (AEST)
+61 (0) 3 8630 5599
Complaints Handling Officer
PO Box 479
Collins Street West
Melbourne VIC 3000
A U S T R A L I A
mail@livingandleisure.com.au
www.livingandleisure.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 account and contact details.

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.

