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Complaints Process

Do you have a complaint?

If our service or products fail to meet your expectations please call us on + 61 3 8621 8400

We'll do everything in our power to attend to your concern promptly and courteously. And if you're not happy with the way your complaint is handled, we want to know.

Please write to:

Australia Pacific Mortgage Fund Ltd.

Complaints Manager

Level 13 North, 459 Collins Street

Melbourne Victoria 3000

Australia Pacific Mortgage Fund Ltd aims to resolve all complaints within 90 days of receipt.

If you are unhappy with the way we've handled your complaint, in some cases, you may also be able to ask the Australian Financial Complaints Authority (AFCA) to resolve a dispute. AFCA is an

independent dispute resolution body that provides a free and independent service to help resolve financial disputes. For more information, visit www.afca.org.au



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About us

We seek to maximise your total return and provide capital stability by investing in a portfolio of variable rate, first ranking registered mortgages on commercial and/or residential property.

Contact us

For all enquiries please call us on 03 8621 8400 or enter your details on our [enquiry form](#).