

Update to Complaint Handling Processes

for the Vanguard® ETFs

5 October 2021

Vanguard Investments Australia Ltd announces the following **effective from 5 October 2021**:

At Vanguard, we're committed to delivering exceptional client service and care to investors, including the resolution of complaints in a fair, equitable and timely manner.

We believe that complaints are an opportunity to continuously improve the quality of services provided to our investors, improve our investor experience and help our investors achieve their investment goals.

In line with ASIC Regulatory Guide 271: *Internal dispute resolution*, we have enhanced our complaints handling policies, procedures and processes.

We wish to advise you of some key changes that are effective from **5 October 2021**:

- Vanguard has a revised Complaints Handling Policy, which is available on our website and in hard copy upon request
- We aim to resolve your complaint as quickly as possible:
 - When you lodge your complaint, we will acknowledge it by the close of the next business day.
 - We will conduct our investigation and assessment. For most standard complaints, we will provide you with the final written response within 30 calendar days after receiving your complaint. We may not provide you with a written response if your complaint is resolved within 5 business days.
 - Complex complaints may have a different maximum timeframe for responding. We will notify you if a different timeframe will apply to your complaint.

What should I do if I have a complaint?

If you have a complaint, please contact us on any of the following channels so that we can work together towards a resolution.

<u>Email</u> :	clientservices@vanguard.com.au
<u>Phone</u> :	1300 655 101 (from 8:00am to 6:00pm AET, Monday to Friday)
<u>Secure message</u> :	via your Vanguard Online Secure Message Portal
<u>Mail</u> :	Vanguard Investments Australia GPO Box 1837 Melbourne VIC 3001

In the event that you are not satisfied with the outcome of your complaint, you have the right to refer the matter to an external dispute resolution process – the Australian Financial Complaints Authority (AFCA).

AFCA provides fair and independent financial services complaint resolution that is free to consumers. You can make a Complaint to AFCA online, by letter, email or by phone.

It is important to note that time limits apply to some types of complaints lodged with the AFCA.

Australian Financial Complaints Authority

Website: www.afca.org.au

Email: info@afca.org.au

Telephone: 1800 931 678 (free call)

Mail: Australian Financial Complaints Authority GPO Box 3, Melbourne VIC 3001

ETF	ASX CODE	ANNOUNCEMENT
Vanguard Australian Shares Index ETF	VAS	Update to Complaint Handling Processes
Vanguard Australian Property Securities Index ETF	VAP	Update to Complaint Handling Processes
Vanguard Australian Fixed Interest Index ETF	VAF	Update to Complaint Handling Processes
Vanguard Australian Government Bond Index ETF	VGB	Update to Complaint Handling Processes
Vanguard Australian Shares High Yield ETF	VHY	Update to Complaint Handling Processes
Vanguard MSCI Australian Large Companies Index ETF	VLC	Update to Complaint Handling Processes
Vanguard MSCI Australian Small Companies Index ETF	VSO	Update to Complaint Handling Processes
Vanguard FTSE Emerging Markets Shares ETF	VGE	Update to Complaint Handling Processes
Vanguard MSCI Index International Shares ETF	VGS	Update to Complaint Handling Processes
Vanguard International Fixed Interest Index (Hedged) ETF	VIF	Update to Complaint Handling Processes
Vanguard International Credit Securities Index (Hedged) ETF	VCF	Update to Complaint Handling Processes
Vanguard FTSE Asia ex Japan Shares Index ETF	VAE	Update to Complaint Handling Processes
Vanguard FTSE Europe Shares ETF	VEQ	Update to Complaint Handling Processes
Vanguard MSCI Index International Shares (Hedged) ETF	VGAD	Update to Complaint Handling Processes
Vanguard Australian Corporate Fixed Interest Index ETF	VACF	Update to Complaint Handling Processes

Vanguard Global Aggregate Bond Index (Hedged) ETF	VBND	Update to Complaint Handling Processes
Vanguard Global Minimum Volatility Active ETF (Managed Fund)	VMIN	Update to Complaint Handling Processes
Vanguard Global Value Equity Active ETF (Managed Fund)	VVLU	Update to Complaint Handling Processes
Vanguard Global Multi-Factor Active ETF (Managed Fund)	VGMF	Update to Complaint Handling Processes
Vanguard Global Infrastructure Index ETF	VBLD	Update to Complaint Handling Processes
Vanguard MSCI International Small Companies Index ETF	VISM	Update to Complaint Handling Processes
Vanguard Ethically Conscious Global Aggregate Bond Index (Hedged) ETF	VEFI	Update to Complaint Handling Processes
Vanguard Ethically Conscious International Shares Index ETF	VESG	Update to Complaint Handling Processes
Vanguard Diversified Conservative Index ETF	VDCO	Update to Complaint Handling Processes
Vanguard Diversified Balanced Index ETF	VDBA	Update to Complaint Handling Processes
Vanguard Diversified Growth Index ETF	VDGR	Update to Complaint Handling Processes
Vanguard Diversified High Growth Index ETF	VDHG	Update to Complaint Handling Processes
Vanguard Ethically Conscious Australian Shares ETF	VETH	Update to Complaint Handling Processes
Vanguard All-World ex-US Shares Index ETF	VEU	Update to Complaint Handling Processes
Vanguard US Total Market Shares Index ETF	VTS	Update to Complaint Handling Processes

Further Information

If you have any queries on Vanguard ETFs, please visit vanguard.com.au

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