

# Taking it further

We want you to be pleased with how we deal with your concern.

We realise that sometimes, this is not possible due to a number of varying factors.

If you have not heard from us within 30 days of reporting your concern to us, or you are dissatisfied with our determination of your concern, then you can have your complaint attended to by an independent party.

This service is free for you to use. You can contact the independent party as follows:  
Australian Financial Complaints Authority  
[www.afca.org.au](http://www.afca.org.au)



## Erskine on the Beach

A registered managed investment scheme  
ARSN: 095 116 662



Lorne Resort Apartments Limited  
AFSL: 253102

### OUR CONTACT DETAILS FOR COMPLIMENTS OR CONCERNS

**To The General Manager  
Erskine on the Beach**

**Tel** (+61)3 / 5228 9777  
**Fax** (+61)3 / 5289 1185  
**Post** Mantra Lorne  
Mountjoy Parade  
Lorne VIC 3232  
AUSTRALIA



Lorne Resort Apartments Limited  
AFSL: 253102

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Compliments  
& Concerns  
Brochure

October 2021

## Our standards of care and service

Here at Erskine on the Beach, we always work hard to build strong and lasting relationships with our valued investors.

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.

## Compliments

Our staff are equipped to give you the highest standards of care and service, treating all investors fairly and respectfully.

Indeed, our staff are our most valuable asset. If one or more of them has provided you with exceptional service in any way, please let us know about it so that we can further encourage them with recognition for a job well done.



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## Concerns

For any reason, if you do not feel that you have received the highest standard of service from the Erskine on the Beach, we ask you to share your concerns with us so we can work to improve the way we do business.

We have developed a thorough process to make it straightforward and simple for you to voice concerns and complaints.

We undertake to address them as efficiently as possible.

If you choose to contact us in writing (mail, email or fax) then please make sure you provide us with as much detail as possible such as date/s, name/s of our staff you dealt with, what outcome you are looking for so and be sure to include your investor name, apartment / lot number and contact details.

## Other information

After you have reported your concern or complaint to us, you can contact us at any time to request an update on its resolve.

## Resolving your concern

Your concerns will always be promptly addressed. If we cannot respond immediately, we will acknowledge you in writing as quickly as possible.

Be assured that our staff are specifically trained to ensure you are treated fairly, professionally and with courtesy at all times. Our staff are required to meet set timeframes. They are provided the full cooperation and support of the company in order to achieve satisfactory outcomes.

In the unlikely event we are still investigating your concerns after 30 days, we will write to you to explain why it is taking us longer than we would prefer to resolve your concern. We will also give you a new date as to when we hope to have completed our investigation.

In all instances, the outcome will be communicated to you in writing. We will advise you what we have done and the reasons of our determination.

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