

CLIENT SERVICE CHARTER

This is our commitment to provide all our clients with quality service and clear service standards that we can be held accountable to. This Charter also provides our employees with clear standards to strive for in service excellence according to our values and to achieve our vision to be Australia's leading trustee company. Equity Trustees as a trustee, will always put its duty to beneficiaries, investors and members first and over its own interests.

OUR PROMISE

- (1)** We will always treat you respectfully and provide professional, prompt and friendly service
- (2)** We will be clear and realistic about what we can do and in what timeframes and communicate that to you
- (3)** We will respect your privacy and confidentiality in your dealings with us
- (4)** We will provide you with accurate and consistent information
- (5)** We want to understand the experience our clients have, and we will ask for your feedback from time to time so we can continue to improve our service



CONTACT US

As we strive to deliver exceptional client service, we encourage you to provide feedback. Whether you have a request for action, a compliment or a complaint, we would like to hear from you.



Call

Speak to our general reception on: 1300 133 472



Email

General inquiries: enquiry@eqt.com.au
Your assigned client relationship manager



Internet

Visit our website at eqt.com.au and provide feedback using the Contact Us form.



Social

Twitter @Equity_Trustees
LinkedIn [linkedin.com/company/equity-trustees](https://www.linkedin.com/company/equity-trustees)



Mail

Write to us:
Equity Trustees
GPO Box 2307
Melbourne
VIC 3001

Equity Trustees was established in 1888 for the purpose of providing independent and impartial Trustee and Executor services to help families throughout Australia protect their wealth. As Australia's leading specialist trustee company, we offer a diverse range of services to individuals, families and corporate clients including asset management, estate planning, philanthropic services and Responsible Entity (RE) services for external Fund Managers.

Equity Trustees is the brand name of EQT Holdings Limited (ABN 22 607 797 615) and its subsidiary companies, publicly listed company on the Australian Securities Exchange (ASX: EQT) with offices in Melbourne, Bendigo, Sydney, Brisbane, Perth, New York, London and Dublin.

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