

US Masters Responsible Entity Complaint Handling Policy

US Masters Responsible Entity Limited (**Responsible Entity**) as a licensee and responsible entity (**RE**) for the US Masters Residential Property Fund and the US Masters Residential Property Fund II. The Responsible Entity Board is committed to ensuring that all complaints are handled promptly, and complainant are treated with respect. If you have a complaint about the Responsible Entity, its products or services you should direct this to Complaints Officer

Email: URFInvestorRelations@usmrpf.com;

Attention to: Complaints Resolution Officer

All complaints will be acknowledged within one business day of receipt. The Complaints Officer will investigate complaints received and will provide a response within 30 calendar days of receiving the complaint.

You may also approach AFCA if we have not provided a solution to your complaint within 30 calendar days of you lodging your complaint with us or if you are not satisfied with the response or solution. This is a free service. AFCA can be contacted through the following means.

- Online: www.afca.org.au
- Email: info@afca.org.au
- Phone: 1800 931 678
- Post: Australian Financial Complaints Authority,

GPO Box 3, Melbourne VIC 3001.

AFCA is an independent body and is approved by ASIC to consider complaints. AFCA's operations are financed by its members, including us. AFCA is free to consumers. For information on the AFCA Rules governing its jurisdiction and processes, please refer to www.afca.org.au.

Should you require information in a language other than English you find out more from the Commonwealth Translating and Interpreting Service on the link below.

<https://www.tisnational.gov.au/en/Non-English-speakers/Help-using-TIS-National-services>

Level 17, 1 Denison Street, North Sydney NSW 2060

E URFInvestorRelations@usmrpf.com | T (03) 9691 6110 | F (03) 9691 6170 | usmastersresidential.com.au

This communication has been prepared and authorised for release by US Masters Responsible Entity Limited (ACN 672 783 345, AFSL 553 794), the responsible entity of US Masters Residential Property Group.

US Masters Residential Property Group is a listed stapled entity consisting of US Masters Residential Property Fund (ARSN 150 256 161) and US Masters Residential Property Fund II (ARSN 676 798 468). For more information, visit: www.usmastersresidential.com.au