

Feedback and complaints

We are committed to meeting the needs of our clients, and would like to hear from you about positive or less positive experiences you may have about our products and services.

All feedback and complaints received are taken seriously, and we aim to reach a resolution quickly depending on the facts and the nature of the complaint. If we are unable to resolve your complaint on the spot, we will investigate the matter and provide you with a written response as soon as possible (and in any event within 45 days of receiving your complaint).

How to let us know your feedback or make a complaint?

Phone: In Australia 1300 019 633 or outside Australia +61 3 9445 5067

Email: clientservices.aus@janushenderson.com

Mail: Janus Henderson Investors, Attention: Client Services, GPO Box 804, Melbourne VIC 3001

Australian Financial Complaints Authority (AFCA)

If you are not satisfied with our response or how we handled the complaint, you may refer your complaint to AFCA. AFCA is not connected to Janus Henderson Australia and provides a free and independent service to consumers to resolve complaints.

Australian Financial Complaints Authority

Online: www.afca.org.au

Email: info@afca.org.au

Phone: 1800 931 678 (free call)

Post: Australian Financial Complaints Authority GPO Box 3 Melbourne VIC 3001

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