



THE STAR

# Shareholder Enquiries and Complaints Policy

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## GENERAL INFORMATION

### 1. Purpose

This policy sets out the manner and circumstances in which shareholders may contact The Star Entertainment Group Limited (**The Star**) and how The Star will provide assistance in addressing shareholders' concerns. It also provides the opportunity for shareholders to provide feedback to The Star on matters that affect shareholders.

### 2. Who the Policy applies to

This policy only relates to The Star's shareholders, and does not extend to The Star's customers, suppliers or other stakeholders.

The Star's share registry has its own resolutions handling procedures and policies, which are not governed by this policy. The share registry may be contacted on the details provided in section 15 of this policy.

## DETAILED INFORMATION

### 3. Background

This policy has been developed in association with the Australian Standard ISO – 10002-2006 – Customer Satisfaction – Guidelines for Complaints Handling in Organisations.

### 4. Objectives

This policy is designed to manage enquiries and complaints from The Star's shareholders in an efficient, fair and timely manner. It enables shareholders to access the appropriate contacts at The Star who will handle their specific complaints, resolutions and feedback.

### 5. The Star's commitment

The Star is committed to providing high standards of services for shareholders, including:

- Providing efficient and easy access to shareholder information;
- Enabling shareholders to have shareholder related matters acknowledged and addressed; and
- Providing the means for shareholder enquiries and complaints to be appropriately handled.

### 6. Terminology

Unless otherwise described in this policy, the following terms and definitions apply throughout this policy:

- **The Star** means The Star Entertainment Group Limited (ABN 85 149 629 023), which has its ordinary shares quoted on the ASX under the trading code SGR.
- **shareholder** means a registered holder of ordinary shares in The Star.

### 7. Procedures for shareholders to make enquiries and complaints

There are a number of ways shareholders can access relevant information about their shareholdings and make related enquiries and complaints.

**(a) Shareholding details accessible on-line**

Shareholders can make standard enquiries and updates relating to their shareholdings using the on-line Share Registry Login Facility available via [www.starentertainmentgroup.com.au](http://www.starentertainmentgroup.com.au) (see the details set out in section 8 of this policy).

**(b) Access The Star's website**

Detailed information is available on The Star's website via [www.starentertainmentgroup.com.au](http://www.starentertainmentgroup.com.au) to assist shareholders with managing their shareholdings, including:

- a calendar of key dates; and
- a link to shareholder forms.

**(c) Contact the share registry**

Shareholders who wish to make an enquiry or complaint about their shareholding should initially contact The Star's share registry (see the contact details set out in section 15 of this policy).

The share registry manages all the registered information relating to all shareholdings, including:

- Shareholder name(s);
- Shareholder address;
- Whether information is sent to shareholders by email or post;
- Whether shareholders wish to receive a printed copy of the annual report; and
- Dividend payment instructions.

**(d) Contact The Star's Shareholder Relations Department**

If the share registry is unable to satisfactorily address shareholders' enquiries and resolve their complaints then shareholders should contact The Star's Shareholder Relations Department (see the contact details set out in section 15 of this policy).

**8. On-line Share Registry Login Facility**

Shareholders can use the on-line Share Registry Login Facility available on The Star's website at [www.starentertainmentgroup.com.au](http://www.starentertainmentgroup.com.au) (on the 'Investor Centre' page under the 'Investors' tab) to conduct some standard shareholding enquiries and transactions.

The on-line Share Registry Login Facility provides a quick, convenient and secure way to conduct some standard shareholder enquiries and transactions.

Shareholders who are unsure about any aspect of their shareholding should initially contact the share registry on the details set out in section 15 of this policy.

**9. Enquiries and complaints to The Star**

The Star is committed to responding to shareholders' enquiries and complaints fairly and promptly, whether by email, telephone, fax or post. Once the enquiry has been received, the Shareholder Relations Department will:

- Carefully listen and consider the enquiry or complaint;
- Record all relevant details;

- Confirm the particulars received (if the enquiry is by phone);
- Explain the courses of action available;
- Clearly and concisely articulate the response;
- Refer and escalate the call (if required); and
- Follow-up and keep the shareholder informed (if required), until the matter is resolved.

#### **10. The Star's response**

The Star will commence an investigation into the enquiry or complaint within one business day of receiving notice from the shareholder.

The Star will provide a response within a reasonable period, and not more than five business days after receiving the enquiry or complaint.

If The Star is not in a position to respond within five business days, then The Star will contact the shareholder to acknowledge receipt of the enquiry or complaint and confirm that the matter is being investigated. Delays may be experienced in some situations, including where documents need to be retrieved from storage.

The Star will respond using the same or similar medium that was used for the initial enquiry, whether by email, phone, post or fax, unless otherwise notified to or agreed with the shareholder.

#### **11. The Star will record enquiries and complaints**

The Star will record details about an enquiry or complaint to assist in the thorough investigation of the matter, which may include recording all or some of the following information:

- The date that the enquiry or complaint was received;
- Name of the shareholder;
- Securityholder Reference Number (SRN) or Holder Identification Number (HIN);
- Telephone number or other contact details;
- Nature of enquiry or complaint;
- What the shareholder is seeking;
- Whether there is any associated cost;
- Action taken; and
- Copy of all correspondence sent to the shareholder.

#### **12. The Star will liaise with the share registry**

During the course of investigating a shareholder's enquiry, complaint or feedback, The Star may liaise with its share registry. If necessary, The Star's engagement with the share registry will include:

- Determining the facts;
- Determining what action has been undertaken by the share registry (if any); and
- Coordinating a response with the assistance of the share registry.

### 13. Escalating an enquiry or complaint

If the circumstances require, a shareholder enquiry or complaint that is received by The Star may be escalated to The Star's Group Manager Shareholder Relations, and if necessary, to The Star's Company Secretary.

### 14. Resolving an enquiry or complaint

Once The Star has received an enquiry or complaint, The Star will then:

- Commence an investigation;
- Determine whether the enquiry or complaint relates to a breach of legislative or regulatory requirements and if so, determine what notification to the regulatory body is appropriate (if any);
- Determine the course of action; and
- Communicate the response to the shareholder.

### 15. Share Registry Contact Details

Shareholders seeking information about their shareholdings should contact The Star's share registry:

**Link Market Services Limited**

Level 12, 680 George Street  
Sydney NSW 2000

Postal Address:

The Star Entertainment Group Limited  
C/- Link Market Services Limited  
Locked Bag A14  
Sydney South NSW 1235

Telephone: +61 1300 880 923 (local call cost within Australia)

Facsimile: +61 2 9287 0303

Facsimile: +61 2 9287 0309 (for proxy/voting forms)

E-mail: [starentertainment@linkmarketservices.com.au](mailto:starentertainment@linkmarketservices.com.au)

Website: [www.linkmarketservices.com.au](http://www.linkmarketservices.com.au)

### 16. Shareholder Relations Department

Shareholders seeking more information about the company are invited to contact The Star's Shareholder Relations Department:

The Star Entertainment Group Limited  
Attention: Group Manager Shareholder Relations  
PO Box 13348  
George Street Post Shop  
Brisbane QLD 4003

Telephone: +61 7 3228 0000

Facsimile: +61 7 3228 0099

E-mail: [investor@star.com.au](mailto:investor@star.com.au)

Website: [www.starentertainmentgroup.com.au](http://www.starentertainmentgroup.com.au)

## 17. General enquiries

All general enquiries regarding The Star should be directed to the company's registered office:

The Star Entertainment Group Limited  
Level 3  
159 William Street  
Brisbane QLD 4000

PO Box 13348  
George Street Post Shop  
Brisbane QLD 4003

Telephone: +61 7 3228 0000  
Facsimile: +61 7 3228 0099

Website: [www.starentertainmentgroup.com.au](http://www.starentertainmentgroup.com.au)

## 18. Publication

This policy is available on The Star's website at [www.starentertainmentgroup.com.au](http://www.starentertainmentgroup.com.au).

A copy of the policy may be requested by contacting The Star's Shareholder Relations Department (see section 16 of this policy for contact details).

## 19. Resources

The Star will make available sufficient resources so that shareholders' enquiries and complaints may be dealt with adequately, and in an efficient and timely manner.

Where changes to systems, policies and procedures are required, The Star will investigate potential solutions and apportion resources where necessary.

## 20. Charges and Fees

Wherever possible, and subject to statutory requirements, The Star will not charge shareholders for making enquiries, giving feedback, providing a response or for any aspect in the course of resolving a shareholder matter.

Shareholders are informed that in some circumstances the share registry may charge shareholders a fee (for example, to resend previous dividend statements upon request by the shareholder).

## 21. Policy Review and Administration

The Star will review this policy and the procedures concerning shareholder enquiries, complaints and feedback every two years and as required. As part of the review, The Star will identify and analyse systemic and recurring problems (if any) and put in place remedial actions to prevent recurrence of similar problems.

The Company Secretary is responsible for conducting the review, and updating and administering this Policy.

Non-substantial changes to this Policy are to be approved by the Company Secretary and the Board is subsequently informed of these types of changes.

Any substantive changes to this Policy are to be endorsed by the relevant Board Committee (currently the Risk, Compliance and Regulatory Performance Committee as at the effective date of this version of the Policy) and referred to the Board for noting.

Any changes or subsequent versions of this policy will be published on The Star's website (refer to section 18 of this policy).