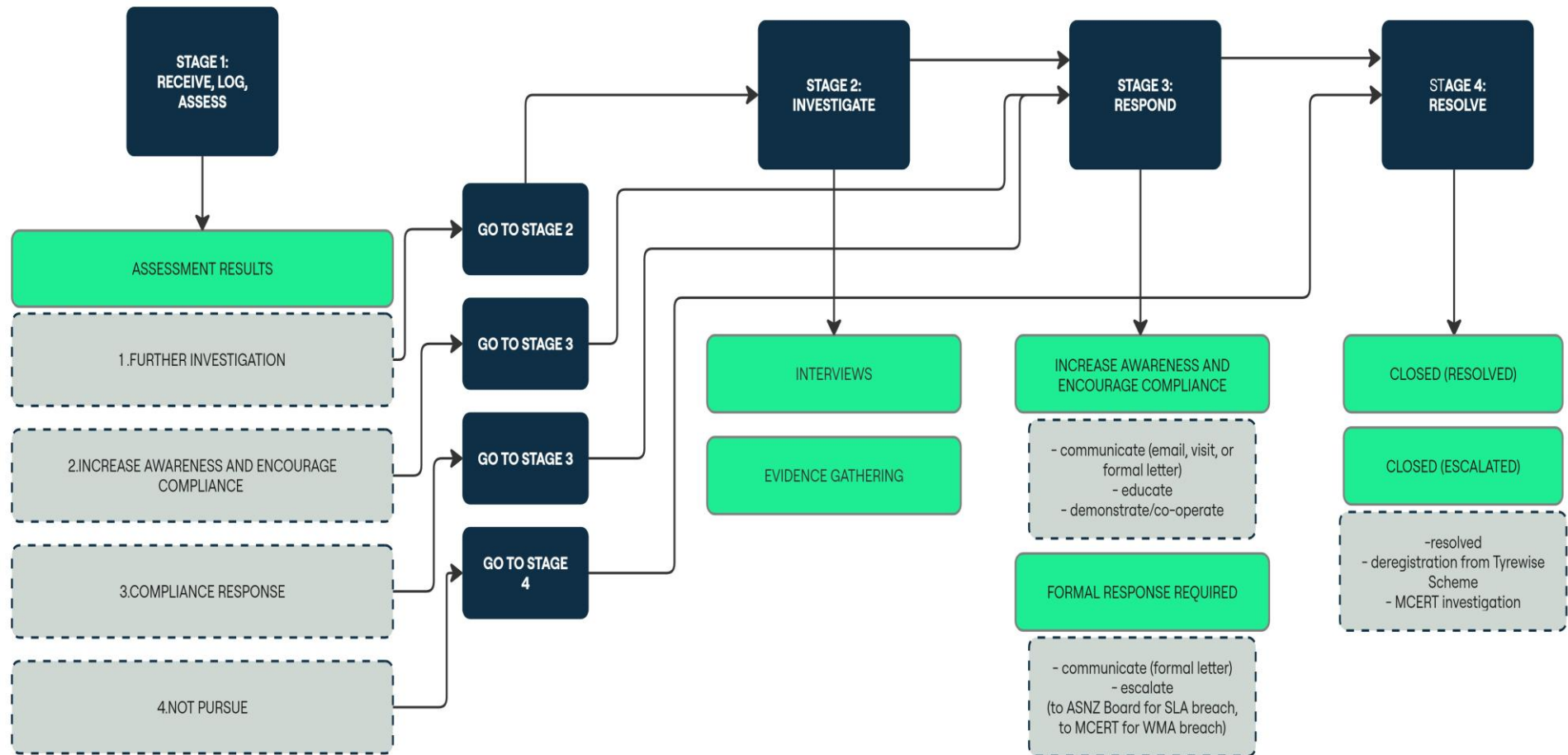


| OPERATING PROCEDURE                                                         | Complaints and Compliance Issues Approach                                                                                                                                                                                                 | 1-3-3-OP |
|-----------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------|
| PURPOSE & SCOPE                                                             | An Internal process through the Tyrewise Risk and Performance team to manage complaints and compliance issues                                                                                                                             |          |
| RISK & SAFETY FACTORS                                                       | Compliance issues becoming a risk to the scheme                                                                                                                                                                                           |          |
| APPLICABILITY                                                               | Anyone can lodge a complaint about the Tyrewise Scheme and/or its participants                                                                                                                                                            |          |
| RESPONSIBILITY                                                              | Tyrewise Risk and Performance team                                                                                                                                                                                                        |          |
| LINKS TO ONLINE FORM AND EMAIL ADDRESS TO LOGE A COMPLAINT/COMPLIANCE ISSUE | For lodging a complaint: <a href="https://www.tyrewise.co.nz/complaint-compliance-issue/">https://www.tyrewise.co.nz/complaint-compliance-issue/</a><br>or send an email to: <a href="mailto:info@tyrewise.co.nz">info@tyrewise.co.nz</a> |          |
| FLOW CHART                                                                  | All complaints go to the Risk and Performance team, who will identify if it is a compliance issue and respond to it through the following process.                                                                                        |          |
|                                                                             |                                                                                                                                                                                                                                           |          |



|                            |                                                                                                              |                       |            |                    |
|----------------------------|--------------------------------------------------------------------------------------------------------------|-----------------------|------------|--------------------|
| <b>Operating Procedure</b> | 1-3-3-OP - Tyrewise - Complaints and Compliance Issues Approach.docx                                         | <b>Effective Date</b> | 14-07-2026 | <b>Version # 1</b> |
| <b>Authorised by</b>       | Scheme Chief Executive                                                                                       | <b>Review Date</b>    | 14-07-2028 | <b>Page 2 of 2</b> |
| <b>Warning</b>             | This document printed on 14/07/26 is uncontrolled. The current version of this document is available online. |                       |            |                    |