



VanEck Investments Limited  
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19 October 2018

**Notice of updated information in the following product disclosure statements due to regulatory changes to external dispute resolution service**

Fund ASX code	Product disclosure statement	Date of PDS
EMKT	VanEck Vectors MSCI Multifactor Emerging Markets Equity ETF	9 March 2018
ESGI	VanEck Vectors MSCI International Sustainable Equity ETF	9 February 2018
FDIV, MVA, MVB, MVE, MVR, MVS, MVW	VanEck Australian Equity ETFs	22 September 2017
FLOT, PLUS	VanEck Australian Fixed Income ETFs	22 September 2017
IFRA, QUAL	VanEck Global and International Equity ETFs	22 September 2017

Following changes to the Effective 1 November 2018, clause 14.16 in each of the above PDSs is replaced with the following:

**14.16 Complaints**

VanEck has arrangements in place for handling complaints. If you have a complaint regarding the Fund or our services, please contact us either by phone or in writing. Our procedures ensure that we deal with complaints as soon as possible. We will acknowledge any complaint made in writing immediately on receipt and provide a written response within 45 days. Complaints should be directed to:

Complaints Officer  
VanEck Investments Limited  
Aurora Place, Level 4  
88 Phillip Street, Sydney NSW 2000  
Telephone: (02) 8038 3300  
Email: [complaints@vaneck.com.au](mailto:complaints@vaneck.com.au)

If we are unable to resolve the complaint or you are dissatisfied with the outcome you can contact an independent external dispute resolution service to assist resolve the complaint. The Australian Financial Complaints Authority (AFCA) is an independent body approved by ASIC to consider complaints.

In order for a complaint to be considered by AFCA, the claim must not exceed \$1,000,000. The maximum amount per claim that may be awarded by an AFCA Decision Maker for complaints relating to VanEck's funds (not including awards of costs or interest) is \$500,000.

Australian Financial Complaints Authority:  
Online: [www.afc.org.au](http://www.afc.org.au)  
Email: [info@afc.org.au](mailto:info@afc.org.au)  
Phone: 1800 931 678  
Mail: GPO Box 3 Melbourne VIC 3001

**For more information about VanEck:**

- Call 1300 68 38 37
- Go to [vaneck.com.au](http://vaneck.com.au)