

Tabcorp Holdings Limited
ACN 063 780 709

Shareholder Enquiries and Complaints Policy

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1. Scope

This policy sets out the manner and circumstances in which Tabcorp shareholders may contact Tabcorp and how Tabcorp will provide assistance in addressing shareholders' concerns. It also provides the opportunity for Tabcorp shareholders to provide feedback to Tabcorp on matters that affect shareholders. This policy only relates to Tabcorp shareholders, and does not extend to Tabcorp's customers, suppliers or other stakeholders.

Tabcorp'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 13 of this policy.

This policy has been developed in association with the Australian Standard 4269-1995 – Complaints Handling.

2. Objective

This policy is designed to ensure enquiries and complaints from Tabcorp's shareholder are managed in an efficient, fair and timely manner. It enables Tabcorp shareholders to access the appropriate Tabcorp contacts who will handle their specific complaints, resolutions and feedback.

3. Tabcorp's commitment

Tabcorp 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.

4. Terminology

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

- **Tabcorp** means the company Tabcorp Holdings Limited (ACN 063 780 709), which has ordinary shares quoted on the Australian Stock Exchange under the trading code TAH.
- **Shareholder** means the registered owner of ordinary shares in Tabcorp.

5. 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 Logon Facility available at www.tabcorp.com.au/investor_holder.aspx (see the details set out in section 6 of this policy).

b) Access Tabcorp's website

Detailed information is available on Tabcorp's website at www.tabcorp.com.au/investor_holder.aspx to assist shareholders with managing their shareholdings, including:

- Dividend history;
- Dividend Reinvestment Plan information;
- Calendar of key dates;
- Useful shareholder forms;
- Frequently asked questions; and
- Capital gains tax information applicable to previous takeovers/mergers..

c) Contact the share registry

Shareholders who wish to make an enquiry or complaint about their shareholding should initially contact Tabcorp's share registry (see the contact details set out in section 13 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 the annual report; and
- Dividend payment instructions.

d) Contact Tabcorp's Shareholder Relations Department

If the share registry is unable to satisfactorily fulfil shareholders' enquiries and resolve complaints then shareholders should contact Tabcorp's Shareholder Relations Department (see the contact details set out in section 14 of this policy).

6. On-line Share Registry Login Facility

Shareholders can use the on-line Share Registry Login Facility available on Tabcorp's website at www.tabcorp.com.au/investor_holder.aspx to conduct standard shareholding enquiries and transactions, including:

- Shareholding balances;
- E-communication and annual report elections;
- Adding bank account details to receive dividend payments by direct credit;
- Dividend payment history;
- Tax File Number / Australian Business Number notification; and
- Change of registered address.

Shareholders who remain unsure about any aspect of their shareholding should initially contact the share registry on the details set out in section 13 of this policy.

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

7. Enquiries and complaints to Tabcorp

Tabcorp 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:

- Answer helpfully;
- 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.

8. Tabcorp's response

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

Tabcorp will provide a response within a reasonable period, and not greater than five business days.

If Tabcorp is not in a position to respond within five business days, then Tabcorp 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.

Tabcorp 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.

9. Tabcorp will record enquiries and complaints

Tabcorp 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;
- Shareholder 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 cost associated;
- Action taken; and
- Copy of all correspondence sent to the shareholder.

10. Tabcorp will liaise with the share registry

During the course of investigating a shareholder's enquiry, complaint or feedback, Tabcorp may liaise with the company's share registry. If necessary, Tabcorp'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.

11. Escalating an enquiry or complaint

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

12. Resolving an enquiry or complaint

Once Tabcorp has received an enquiry or complaint, Tabcorp 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.

13. Share Registry Contact Details

Tabcorp's share registry may be contacted using the following details:

Link Market Services Limited
Level 4
333 Collins Street
Melbourne Vic 3000
AUSTRALIA

Postal address:
GPO Box 1736
Melbourne Vic 3001
AUSTRALIA

Australian Telephone: 1300 665 661 (local call cost)
International Telephone: +61 3 9615 9780
Facsimile: +61 3 9615 9900
Facsimile: +61 3 8614 2909 (for proxy forms)
E-mail: tabcorp@linkmarketservices.com.au
Website: www.linkmarketservices.com.au

14. Tabcorp's Shareholder Relations Department

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

Tabcorp Holdings Limited
5 Bowen Crescent
Melbourne Vic 3004
AUSTRALIA

Postal address:
GPO Box 1943
Melbourne Vic 3001
AUSTRALIA

Telephone: +61 3 9868 2779
Facsimile: +61 3 9868 2639
E-mail: investor@tabcorp.com.au
Website: www.tabcorp.com.au

15. General Tabcorp Enquiries

All general enquiries regarding Tabcorp should be directed to the company's head office at:

Tabcorp Holdings Limited
5 Bowen Crescent
Melbourne Vic 3004
AUSTRALIA

Postal address:
GPO Box 1943
Melbourne Vic 3001
AUSTRALIA

Telephone: +61 3 9868 2100
Facsimile: +61 3 9868 2300
Website: www.tabcorp.com.au

16. American Depositary Receipts (ADR)

The company's shares are also traded in sponsored ADR form in the United States of America. ADR holders receive all information sent to shareholders and receive their dividends in US dollars. 1 ADR represents 10 Tabcorp ordinary shares. Enquiries about ADRs should be made to:

The Bank of New York
Investor Relations
PO Box 11258
Church Street Station
New York NY 10286-1258 USA
Telephone: +1 888 269 2377 (within the USA)
Telephone: +1 610 382 7836 (outside the USA)
Website: www.adrbny.com or www.stockbny.com

17. Publication

This policy is available on Tabcorp's website at www.tabcorp.com.au. A copy of the policy may be requested by contacting Tabcorp's Shareholder Relations Department (see section 14 of this policy for contact details).

18. Resources

Tabcorp 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, Tabcorp will investigate potential solutions and apportion resources where necessary.

19. Charges and Fees

Wherever possible, and subject to statutory requirements, Tabcorp 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 regularly informed that in some circumstances the share registry may charge shareholders, including resending old dividend statements upon request by shareholders.

20. Review

Tabcorp will regularly review this policy and the procedures concerning shareholder enquiries, complaints and feedback. As part of the review, Tabcorp will identify and analyse systemic and recurring problems and put in place remedial actions to prevent recurrence of similar problems.

Any changes or subsequent versions of this policy will be published on Tabcorp's website (refer to section 17 of this policy).