

Colonial First State Investments Limited

Financial Services Guide

27 April 2024

ABN 98 002 348 352 AFSL 232468

This Financial Services Guide (FSG) is an important document which we are required to give to you under the requirements of our Australian Financial Services Licence. It provides you with information about Colonial First State Investments Limited ABN 98 002 348 352 ('CFSIL', 'we', 'our', or 'us') to help you decide whether to use the financial services we provide. This FSG outlines the types of services and products we can offer to you. It also explains how we (and other relevant persons) are remunerated for these services and includes details of our internal and external complaints handling procedures and how you can access them.

To invest in any of our financial products you must either complete the digital application form online or the application form accompanying the relevant Investor Directed Portfolio Service (IDPS) Guide or Product Disclosure Statement (PDS). These documents contain information about the particular product and will assist you in making an informed decision about that product. You may also receive other documents from your adviser, financial planner or Private Wealth Manager (adviser). A copy of the relevant IDPS Guide or PDS can be found on the product-specific website, or is available upon request.

Any material provided to you by us will contain factual information or general advice. This factual information or general advice does not take into account your particular objectives, financial situation and needs, and a statement of advice will not be provided. Accordingly, you will need to consider the appropriateness of the information contained herein having regard to your particular circumstances.

What is a Financial Services Guide (FSG)?

This FSG is an important document we are required to give you under our AFSL. It provides you with information about CFSIL to help you decide whether to use the financial services we provide. This FSG covers:

- who we are and how we can be contacted
- what services and types of products we are authorised to provide to you under our AFSL
- how we (and any other relevant parties) are remunerated
- how we handle your personal information
- how complaints are dealt with.

Who are we?

Colonial First State (CFS) refers to Superannuation and Investments HoldCo Pty Limited ABN 64 644 660 882 (HoldCo) and its subsidiaries which include Colonial First State Investments Limited ABN 98 002 348 352, AFSL 232468 (CFSIL) and Avanteos Investments Limited ABN 20 096 259 979, AFSL 245531 (AIL). CFS is majority owned by an affiliate of Kohlberg Kravis Roberts & Co. L.P. (KKR), with the Commonwealth Bank of Australia ABN 48 123 123 124 AFSL 234945 (CBA) holding a significant minority interest in HoldCo.

Any financial services offered will be provided by a representative of CFSIL. CFSIL has an Australian Financial Services Licence granted under the Corporations Act to provide these services to you.

CFSIL is licensed to be an IDPS operator and the responsible entity of managed investment schemes under the *Corporations Act 2001* (Cth).

We do not act as a representative of any other licensee in relation to the services we provide you.

The investment performance and the repayment of capital of CFSIL products is not guaranteed. Investments in CFSIL products are investment type products subject to investment risk, including possible delays in repayment, and loss of income and capital invested.

How to contact us?

CFS FirstChoice products

To contact us you can:

- call us on 13 13 36
- email us at contactus@cfs.com.au
- visit our website at cfs.com.au
- write to us at Reply Paid 27, Sydney NSW 2001

CFS Wrap products

To contact us you can:

- call us on 1300 769 619
- write to us at:

For CFS Edge:

Locked Bag 20130
Melbourne VIC 3001

For all other CFS Wrap products:

Locked Bag 3460
GPO Melbourne VIC 3001

What financial services and products do we offer?

We are authorised under our AFSL to offer a range of financial services to retail and wholesale clients, including:

- general financial advice in relation to an IDPS where we are the Operator
- dealing in financial products
- giving general advice on financial products
- operating registered managed investment schemes (including IDPS like schemes)
- deal on behalf of our clients in securities, warrants, interests in managed investment schemes, superannuation, deposit products and debentures, stocks or bonds, and investment life insurance products
- as providing custodial or depository services (together referred to as 'Custody Services'), including operating IDPSs.

Because we offer a number of services, the product you have selected will determine how we have been engaged for the purpose of providing any Custody Services to you. The Custody Services for which we are responsible are distinct from the services for which the Operating Entity is responsible, as set out in the following table.

Product Groups	Who engaged our service – Product Issuer	Disclosure documents outline important information about the product. You have to:
Superannuation and pension product	Trustee	Read the Product Disclosure Statement and sign/authorise the application form
IDPS	Operator	Read the IDPS Guide and sign/authorise the application form
IDPS-like Scheme	Responsible Entity	Read the Product Disclosure Statement and sign/authorise the application form
Managed Investment Scheme	Responsible Entity	Read the relevant Product Disclosure Statement and sign/authorise the application form where required
Managed Discretionary Account (MDA)	MDA Operator	Read and sign/authorise the MDA Contract where required

Who is responsible for the Custody Services provided to you?

We are responsible to you for the Custody Services we provide in connection with your investment (if any).

We are responsible for:

- ensuring that we, or any sub-custodian appointed by us, holds investments provided to it from time to time in trust for you. Your investments may not be required to be held separately from the assets of other investors provided we perform regular reconciliation procedures in relation to them
- conducting transactions in relation to your investments in accordance with instructions from your adviser, financial planner, MDA Operator or portfolio manager (if applicable).

CFSIL does not provide you with any personal advice.

You may also receive other documents from your adviser, financial planner, MDA Operator or portfolio manager (if applicable).

How can you transact with us?

IDPSs

When you invest, you authorise us to act on instructions from your adviser (if any) in relation to your investments in your IDPS. You also acknowledge that you may not give us instructions directly except to withdraw, appoint a new adviser or update your details.

If you no longer have an adviser authorised to use our financial products, your account may not be actively managed or monitored and either there will be some changes to services applicable to your account or you may need to close your account. We recommend you seek financial advice regarding investment in our products. A copy of the relevant Non-advised Investor policy is available upon request. For further details on our requirements, any fee applicable to the product and the services you will receive please refer to the relevant IDPS Guide available online.

Custody services

When you invest, you authorise us to act on instructions from your adviser, financial planner, MDA Operator or portfolio manager (if applicable) in relation to your investment in the product. You also acknowledge that you may not give us instructions directly except to withdraw, appoint a new adviser or update your details.

Managed investment schemes

If you are invested directly in a managed investment scheme issued by us (e.g. FirstChoice products) you can give us instructions electronically, by telephone, mail or via our website. Any dealings with us by telephone or electronically will be governed by our standard 'telephone and electronic communications terms and conditions'. These terms and conditions are contained in the PDS or IDPS Guide for each product and are also available on the website at cfs.com.au

For FirstChoice, there are also terms and conditions of use for our website and FirstNet, our secure internet service. These terms and conditions can be obtained on the website at cfs.com.au/termsfuse

How are we remunerated for the services we provide?

If you invest in a product we offer, we receive remuneration in relation to your investment in that product.

Detailed information on fees and charges payable, including who fees are paid to and if they can be negotiated, are set out in the relevant PDS or IDPS Guide. You can obtain a copy of these either online, from your adviser or by contacting us directly. The actual amount of remuneration may vary depending on a number of factors including your:

- investment account balance
- fee structure
- transactions.

CFSIL is entitled to remuneration from Authorised Deposit-taking Institutions (ADIs) that provide term deposits and other fixed interest investments, and these providers may be charged annual maintenance levies by us. The annual maintenance levies are paid by the provider and are not additional costs charged to you. You can contact us to request further information about these arrangements before joining the IDPS or IDPS-like scheme.

CFSIL may receive remuneration, including from third parties, for administrative and other services in relation to your investment. Refer to the relevant offer documents from the product issuer (which you may obtain from your adviser) for more information.

Investment Managers and Product Issuers may be charged annual maintenance levies by us. The annual maintenance levies paid by the investment manager or Product Issuer are not additional fees charged to you.

Where we advise you about products offered by other CFS entities or other licensees and you acquire or have an interest in that product, then that company or licensee may receive remuneration as well as some benefits.

This remuneration may include management costs (which include transaction, ongoing and, if applicable, any borrowing costs). In some situations, account fees and transaction fees may apply.

The remuneration we will receive for the products we offer is set out in the relevant disclosure document for the particular product.

We do not receive any fees, nor do we charge you additional fees for providing general financial product advice.

Payments to your adviser

We are not paid for the provision of advice. When you invest in a product we issue, you will agree with your adviser an amount that will be paid for the provision of advice by your adviser in relation to your investment. We will then pay that amount to your adviser.

You may receive advice in relation to the products we offer from financial advisers who do not work for CFSIL or other CFS entities. These advisers, as well as their dealer groups or licensees, may receive some benefits as well as remuneration from us. Remuneration for the adviser and their dealer group or licensee is included in the fees you pay when investing in our products.

Details on the remuneration payable to your adviser in connection with your investment are set out in the relevant IDPS Guide or PDS. A copy of the relevant IDPS Guide or PDS can be found on the product-specific website, or is available upon request.

The manner in which your adviser receives any remuneration from CFSIL, or any remuneration (including commission) from any other party in connection with your investment, should also be set out in any Statement of Advice your adviser provides you.

What commissions, fees or other benefits are received?

Employees of CFSIL or other CFS entities who give you advice do not receive specific payments or commissions for the giving of that advice. These employees and our directors receive salaries, bonuses and other benefits from us. Bonus payments and other benefits are discretionary, and based on achievement of pre-determined objectives, in compliance with the *Corporations Act 2001*.

We do not pay commissions to third parties for referring customers to us.

Related party remuneration

Companies related to us may also receive:

- fees and charges as the investment manager/responsible entity for investment funds offered through the IDPS, IDPS-like scheme or MDA. This depends on the type of investments made
- fees and charges associated with cash and fixed interest investments offered
- interest costs, fees and charges associated with the margin lending facility that may be available through the IDPS

- payment for administration, management, information technology and other services provided to us
- brokerage and custodial fees associated with the product.

CFSIL is the responsible entity for most of the investment options in CFS FirstChoice and some of the investment options in CFS Wrap. CFSIL receives and retains fees in connection with those investment options, as disclosed in this document and the relevant disclosure document. Other CFS entities and CBA may charge annual maintenance levies to us as an issuer of underlying investments.

These are not additional charges to you. The only fees payable in respect of those investment options are the charges disclosed in the relevant disclosure documents.

Other CFS entities and CBA may provide products that are available through CFS FirstChoice and CFS Wrap. They receive and retain fees in connection with these products.

Managing conflicts of interest

CBA holds an interest in CFS through its significant minority interest in HoldCo.

All related party transactions are conducted on arm's length terms. Accordingly, CFSIL believes that related parties are receiving reasonable remuneration. Any conflict of interest or potential conflict of interest is managed in accordance with CFS's Conflicts Management Policy. CFSIL is the responsible entity, Operator, administrator and custodian of IDPS products and administrator and custodian of superannuation and pension products, and makes its investment decisions in accordance with its systems and processes separately from other CFS entities and CBA. The available investments may include securities or other financial products issued by other CFS entities or CBA. As a result, their activities may have an effect on the investments. Other CFS entities may have investments in CFS and may derive associated benefits/returns on those investments.

CFSIL makes no representation as to the future performance of any underlying investments held in CFS FirstChoice and CFS Wrap, including those issued by other CFS entities or CBA. CFSIL, other CFS entities, members of CBA and their directors and employees may hold, buy or sell shares or other financial products included in the options in CFS FirstChoice and CFS Wrap. They may have business relationships (including joint ventures) with related parties or any of the entities included in CFS FirstChoice and CFS Wrap. In addition, they may from time to time advise CFSIL in relation to activities unconnected with CFS FirstChoice and CFS Wrap. Such relationships and advisory roles may include acting as general financial

adviser in respect of, without limitation, corporate advice, financing, funds management, property and other services. The directors and employees of CFSIL, other CFS entities and members of CBA may hold directorships in the companies included in CFS FirstChoice and CFS Wrap. Any confidential information they receive as a result of the business relationships, advisory roles and directorships discussed above will not be made available to CFSIL.

What kind of compensation arrangements are in place for a breach of our legal obligations?

Where we are liable to meet a claim, payment will generally be paid from our cash flows and available resources.

For claims, we may rely on and claim under the professional indemnity insurances that we hold. These insurances are between us and the insurer and are intended to respond to civil liability resulting from significant claims for compensation made against us for financial services provided by us or our representatives. These insurances provide cover even if one of our representatives has ceased to act or work for us.

Our compensation arrangements comply with the legal requirements set out in section 912B of the *Corporations Act 2001* (Cth).¹

Privacy

Your personal information is important to us.

The CFS Privacy Policy may be accessed at cfs.com.au/privacy. Our Privacy Policy outlines how we manage personal information and covers:

- information we collect
- how we use your information
- who we exchange information with
- keeping your information secure
- accessing, updating and correcting your information
- making a privacy complaint.

You should read this information when you apply to make an investment in our products and also when you transact with us. We regularly update this information, so it's important to check the most up-to-date Privacy Policy available online at cfs.com.au/privacy. You can also obtain a copy of that information, free of charge, by calling us on 13 13 36.

If you do not want to receive any direct marketing information, including telemarketing, please call us on 13 13 36 to opt out. You may also opt out of direct marketing by updating your communication preferences online, or click the 'unsubscribe' option on any marketing communications from us.

You consent to how we deal with the collection, use and disclosure of your personal information when you apply to make an investment in or otherwise transact on the products available. This consent continues to operate even though your relationship with us may come to an end, in order for us to comply with our data retention obligations.

What to do if you have a complaint

We recognise that even in the best run organisations things can go wrong. If you have a complaint, please tell us. We aim to resolve complaints promptly and will do all we can to resolve the situation for you.

In resolving your complaint, we will:

- acknowledge your complaint and make sure we understand the issues
- record your complaint and investigate the matters raised
- do everything we can to fix any problems
- keep you informed of our progress
- give you our name, a reference number and contact details so that you can follow up at any time, and
- provide a written resolution letter (for complaints not resolved within five business days), which explains our investigation, decision and reasons for our decision.

We will make every effort to resolve your query as quickly as possible, but no later than 30 days.

Occasionally, there may be delays in responding to your complaint, due to the complexity of the resolution or due to circumstances outside of our control. If this occurs we will let you know about the delay, the reason for the delay and your options, including your right to complain to the external dispute body.

To lodge a complaint, you can contact us by:

CFS FirstChoice

Phone: 13 13 36
Email: membercare@cfs.com.au
Website: cfs.com.au/complaints
Mail: Complaints Resolution
GPO Box 3956
Sydney NSW 2001

¹ Section 912B requires financial services licensees who provide financial services to retail clients to have arrangements for compensating those persons for loss or damage suffered because of breaches of relevant legal obligations by a licensee or its representatives.

CFS Edge

Phone: 1300 769 619
Online: By logging into the CFS Edge Client portal at cfs.com.au/cfsedge and using the 'Click to Chat' or the webform on the 'Contact us' page
Mail: Complaints Resolution
Locked Bag 20130
Melbourne VIC 3001

CFS Wrap

Phone: 1300 769 619
Email: complaints@cfs.com.au
Mail: Complaints Resolution
Locked Bag 3460
GPO Melbourne VIC 3001

External dispute resolution

If at any time you are not satisfied with the handling of your complaint or the resolution we have provided, you can lodge a complaint with the Australian Financial Complaints Authority (AFCA). AFCA provides fair and independent financial services complaint resolution that is free to consumers.

You can contact AFCA by:

Website: www.afca.org.au
Email: info@afca.org.au
Phone: 1800 931 678 (free call)
Mail: Australian Financial Complaints Authority
GPO Box 3
Melbourne VIC 3001

Time limits may apply to complain to AFCA so you should act promptly, or otherwise consult the AFCA website to find out if or when the time limit relevant to your circumstances expires.