

Financial Services Guide

CFS Advice Services

1 October 2025

ABN 52 682 119 651

AFSL 564571

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 License (AFSL). It provides you with information about CFS Advice Services Pty Ltd ABN 52 682 119 651 ('CFSAS', '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.

Where CFSAS licenced Financial Advisers provide you with financial advice, you will be given a Statement of Advice (SOA) that sets out our advice to you. Your SOA will include information about the basis for the advice, any fees or commissions that apply, and any associations that may influence the provision of the advice. If that advice recommends a financial product to you, you will also receive a Product Disclosure Statement (PDS) that sets out the features, fees, and terms of that product. Please consider this FSG, your SOA, our Privacy Policy and the PDS to assist you in making an informed decision and determining if this advice is appropriate to you.

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 CFSAS 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
- what documents you may receive from us when we provide you with financial advice
- how we (and any other relevant parties) are remunerated
- details of our associations and relationships that may influence our advice
- how we handle your personal information
- how complaints are dealt with

Not Independent

Our advisers are employed by a CFS group company. The CFS group includes entities that are an issuer of products upon which we provide advice. As such, we don't refer to ourselves or our advice as independent, impartial or unbiased.

Who are we?

CFS Advice Services Pty Limited (CFSAS) is a subsidiary of Superannuation and Investments HoldCo Pty Limited ABN 64 644 660 882 (HoldCo) and together with other subsidiaries of HoldCo that include Avanteos Investments Limited ABN 20 096 259 979, AFSL 245531 (AIL) and Colonial First State Investments Limited ABN 98 002 348 352, AFSL 232468 (CFSIL), is a member of the Colonial First State group of companies in Australia (CFS). 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.

AIL is the trustee of regulated superannuation funds, including the First Choice super and pension products (CFS Super). CFSIL is the responsible entity of managed investment schemes (CFSIL Managed Funds) and various investment options available in CFS Super are invested in CFSIL Managed Funds.

How to contact us?

To contact us you can:

- call us on 13 13 36
- email us at superadvice@cfs.com.au
- visit our website at cfs.com.au

What financial services and products do we offer?

CFS Financial Advisers can provide you with general and personal financial advice about, and deal in:

- Investments in your CFS superannuation and account-based pension accounts
- Contributions to your CFS superannuation
- Commencing a CFS account-based pension (income stream)
- Financial health check.

General advice is financial product advice of a general nature, and doesn't consider your personal objectives, financial situation and needs.

Personal advice is financial product advice that is tailored for you and considers your personal objectives, financial situation and needs.

CFS Financial Advisers provide personal advice limited to you and your CFS super accounts.

Documents you might receive

In addition to this FSG, where we provide you with personal advice you will be given:

- a Statement of Advice (SOA) that sets out our advice to you. Your SOA will include information about the basis for the advice, any fees or commissions that apply, and any associations that may influence the provision of the advice
- a Product Disclosure Statement (PDS) that sets out the features, fees, and terms of our products.

How are we remunerated for the services we provide?

Members of the FirstChoice Superannuation Trust will not be directly charged for financial advice provided to them. CFSAS is remunerated for the costs of these financial services by AIL as a Trustee of FCST.

What commissions, fees or other benefits are received?

Financial Advisers authorised to represent CFSAS are salaried and do not receive specific payments or commissions for the provision of financial advice.

Related party remuneration

Companies related to us may also receive:

- administration fees and costs as trustee of CFS superannuation and pension products
- fees and charges as the investment manager/responsible entity for investment funds. This depends on the type of investments made
- fees and charges associated with cash and fixed interest investments offered
- payment for administration, management, information technology and other services provided to us
- brokerage and custodial fees associated with the product.

The fees and charges payable in respect of your investments in superannuation or pension products are disclosed in the relevant disclosure document for the particular product.

Managing conflicts of interest

AIL is the trustee of regulated superannuation funds, including the First Choice super and pension products (CFS Super), and CFSIL is the responsible entity of managed investment schemes (CFSIL Managed Funds) and various investment options available in CFS Super are invested in CFSIL Managed Funds. CBA holds an interest in CFS through its significant minority interest in HoldCo. All related party transactions are conducted on arm's length terms. Any conflict of interest or potential conflict of interest is managed in accordance with CFS's Conflicts Management Policy. AIL is the trustee of superannuation funds 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. CFSAS makes no representation as to the future performance of any underlying investments held in the superannuation funds, including those issued by other CFS entities or CBA. CFSAS, 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 the superannuation funds. They may have business relationships (including joint ventures) with related parties or any of the entities included in the superannuation funds.

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).

Privacy

Privacy Collection Notice

This Privacy Collection Notice (Notice) summarises how Colonial First State (CFS) uses your personal information (PI). This Notice is issued by CFS. CFS consists of Superannuation and Investments HoldCo Pty Limited ABN 64 644 660 882 and its subsidiaries, which includes Avanteos Investments Limited ABN 20 096 259 979, Colonial First State Investments Limited ABN 98 002 348 352 and CFS Advice Services Pty Ltd ABN 52 682 119 651. CFS provides investment, superannuation, and retirement products to Australians ('CFS', 'we', 'our' or 'us'). CFS collects your PI to operate and administer your super account (including insurance), pension accounts and investments. We may also use your PI to improve our products and services, and keep you informed. If we can't collect your PI, we may not be able to perform these services. PI is collected from you, but sometimes from third parties, including but not limited to your employer and your financial adviser (where applicable). We will only share your PI if it is necessary to perform the above activities, to comply with our legal obligations, if required by a court/tribunal order, or where we receive your permission. Your PI may be accessed overseas by some of our third parties.

Privacy Policy

Your PI is important to us. Our Privacy Policy outlines how we manage PI and covers:

- information we collect
- how we use and disclose your information
- keeping your information secure
- accessing, updating, and correcting your information; and
- making a privacy complaint.

We may amend this information from time to time, as necessary, so it's important for you to check our website for the most up-to-date Privacy Policy.

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

To view the long form Privacy Collection Notice and Privacy Policy please visit cfs.com.au/privacy. You can also obtain a copy of that information, free of charge, by contacting us.

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:

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

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.