

# Financial Services Guide

6 January 2025

We are required under the *Corporations Act 2001* (Cth) to provide you with the following information. This financial services guide (FSG) is issued by Colonial First State Investments Limited ABN 98 002 348 352, AFSL 232468 ('CFSIL', 'we', 'our', or 'us') and is about the financial products and services we provide in relation to the managed investment schemes offered under Everyday Investing.

CFSIL is the responsible entity of the managed investment schemes and issuer of the financial products offered under Everyday Investing.

To invest in any Everyday Investing suite of financial products you must complete the digital application form via the CommBank app and read the relevant Product Disclosure Statement (PDS) and CommBank's Everyday Investing Terms and Conditions. These documents contain information about Everyday Investing including relevant terms, risks and the associated costs.

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 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 (CommBank) 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 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 can you contact us?

To contact us you can:

- call us on 13 13 36
- visit our website at [cfs.com.au](http://cfs.com.au)

## What financial services and products do we offer?

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

- dealing in financial products
- giving general advice on financial products
- operating registered managed investment schemes
- providing custodial or depository services (together referred to as 'Custody Services').

Financial products we offer include managed investment schemes.

## 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.

CFSIL does not provide you with any personal advice.

## How can you transact with us?

You can give us instructions electronically by accessing your account through the CommBank app or via email and phone. Any dealings with us electronically will be governed by our standard 'terms and conditions' contained in our PDS. Your use of CommBank app is governed by CommBank's Everyday Investing Terms and Conditions available through [www.commbank.com.au/everydayinvestingtcs](http://www.commbank.com.au/everydayinvestingtcs)

## 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. 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 Everyday Investing is through the fees we receive whilst you hold the product. These fees are set out in the Everyday Investing PDS.

You should refer to the PDS for any other product we offer for details of the remuneration we receive in relation to that particular product.

We do not receive any fees or charge additional fees for providing general financial product advice. Our employees and directors receive salaries, bonuses and other benefits from us. They do not receive specific payments or commissions for providing you with advice. Bonus payments and other benefits are based on pre-determined objectives.

We do not pay commissions or provide other benefits to third parties for referring customers to us.

However, we may make payments to CommBank for the distribution and administrative services it provides to CFSIL in relation to Everyday Investing. For details of the remuneration paid by CommBank to its employees and directors, you should refer to CommBank's FSG available at [commbank.com.au](http://commbank.com.au)

CFSIL (as the responsible entity of the underlying managed investment schemes into which the Everyday Investing product invests) receives and retains fees in connection with those investments, as disclosed in the PDS. CommBank may charge annual maintenance levies to CFSIL as an issuer of underlying investments. These are not additional charges to you.

The only fees payable in respect of those investments are the charges disclosed in the relevant disclosure documents.

## Related party remuneration

Companies related to us may also receive:

- 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.

CFSIL receives and retains fees in connection with those investments, as disclosed in this document and the relevant disclosure documents. Other CFS entities and CommBank 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 investments are the charges disclosed in the relevant disclosure documents.

## Managing conflicts of interest

CommBank 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 of the managed investment schemes and issuer of the financial products offered under Everyday Investing, and makes its investment decisions in accordance with its systems and processes separately from other CFS entities and CommBank. The available investments may include securities or other financial products issued by other CFS entities or CommBank. 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 Everyday Investing, including those issued by other CFS entities or CommBank.

CFSIL, other CFS entities, members of CommBank and their directors and employees may hold, buy or sell shares or other financial products offered under Everyday Investing. They may have business relationships (including joint ventures) with related parties or any of the entities included in Everyday Investing.

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 representative.

In addition, they may from time to time advise CFSIL in relation to activities unconnected with Everyday Investing, including those issued by other CFS entities or CommBank. 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 CommBank may hold directorships in the companies included in Everyday Investing.

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).<sup>1</sup>

## Privacy

### Privacy Collection Notice

This Privacy Collection Notice (Notice) summarises how CFSIL uses your personal information (PI). This Notice is issued by CFS. CFS provides investment, superannuation, and retirement products to Australians.

We collect 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 and from third parties. 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](https://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 CommBank on 1800 805 605 or alternatively, you can email us on [membercare@cfs.com.au](mailto:membercare@cfs.com.au)

## 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](https://www.afca.org.au)  
Email: [info@afca.org.au](mailto: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.