

Financial Services Guide

30 June 2021

Colonial First State Investments Limited

ABN: 98 002 348 352 AFS Licence: 232468

We are required under the Corporations Act to provide you with the following information. This financial services guide (FSG) is issued by Colonial First State Investments Limited ('Colonial First State', 'we', 'our', 'us') and is about the financial products and services we provide in relation to the superannuation fund, Commonwealth Essential Super ABN 56 601 925 435 (Essential Super). It will help you decide whether you want to use the financial services we provide. It includes details about:

- how to contact us;
- the financial services and products we provide;
- how we and our staff are paid for providing you those services; and
- how we handle complaints you have against us.

Colonial First State is the trustee of Essential Super and the issuer of interests in the fund. To invest in Essential Super you, or your participating employer sponsor (if applicable), must complete an application form and read the relevant Product Disclosure Statement (PDS) and the Reference Guide. The PDS and the Reference Guide will provide you with information about Essential Super including relevant terms, significant risks and the costs associated with the product. The PDS and the Reference Guide will assist you in making informed decisions about the product.

Who are we?

Colonial First State is one of Australia's leading wealth management providers and is a wholly owned subsidiary of the Commonwealth Bank of Australia ABN 48 123 123 124 ('the Bank').

As an investment with Essential Super is via a superannuation Fund and not a direct deposit with the Bank, the Bank and its subsidiaries do not guarantee the performance of Essential Super or the repayment of capital by Essential Super. An investment in Essential Super is not an investment in, deposit with or other liability of the Bank or its subsidiaries. An investment in Essential Super is subject to risk, loss of income and capital invested.

Any financial services offered will be provided by a representative of Colonial First State. Colonial First State has an Australian Financial Services Licence granted under the Corporations Act to provide these services to you. We are also licensed to be the trustee of super funds under the Superannuation Industry (Supervision) Act 1993. We do not act as a representative of any other licensee in relation to the services we provide you.

On 13 May 2020, the Bank entered into an agreement to sell a 55% interest in a company holding 100% of the shares in Colonial First State to an affiliate of Kohlberg Kravis Roberts & Co. L.P. (together with its affiliates, KKR). Subject to regulatory approvals, the sale is expected to be completed by the end of calendar year 2021 (Completion). From Completion, Colonial First State, the issuer of the PDS, will no longer be a subsidiary of the Bank or a related body corporate of the Bank or its subsidiaries and any references in this PDS to the relationship between Colonial First State (on the one hand) and the Bank and its subsidiaries (on the other hand) is modified by this disclosure. Following Completion the Bank will retain an indirect 45% interest in Colonial First State.

How can you contact us?

- call us on 13 4074 8am to 7pm EST Mon – Fri (or +61 2 9303 3000 if calling from overseas)
- write to us at Reply Paid 86495 Sydney NSW 2001
- email us at contactessentialsuper@cba.com.au. You can also visit the Essential Super website at commbank.com.au/personal/superannuation/essential-super

What financial services and products do we offer?

Financial services we are authorised to provide include:

- dealing in financial products – including superannuation
- providing financial product advice – including advice in relation to superannuation and life insurance products
- operating registered managed investment schemes.

Financial products we offer include:

- superannuation
- managed investments
- pensions.

We and our staff only provide general advice on these products. We will not provide you with personal advice that takes into account your particular objectives, financial situation and needs. You should consider these factors before making any investment decision. You should also read the PDS and the Reference Guide for Essential Super or for any other financial product you consider to invest in.

How can you transact with us?

You can give us instructions electronically by accessing your account through NetBank and also via phone and mail. Any dealings with us by phone or electronically will be governed by our standard 'telephone, fax and electronics terms and conditions' contained in our Reference Guide. And any dealings through NetBank are covered under the Electronic Banking Terms and conditions available through netbank.com.au

How are we paid for the services we provide?

If you invest in a product we offer, Colonial First State will receive remuneration in relation to your investment in that product. Where we advise you about products offered by another company of the Bank, financial advisers who do not work for the Bank or a representative of other licensees of the Bank and if you acquire or have an interest in that product, then that company, financial adviser or licensee may receive remuneration as well as some benefits. This remuneration may include investment and administration fees, account and transaction fees. The remuneration we will receive for Essential Super is through the fees we receive whilst you hold the product. These fees are set out in the Essential Super 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 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 the Bank for the distribution and administrative services it provides to Colonial First State in relation to Essential Super. For details of the remuneration paid by the Bank to its employees and directors, you should refer to the Bank's FSG available at commbank.com.au. We may also share profits with the Bank.

The insurance provider is AIA Australia Limited ABN 79 004 837 861 AFSL 230043 (AIA Australia, the 'Insurer'). AIA Australia is part of the AIA Group. The insurance cover is provided under policies issued to the trustee.

All the entities referred to below are subsidiaries of Commonwealth Bank of Australia (the Bank) and related bodies corporate of the responsible entity and trustee.

- Colonial First State Investments Limited ABN 98 002 348 352 (Colonial First State) is the responsible entity for most of the investment options. Colonial First State receives and retains fees in connection with those investment options, as disclosed in this document and the relevant disclosure document. The Bank 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.
- The Bank may provide products that are available through Essential Super. The Bank receives and retains fees in connection with these products.
- Your adviser may belong to a related party of the Bank, responsible entity or trustee, such as Commonwealth Financial Planning ABN 65 003 900 169 AFS Licence 231139. Details of these relationships should be disclosed by your adviser in documents such as the Financial Services Guide which your adviser must give you.

Managing conflicts of interest

All related party transactions are conducted on arm's length terms. Accordingly, Colonial First State believes that related parties are receiving reasonable remuneration. Any conflict of interest or potential conflict of interest is managed in accordance with the Bank's Conflicts of Interest Policy. Colonial First State is the trustee and makes its investment decisions in accordance with its systems and processes separately from other members of the Bank. The available investments may include securities or other financial products issued by members of the Bank. As a result, the Bank's activities may have an effect on the investments.

Colonial First State makes no representation as to the future performance of any underlying investments held in Essential Super, including those issued by members of the Bank. Colonial First State, other members of the Bank and their directors and employees may hold, buy or sell shares or other financial products included in the options in Essential Super. Members of the Bank may have business relationships (including joint ventures) with related parties or any of the entities included in Essential Super. In addition, members of the Bank may from time to time advise Colonial First State in relation to activities unconnected with

Essential Super. 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 Colonial First State and other members of the Bank may hold directorships in the companies held by the options included in Essential Super. Any confidential information received by the Bank and its directors and employees as a result of the business relationships, advisory roles and directorships discussed above will not be made available to Colonial First State.

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.¹

How is privacy dealt with?

Your privacy is important to us. In general, we collect and verify information about you (and where applicable, persons acting on your behalf) to manage the client relationships we have with you. This is to ensure we provide the products and services most appropriate to your needs and to make sure we comply with our legal obligations. The information required to be collected and verified by us depends on who you are and the nature of the service to be provided by us. For more information on our privacy and information handling practices please refer to the Essential Super Reference Guide.

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 so we can fix the problem. Most complaints can be resolved within a few days. If your complaint cannot be resolved quickly, we will investigate the complaint, answer your questions and do all we can to resolve the situation to your satisfaction. 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 which explains our investigation, decision and reasons for our decision.

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.

We will make every effort to resolve your query as quickly as possible. There are maximum timeframes in which the final response must be provided to you, depending upon the type of complaint. Currently, for superannuation/pension product complaints we must provide a final response within 90 days, and for general investment product related complaints within 45 days. However, from 5 October 2021 these maximum timeframes will be reducing to 45 and 30 days respectively, with 90 days remaining for complaints regarding a death benefit distribution. We aim to resolve your complaint much faster though, than these maximum timeframes.

To lodge a complaint, you can contact us by:

Phone: 13 4074
Email: membercare@cfs.com.au
Mail: Complaint Resolutions
Reply Paid 27
Sydney NSW 2000

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

Note: To allow AFCA to easily identify us, please quote our membership number: 10318.

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.