

# Financial Services Guide

## AMP Capital Funds Management Limited ACN 159 557 721; AFSL 426455

Dated 27 March 2023

### Purpose and content of this guide

This Financial Services Guide (**FSG**) is prepared by AMP Capital Funds Management Limited<sup>1</sup> (ACN 159 557 721; AFSL 426455) (**DCFM, we, us, our**), and is an important document that we are required to give you under the *Corporations Act 2001* (Cth). This FSG is provided to you to help you decide whether to use our financial services, and contains important information about who we are and how to contact us, the financial services we offer, how we are paid in connection with those services, your privacy and how we deal with complaints.

### About the Dexus Group

DCFM is part of the Dexus Group, a fully integrated real estate group that is listed on the Australian Stock Exchange (**ASX**). The securities for a number of the real estate investment trusts for which members of the Dexus Group act as responsible entities or managers (including managed investment schemes in respect of which DCFM is responsible entity) are quoted for trading on the ASX.

### Product Disclosure Statement

In addition to this FSG, you may receive a Product Disclosure Statement (**PDS**) in respect of particular financial products that may be offered to you as part of our financial services. This will be provided to you before you invest in any financial product issued by DCFM. A PDS contains information about the relevant product, including the costs, fees, charges, terms and conditions of the product, and is intended to provide you with the details that you need in order to make an informed decision about the particular financial product.

In addition to a PDS, we may also issue a product guide that provides additional information in respect of a particular financial product. Any such product guide will generally be taken to form part of the relevant PDS.

### Products and services information

Under the terms of our AFSL, we are authorised to carry on a financial services business to provide the following services to retail and wholesale clients:

- provide financial product advice about the following classes of financial products:
  - derivatives;
  - foreign exchange contracts;
  - debentures, stocks or bonds issued or proposed to be issued by a government;
  - interests in managed investment schemes excluding investor directed portfolio services; and
  - securities;
- deal in a financial product by issuing, applying for, acquiring, varying or disposing of the following classes of financial products:
  - derivatives;
  - foreign exchange contracts;
  - interests in managed investment schemes excluding investor directed portfolio services; and
  - securities;
- deal in a financial product on behalf of another person, by applying for, acquiring, varying or disposing of the following classes of financial products:

- deposit and payment products, including basic deposit products, deposit products other than basic deposit products and non-cash payment products;
- derivatives;
- foreign exchange contracts;
- general insurance products;
- debentures, stocks or bonds issued or proposed to be issued by a government;
- interests in managed investment schemes excluding investor directed portfolio services; and
- securities;
- underwriting:
  - interests in managed investment schemes; and
  - an issue of securities;
- operate, as a responsible entity, registered managed investment schemes (including the holding of any incidental property) which only hold the following types of property:
  - derivatives;
  - direct real property;
  - financial assets; and
  - mortgages.

DCFM acts on its own behalf when providing the financial products and services described in this FSG.

### Remuneration, commission and other benefits

DCFM does not charge any additional fees for information or general product advice that we provide to you. However, your financial adviser may charge you fees for providing financial product advice. This will be set out in the separate FSG and/or SOA that you will receive from your financial adviser.

If you invest in one of the products we issue, we will receive remuneration in relation to your investment in that product. We are remunerated through the fees that are applicable to the financial product(s) in which you invest. Details of any such fees are set out in the PDS for the relevant product, and include:

- management fees in respect of the various products that we offer (charged as a percentage of the value of the assets of the relevant product, as specified in the PDS);
- performance fees (if applicable, as specified in the PDS for the relevant product);
- recoverable expenses (charged as a percentage of the value of the assets of the relevant product as specified in the PDS);

<sup>1</sup> We intend to change our name to "Dexus Capital Funds Management Limited" in 2023, and this FSG will be updated to reflect the name change when it occurs.

- indirect costs (costs that reduce the funds returns as specified in the PDS); and
- other transactional based fees (if applicable, as specified in the PDS for the relevant product).

In some cases other costs such as transactional and operational costs, buy and sell spreads and costs related to a specific asset or activity to produce income will apply (if applicable, as specified in the PDS for the relevant product). The constitutions of some funds also allow us to receive contribution fees, withdrawal fees, switching fees, trusteeship fees and a regular investment plan facility fee.

We (or other members of the Dexus Group) may provide alternative forms of remuneration, such as professional development, sponsorship, and entertainment for financial advisers, dealer groups and master trust or IDPS operators where the law permits. Where such benefits are provided, they are payable by us and are not an additional cost to you. We maintain a register to record any material forms of alternative remuneration we may pay or receive.

Other companies and related entities within the Dexus Group may receive fees and other benefits for services provided to DCFM in connection with any of our financial products. Further details relating to any fees that are charged in respect of any financial product, including related-party costs, are set out in the relevant PDS for those products.

Our staff (and those of the broader Dexus Group) are remunerated by way of a salary, and may receive bonuses and other non-monetary benefits from time to time. This remuneration is not directly linked or attributable to investments that are made by retail clients, and will not be an additional cost to you. Dexus Group staff do not receive specific payments or commissions in respect of financial products or services. The amount of bonuses and other benefits which employees and executive directors are entitled to will depend on various factors, such as the performance of that person during the year, the achievement of set business goals and our overall financial performance.

Non-executive directors receive fees (and superannuation where applicable) for their services.

Employees of the Dexus Group may be entitled to receive a range of benefits including potential discounts on products and services as a result of their relationship with the Dexus Group.

### **Payments to financial advisers**

You may receive advice about our products from financial advisers that do not work for us (although they may work for another licensee in the Dexus Group).

You may agree with your financial adviser that advice fees will be paid for financial planning services your financial adviser provides for you. These advice fees are additional to the fees set out in this FSG and are paid to your financial adviser, not to us. You and your financial adviser determine the amount of any advice fees and how they will be charged.

In relation to DCFM products, advice fees may be in the form of an investment advice fee, and/or an ongoing advice fee.

An investment advice fee is a one-off dollar or fixed percentage of your initial application amount, and is charged when you make your initial investment. An investment advice fee may also be charged each time you make an additional investment. This fee does not apply to investments made through a regular investment plan. We deduct this fee from the investment amount and forward it to your financial adviser before issuing units in the fund.

An ongoing advice fee is a regular dollar or set percentage of your investment balance, and is paid monthly based on your investment account balance at the end of each month. We deduct this fee monthly from your investment account (by selling the appropriate number of units) and forward it to your financial adviser. You can change the ongoing advice fee at any time by written agreement between you and your financial adviser, and you can cancel the ongoing advice fee at any time.

For DCFM, payments may be made to entities such as dealer groups, platform operators, master trusts and investment administration services in relation to the fund. These payments are paid by us and are not a cost to you.

Your financial adviser may also receive payments and/or other benefits from the dealer group or the organisation under which they operate.

Your financial adviser is required to set out the fees, commissions, payments and any other benefits they receive in the FSG and/or SOA that they must give you.

### **Associations or relationships with other product issuers and third parties**

We may also make payments or provide other benefits to third parties other than your financial adviser for referring customers to us. This is not a cost to you – we pay this personally.

We may negotiate a rebate of part of the management fee or charge a lower management fee with investors who are wholesale clients for the purposes of the Corporations Act or with Dexus Group staff.

### **Conflicts of interest and transactions with related parties**

Potential conflicts may from time to time arise between the interests of investors, ourselves, our related parties (such as other members of the Dexus Group), and other parties (including service providers appointed by us). We may provide investment management services and products, investment advisory services, fund and portfolio services or act as responsible entity, trustee or investment manager for other companies in the Dexus Group. We may receive fees, charges or other benefits for acting in these capacities.

We have a legal duty to manage conflicts of interest, and act in the interests of investors. In circumstances where a conflict arises between investors' interests and our interests, we must give priority to investors' interests.

We have policies, procedures and organisational arrangements in place to manage conflicts of interest, and the board of DCFM is responsible for the overall management and resolution of conflicts of interest arising in relation to our financial products and services. Under these policies, procedures and organisational arrangements, DCFM must transact on terms that would be reasonable if it was dealing at arm's length, relevant legislative requirements must be satisfied, and the interests of investors must be protected. The policies, procedures and organisational arrangements will be reviewed on a regular basis and may change from time to time.

### **Compensation and insurance arrangements**

We are covered by professional indemnity insurance satisfying the requirements under section 912B of the Corporations Act for compensation arrangements. The insurance is subject to terms and exclusions.

The insurance covers any claims arising from the actions of DCFM employees or representatives, even where subsequent to these actions they have ceased to be employed by, or act for us.

You do not have a direct right to claim under this insurance, which is taken out to ensure sufficient resources will be available to meet claims against us.

## How to provide instructions to us

DCFM generally requires that you provide instructions by telephone in relation to financial products and services, and may require your signature to verify any instructions that you provide. You will also typically be able to give these instructions by email or online.

However, there are special arrangements and rules in place for some products and services that specify how instructions are to be provided, or certain transactions carried out. These methods will be explained in the relevant disclosure document (such as a PDS) or applicable forms. Alternatively, you can contact the Dexus Group investor services team directly via the contact details set out below on the last page of this FSG, and a staff member will be able to assist you in taking the necessary steps.

## Privacy

DCFM may collect personal information in connection with providing financial products and services. We understand how important it is to protect this personal information and are committed to protecting and maintaining your privacy.

You are not required to provide personal information to us. If you do not wish to provide your personal information, we may not be able to provide certain services, either to the same standard or at all.

Our Privacy Policy explains how we handle personal information that is collected in the course of performing our functions and activities, and can be obtained by contacting us directly or by visiting our website: <https://www.dexus.com/privacy-policy>

## Complaints

### Internal dispute resolution

If you have a particular complaint regarding a financial product or service that has been provided to you by DCFM, you may lodge a complaint verbally by calling the Dexus Infoline on **+61 1800 819 675**, or in writing to us via either of the following options:

**Postal address:** Dispute Resolutions Officer,  
Dexus Funds Management Limited,  
PO Box R1822, Royal Exchange NSW 1225

**Email:** [ir@dexus.com](mailto:ir@dexus.com)

When a complaint has been received by us, our representatives will:

- acknowledge the complaint by the next day after receipt, or as soon as practicable; and
- consider the complaint and provide a response within 30 calendar days of receipt of the complaint (unless complexity or circumstances beyond our control mean that there has been no reasonable opportunity to provide the response).

If you would like additional information on our internal complaints and dispute resolution process, you can find our full Investor Complaints Policy on the 'Corporate Governance' page of our website: <https://www.dexus.com/discover-dexus/about-us/corporate-governance>

### External dispute resolution

If you are not satisfied with DCFM's handling of your complaint or our decision, you may refer your complaint to the Australian Financial Complaints Authority (**AFCA**). AFCA provides an independent dispute resolution service which is free for clients to access. The contact details for AFCA are:

**Website:** [www.afca.org.au](http://www.afca.org.au)

**Email:** [info@afca.org.au](mailto:info@afca.org.au)

**Telephone:** 1800 931 678

**Postal address:** Australian Financial Complaints Authority (AFCA), GPO Box 3,  
Melbourne VIC 3001

Please note that there are some time limits for lodging certain complaints – please consult the AFCA website to find out if or when the time limit relevant to your circumstances expires.

### Contact details

If you have any further questions relating to this guide, please do not hesitate to contact us:

**Email:** [clientservices@dexus.com](mailto:clientservices@dexus.com)

**Telephone:** 1800 658 404 (toll free)

**Postal address:** Dexus Funds Management Limited,  
PO Box R1822,  
Royal Exchange NSW 1225