

Financial Services Guide

Dexus Asset Management Limited ACN 080 674 479; AFSL 237500

Dated 31 October 2022

Purpose and content of this guide

This Financial Services Guide (**FSG**) is prepared by Dexus Asset Management Limited (ACN 080 674 479; AFSL No. 237500) (**DXAM, we, us, our**), and is an important document that we are required to give you under the terms of our Australian Financial Services Licence (**AFSL**). 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

DXAM 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 DXAM 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 DXAM. 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 carry on a financial services business to retail and wholesale clients to (amongst other things):

- provide general financial product advice for deposit and payment products, interests in managed investment schemes, and securities;
- deal in a financial product by issuing, applying for, acquiring, varying or disposing of the following classes of financial products:
 - derivatives and foreign exchange contracts that are utilised for hedging against financial risks; and
 - interests in our own managed investment schemes or other 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:
 - certain deposit and payment products;
 - derivatives and foreign exchange contracts that are utilised for hedging against financial risks;
 - general insurance products;
 - interests in managed investment schemes (including investor directed portfolio services); and
 - securities;

- operate, as a responsible entity, registered managed investment schemes (including the holding of any incidental property) that hold direct real property and/or financial assets; and
- operate custodial or depository services (other than investor directed portfolio services).

No personal advice

DXAM is not authorised to, and does not provide, personal financial advice to retail clients. Before making any decision to invest in any financial products issued by DXAM, we strongly recommend that you obtain advice from an independent, qualified and licensed financial advisor who is able to address your individual objectives, financial situation and needs.

Remuneration, commission and other benefits

Except to the extent specified in the relevant PDS for a fund managed by DXAM, DXAM does not charge any fees for information or general product advice that we provide to you.

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. We may negotiate a rebate of part of our management fee, or charge a lower management fee, for wholesale clients under the Corporations Act.

Payments may be made to entities such as dealer groups, platform operators, and other distributors of the products for which DXAM is the responsible entity or trustee. In particular, where permitted by law, remuneration in the form of commission may be paid to distributors that refer clients to DXAM (including to Heathcote Investment Partners Limited in New Zealand). Such commissions may be calculated as a percentage of application monies received by DXAM from clients referred by that distributor. These payments are made by DXAM in its personal capacity and are not a cost to you. The amount of such remuneration is not ascertainable at the time that this FSG was provided to you, but you may request particulars of the remuneration (including commission) or other benefits paid by DXAM where such request is made within a reasonable time of you receiving this FSG and prior to us providing you with a financial service set out in this FSG.

Other companies and related entities within the Dexus Group may receive fees and other benefits for services provided to DXAM in connection with any of our financial products, however any such fees and other benefits are not attributable to the provision of financial services by DXAM.

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 commissions in respect of financial products or services.

If you choose to obtain personal financial advice (that is, advice from a licensed adviser that takes into account your personal objectives, financial situation and needs), your adviser may charge fees for this service. Information relating to these fees must be set out in the separate financial services guide and/or statement of advice that they are required to provide to you. **As noted above, DXAM does not give personal financial advice to retail clients, and as such, you will not receive a statement of advice from us.**

Associations or relationships with other product issuers

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

Conflicts of interest

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 have a legal duty to manage conflicts of interest, and act in the interests of investors. In circumstances where a conflict arises, we must give priority to investors' interests and/or duties (as applicable).

We have policies, procedures and organisational arrangements in place to manage conflicts of interest, and the board of DXAM is responsible for the overall management and resolution of conflicts of interest arising in relation to our financial products and services.

Compensation arrangements

DXAM maintains professional indemnity insurance in accordance with the law. This insurance (subject to its terms and conditions) provides indemnity up to the sum insured for DXAM in respect of the obligations set out in our AFSL.

How to provide instructions

DXAM generally requires that you provide instructions in writing in relation to our 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 at the end of this FSG, and a staff member will be able to assist you in taking the necessary steps.

Privacy

DXAM 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.

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/>

Complaints

Internal dispute resolution

If you have a particular complaint regarding a financial product or service that has been provided to you by DXAM, 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: investorservices@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 DXAM's handling of your complaint or our decision, you may refer your complaint to the Australian Financial Complaints Authority (AFCA). AFCA provides a fair and independent dispute resolution service which is free for clients to access. The contact details for AFCA are:

Website: www.afca.org.au

Email: 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: investorservices@dexus.com

Telephone: 1800 996 456 (toll free)

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