

Computershare Plan Managers Financial Services Guide

Issue Date: 08/08/2022

This FSG replaces any previous FSG and any Supplementary FSG

About this Financial Services Guide

This document is the combined Financial Services Guide (**FSG**) for Computershare Plan Managers Pty Ltd ABN 56 084 591 131 (AFS Licence: 309883) (**CPM**) and CPU Share Plans Pty Limited ABN 20 081 600 875 (AFS Licence: 309884) (**CPU Share Plans**) in relation to employee share plan and related services provided through the EquatePlus website or EquateMobile app. The terms **we**, **our** or **us** refer to CPM and CPU Share Plans.

This FSG is an important document and must be considered in conjunction with the Fee Schedule. It provides you with information about us to help you to decide whether you want to use the financial services offered by us in connection with employee share plans you are (or intend to become) a member of (the **Plans**). It provides you with important information about:

- who we are;
- how you can contact us;
- the services we offer you;
- the remuneration, commissions and other benefits that we receive in respect of the financial services we provide;
- any relationships we have with other organisations affiliated with us or with product issuers that may influence us when providing services to you; and
- details of our complaint handling procedures.

Who we are

We provide financial services to you as Australian Financial Services Licence licensees.

CPU Share Plans provides custodial services in connection with the securities derived from the Plans that are traded on the Australian Securities Exchange (**ASX**).

CRS Nominees Limited NZBN 94290 39137180 (**CRS Nominees**), provides custodial services in connection with the securities derived from the Plans that are traded on the New Zealand's Exchange (**NZX**).

We and CRS Nominees are members of the Computershare group of companies which is headed by Computershare Limited ABN 71 005 485 825, a company listed on the ASX.

How to contact us and give instructions

You can contact us and give instructions via the EquatePlus website or EquateMobile app. You will need your login details, which will be provided to you by CPM, to access the website and the app.

You can also contact us by calling 1800 420 909 (within Australia) or +61 (0)3 9415 4088 (overseas).

Financial services we are authorised to provide

CPM is authorised to provide general advice on and deal in:

- derivatives;
- interests in managed investments schemes (excluding Investor Directed Portfolio Services (**IDPS**)); and
- securities.

CPU Share Plans is authorised to deal in:

- derivatives;
- interests in managed investments schemes (excluding IDPS); and
- securities.

CPU Share Plans is authorised to provide a custodial or depository service other than an IDPS.

We are authorised to provide services to both retail and wholesale clients.

Services we provide

CPM provides administration and dealing services in relation to the Plans which include:

- employee share and option plan administration;
- arranging for the purchase, transfer and sale of shares for the purpose of employee share plans;
- payment of distributions for employee share plans; and
- explanations to employees about what steps they need to take to participate in employee shares and options plans and how such plans operate in general terms.

CPU Share Plans and CRS Nominees (as applicable) provide custodial services in connection with employee share plans. CPU Share Plans and CRS Nominees (as applicable) will act as a custodian and hold the shares you acquire under a Plan.

CPU Share Plans and CRS Nominees (as applicable) may also act as a sub-custodian and hold your shares acquired under a Plan where your employer (**Issuer**) has appointed another entity to provide the trustee (and related) services. Details about that other trustee entity can be found in the offer documents related to the Plans or by contacting the Issuer.

Where you use the Computershare Account Service, CPU Share Plans and CRS Nominees (as applicable) will hold shares as your nominee for any securities derived from a Plan and CPM may provide dealing services.

Insurance Arrangements

At the date of this FSG, we are covered by Computershare Limited's professional indemnity insurance and a \$50,000 guarantee provided by Computershare Limited to cover aggregated losses incurred by retail clients in the event fees are incorrectly disclosed or charged by CPM. Together with the guarantee these insurance arrangements are considered to satisfy the requirements of Section 912B of the *Corporations Act 2001*.

This professional indemnity insurance and guarantee covers work performed by CPM and CPU Share Plans by representatives/employees after they cease to work for us.

Associations with any product issuers

Computershare Investor Services Limited NZBN 9429039441737 (**CIS NZ**), a member of the Computershare group of companies, is a party to one or more service agreements with Issuer who offers the Plans to their employees. CIS NZ has appointed CPM to provide employee share plan administration services to the Issuer.

CPU Share Plans and CRS Nominees only have material associations or relationships with CPM, Computershare Limited and the Issuer under the Plans.

We provide services to a wide range of Issuers. However, we believe only those relationships or associations set out in this FSG would be reasonably capable of influencing us in providing financial services to you.

Remuneration, commissions or other benefits

CPM charges share plan administration fees to the Issuer for administering the Plans. These are not payable by you.

We may receive referral fees and/or commissions from financial institutions relating to monies deposited in accounts with those institutions. These monies are provided to us in connection with the administration of the Plans (such as to arrange for the purchase of securities or the distribution of income or proceeds of sale). These fees and/or commissions are not payable by you.

You may be charged fees if you use our services to transact on your securities derived from an employee share plan. Any fees specific to your Plans or the Computershare Account Service will be set out in the Fee Schedule that forms part of this FSG and is available on EquatePlus.

CPM may receive a percentage of the brokerage fee charged on sale of your securities if you elect to use the services of our nominated broker. If you elect to have your sale proceeds paid in a currency other than Australian Dollar or New Zealand Dollar, CPM may receive a revenue from the foreign exchange spread applied to your payment.

What to do if you have a complaint

We are committed to handling any complaints efficiently and fairly. Any complaints will be managed in strict confidence. If you have any complaint, you should take the following steps to resolve it.

1. Contact us on 1800 420 909 (within Australia) or +61 (0)3 9415 4088 (overseas). Alternatively, you can send details of your complaint in writing to:

Complaints Officer
Computershare Plan Managers Pty Ltd
GPO Box 658
Melbourne VIC 3001
Australia

2. If, after 30 days and despite our best efforts, your issue still has not been resolved to your satisfaction, you are entitled to refer your complaint to the Australian Financial Complaints Authority (**AFCA**). AFCA is our approved dispute resolution scheme provider. It provides fair and independent financial services complaint resolution that is free to consumers.

You can contact AFCA at:

Address: GPO Box 3, Melbourne VIC 3001, Australia
Phone: 1800 931 678 (within Australia)
Website: www.afca.org.au
Email: info@afca.org.au

New Zealand residents may also be able to refer your complaint to the Financial Services Complaints Ltd (**FSCL**). FSCL provides an independent and impartial dispute resolution services that is free to consumers. You can contact FSCL at:

Address: PO Box 5967, Wellington 6145, New Zealand
Phone: 0800 347 257
Website: www.fscl.org.nz
Email: complaints@fscl.org.nz

FSG does not constitute advice

The information presented in this FSG does not constitute investment or financial advice and no part of this FSG shall be construed as creating a fiduciary, financial or other advisory relationship between us and the recipient of, or any other person using the information in, this FSG. We will not be held liable for any decision made on the basis of the information contained in this FSG. We recommend that you seek independent professional financial advice which takes into account your objectives, financial situation and needs before proceeding with any investment.

Fee Schedule

The document is a schedule to and part of a Financial Services Guide (**FSG**) issued by Computershare Plan Managers Pty Ltd ABN 56 084 591 131 (AFS Licence: 309883) (**CPM**) and CPU Share Plans Pty Limited ABN 20 081 600 875 (AFS Licence: 309884) (**CPU Share Plans**). This document outlines the fees you may be charged, if any, in relation to the employee share plans related services provided by CPM, CPU Share Plans and CRS Nominees Limited NZBN 9429039137180 (**CRS Nominees**).

This document also provides important information about how your assets are held.

Capitalised terms in this document have the same meaning to those terms in the FSG. Please refer to the FSG provided alongside this document for other details.

Fees and Charges

The fees and charges are applicable to plan participants who wish to transact on securities derived from their employee shares plans through the EquatePlus website or EquateMobile app (as made available to you). Unless otherwise indicated, prices shown below are in Australian Dollars.

TRANSACTION-BASED FEE

The following fees apply if you use our facilities to sell your securities, exercise your rights or options, or transfer your securities. The fees will be deducted from your sale proceeds. For transactions that do not involve a sale, such as an exercise and hold transaction, the fee (where applicable) will need to be paid at the time you submit your transaction on the EquatePlus website or EquateMobile app (as made available to you).

A. Australian Domiciled Participants

Transaction Type	Fee (plus GST)	Brokerage Fee (plus GST)
Sell	\$45.00	Sale proceeds above \$5,000: 0.30% ¹
Transfer	\$50.00	N/A

¹of the sale proceeds above \$5,000.00. For example, if your share sale proceeds are \$10,000, the brokerage fee will be \$15.00 (plus GST).

B. New Zealand Domiciled Participants

Transaction Type	Fee ²	Brokerage Fee ²
Sell	\$45.00	Sale proceeds above \$5,000 plus 0.30% ³
Transfer	NZ\$ equivalent of AU\$50.00 ⁴	N/A

²fee charged in New Zealand Dollar

³of the sale proceeds above \$5,000.00. For example, if your share sale proceeds are \$10,000, the brokerage fee will be \$15.00.

⁴fee will be calculated based on the exchange rate on the transfer date.

C. Participants in Other Countries

Transaction Type	Fee	Brokerage Fee
Sell	\$45.00	Sale proceeds above \$5,000 plus 0.30% ⁵
Transfer	\$50.00	N/A

⁵of the sale proceeds above \$5,000.00. For example, if your share sale proceeds are \$10,000, the brokerage fee will be \$15.00.

PAYMENT PROCESSING FEE

You will be charged a payment processing fee that will vary depending on the payment method that you nominate to receive sale proceeds for each transaction, as set out below:

Method of funds receipt:	Fee (plus GST*)
Australian Direct Credit/ACH	\$0.00
New Zealand Direct Deposit	NZ\$0.50
Wire	\$10.00

An additional fee of \$20.00 (incl. GST*) is payable if you request to reissue a payment in a foreign currency that is different to the original foreign currency requested.

*GST is applicable for Australian residents only.

FOREIGN EXCHANGE FEE

If you instruct CPM to remit the sale proceeds in a currency other than the original currency your securities are traded in, your final foreign currency proceeds will depend on currency exchange rate at the time.

The currency exchange rate applied to your payment will be based on the prevailing foreign exchange market rates, and will include a charge applied as a mark-up to the difference between the price at which the currency is bought and sold (**spread**).

The spread is determined by taking into account a number of factors, including the transaction value and the currencies being bought, and it will range between 0.50% to 2.50% of the amount of each of your transaction. CPM may receive revenue from the spread, however this will not alter the cost to you.

Any requests to replace a payment in a different currency from the one originally requested may incur additional fees or charges and be subject to foreign exchange fluctuations. This may result in you receiving less amount of your sale proceeds than you would originally receive. We will not be responsible for any loss you may suffer as a result of the exchange rates movement.

RESEARCH ADMINISTRATION FEE

A fee is applicable when you request the replacement of previously issued statements, payment advices or your account holding history. One fee will be charged per request (i.e., there will not be multiple fees regardless of how many documents are being replaced under a single request).

Participant Type	Fee
Australian Domiciled Participants	\$54.50 (plus GST)
New Zealand Domiciled Participants	\$54.50 ⁶
Participants in Other Countries	\$54.50

⁶fee charged in New Zealand Dollar

LIFTING FEE

A lifting fee is a transaction fee charged by intermediary bank for handling a transaction. Where you instruct CPM to remit your residual sale proceeds in a currency other than Australian Dollars, our third-party foreign payment provider or an intermediate bank handling the payment may charge a lifting fee. In addition, lifting fees may also be charged by your bank. These fees may be payable by you and be deducted from your sale proceeds. Note that these fees may vary and are not a charge levied by us.

Identity of Agent

CPU Share Plans has appointed Citicorp Nominees Pty Limited (ACN 000 809 030) (**Citicorp**) to hold your assets on the Issuer's register of members.

CRS Nominees has appointed Citibank, N. A. New Zealand Branch (NZBN 9429039497765) (**Citibank**) to hold your assets on the Issuer's register of members.

Citicorp's and Citibank's contact details are:

GPO Box 764G
Melbourne VIC 3000
Australia

However, please note that CPU Share Plans or CRS Nominees (as applicable) is still the custodian responsible for managing your assets. Therefore, all enquiries about your holding should be addressed either to CPU Share Plans or CRS Nominees (as applicable) rather than Citicorp or Citibank respectively. Neither Citicorp nor Citibank have access to information regarding your specific holding.