
1 May 2020

Financial Services Guide

State Street Global Advisors, Australia Services Limited
ABN 16 108 671 441, Australian Financial Services Licence No. 274900

This Financial Services Guide (FSG) is an important document which provides you with information about State Street Global Advisors, Australia Services Limited ABN 16 108 671 441 (referred to as 'SSGA, ASL', 'we', 'us', 'our') to help you decide whether to use our services. This FSG explains:

- Who we are
- The range of financial services and products we may provide to retail clients
- The remuneration that may be paid to us or our associates in relation to the services offered
- How we protect your personal information
- How we handle complaints, and
- How you can give us instructions or contact us

To invest in any of our funds which are not quoted for trading on a financial market, you must obtain a copy of the relevant Product Disclosure Statement (PDS), available from our website at ssga.com. The PDS will contain information about the product, including its investment approach, the fees and charges, benefits and risks and will assist you in making an informed decision about the product. To invest in one of these products you will need to complete the Application Form accompanying the PDS.

Our Exchange Traded Funds (ETFs) are traded on the ASX and quoted under the ASX Listing Rules or AQUA rules. To acquire units in the ETFs on the market, please contact your financial adviser or broker.

An investment in one of our funds is not a deposit with or other liability of our related company State Street Bank and Trust Company (SSBT) or any other company in the State Street group, and is subject to investment risk including possible delays in repayment and loss of income or principal invested. Neither SSGA, ASL nor any other State Street company guarantees the performance of our funds, the return of capital from the funds or any particular rate of return.

About Us

SSGA, ASL is an Australian financial services licensee (AFSL no. 274900) and a member of the State Street Corporation group of companies. SSGA, ASL is licensed to act as responsible entity of our funds which are registered managed investment schemes, to deal in a range of financial products, and to provide general advice in relation to managed investment schemes. We offer a range of indexed ETFs and unlisted funds and actively managed single-asset and multi-asset funds ('the Funds') to retail and wholesale investors.

To assist us in managing our Funds, we engage State Street Global Advisors, Australia, Limited ("SSGA Australia"), which is part of State Street Global Advisors Inc. ("SSGA"), the asset management arm of State Street Corporation, a New York Stock Exchange listed company. SSGA is a global leader in investment management with funds under management valued at AUD4.4 trillion as of 31 December 2019, which includes discretionary portfolios, ETFs and other collective investment schemes.

Investors can access our unlisted funds either directly or through a Platform (e.g. master trust or wrap product), also known as an investor directed portfolio service (IDPS). If you invest directly, you will be issued with units in the Fund. If you invest through a Platform (as an indirect investor), generally your Platform operator or custodian is registered as the unitholder on your behalf.

In offering, promoting and managing our Funds, we issue PDSs, investor newsletters and website material, which provide only factual information and general advice (that is, financial product advice that is not personal advice) that does not take into account your particular financial objectives, situation or needs. Accordingly, a statement of advice will not be provided and you will need to consider the appropriateness of the information we provide to you having regard to your particular circumstances. Before investing in our funds you should seek your own financial advice to consider the suitability of our funds for your individual needs.

We do not appoint authorised representatives or financial advisers to act under our licence.

**Related Party Investment
Manager and Custodian**

We have appointed a related party, State Street Australia Limited (ABN 21 002 965 200) ('Custodian' or 'SSAL'), as custodian to hold the assets of the Funds and to provide certain administrative services. SSAL's role as custodian is limited to holding the assets of the Funds on our behalf. SSAL has also been appointed as administrator for unit pricing and fund accounting services. SSGA, ASL has regard to its obligation to manage conflicts of interest under the Corporations Act 2001 when using the services of related companies in the administration and management of its Funds and we contract on arm's length terms and pay fees for these services on an arm's length basis. We also have policies, procedures and organisational arrangements in place to manage conflicts of interest.

We have also appointed State Street Global Advisors, Australia Limited (ABN 42 003 914 225) ('SSGA Australia'), the parent of SSGA, ASL, as Investment Manager and pay it investment management fees at normal commercial rates. We may use the investment management services of SSGA's worldwide offices. These offices are part of the same business group and do not receive a fee for their services beyond that included in the management costs that we charge you. We or any related parties or any director of any of them may invest in any financial product we issue or manage.

What Fees are Paid For Our Services?

The fees charged to each fund we offer is the aggregate amount of the Responsible Entity's and Investment Manager's fee. For our ETFs we currently receive management fees of up to 0.65% p.a. of the Fund's net asset value and these are reflected in the ETF unit price. For our other funds, the fees we charge, (currently ranging from 0.10% p.a. up to 0.98% p.a. of the net asset value of the relevant fund) are disclosed in the PDS of each fund and reflected in the unit price.

Payments to Third Parties

SSGA does not pay commissions to financial advisers to promote our funds to retail investors. Nor do we receive commissions from third parties referring investors to us. We may make one-off or annual non-volume based shelf space payments to third party platform providers (wrap products, master trusts or other investor directed portfolio services) for distributing our funds (other than ETFs). These payments do not represent an additional cost to you and are paid by us.

Your financial adviser may charge you fees for providing personal advice (that is advice that takes into account your objectives, financial situation and needs) and must set out the remuneration and commissions they receive in the FSG and/or Statement of Advice (SOA) they must provide to you. As we do not provide personal advice to retail clients you will not receive an SOA from us.

We do not charge fees for any factual information or general advice provided. Our staff receive remuneration in the form of a salary and may be entitled to receive a performance bonus and other benefits from time to time. These are paid by SSGA Australia and are not an additional cost to you.

Rebates

We may provide fee rebates to certain wholesale clients within the meaning of the Corporations Act (including master trusts and IDPS operators), who invest large amounts in any of our funds. This is done pursuant to an ASIC Class Order and to date has generally been available only to institutional clients and platforms.

What Kind of Compensation Arrangements are in Place?

SSGA, ASL maintains compensation arrangements that are adequate for the potential for compensation claims to be made against us for financial services we have provided. We maintain Professional Indemnity insurance cover that complies with s912B of the Corporations Act 2001 (as amended) and ASIC Regulatory Guide (RG) 126. This insurance will continue to provide such coverage for any employee who has ceased working with us, but for work done while engaged with us.

Privacy

We recognise the importance of protecting your privacy. Your personal information will be handled in accordance with our privacy policy, which outlines how the information we collect from you is used, stored and disclosed. The main reason we collect, use and/or disclose your personal information, is to provide you with the products and services that you request.

We may disclose your personal information to the following parties on the basis that they deal with such information in accordance with our Privacy Policy:

- entities within State Street, locally or overseas, including without limitation the US, China, India and the Philippines;
- entities outside State Street situated in Australia, the US, and the Asia-Pacific region (including without limitation, India, Poland, Hong Kong and the Philippines) — for example:
 1. service providers to whom services may be outsourced such as mailing functions, statement production, information technology support and direct marketing services;
 2. third parties that act on your behalf or that are otherwise connected with you (such as your legal adviser or financial adviser).

We are also permitted to collect and disclose your personal information when required or authorised to do so by law. If an investor provides incomplete or inaccurate information, the investor's application form may not be able to be processed.

You can contact us to request access or correction to your personal information, or if you have a complaint about the way we handled your personal information, by contacting the Privacy Officer:

Mail Privacy Officer
State Street Global Advisors
Level 15, 420 George St, Sydney 2000
Email managedfundquery@ssga.com
Tel 1300 382 689 (Toll free)

We aim to complete/resolve your request/complaint within 30 days of receiving it, or longer for a more complex request or complaint. If you are unhappy with the handling of your complaint you may also contact the Office of the Australian Information Commissioner by calling them at 1300 363 992, visiting oaic.gov.au or writing to the Office of the Australian Information Commissioner, GPO Box 5218 Sydney NSW 2001.

You may obtain a copy of SSGA's Privacy Policy which sets out further details and complies with the Australian Privacy Principles at ssga.com.

Complaints

Please notify us of any complaints in relation to our services or products (except in relation to our ETF products) in writing or by calling Client Services on 1300 382 689. Complaints can be addressed to:

Compliance
State Street Global Advisors, Australia Services Limited
Level 15, 420 George St, Sydney 2000

If you have any complaints in relation to our ETFs please contact Link Market Services Limited on 1300 665 385 or write to them at:

Link Market Services Limited
Locked Bag A14
Sydney South NSW 1235

We have established procedures to ensure that any complaint is properly considered and responded to promptly, in most cases within 14 days. When your complaint is received by us it will be entered into our complaints database and investigated. If you are not satisfied with the resolution of your complaint you may contact the Australian Financial Complaints Authority (AFCA), an independent body approved by ASIC to consider the merits of retail complaints, as follows:

Mail Australian Financial Complaints Authority Limited
GPO Box 3, Melbourne VIC 3001
Email info@afca.org.au
Tel 1800 931 678 (free call)

How You can Provide Us with Instructions

To change your investment or personal details or to conduct transactions please instruct us using the relevant form on our ssga.com website, including the Change of details form, Change of Adviser form, Additional Investment form and Withdrawal Request form. Investors in our ETFs should contact Link in relation to their investment on 1300 665 385.

How to Contact Us?

Mail Level 15
420 George Street
Sydney, NSW 2000
Australia

Website ssga.com
Email managedfundquery@ssga.com

Tel (02) 9240 7600 Client Services
Tel 1300 382 689 (Toll free)
Fax (02) 9240 7611