



Centric IDPS 2 IDPS Guide

20 December 2024



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The Centric IDPS 2 is closed to new investors effective 26 August 2023. Existing investors will continue to be able to hold and manage their accounts, including switching investments and MDA Service Models. New accounts, however, cannot be created.

About this Investor Directed Portfolio Service (IDPS) Guide

This IDPS Guide (*Guide*) is issued by Specialised Private Capital Ltd (SPC, Centric, Centric Capital, Operator, we, us, our) (ABN 87 095 773 390, AFSL 246744), trading as Centric Capital. This *Guide* is a summary of significant information about the Centric IDPS 2 (ABN 25 498 335 935) (Centric IDPS 2, Service) and is designed to help you to decide whether to use the Service. It should be read in conjunction with the *Centric Investment Menu* and the Centric Accessible Investment Disclosure Documents where relevant (see the *Centric Accessible Investment Disclosure Documents* section below).

You should also consider the Target Market Determination (TMD) which contains information relating to the target market and distribution conditions for the Centric IDPS 2, and is available online at centricwealth.com.au/ddo before making a decision about using the Centric IDPS 2.

This *Guide* and the Service is only available to applicants who received this *Guide* (electronically or otherwise) in Australia. All policies and documents referred to in this *Guide* are available free of charge (contact us using the details below). The terms of the Centric IDPS 2 are contained in the Avanteos Wrap Account Service Deed Poll (the Deed) dated 14 February 2003, as amended, the application form and this *Guide*.

Contact details

✉ support@centricwealth.com.au

📞 1300 223 687

🖱 centricwealth.com.au

📍 PO Box 446, Flinders Lane Melbourne VIC 8009

Changes to this Guide

Information in this *Guide* is accurate at the time of preparation but may change from time to time. We may publish updated information on our website unless the change is materially adverse to applicants. You can request a copy of updated information, free of charge, by contacting us (see contact details above).

Our contract with you

Centric Capital's responsibilities and obligations as the Operator, and your obligations to us, are governed by the Deed, this *Guide*, the Corporations Act and the Centric Terms and Conditions. We are not bound to accept your application and our contract with you is entered into when we accept your application.

If there is any inconsistency between what is written in the Deed and in this *Guide*, the content in this *Guide* will prevail to the extent of the inconsistency. If anything in this *Guide* is found to be invalid or unenforceable under the law, it is excluded so it does not in any way affect the validity or enforceability of the remaining parts.

The Service is managed and administered in accordance with this *Guide*. We may change the way the Service is managed and administered at any time without your consent, when reasonably necessary or desirable in order to maintain or improve the services we provide for the benefit of investors, or due to a change in applicable laws, subject to the Deed.

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We will notify you of any material changes to a matter or significant event that affects a matter in this *Guide* as soon as possible after the change occurs and no later than 12 months after the change unless that material change is to your detriment.

However, if the material change or significant event involves a new fee or increase in fees, we will give you at least 30 days prior notice of the change. Also, if a change we make will have a material effect on you to your detriment, we will give you reasonable prior notice of the change before it takes effect. You may terminate your account with us if you do not agree to the changes.

You agree to us communicating by making correspondence available to you via your Nominated Financial Adviser, your email, SMS, or your Centric Profile.

About the operator

Centric Capital is the operator and custodian of the Service. As the operator and custodian, Centric Capital is solely responsible for the operation of the Service. Centric is part of the Findex Group.

About the Administrator and sub-custodian

FNZ (Australia) Pty Ltd (ABN 67 138 819 119) (FNZ) is the Administrator of the Service. FNZ is a corporate authorised representative (CAR number 001274269) of FNZ Custodians (Australia) Pty Ltd (ABN 88 624 689 694, AFSL 507452) (FNZ Custodians).

FNZ specialises in providing platform technology and investment administration services to financial and investment management sectors worldwide.

FNZ Custodians is the sub-custodian and provides custodial services in relation to all Centric Accessible Investments acquired by investors through the Service. FNZ may delegate its custodial

responsibilities to other sub-custodians where it is appropriate to do so. For example, FNZ Custodians has appointed a sub-custodian for listed equities held through the Service.

Centric Accessible Investments acquired by investors through the Service are held with the relevant sub-custodians, who are (or their nominee is) the legal owner of the assets. You retain beneficial ownership of the Centric Accessible Investments within your Portfolio.

FNZ Custodians' role is limited to holding and maintaining Centric Accessible Investments, and to dealing with those investments in accordance with directions that Centric provides (which are based on instructions we receive from you, your Nominated Financial Adviser or your MDA Provider).

FNZ Custodians also provides other services, including collecting income in connection with Centric Accessible Investments acquired by investors through the Service, and arranging settlement of purchases and sales.

FNZ and FNZ Custodians do not provide a supervisory role in relation to the operation or management of the Service.

FNZ, FNZ Custodians and Australia and New Zealand Banking Group Limited (ANZ) have given, and not withdrawn, their consent to be referenced in this *Guide* in the form and context in which such references appear. None of these parties have issued this *Guide*.

Omnibus accounts

FNZ Custodians as sub-custodian (and other sub-custodians) may use omnibus accounts, which are arrangements where the sub-custodian pools assets of its clients in an account. The use of omnibus accounts to hold financial assets is common industry practice and is sometimes required to operate in a market.

Omnibus accounts can provide enhanced efficiencies and liquidity, but they also introduce operational and counterparty risks, highlighting the importance for strong compliance measures to mitigate potential vulnerabilities.

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Financial assets held in an omnibus account are held in a sub-custodian's or its nominee's name (in its capacity as sub-custodian or its nominee), rather than in individual accounts for each underlying investor. Records are maintained by FNZ Custodians (and other sub-custodians) to allow clear identification of the quantity of assets held for an investor through the omnibus account. By investing through the Service, you will be consenting to the use of omnibus accounts by FNZ Custodians and any sub-custodian engaged by FNZ Custodians.

Centric Investment Menu

This *Guide* contains references to the *Centric Investment Menu*, a list of Centric Accessible Investments, which is available free of charge by contacting us or going to [Our Website](#). Information contained in the *Centric Investment Menu* may change between the day you receive this *Guide* and the day you acquire an investment through the Service. The investments you can access depend on your account type, and your Nominated Financial Adviser and their advice firm.

Information about Centric Accessible Investments

You should obtain and consider the relevant Centric Accessible Investment Disclosure Document (usually a current product disclosure statement) before making a decision about any Centric Accessible Investment.

You can obtain a copy of the relevant Centric Accessible Investment Disclosure Document from your Nominated Financial Adviser, by contacting us or by clicking on the applicable link in the *Centric Investment Menu*.

A Centric Accessible Investment Disclosure Document may change between the day you receive or have access to a copy of the document, and the day you acquire an interest in the relevant Centric Accessible Investment (including any subsequent interest you acquire under a regular investment plan, or a dividend or

distribution reinvestment plan). This means that you may not have the current Centric Accessible Investment disclosure document when you acquire the relevant interest.

Refer to the Australian Securities Exchange (ASX) [ASX website](#) for more information about ASX listed securities.

General information only

The information provided in this *Guide* is general information only and does not take into account your personal objectives, financial situation or needs. You should consider whether the information in this *Guide*, the *Centric Investment Menu* and any other disclosure documents is appropriate for your personal circumstances.

You should consult a Financial Adviser or Nominated Financial Adviser before investing through the Service.

Note: It is your responsibility to ensure that you understand the consequences of not having financial advice provided by a financial adviser. Refer to the *Non-advised investors* section of this *Guide* that outlines the consequences of not engaging a financial adviser to provide you with advice in relation to the Service, or to take instructions from you in relation to Centric Accessible Investments.

The meaning of certain words

Some words used in this *Guide* have special meanings. Please take a moment to go through the *Definitions* section in *Other important information*.

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About the Centric IDPS 2

You can manage your investments from one place with our secure and user-friendly online service and invest in a wide range of investments to design a Portfolio that's right for you.

Your investments are administered through a centralised online platform so you can log into your Centric Client Profile to review your entire Portfolio and investments at any time.

Your Centric IDPS 2

IDPS features

Cash	Your wealth	Tools	Support
<ul style="list-style-type: none">Centric Cash	<ul style="list-style-type: none">Centric Accessible InvestmentsExternal assetsExternal debt & liabilitiesRange of account options	<ul style="list-style-type: none">Investment dashboardPerformance reportingPortfolio management tools	<ul style="list-style-type: none">Your Document LibraryContact CentreLiterature Library

You

- View your Portfolio online at any time through your Centric Client Profile at centricwealth.com.au.
- Collaborate with your Financial Adviser or Nominated Financial Adviser to choose a range of investment options depending on your account type, your Nominated Financial Adviser and their advice firm.
- Access a suite of online reporting including your documents library and secure notifications inbox.
- Change certain Portfolio details such as your nominated bank account, including direct debit and payment details, or add and change your Centric Client Profile details such as an email address.

Consolidated reporting also allows you to monitor the performance of your Portfolio.

You have ready access to information about your Portfolio, including information about Centric Accessible Investments and your personal Centric Document Library.

You can also record information on the Service about the assets and liabilities that you have outside, which can help you to get a consolidated view of your wealth in one place.

- You can record information about other assets and liabilities (external to the Service) so you can have a consolidated view of your wealth in one place.
- You can close your Account at any time by contacting us, subject to completing any outstanding transactions. See the *Your Account* section of this *Guide* for more details.

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Your Nominated Financial Adviser

You will be able to access additional features if you have a Nominated Financial Adviser (a financial adviser that you have appointed to provide advice to you and who you have nominated as an authorised user of your Portfolio). These additional features include:

- Your Nominated Financial Adviser can help you to develop a personalised investment strategy and structure your Portfolio.
- You can authorise your advice fees to be paid to your Nominated Financial Adviser from your Centric Cash.
- You can have access to Centric Accessible Investments only available to advised clients depending on your Nominated Financial Adviser.
- You can give your Nominated Financial Adviser and their selected staff standing authority to manage your Centric Portfolio, including the authority to:
 - submit and manage investment instructions, including elections on dividend or distribution re-investment (where applicable),
 - update your MDA Account Investment Program,
 - manage payments and withdrawals,
 - make corporate action election decisions,
 - manage certain Portfolio attributes such as minimum cash balance limits and household groupings, and
 - receive certain communications and notifications on your behalf.

We may at our discretion allow information to be provided to a third party at your Nominated Financial Adviser's instruction. Third parties may include, but are not limited to, approved providers of software used by financial advice practices. Where requested, we may send data for accounts associated with a Nominated Financial Adviser that includes account, investor, transaction and income details.

Your Financial Adviser

If you have a Financial Adviser (a financial adviser you have appointed to provide financial advice but who is not authorised to act on your behalf in relation to the Service):

- Your Financial Adviser can advise you on whether the Service and any Centric Accessible Investment is right for you.
- Your Financial Adviser can help you develop a personalised investment strategy and structure your Portfolio but cannot implement your investment strategy.
- Your Financial Adviser can be given read-only access to your Portfolio so they can monitor the performance of your investments and provide you with regular status reports. You can revoke your authority for your Financial Adviser to access your Portfolio at any time by notifying us in writing.

Your accountant and other representatives

- You may be able to give your accountant or other representative read-only access to your Portfolio.
- Read-only access means that your accountant or other representative will be able to view your Portfolio, access tax statements, Portfolio valuations, Portfolio performance reporting and other information online.
- Your accountant or other representative will not be able to manage your Portfolio or enter into any transactions on your behalf. You can revoke your authority for your accountant or other representatives to access your Portfolio at any time by notifying us in writing.

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Portfolios and Accounts

Your Service investments can be held in one of a range of account types being a Statement of Advice Account (SOA Account), a Managed Discretionary Account (MDA Account) or a Self-Directed Account (SDA Account). The Account types available to you will depend on factors such as your Nominated Financial Adviser and their financial advice authorisations.

Each Account is held within a Portfolio. A Portfolio represents the investing entity such as an individual, trust or a Self-Managed Superannuation Fund (SMSF).

Your Portfolio provides a full view of all your holdings through the Service and tax reporting.

See the *Key features and benefits* section for more information about Account types.

Your investment strategy and the Service

You or your Nominated Financial Adviser can both formulate and implement an investment strategy that is right for you. An investment strategy designed with the help of your Nominated Financial Adviser should take into account your personal circumstances, including your financial goals, your life stage and your attitude to risk. Your investment strategy can be implemented by investing in an appropriate mix of Centric Accessible Investments.

When you join the Service with a Nominated Financial Adviser, your Nominated Financial Adviser is authorised to provide instructions on your behalf. Changes to your account are made in accordance with specific instructions from your Nominated Financial Adviser or in line with your pre-determined investment strategy (as notified by your Nominated Financial Adviser). We will not accept or act upon investment instructions from you where you hold an MDA Account or SOA Account.

Centric Cash

Centric Cash is integral to your Account and represents the cash you hold. Funds in your Centric Cash are held in an at-call account with ANZ. Centric Cash is held per Account you have with the Service.

When you first invest through the Service, you direct us to invest your money in Centric Cash until we receive an investment instruction from you or your Nominated Financial Adviser (on your behalf). We will not make a withdrawal from your Centric Cash without your authorisation.

Centric Cash is used for transactions, including but not limited to:

- receiving contributions,
- buying and selling investments,
- paying fees, charges and taxes,
- funding withdrawals, and
- receiving income from your Centric Accessible Investments.

Fees and charges will not be processed if you have insufficient Centric Cash available on the charge date. Instead you will accrue a fee liability against your Account and we will sell assets as outlined in the *Automatic Disinvestment* section. Overdue fees and charges will be processed when your Account has sufficient cash.

Centric Cash generally earns interest, calculated daily and paid monthly in arrears to your Centric Cash, taking into account a range of factors including the interest rate applicable to the at-call account and the deduction of the Centric Cash fee.

The interest rate is variable and changes from time to time.

You can view the applicable interest rate on our website at centricwealth.com.au/how-it-works/investments.

When you close your Account, interest is paid on your Centric Cash balance up until the day your Account is closed.

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Minimum cash balance

You have to keep a minimum balance of Centric Cash in your Account to maintain liquidity. You can choose, however, to increase your minimum cash amount. Contact us or your Nominated Financial Adviser to update your minimum cash balance.

Account type	Minimum Cash balance
SOA Account or SDA Account	1% of the value of your Account up to \$5,000. You can also choose to increase the minimum cash amount based on your preference.
MDA Account	2% of the value of your MDA Service Model holdings. Your Investment Program preferences can be set up to hold an additional cash allocation. You can also opt to hold additional cash in an MDA Account outside of your MDA Service Model holdings.

Automatic disinvestment

We can automatically initiate the sale of assets on your behalf (known as disinvestment) when certain conditions are met. These conditions are:

- if your Account needs cash to pay fees or charges and there is insufficient available cash in Centric Cash, or
- if your Centric Cash falls below 15% of the required minimum Non-model cash balance.

There are limited circumstances where we are able to provide advance notice of automatic disinvestment. For example, we will notify you or your Nominated Financial Adviser when your cash balance in an SOA Account or SDA Account is depleted and needs to be topped up to the required minimum Non-model cash balance. This will allow you six business days for your Centric Cash to be replenished to the required level. If you fail to replenish your cash balance during this time, we will then initiate automatic disinvestment.

There will be no notifications where we disinvest from holdings in an MDA Account. Due to the nature of MDA Accounts, cash is managed in line with pre-set model and Investment Program allocations.

Important: Centric and its service providers do not have any liability to you in relation to any disinvestment in accordance with the automatic disinvestment process.

Holdings in an MDA Service Model

If we need to disinvest from an MDA Service Model, assets held in an MDA Service Model will be sold first, using an align-to-target strategy. This means we will place disinvestment orders for assets which are over-allocated based on your Investment Program.

If insufficient cash is realised, Non-model holdings will then be sold using the priority order outlined below (see Non-model holdings).

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Non-model holdings

If we need to disinvest your Non-model holdings, individual assets will be sold in the following order until sufficient cash is made available to fund the required payment and reinstate your Account's minimum cash balance. Each asset type will be exhausted before utilising the next asset type in the below list¹:

1. Listed fixed interest securities (and hybrids) with fixed maturity, from largest to smallest holdings until these holdings are exhausted.
2. Listed fixed interest securities (and hybrids) with no fixed maturity, from largest to smallest holdings until these holdings are exhausted.
3. Other listed securities from largest to smallest holdings until these holdings are exhausted.
4. Managed funds, from least volatile to most volatile.

If two or more of the same type of listed securities have the same holding value, one of the securities will be selected at random. If two managed funds have the same volatility, the largest holding will be sold first. If they both have the same holding value, one will be selected at random. Volatility measurements are sourced from a third-party data provider.

Important: Automatic disinvestment may adversely affect your investment strategy and result in gains or losses being realised.

1. *We will not sell term deposits or any investment options which have redemption restrictions.*

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Who can invest with the Service?	<ul style="list-style-type: none">• Individuals• Joint investors• Partnerships	<ul style="list-style-type: none">• Companies• Trusts• SMSFs
Choice of Account type	<ul style="list-style-type: none">• Self-directed Account (SDA) <p>If you are investing through a Nominated Financial Adviser, you can have one of the following types of accounts:</p> <ul style="list-style-type: none">• Statement of Advice Account (SOA Account)• Managed Discretionary Account (MDA Account)	
Contribution options	<ul style="list-style-type: none">• Direct debit• BPAY®• Electronic Funds Transfer (EFT)	<ul style="list-style-type: none">• In-specie transfer
Centric Accessible Investment options	<ul style="list-style-type: none">• Cash• Term Deposits• Managed Funds	<ul style="list-style-type: none">• ASX listed investments• Other unlisted investments
External non-custodian assets and liabilities	You can record information about your other assets and liabilities, which are external to the Service, to get a consolidated view of your wealth in one place	
Centric Cash	<p>Centric Cash is integral to each of your Account(s) and is used to facilitate transactions, including but not limited to:</p> <ul style="list-style-type: none">• receiving contributions• buying and selling investments• paying fees, charges and taxes• paying withdrawals• receiving income from your investments	

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Minimum contribution and regular contribution amount	No minimum	
Minimum cash balance	All Accounts except MDA Accounts	MDA Accounts
	1% of your Account balance, up to \$5,000	2% of the value of your MDA Service Model holdings
	The Service allows you to manage your cash flow requirements and you can increase these minimum cash amounts based on your preference.	
Minimum one-off and regular withdrawal amounts	No minimum	
Minimum managed fund transaction (non-regular) amount	No minimum	
Minimum listed security transaction amount	No minimum	
Minimum regular investment amount	No minimum	
Consolidated reporting	All reporting is provided to you through your Centric Client Profile. Through the Service, you have access to a range of reports such as: <ul style="list-style-type: none">• Portfolio valuation• Portfolio performance• Transaction listing• Quarterly investor statement• Annual tax statement• Annual investor statement• Capital gains report	
Margin lending	No	
Corporate actions and voting rights	You or your Nominated Financial Adviser may be able to participate in voting or corporate action decisions.	

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The Service gives you:

- access to a range of investment options,
- convenience of administering your investments through a single platform,
- flexibility to design a Portfolio that suits your investment needs, and
- consolidated reporting, which can help minimise the amount of paperwork you need to complete at the end of the financial year.

Range of Account options

Your Service investments can be held in one of a range of Account types:

Account type	Characteristics	Account management
MDA Account	A discretionary investment account managed by your Nominated Financial Adviser to implement investment strategies managed by them or their Australian Financial Services (AFS) Licensee.	Investment instructions for investment trades are placed by the MDA Provider at their discretion, in accordance with a pre-determined strategy, being your Investment Program, including any preferences or constraints, that you have agreed with your Nominated Financial Adviser. Other account management instructions are placed by your Nominated Financial Adviser
SOA Account	Used to implement financial advice provided by your Nominated Financial Adviser or otherwise acting on instructions you have provided to them.	Account management instructions are placed by your Nominated Financial Adviser.
SDA Account	A non-advised account which provides you with access to hold investments through the Service without a Nominated Financial Adviser. This account does not allow advice fees to be charged.	You can instruct account management requests directly, in writing, without the engagement of a Nominated Financial Adviser.

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MDA Accounts

MDA Accounts are available to you if you are investing through a Nominated Financial Adviser who is authorised to provide MDA Services. They may utilise an MDA to manage your investments more efficiently.

By signing an MDA agreement (which we are not involved in), you authorise your MDA provider to make investment decisions, such as buying or selling assets, without needing your approval for each transaction. We do not provide a supervisory role in relation to the operation or management of an MDA Service Model.

These decisions will follow the investment program you and your Nominated Financial Adviser establish and agree on together. The MDA Provider will use portfolio management tools to construct, monitor, and rebalance your MDA Service Model holdings accordingly.

In some cases, your MDA Provider may appoint an external manager to oversee part of the MDA Service models. Additional fees may apply to MDA Service Models that include an external manager. For details on the fees associated with an MDA Service Model, refer to the *Fees and costs* section.

In addition, you can hold Centric Cash and investments in an MDA Account outside of an MDA Service Model (known as Non-model holdings). Speak to your Nominated Financial Adviser if you would like to have an MDA Account.

SOA Accounts

SOA Accounts are available to you if you are investing through a Nominated Financial Adviser who will be able to select your investments.

SDA Accounts

Investments can be held in an SDA Account if you do not have a Nominated Financial Adviser.

Refer to the *Non-advised investors* section of this *Guide* for information about not having a Nominated Financial Adviser.

Access a broad range of investments

Through the Service, you have access to a diverse range of Centric Accessible Investments (see our *Centric Investment Menu*). Those investments include:

- Managed funds
- ASX listed securities including:
 - Equities
 - Fixed interest rate securities
 - Exchange-traded funds
- Cash
- Term deposit products, and
- Other unlisted investments.

Prior to making investments available to you on the *Centric Investment Menu*, these are subject to due diligence by members of the Centric Investment Committee (refer *Investment Selection Process* and *Centric Investment Committee Approval* sections below for further details). You will automatically have access to the General Investment Menu. Certain investments will be restricted to advised account types and certain Nominated Financial Advisers and their advice firms. Please speak to your Nominated Financial Adviser for a complete list of investments available to you. The Centric Investment Menu includes information about investments available to investors without a Nominated Financial Adviser.

Flexibility with managing your investments

You can choose to make investments in lump sum amounts or set up a regular investment plan, where available. You can select your own investments or establish and maintain a predetermined investment strategy through an MDA Account (if eligible).

You should review your investment strategy at least once a year or whenever your circumstances change (e.g. if you change your job, changes to economic environment, etc.).

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You will be able to make changes to your Account at any time. Additional fees and costs may apply. Find out more in the *Fees and other costs* section.

Tax optimisation

You may be able to select from a range of tax methods for calculating capital gains for your Account. Speak to your Financial Adviser or accountant about the tax optimisation methods that may best suit your circumstances.

Wide range of contribution options

You can contribute to your Account in various ways, including direct debit, BPAY and in-specie transfers.

In-Specie transfers

At our discretion, you may be able to complete an in-specie transfer into and out of the Service. Where you make a contribution with an asset held outside the Service, you will need to provide mandatory information to effect the in-specie transfer, including tax parcel history information. Until that information has been provided, you will not be able to sell transferred assets through the Service or exit from the Service.

Generally, assets that aren't available on the *Centric Investment Menu* are not able to be transferred in. We may, however, accept assets that don't meet the *Centric Investment Menu* criteria at our discretion. In this scenario you will not be able to make additional purchases of these assets through the Service.

To process an in-specie transfer of assets out of the Service, we require that a full transfer is completed and your Account closed. We can only commence a transfer out of the Service once all transactions are complete, corporate actions are processed and any pending income received. Term deposits cannot be transferred out of the Service and must first mature or be broken.

Ability to view all your investments

You can record information about your other assets and liabilities, which are external to the Service to get a consolidated view of your wealth in one place.

Households

You can group your Portfolios within the Service. You can also group your Portfolios with Portfolios held by your relatives (including immediate family members), a family trust or a business you are associated with on platforms operated by Centric. A group of linked Portfolios is called a Household.

If you have more than one Portfolio linked under a Household and have authorised advice fees to be deducted from your Account, the total Household funds under management will be aggregated when calculating advice fees.

This may result in a reduction in the amount of advice fees charged to each Account. Each Account will only be charged advice fees provided for that Account.

Speak to your Nominated Financial Adviser for more information and to discuss your eligibility to participate in Household advice fee aggregation.

Consolidated reporting

Through the Service, you can obtain information about your holdings, including the valuation of your Portfolio, your transaction history and consolidated reporting.

Your consolidated annual tax statement will show all the income you received during the relevant financial year. It sets out the components of each amount you receive as income, the relevant imputation and foreign tax credits, as well as any non-taxable income. This helps to make tax time more efficient.

A consolidated capital gains report will also be made available and provides details of any capital gains on investments you held during the financial year.

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Quarterly report

You will be issued with a quarterly report for your account within one month of the end of the quarter detailing information about your account. The report includes transactions, income and expenses for the quarter and the quantity and value of assets at the last day of the relevant quarter, based on the most recent price valuations made available to us.

You may request a free copy of any quarterly report relating to your account during the financial year from your Nominated Financial Adviser or by contacting us. Your quarterly reports may be provided to you electronically.

Your Centric Client Profile

We will create a Centric Client Profile for you to provide access to all your Portfolios when it suits you, 24-hours a day.

Your Centric Client Profile will include your mobile number and email, along with a password created by you. You are responsible for the use and security of your online password. You must not disclose it to any other person, including your adviser.

We will use your mobile phone number to help keep your account secure. Some transactions will require online authorisation through a validation code before the request can be completed. You can update the mobile number linked to your Centric Client Profile at any time. If we don't hold a valid mobile number for you from a supported country, certain activities may become restricted.

Notifications

We will provide notifications to keep you or your Nominated Financial Adviser informed via your Centric Client Profile and Portfolio.

- **Update** notifications will keep you informed about your Centric Account and your Portfolio.
- **Important Information** notifications will ensure you are provided with details about significant changes to your Centric Account.
- **Action Required** notifications will let you know when you need to action requests for your Centric Account.

It is important you keep an eye on the notifications icon when you log in to your Centric Client Profile for new notifications and alerts.

Emails

You'll also receive some information from us via email, such as your user ID and temporary password links. You can also elect to receive emails when you have unread notifications. Be sure to keep your Centric Client Profile updated with your current email address.

Collaboration

You may be able to collaborate with your accountant or other representative by giving them read-only access to your Portfolio. Read-only access means that they will be able to view information about your Account and Portfolio, but they will not be able to manage your Account, or transact on your behalf.

This may also help make tax time more efficient as your accountant or other representative will be able to view your Account, tax statements, Portfolio valuations, Portfolio performance reporting and other information online.

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Your Centric Document Library

Key documents can be saved into your Centric Document Library. Categorisation, filtering and search tools are available to help you manage your Centric Document Library.

Your Centric Document Library will also contain important documentation about your Centric Portfolio, such as your annual tax and investment statements and other correspondence from us.

Literature Library

Important platform documentation, including forms which are updated from time to time, will be accessible to all clients in the Centric Literature Library.

The Literature Library is located online via your Centric Client Profile.

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Risks

All Investments have some level of risk. Different investment strategies may carry different levels of risk, depending on the assets within the investment strategy. Assets with the highest potential return over the long-term may also have the highest level of short-term risk.

We have classified the risks as:

- risks associated with investing through the Service, and
- underlying Investment risks.

Risks associated with investing through the Service

Operator risk	<p>This is the risk that the Operator does not manage the Centric IDPS 2 or the risks involved in the operation of the Service effectively, which can therefore cause financial loss to investors or can lead to the Centric IDPS 2 being terminated.</p> <p>We take risk management seriously and have procedures in place designed to reduce risks and to respond to any problems. However, you should be aware that not all risks can be foreseen or eliminated entirely.</p>
Advice risk	<p>The risk that your adviser may recommend a strategy or investment that’s not appropriate for you or that they provide delayed or inaccurate instructions to us or the MDA Provider.</p> <p>Your adviser or MDA Provider may be unsuccessful in meeting the investment objectives of investments and strategies that they maintain for you.</p>
Systems, technological or cyber security risks	<p>Systems or technological risk is the risk that an interruption, fault or failure in any part of the computer or telecommunications systems used by us to provide the Service, or a breach of the Service’s online security, could impact our ability to provide the services described in this <i>Guide</i>.</p> <p>This could result in financial information or personal data stored within the system being accessed by or disclosed to unauthorised parties.</p> <p>We mitigate this risk by having a Service Level Agreement in place with the Administrator, where we have a Key Performance Indicator to monitor and resolve systems or technological issues in a timely manner. However, you should note that risks cannot be prevented or eliminated entirely.</p>
Outsourcing risk	<p>This is the risk that an external service provider (e.g. Administrator, custodian, brokers), appointed by the operator, may default on their obligations which may cause financial loss to investors.</p> <p>We appoint service providers that we believe have a low risk of defaulting. However, these risks cannot be eliminated entirely.</p>
Legal and regulatory risk	<p>Changes to laws or their interpretation could have a negative impact on your investments. Please note that it is your responsibility to assess how any changes to laws, or their interpretation, may affect your investments having regard to your circumstances.</p>

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Underlying investment risks

Market risk	Market risk is the fluctuation of returns caused by macroeconomic factors. Generally, the investment return on a particular asset is correlated to the return on other assets from the same market, region or asset class. Market risk is impacted by broad factors such as government regulations, economic conditions, interest rates, availability of credit, the global political environment, investor sentiment, and significant external events (e.g. natural disasters). Market risk may impact the investments in your Portfolio in different ways - some of your investments may fall in value, while others may not be readily liquidated.
Concentration risk	The failure to adequately diversify between asset classes, securities and sectors may significantly increase risk.
Investment management risk	The risk that an investment manager may not achieve their stated investment objectives or underperform at any stage of an investment cycle. Changes in the key investment team members may impact returns or the management of risk.
Interest rate risk	The risk that changes in interest rates may have a negative impact on the value or total return of your investments.
Liquidity risk	<p>The risk of being unable to withdraw from your investment within a reasonable time period. For example, it may not be possible to withdraw a term deposit prior to maturity.</p> <p>Delays may occur where minimum investment or withdrawal limits are imposed by fund managers.</p> <p>Please note that if you choose to invest in an illiquid investment, the investment may not be redeemable for cash at the end of a period.</p>
Share or company risk	There is a chance a specific share or a security in a company will fall in value due to changes in the company's operations or environment. Changes to a company's operations or environment may include changes in management, actions of competitors and regulators, changes in technology and market trends.
Valuation risk	The value of your investment is based on the net asset value as provided by the relevant product issuer. The product issuers are responsible for appropriately valuing the assets within their products.
Settlement risk	The risk that a counterparty to a contract will fail to perform contractual obligations (e.g. default in either whole or part) under the contract, or that a party to a transaction such as a swap, foreign currency forward or stock lending fails to meet its obligations such as delivering a borrowed security or settling obligations under a financial contract.

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Currency risk	The risk that a change in the value of the Australian dollar relative to other currencies may negatively impact investment values or returns. While you may not invest directly in any foreign-currency denominated investments. However, some investment managers of Centric Accessible Investments you hold may invest in international investments from time to time.
Credit risk	Any change in the market assessment of the creditworthiness or credit rating of an issuer or to a security of that issuer, may affect the security's value.
Gearing risk	Some investment options use gearing. Gearing means the investment option borrows so that it can invest more to increase potential gains. Gearing also increases losses (if any) and variability in the value of the investment. This relates to some of the investment options available through the Service.
Environmental, social and governance risk (ESG) and climate risk	<p>The value of individual investments may be influenced by environmental, social and governance (ESG) factors.</p> <p>These risks may be real or perceived and may lead to financial penalties and reputational damage. For example, environmental risks include waste and pollution, resource depletion and land use. Social risks are where the investment may be impacted by social, labour and human rights risks and cover health and safety, human rights and labour standards. Governance risks can impact the sustainability of an investment and cover business practices such as Board diversity and independence, voting procedures, transparency and accountability.</p> <p>Climate change also poses a risk – not only to the environment, but also to the broader economy and valuation of an investment. Typically, climate change risks can be split between physical and transition risks.</p> <p>Physical risks refer to the direct impact that climate change has on our physical environment. For example, a company's revenue may be reduced due to weather events and this may reduce the value of the company's shares.</p> <p>Transition risks refer to the much wider set of changes in policy, law, markets, technology and prices that may be needed to address the mitigation and adaptation requirements which are necessary for the transition to a low carbon economy.</p>
Other risks	<p>It is important to note that not all risks can be foreseen. It is therefore not possible for us, or any product issuer, to protect the value of any investment from all risks. Investors should ensure they obtain appropriate professional advice regarding the suitability of an investment having regard to their individual circumstances, including investment objectives, their level of borrowings, their financial situation and individual needs.</p> <p>Before making a decision to invest in any Centric Accessible Investment, please ensure that you have read and understood the relevant <i>Centric Accessible Investment Disclosure Document</i>, which will explain the risks and taxation treatment relevant to that investment.</p> <p>You can get more information on the risks of trading in listed securities from your financial adviser or by contacting us or going to the ASX website.</p>

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Your Centric Accessible Investment options

Through the Service, you can access a diverse range of investments.

Cash

Centric Cash is integral to your Account and represents the cash you hold. Centric Cash is used to facilitate transactions through the Service.

Term deposits

A term deposit is a fixed-term cash deposit held at a financial institution. They are generally short-term deposits with maturities ranging anywhere from a month to a few years.

The Service will only provide access to term deposits issued by providers on the Australian Prudential Regulation Authority's (APRA) register of Authorised Deposit-taking Institutions (ADIs).

Term deposits are less liquid than cash and are considered a defensive asset as they provide capital security. Their return is generated from a set rate of interest for a defined period. When a term deposit is purchased, the investment has very restrictive capital withdrawal options, and may only be withdrawn upon maturity or in certain circumstances such as in the case of hardship (as determined by the term deposit provider). The term deposit provider maintains the absolute discretion to approve an early repayment.

To efficiently manage your investments in term deposits, you can choose to:

- have the principal and net interest deposited into your Centric Cash on maturity or
- automatically reinvest:
 - the principal
 - the principal and net interest, or
 - a part of the principal and interest.

You can also reinvest for the same term with the same provider or choose to invest for the same term at the best rate offered at the time of the reinvestment. You can change your auto-reinvestment choice up to one business day before maturity by calling us or speaking to your Nominated Financial Adviser.

Managed funds

A managed fund is an investment product where an investor contributes money to receive an interest (usually expressed as a unit) in the managed fund.

In a managed fund, your money is pooled together with other investors. The fund manager then buys and sells assets with the pooled money to aim to achieve the investment objective and in line with the investment strategy outlined in the relevant fund's product disclosure document. The value of your investment in a managed fund will rise or fall with the value of the underlying assets.

Managed funds can be convenient investment option to help you to achieve some diversification with a small amount of capital. When you invest through the Service, the minimum investment amount which typically applies to an investment in a managed fund may be waived.

You are usually paid income or distributions periodically, which will be deposited into your Centric Cash. You may also reinvest distributions when a distribution reinvestment option is offered by the fund manager and made available by us.

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Through the Service, you can access a range of managed funds offered by fund managers across different investment styles and asset classes.

ASX listed investments

Centric will offer access to a broad range of ASX listed securities, including:

- shares
- exchange traded funds (ETFs)
- fixed income investments
- Australian real estate investment trusts (A-REITS)
- listed investment trusts (LITs)
- listed investment companies (LICs), and
- hybrid securities.

Generally, eligible ASX listed shares, A-REITs and hybrid securities will automatically be made available on the *Centric Investment Menu*. Some particular ASX listed securities, for example warrants, are not available for investment through the Service. Managed listed investments, such as ETFs, LITs and LICs, are added to the *Centric Investment Menu* subject to a research approval process. Refer to the *Investment selection process* section for more information.

If an eligible ASX listed security is subsequently delisted, it will automatically be removed from the *Centric Investment Menu* when it is delisted.

If you acquired such a security before it was delisted, you may continue to hold the security in the Service but additional investments will not be available.

Dividends or distributions from ASX listed securities in which you invest will be deposited into your Centric Cash or reinvested (if reinvestment is offered) based on your nomination.

Investment selection process

Centric has an Approved Products List (APL) for the Service. The APL is managed in accordance with Centric's APL Policy. Centric decides whether to add, remove or restrict investments on its APL in accordance with the APL Policy. Only investments on its APL are available on the *Centric Investment Menu*. The APL is not limited to products issued by the Operator and its related parties, and assessments of investments issued by the Operator and related parties are subject to the same selection process as third party investments consistent with the APL Policy.

Generally, eligible ASX listed shares, A-REITs and hybrid securities will automatically be made available on the *Centric Investment Menu*. However, the following quantitative and qualitative criteria will be assessed by the Centric investment Committee in relation to Centric Accessible Investments (funds, ETFs, as well as LITs and LICs):

- internal or external research rating (investment grade and above)
- liquidity of the investment
- fees and costs
- the investment's track record including risk and return, both absolute and relative to its relevant benchmark
- the investment's asset allocation, level of diversification and gearing/leverage
- the investment's compliance record
- the investment's Target Market Determination (TMD)
- the likely investor demand for the investment
- the operational requirements for administering and providing custody for the investment, and
- technology offering platform accessibility, security measures, automation efficiency and sustainability of the platform.

The Centric Investment Committee will review and monitor the investments on the *Centric Investment Menu* periodically to make sure they continue to comply with our APL Policy and take appropriate steps to remove them from the menu if they cease to comply with the policy (see Removal of investments below).

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The Centric Investment Committee meets at least quarterly where it reviews the Centric Investment Menu against its APL policy. The *Centric Investment Menu* may be reviewed on an ad-hoc basis should it be required by market events including but not limited to, Centric Accessible Investment that is winding up, material changes to its objectives and/or investment strategy or key staff departures.

Centric Investment Committee approval

Centric, via the Centric Investment Committee (Committee) and the use of external asset consultants, assesses all Centric Accessible Investments prior to adding any investment to the *Centric Investment Menu*.

An investment option will only be added to the *Centric Investment Menu* with the approval of the Centric Investment Committee, which consists of:

- External Member - a minimum of one external member, and
- Chair - a member of the SPC Board of Directors, and
- Deputy Chair - a member of the SPC Board of Directors or delegate.

At the date of this *Guide*, there are three external members and two internal members serving as Chair and Deputy Chair respectively.

Labour, environmental, social and ethical considerations

When making investment decisions, a product issuer may take labour standards or environmental, social or ethical considerations into account. Whether or not a product issuer has such a policy is not taken into consideration by us in the selection, retention or removal of an investment option from the *Centric Investment Menu*.

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Removal of investments

The Committee reviews the *Centric Investment Menu* regularly, at least quarterly based on the qualitative and quantitative factors described above in the Investment Selection Process. From time to time it may become necessary to remove investments from the *Centric Investment Menu*.

For example:

- we may no longer be able to hold or administer an investment
- a listed equity may be removed, or is likely to be removed, from an exchange, or
- an investment has been removed from the Centric APL.

We will endeavour to allow you to continue to hold the investment through the Service, where practicable. However, in some instances you may be required to transfer out (into your own name or a nominated third party) or sell your holding.

If we cannot maintain your investment through the Service, where possible, we will provide reasonable notice to you or your Nominated Financial Adviser, requesting your action within a reasonable specified timeframe.

If no action has been taken, we will be required to act on your behalf. We may need to redeem an investment and credit the proceeds to your Centric Cash. You agree that we may sell your investments as if we had received a standing instruction to do so in these circumstances. This may adversely affect your investment strategy and result in gains or losses being realised. Centric and its service providers do not have any liability to you in relation to any redemption of investments in accordance with this process.

These decisions will be made in accordance with the Centric APL Policy. We will notify you or your Nominated Financial Adviser within a reasonable period of such an event occurring.

Similarly, the issuers of Centric Accessible Investments may impose restrictions or other conditions on the investments that they issue. For example, you may be required to sell all or part of an investment, or be restricted from further investments into their product. We will notify you or your Nominated Financial Adviser of any restrictions we are advised of.

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Investing through the Service is not the same as holding investments directly. Some of the key differences are outlined below.

	When you invest through the Service	When you invest directly
Ownership of your investments	Investments are held in our name or the name of a sub-custodian (or its nominee), in trust for you. The legal owner is us or the sub-custodian (or its nominee), and you are the beneficial owner.	Investments are held in your name. You are the legal and beneficial owner.
Investment choice	You can access a diverse range of investments, and the application process may be streamlined or eliminated. You may also have access to lower fees (i.e. wholesale fees, as opposed to retail fees) and minimum investment amounts that apply to managed funds may be waived.	You can access a diverse range of investments. However, the process of applying for and managing those investments could be more cumbersome. You may not have access to wholesale fees and investments in managed funds may be subject to minimum investment amounts or unavailable.
Reporting	You receive consolidated reporting and annual tax statements (including a capital gains tax report). You will also be able to review your Portfolio (including the value of your Portfolio) and your transaction history.	You receive reports and statements from each product issuer (e.g. fund managers, companies, Australian banks) and you need to consolidate them yourself to get a picture of your Portfolio.
Income distributions	Income (distributions, dividends or interest) is paid into your Centric Cash or reinvested in accordance with your instructions to us.	Income (distributions, dividends or interest) is paid directly to you or reinvested in accordance with your instructions to the product issuer.

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	When you invest through the Service	When you invest directly
Investor communications	<p>Corporate actions, changes in fees for the Service, updates or communications from your investments will be consolidated and accessible through your Centric Client Profile. Upon your request, we will give you (or your Nominated Financial Adviser) a copy of all communications that we are required by law to provide to the holder of an investment.</p> <p>We will provide you or your Nominated Financial Adviser with 'Update', 'Important Information' or 'Action Required' notifications for any matters that we reasonably consider are important to bring to your attention.</p> <p>You will not be provided with information on changes to fees and costs for Centric Accessible Investments.</p>	<p>You will receive notices of meetings, corporate actions, changes in fees and costs, updates or communications directly from each product issuer (e.g. fund managers, companies, Australian banks).</p>
Voting rights	<p>Because you aren't the legal owner, you don't have the ability to exercise any voting rights.</p> <p>However, we will exercise voting rights to participate in corporate actions, investor schemes or proposals based on any instructions we receive from you (as the beneficial owner) or your Nominated Financial Adviser.</p> <p>Where we need your instructions, we will send you or your Nominated Financial Adviser, if you have one, an 'Action Required' notification seeking your instructions. We will send this notification only for resolutions that we believe may impact your investments.</p> <p>We generally do not engage in proxy voting. Further details about how we will exercise voting rights are set out in our Voting Policy, a copy of which can be obtained free of charge from centricwealth.com.au/policies or by contacting us.</p>	<p>As legal owner, you are able to vote and participate in all corporate actions for your investments.</p>

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	When you invest through the Service	When you invest directly
Regular contributions	Through participation in regular contributions, you are able to invest regular amounts into a selection of investments.	If you want to invest regularly, you may need to make appropriate arrangements with each product issuer.
Withdrawal rights	<p>The right to withdraw from your investments if the relevant Centric Accessible Investment Disclosure Document is found to be defective, is, or becomes, defective may not apply. This means the product issuer may not be required to return your investment or provide you with other options, such as notification of an option to withdraw.</p> <p>Where practicable, we'll notify you, or your Nominated Financial Adviser, of any option to withdraw and make available any accompanying disclosure documents as soon as possible (but no later than five days from when we receive the notification). If we do so and you wish to exercise any withdrawal option, we'll generally give you access to any supplementary or replacement disclosure (and inform you how you can access this) and act on any instructions received.</p>	When a product disclosure statement or disclosure document is found to be defective, withdrawal rights are usually available and may be exercised by you. You will be provided with any accompanying disclosures and notified directly of any option to withdraw by the product issuer.
Cooling-off rights	Cooling off rights (the right to return a financial product within a specified time) are not available to you in respect of financial products, including managed investments or other assets with infrequent or restricted redemption windows (for example illiquid investments).	Cooling off rights are available to you in respect of financial products, including managed investments.

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DID YOU KNOW?

Small differences in both investment performance and fees and costs can have a substantial impact on your long-term returns.

For example, total annual fees and costs of 2% of your investment balance rather than 1% could reduce your final return by up to 20% over a 30-year period (for example, reduce it from \$100,000 to \$80,000). You should consider whether features such as superior investment performance or the provision of better member services justify higher fees and costs.

You may be able to negotiate to pay lower fees. Ask the fund or your financial adviser.

TO FIND OUT MORE

If you would like to find out more, or see the impact of the fees based on your own circumstances, the **Australian Securities and Investments Commission (ASIC)** Moneysmart website (www.moneysmart.gov.au) has a managed funds fee calculator to help you check out different fee options.

This section shows fees and other costs that you may be charged. These fees and costs may be deducted from your money, from the returns on your investment or from the assets of the Service as a whole.

Taxes are set out in another part of this document.

You should read all the information about fees and costs because it is important to understand their impact on your investment.

Fees and costs for particular investment options are set out in the Centric Accessible Investment Disclosure Documents where relevant.

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Type of fee or cost	Amount	How and when paid
Ongoing annual fees and costs		
Management fees and costs The fees and costs for managing your investments.	Centric IDPS 2 fee	
	Total account balance	Fee (p.a.)
	On the first \$200,000	0.2250%
	On any amount above \$200,000	Nil
Centric Cash fee Within the range of 0.40% and 1.00% p.a. of your Centric Cash balance, irrespective of whether you have an NFA.		The Centric Cash fee is calculated daily and deducted from interest paid to Centric prior to allocating interest to your Account. It is not deducted from the balance of your Centric Cash.
Investment fees and costs Investment fees and costs will apply and the amount of these fees and costs will depend on the Centric Accessible Investment selected by you from the <i>Centric Investment Menu</i> .		Investment fees and costs Generally calculated daily as a percentage of the amount you have invested in each asset. It is not deducted directly from your account but is generally incorporated into the price of the Centric Accessible Investment and is generally charged monthly or quarterly in arrears. The investment fees and costs of each asset can be obtained from the relevant Centric Accessible Investment Disclosure Documents where relevant.

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Type of fee or cost	Amount	How and when paid
<i>Performance fees</i> Amounts deducted from your investment in relation to the performance of the product.	Performance fee We do not charge performance fees, however, a fund manager may charge a performance fee for a particular Centric Accessible Investment when the investment return generated by the Centric Accessible Investment exceeds a specific criteria or benchmark.	Performance fee Generally calculated daily as a percentage of the amount you have invested in each Centric Accessible Investment. It is not deducted directly from your Account but is generally incorporated into the price of the Centric Accessible Investment and is generally charged monthly, quarterly or annually. The most recent performance fees applied by each investment manager can be obtained from the relevant PDS for each Centric Accessible Investment.
<i>Transaction costs</i> The costs incurred by the scheme when buying or selling assets.	Net transaction costs We do not charge any transaction costs, however, transaction costs will apply if you invest in Centric Accessible Investments and the amount of these transactions costs will depend on the Centric Accessible Investments selected by you from the <i>Centric Investment Menu</i> .	Net transaction costs For managed funds, the fees are charged by the fund manager which generally occurs before declaring earnings (these fees are deducted before we receive unit prices, or distributions are paid, for your investment).
Member activity related fees and costs (fees for services or when your money moves in or out of the scheme)¹		
<i>Establishment fee</i> The fee to open your investment.	Nil	Not applicable
<i>Contribution fee</i> The fee on each amount contributed to your investment.	Nil	Not applicable
<i>Buy-sell spread</i> An amount deducted from your investment representing costs incurred in transactions by the scheme.	Nil We do not change buy-sell spreads, however a buy-sell spread will apply and the amount of the buy-sell spread will depending on the Centric Accessible Investments selected by you from the <i>Centric Investment Menu</i> .	A buy-sell spread is added to, or deducted from (as applicable), the unit price of the relevant managed investment. The buy-sell spread that applies to each managed investment can change from time to time. Please refer to relevant PDS for each Centric Accessible Investment for specific details.

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Type of fee or cost	Amount	How and when paid
Member activity related fees and costs (fees for services or when your money moves in or out of the scheme) ¹		
Withdrawal fee The fee on each amount you take out of your investment.	Nil	Not applicable
Exit fee The fee to close your investment.	Nil	Not applicable
Switching fee The fee for changing investment options.	Nil	The Operator does not charge a switching fee but transaction costs and buy-sell spreads may apply when buying and selling underlying investments available through the Centric IDPS 2.

1. Please refer to the heading “Investor activity related fees and costs” in the “Additional explanation of fees and costs” section for information additional fees and costs that you may be charged.

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Example of annual fees and costs for a balanced investment option or other investment option

This table gives an example of how the ongoing annual fees and costs in a balanced investment option¹ for this product can affect your investment over a 1-year period. You should use this table to compare this product with other products offered by managed investment schemes.

Example – Vanguard Growth Index Fund (VGIF)		Balance of \$50,000 with a contribution of \$5,000 during year
Contribution fees	Nil	For every additional \$5,000 you put in, you will be charged \$0
PLUS Management fees and costs ²	0.5150% p.a. of \$50,000	And , for every \$50,000 you have in VGIF you will be charged \$257.50 each year
PLUS Performance fees	Nil	And , you will be charged \$0 in performance fees each year
PLUS Transaction costs	Nil	And , you will be charged \$0 in transaction costs
EQUALS Cost of VGIF		If you had an investment of \$50,000 at the beginning of the year and you put in an additional \$5,000 during that year, you would be charged fees of \$257.50* . What it costs you will depend on the investment option you choose and the fees you negotiate.

* Additional fees may apply.

1. This example is illustrative only. The \$50,000 balance is prescribed by legislation for use in this example. It also assumes that the full \$50,000 is invested in VGIF for the entire year, the value of the investment is consistent over the year and that the additional \$5,000 is invested at the end of the year. Therefore, management fees and costs are calculated using the \$50,000 balance only.
2. This amount is comprised of the following components. Fees associated with VGIF are not direct charges to your Account.

Centric IDPS 2 fee on \$50,000 investment	0.2250% p.a.	\$112.50
VGIF Management fees on \$50,000 investment	0.2900% p.a.	\$145.00
Total		\$257.50

Note: The fees and costs charged by Centric Capital relate to the Service and access to this financial product only and do not include any fees and costs that relate to investing in the accessible financial products. Additional fees and costs will be charged by the issuers of the financial products in which you choose to invest.

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Example of annual fees and costs for a balanced investment option with minimum cash

This table gives an example of how the ongoing annual fees and costs in a balanced investment option¹ for this product can affect your investment over a 1-year period. You should use this table to compare this product with other products offered by managed investment schemes.

Example – Vanguard Growth Index Fund (VGIF) + minimum Centric Cash		Balance of \$50,000 with a contribution of \$5,000 during year
Contribution fees	Nil	For every additional \$5,000 you put in, you will be charged \$0
PLUS Management fees and costs ²	0.2250% p.a. of \$50,000 + 0.2900% p.a. of \$49,500 + 1.00% p.a. of \$500	And , for every \$50,000 you have in VGIF you will be charged \$261.05 each year
PLUS Performance fees	Nil	And , you will be charged \$0 in performance fees each year
PLUS Transaction costs	Nil	And , you will be charged \$0 in transaction costs
EQUALS Cost of VGIF + minimum Centric Cash		If you had an investment of \$50,000 at the beginning of the year and you put in an additional \$5,000 during that year, you would be charged fees of \$261.05* . What it costs you will depend on the investment option you choose and the fees you negotiate.

* Additional fees may apply.

1. This example is illustrative only. The \$50,000 investment amount is consistent with the amount prescribed by legislation for use in fee examples. This example assumes you hold one Account which includes minimum cash of 1%, with the remaining \$49,500 invested in VGIF. The examples also assumes that the \$50,000 is invested for the entire year, the value of the investment is consistent over the year, and that the additional \$5,000 is invested at the end of that year. Therefore, investment management costs are calculated using the \$50,000 balance only.
2. This amount is comprised of the following components. All percentage fees listed are estimates and are not direct charged to your Account.

Centric IDPS 2 fee on \$50,000 investment	0.2250% p.a.	\$112.50
VGIF Management fees on \$49,500 investment	0.2900% p.a.	\$143.55
Centric Cash fee on \$500 minimum cash	1.00% p.a.	\$5.00
Total		\$261.05

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Example of annual fees and costs for an ASX listed investment option and minimum cash

This table gives an example of how the ongoing annual fees and costs in a listed investment option¹ for this product can affect your investment over a 1-year period. You should use this table to compare this product with other products offered by managed investment schemes.

Example – ASX listed investment option + minimum Centric Cash		Balance of \$50,000 with a contribution of \$5,000 during year
Contribution fees	Nil	For every additional \$5,000 you put in, you will be charged \$0
PLUS Management fees and costs ²	0.2250% p.a. of \$50,000 +1.00% p.a. of \$500	And , for every \$50,000 you have in an ASX listed investment option with Centric Cash, you will be charged \$117.50 each year
PLUS Performance fees	Nil	And , you will be charged \$0 in performance fees each year
PLUS Transaction costs ³	Nil	And , you will be charged \$0 in transaction costs
EQUALS Cost of ASX listed investment option + minimum Centric Cash	If you had an investment of \$50,000 at the beginning of the year and you put in an additional \$5,000 during that year, you would be charged fees of \$117.50* . What it costs you will depend on the investment option you choose and the fees you negotiate.	

- * Additional fees may apply.
- This example is illustrative only. The \$50,000 investment amount is consistent with the amount prescribed by legislation for use in fee examples. This example assumes you hold one Account which includes minimum cash of 1%, with the remaining \$49,500 invested in an ASX listed investment option.
The examples also assumes that the \$50,000 is invested for the entire year, the value of the investment is consistent over the year, and that the additional \$5,000 is invested at the end of that year. Therefore, investment management costs are calculated using the \$50,000 balance only.
 - This amount is comprised of the following components. The Centric Cash fee listed is an estimates and not direct charge to your Account.

Centric IDPS 2 fee on \$50,000 investment	0.2250% p.a.	\$112.50
Centric Cash fee on \$500 minimum cash	1.00% p.a.	\$5.00
Total		\$117.50
 - Brokerage fees of 0.1025% per trade will apply whenever you trade listed securities using direct market access orders, subject to a \$10.25 minimum. This will equal \$50.74 on a \$49,500 trade for the amount invested in this example.

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Example of annual fees and costs for a term deposit investment and minimum cash

This table gives an example of how the ongoing annual fees and costs in a term deposit investment¹ for this product can affect your investment over a 1-year period. You should use this table to compare this product with other products offered by managed investment schemes.

Example – Term deposit investment + minimum Centric Cash			Balance of \$50,000 with a contribution of \$5,000 during year	
Contribution fees		Nil	For every additional \$5,000 you put in, you will be charged \$0	
PLUS Management fees and costs ²	0.2250% p.a. of \$50,000 + 1.00%p.a. of \$500	And ,	for every \$50,000 you have in a term deposit investment option with Centric Cash, you will be charged \$117.50 each year	
PLUS Performance fees	Nil	And ,	you will be charged \$0 in performance fees each year	
PLUS Transaction costs	Nil	And ,	you will be charged \$0 in transaction costs	
EQUALS Cost of term deposit investment + minimum Centric Cash		If you had an investment of \$50,000 at the beginning of the year and you put in an additional \$5,000 during that year, you would be charged fees of \$117.50* .		
		What it costs you will depend on the investment option you choose and the fees you negotiate.		
* Additional fees may apply.				
1. This example is illustrative only. The \$50,000 investment amount is consistent with the amount prescribed by legislation for use in fee examples. This example assumes you hold one Account which includes minimum cash of 1%, with the remaining \$49,500 invested in term deposits. The examples also assumes that the \$50,000 is invested for the entire year, the value of the investment is consistent over the year, and that the additional \$5,000 is invested at the end of that year. Therefore, investment management costs are calculated using the \$50,000 balance only.				
2. This amount is comprised of the following components. The Centric Cash fee listed is an estimates and not direct charge to your Account.				
Centric IDPS 2 fee on \$50,000 investment		0.2250% p.a.	\$112.50	
Centric Cash fee on \$500 minimum cash		1.00% p.a.	\$5.00	
Total			\$117.50	

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Ongoing annual fees and costs

The total fees and charges you pay will include the costs of the Service as well as the cost of any Centric Accessible Investment you choose. It is important that you understand that a Centric Accessible Investment fee is in addition to the fees charged by the Service as well as any transaction and Account costs incurred on your behalf. The costs of a Centric Accessible Investment will generally be set out in the relevant Centric Accessible Investment Disclosure Document.

Management fees and costs

Centric IDPS 2 fee

The Centric IDPS 2 fee is charged at the end of every month where you have an open Account. If your Account is not open for part of a month, we will only charge you for that part of the month where your Account was open including for the month in which your Account is closed.

Centric Cash fee

The Centric Cash fee is the amount Centric Capital earns in relation to its cash management activities. It is calculated daily and deducted monthly in arrears from interest earnings. It is not a separate fee payable by you.

Management fees and costs of Centric Accessible Investments

Management fees and costs are the ongoing fees and expenses for investing in an investment option (such as a fund or ETF) and include management fees, expense recoveries, performance fees (if applicable) and indirect costs. Managers of the investment options generally express management fees and costs as a percentage per annum of the net asset value of the investment option.

Term deposits and most listed securities do not have management fees and costs; however, management fees and costs may apply for Australian Real Estate Investment Trusts (AREITs), Exchange Traded Funds (ETFs), Listed Investment Companies (LICs) and Listed Investment Trusts (LITs). For listed securities you may refer to the [ASX website](#). You should review the relevant Centric Accessible Investment Disclosure Document, where available, to understand any management fees and costs. You can obtain these documents from your Nominated Financial Adviser or by contacting us.

Performance fees

Performance fees can be payable to investment managers if their investment performance exceeds a benchmark. Performance fees are normally deducted from investment earnings before the unit price or valuation for those underlying investments are determined. These fees are not a direct charge to your Account and may increase the fees and costs you pay in the Centric Accessible Investment. The method of calculation varies, but generally these fees are calculated as a percentage of the investment returns that exceed a target level of return. Refer to the relevant Centric Accessible Investment Disclosure Document for an estimate of performance fees and information about how performance fees are calculated.

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Transaction costs

Transaction costs will also generally be incurred by an investment manager when dealing with underlying assets of an investment option. They can include brokerage, clearing costs, stamp duty, the buy-sell spreads of any underlying funds (see explanation of buy-sell spreads below) and certain costs associated with holding derivatives or direct investments in real property.

Transaction costs will differ according to the types of assets held by the investment option and whether they are traded in Australia or overseas. Transaction costs vary based on relative costs of investing with a particular underlying fund manager and/or a particular type of investment.

Transfer in/out fees

No fees are payable when you transfer an asset held outside the Service into your Account, or when you transfer an asset in specie out of the Service. See the *In specie transfers* section for more information.

Investor activity related fees and costs

An investor activity related fee and cost is for an investor-initiated activity for a service that you may choose to use and does not form part of the ongoing administration fees and costs.

Buy-sell spreads

Underlying managed investments can have buy-sell spreads. This is the difference between the buy unit price and the sell unit price (if any) and is the fund manager's estimates of the costs of buying and selling assets of the investment option due to investment and withdrawals from the fund.

Buy-sell costs are additional costs for investors and are reflected in the unit price. They are not charged separately. They are not paid to us, they are used by fund managers to meet transaction costs. The buy-sell spread will vary depending on the investment option.

Other fees and costs

Type of fee or cost	Amount	How and when paid
Brokerage fee The fee for investing in ASX listed investments such as equities and fixed income.	Brokerage fee Listed security trades only: <ul style="list-style-type: none">• Direct market access orders: 0.1025% of trade value, subject to minimum of \$10.25 per trade.• Worked orders: 0.1435% of trade value.	Brokerage fee is deducted from your Centric Cash at the time a listed security transaction is settled.

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Advice fees

You need a written agreement between you and your Nominated Financial Adviser on the amount you will pay. This is an additional cost to you, deducted from your Centric Cash and paid by us to your Nominated Financial Adviser.

If you have more than one Portfolio linked under a Household and have authorised advice fees to be deducted from your Account, the total Household funds under management will be aggregated when calculating advice fees.

This may result in a reduction in the amount charged to each Account. Each Account will only be charged fees for the services provided for that Account. Speak to your Nominated Financial Adviser for more information and to discuss your eligibility to participate in Household advice fee aggregation.

Your Nominated Financial Adviser’s remuneration, which is described below, is not specified in the fees and costs shown in the *Fees and costs summary* table at the start of this *Fees and costs* section.

The amount of advice fees are as agreed between you and your Nominated Financial Adviser.

Type of fee or cost	Amount – as agreed between you and your Nominated Financial Adviser	How and when paid
One-off adviser fee	A one-off (flat dollar ¹) amount charged on an ad hoc basis as agreed between you and your Nominated Financial Adviser.	Any Ad hoc Adviser Fees are deducted from your Centric Cash and paid by us in accordance with your direction when we receive your consent.
Adviser service fee	An ongoing fixed (flat dollar ¹) or percentage-based (flat-percentage or tiered) service fee charge at your selected charge frequency as agreed between you and your Nominated Financial Adviser. We will only accrue advice fees where you have consented to the fees being deducted.	The Adviser Service Fee is deducted from your Centric Cash in arrears on the last day of a calendar month for your selected charge frequency. If your Account is not open for part of a charge period, or if you change your advice fees during a charge period, we will pro rata the amount payable at the end of the period. Any adviser service fees deducted from your Centric Cash are paid by us in accordance with your direction.
Portfolio construction & management fee	An ongoing fixed (flat-dollar ¹) or percentage-based (flat-percentage or tiered) service fee charged at your selected charge frequency as agreed between you and your Nominated Financial Adviser. We will only accrue Portfolio construction and management fees where you have consented to these fees being deducted.	The Portfolio Construction & Management Fee is deducted from your Centric Cash in arrears on the last day of a calendar month for your selected charge frequency. If your Account is not open for part of a charge period, or if you change your advice fees during a charge period, we will pro rata the amount payable at the end of the period. Any portfolio construction & management fees deducted from your Centric Cash are paid by us in accordance with your direction.

1. Flat-dollar advice fees deducted regularly will be rounded to two decimal places, which may result in rounding discrepancies when compared to annual calculations.

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Mandate fees

Mandate fees may apply if you invest through an MDA Account with an MDA Provider. Mandate fees may be charged by the MDA Provider on all or part of your investment in the MDA Service Model, depending on the arrangements you have made with them and whether they have appointed an external manager to manage part of the MDA Service Model. A mandate fee is the amount charged by the MDA Provider for their services and those of any external investment managers they may have appointed. Refer to the Statement of Advice provided by your Nominated Financial Adviser for full details of MDA service fees. This is an additional cost to you, deducted from your Centric Cash in your MDA Account and paid by us to your MDA Provider.

Type of fee or cost	Amount	How and when paid
Mandate fee	Nil unless you invest through an MDA Service Model. This fee is up to 2.05% of the value of your assets in that model.	The Mandate fee is calculated daily based on all or part of your total investment in the MDA Service Model, depending on your arrangements with your MDA Provider and deducted monthly in arrears from your Centric Cash.

Alteration to fees and other costs

We may introduce new fees or change existing fees for the Service at any time, without your consent. We will notify you at least 30 days before introducing or, materially or significantly increasing fees.

Fees and costs (including investment management fees and costs) of underlying investments may vary at the discretion of underlying fund managers. The relevant Centric Accessible Investment Disclosure Documents where relevant will disclose the fees and costs. Centric will not provide notice of variations to Centric Accessible Investment fees and costs.

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Suspend or close your Account

You can close your Account at any time by contacting us, subject to completing any transactions which we or the sub-custodians are under an obligation to complete at that time and provided we have all required information. At our discretion, you may be able to elect to have your assets from Centric IDPS 2 transferred in-specie out (some restrictions apply). See the *In specie transfers* section for more information.

When you close your Account, interest is paid on your Centric Cash balance up until the day your Account is closed. You will be charged the accrued amount of any fees and costs owed for the period between the previous charge date and the closure date.

Where you have closed your Account prior to the processing of a rebate from a fund manager, you will not be entitled to that rebate.

We may suspend or close your Account if:

- there are no instructions resulting in transactions for a continuous 12-month period,
- you have engaged in any activity which we reasonably consider to be in material breach of your contract with us,
- we consider such action is necessary or desirable in light of our obligations under the *Anti-Money Laundering and Counter-Terrorism Financing Act 2006* (AML/CTF Act) laws, sanctions laws or other legal obligations we have, or
- we consider such action is reasonably necessary (for example, to manage regulatory risks or if we consider it would be fair and in the best interests on all investors to do so).

In these circumstances, we will not accept additional contributions, and may pay the balance of your Account to one of your nominated bank accounts in cash. We will not be liable to you for any loss you suffer or costs you incur except to the extent caused or contributed to by our fraud, negligence or willful misconduct.

We will provide you with reasonable prior written notice, where we intend to suspend or close your Account, except where we cannot provide reasonable prior notice due to security reasons or to protect your or our interests, in which case we may provide notice as soon as reasonably practicable afterwards, where it is appropriate and reasonable to do so.

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Online reporting

With the Service, you can receive consolidated reporting across all your Centric Accessible Investments. This reporting provides you or your adviser with information on:

- the current value of your Centric Portfolio (which includes your Centric Accessible Investments and Centric Cash),
- a list of transactions for each of your Centric Accessible Investments and Centric Cash holdings over a specified time period, and
- your income and expenses in relation to your Centric Portfolio (which includes your Centric Accessible Investments and Centric Cash), during a specified time period.

Reporting

You will have access to:

- a list of all transactions carried out in respect of your Centric Portfolio,
- the quantities and value of any Centric Accessible Investments held in your Centric Portfolio, and
- your income and expenses in relation to your Centric Portfolio (which includes your Centric Accessible Investments and Centric Cash).

Shortly after the end of each financial year, you will have access to an:

- annual audit certificate,
- annual investor statement, and
- annual tax statement.

Annual investor statements will be generated for you and stored in your Centric Document Library.

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Conflicts of interest

Conflicts of interest include circumstances where some or all of the interests of people (clients), to whom an Australian financial services licensee (or its representatives) provides financial services, are inconsistent with, or diverge from, some or all of the interests of the licensee or its representatives. This includes actual, perceived and potential conflicts of interest.

It is our policy that all financial or other interests that might present a conflict, or the appearance of a conflict, must be reported to the Head of Risk Management and Compliance who will evaluate the conflict or potential conflict, and recommend any potential course of action(s). This includes for example, any conflicts of interest which may exist with product issuers whose products we are considering including on our APL.

Any transactions in which we may have, or may be perceived to have, a conflict of interest will be assessed in accordance with our *Conflicts of Interest Policy* and *APL Policy*. Under these policies, we are required to identify and manage conflicts of interest.

Privacy and information

Your right to privacy

When you or your Nominated Financial Adviser on your behalf provide instructions to us, we will be collecting personal information about you. This information is needed to admit you as a member of the Centric IDPS 2, administer your Portfolio, manage and resolve complaints, verify your identity and to comply with Australian taxation laws and other applicable laws and regulations. If the information requested is not provided, we may be unable to process your application.

We will use personal information to offer you products and services we believe may interest you. We may also disclose your personal information to providers who assist us to market our products and services to you, such as a mailing house. If you do not wish to receive marketing offers from us, you must expressly ask us to stop sending those marketing offers to you, at which point, we will cease providing you with said offers.

We are required or authorised to collect your personal information under various laws including those relating to investment platforms, taxation and Anti-Money Laundering and Counter Terrorism Financing laws.

Use and disclosure

Your personal information will be available to your Nominated Financial Adviser. The information that you provide may be disclosed if required under a court or tribunal order, or to certain organisations to which we have outsourced functions, or which provide advice to us and to Government bodies, including but not limited to:

- organisations involved in providing, administration and custody services for the Service (including Centric Capital, FNZ and FNZ Custodians), accountants, auditors, legal advisers, AFCA and/or those that provide mailing and/or printing services.
- the ATO, APRA, ASIC, AUSTRAC, Office of the Australian Information Commissioner (OAIC), Centrelink and/or other Government or regulatory bodies.
- those where you have consented to the disclosure, as required by law.

In some cases, these organisations may be situated in Australia or offshore (including New Zealand) though it is not practical to list all of the countries in which such recipients are likely to be located.

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Your privacy is important to us. Information about how we use, collect and disclose your personal information is set out in our Privacy Policy at centricwealth.com.au/privacy-policy.pdf, as well as information about how to access or seek correction of any personal information we hold about you. The Privacy Policy also contains details of how you can submit a complaint about any privacy concerns or breaches and how we will deal with such complaints.

You should read our Privacy Policy before you apply. You will be taken to agree to the collection, use and disclosure of your personal information as set out in the Privacy Policy when you apply for the Centric IDPS 2.

Where you or your adviser provide us with the personal information of one or more other individuals, such as beneficiaries and authorised persons, it is your responsibility to:

- inform the other individual(s) that you have provided their personal information to us, and
- provide them with a copy of this privacy information.

Information in the disclosure documents

The information in the Centric IDPS 2 *Guide* is given in good faith and has been derived from sources believed to be accurate. However, to the extent permitted by law, Centric Capital disclaims any liability for any loss or damage arising because of any error or omission contained in the disclosure documents except to the extent caused or contributed to by our breach of its agreement with you, fraud, negligence or willful misconduct.

Residual payments in closed Accounts

From time to time, the Administrator may receive a payment attributable to an Account you have closed. For example, a payment may be received from a fund manager in respect of a managed fund to correct an administrative error. In these circumstances, the Operator will forward these funds to the bank account that your balance was last paid into (subject to a minimum threshold, typically \$20).

We may contact you to confirm the payment destination before processing.

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Information about taxation

The taxation implications of investing through the Service depend on the investment options you select. Although the sub-custodians (or their nominees) hold all investment options, you still retain beneficial ownership. The tax consequences of investing in those investment options are passed on to you as though you held the investment options directly.

This means that the purchase of managed investments, listed investments and the sale of managed investments and listed investments and the receipt of income distributions, dividends and interest payments through the Service are likely to have tax consequences for you.

You will receive an annual tax statement after the end of the financial year, detailing the tax position of your Portfolio (see Consolidated reporting above). You also have access to capital gains reporting which is available online through your Centric Client Profile. You can use this to help complete your annual income tax return.

All fees and charges are inclusive of any Goods and Services Tax (GST) and net of any Reduced Input Tax Credits (RITCs), unless otherwise specified. We can claim Reduced Input Tax Credits (RITCs) from the ATO on some fees and charges. If a RITC is available, it may be passed on to you in the form of a reduced fee or cost and is applied at the time the fee is charged. If there are changes to GST or credit entitlements in the future, this may result in an increase in net fees. Applicable government taxes and charges will be deducted directly from your Centric Cash and any credits will be refunded to your Centric Cash. These transactions will appear in your transaction listing online and in your Annual Investor Statement. Tax deductions will be credited back to your Account where the Service is entitled to receive a tax deduction for any fee or other cost.

Tax File Number and Australian Business Number

It is not compulsory to provide your Tax File Number (TFN) or Australian Business Number (ABN). If you choose not to provide a TFN or ABN for your Centric Client Profile, we may have to deduct tax at the highest marginal tax rate (plus any applicable levy) from any interest, distributions or other income paid to you. By supplying your TFN or ABN you authorise us to apply it to all investments in your Portfolio.

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Anti-money laundering and counter-terrorism financing

In accordance with the AML/CTF Act, we are required to collect information about the identity of all applicants to determine the beneficial owners of all accounts. This verification process may occur when you join the Service or make a withdrawal.

To meet this legal requirement, we need to collect certain identification information and documentation (Know Your Customer (KYC) Documents) from new investors. Existing investors may also be asked to provide KYC Documents as part of a re-identification process to comply with AML/CTF laws. Processing of applications or redemptions may be delayed or refused if investors do not provide the KYC Documents when requested. Centric may rely on information, including identity verification details, provided in a Centric Client Profile linked to another product on a platform where Centric act as the Promoter or Operator.

Under AML/CTF laws, Centric Capital may be required to submit reports to the Australian Transaction Reports and Analysis Centre (AUSTRAC). This may include the disclosure of your personal information. We may not be able to tell you when this occurs and, as a result, AUSTRAC may require us to deny you (on a temporary or permanent basis) access to your investments. This could result in loss of the capital invested, or you may experience significant delays when you wish to transact.

Neither Centric Capital, the Sub-custodian nor the Administrator is liable for any loss you may suffer because of compliance with the AML/CTF laws.

Deceased estates

Where you hold an Account with Centric as an individual and we are notified of your death (either by your executor, administrator, accountant, relative, financial adviser or appointed solicitor of the estate), we will take the following steps dependent on receiving any requested information to our satisfaction:

- Advice fees and adviser access to your Account will cease.
- If you held investments in an MDA Account:
 - any MDA Service Model holdings will be moved out of the MDA Service Model and will no longer be managed under a discretionary arrangement; and
 - your Non-model holdings will not be subject to the minimum cash requirements listed in the Minimum Cash Balance section of this document, which may result in fee or payment failures, or disinvestment, due to insufficient available cash.
- We will continue to deduct other fee types until your death benefit is paid, or the Account is closed by your legal personal representative or any other person who we recognise as having a claim to your Account.
- For Portfolio types (other than individual Portfolios) with multiple signatories, we will continue to operate based upon surviving account holders' instructions.

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Resolving complaints is a priority for us. As a first step, please contact us if you would like to make a complaint or have concerns about the products and services we provide. The contact details are:

Complaints Officer

1300 223 687

complaints@centricwealth.com.au

PO Box 446, Flinders Lane Melbourne VIC 8009

We will let you know that we have received your complaint within one business day or as soon as practicable, and will work with you to try to resolve your complaint quickly and fairly in accordance with our internal dispute resolution process. We will respond within 30 days of receipt, however there may be some exceptions. We will keep you informed of any delays.

If you have a concern or complaint about your Nominated Financial Adviser or MDA Provider, please approach the Australian financial services licensee (for whom your adviser or MDA Provider was acting).

If you have a concern or complaint regarding an investment acquired through the Service, please contact us using the contact details above or refer to the Centric Accessible Investment Disclosure Documents where relevant. We can direct your complaint or facilitate a resolution with the relevant fund manager.

You may also lodge a complaint directly with AFCA although AFCA may not deal with a complaint until it has been through our internal complaints process. You should contact AFCA directly.

Australian Financial Complaints Authority (AFCA)

Australian Financial Complaints Authority, GPO Box 3, Melbourne VIC 3001

1800 931 678 (free call)

info@afca.org.au

afca.org.au

AFCA provides fair and independent financial services complaint resolution that is free to consumers. 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.

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Certain features and functions are only available to investors who have a Nominated Financial Adviser. These features include the ability to hold investments in an MDA Service Model, and the ability to access certain investment options. If you previously had a Nominated Financial Adviser, you may continue to hold your existing Centric Accessible Investments that are only available to advised clients, however, you will not be able to purchase additional units.

Contact us if you would like to request to change or cease to have a Nominated Financial Adviser on your Portfolio. Our contact details can be found on the back cover of this *Guide*. We will stop charging advice fees payable to the previous Nominated Financial Adviser when we have received your request.

Note: Any advice fees owed for the period between the previous charge date and the date the request is processed will be deducted at the next charge date.

If you remain without a Nominated Financial Adviser, some instructions must be submitted to the Centric Contact Centre in writing. This may result in delays to instructions being processed. Notifications which we would ordinarily send to your Nominated Financial Adviser (e.g. advance notice of disinvestment) won't be sent to you.

If you hold investments in an MDA Account:

- any MDA Service Model holdings will be moved out of the MDA Service Model and will no longer be managed under a discretionary arrangement; and
- your Non-model holdings will be subject to the minimum cash requirements listed in the *Minimum Cash Balance* section of this document for an SOA Account.

There may be risks by not engaging a Nominated Financial Adviser on the Centric IDPS 2. Investors should consider any risks of not engaging a Nominated Financial Adviser by considering their own individual circumstances.

If you terminate your Nominated Financial Adviser, you should ensure that you review your Portfolio settings to ensure they are still appropriate.

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Definitions

To help you with reading this *Guide*, we have provided definitions for some of the capitalised terms used in this document.

Account

is opened through your Centric Client Profile on the Service and is where you can access Centric Accessible Investments and Centric Cash.

ASX

is the Australian Stock Exchange.

Centric Accessible Investment

is a financial product or asset available for acquisition through Centric, and excludes Centric Cash.

Centric Accessible Investment Disclosure Document

in respect of a Centric Accessible Investment, is the product disclosure document for that investment.

Centric Capital (SPC, Centric, Operator, we, us, our)

is a trading name used by Specialised Private Capital.

Centric Cash

is the cash held in your interest earning cash account opened through the Service.

Centric Document Library

is an online document library which contains documents and information about your Account and Centric Portfolio.

Centric IDPS 2 or Service

is the investor directed portfolio service issued and operated by Centric Capital.

Centric Investment Menu

is the list of Centric Accessible Investments, which you can access via your Centric Client Profile.

Centric Literature Library

is the library of Centric documentation accessible to all Account holders through a Centric Client Profile.

Centric Client Profile

is the user profile opened in your name, which allows you to access your Portfolio through the Service.

Corporations Act

is the *Corporations Act 2001* (Cth).

CPI

means the Consumer Price Index ('weighted average of eight capital cities combined') as published by the Australian Bureau of Statistics or its successor.

Deed

is the Avanteos Wrap Account Service Deed Poll dated 14 February 2003, as amended.

Financial Adviser

means the Financial Adviser you have appointed to provide financial advice to you.

FNZ, Administrator

is FNZ (Australia) Pty Limited (ABN 67 138 819 119), an authorised representative (number 001274269) of FNZ Custodians (Australia) Pty Ltd (ABN 88 624 689 694, AFSL 507452).

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General Investment Menu

is the part of the *Centric Investment Menu* which lists Centric Accessible Investments available for acquisition. The General Investment Menu indicates which investments are available for a Self-Directed Account, and those which are restricted to an advised Account only.

Household

is a group of linked Portfolios, as described in the Key benefits section.

Investment Program

is the investment approach agreed between you and your MDA Provider and includes the MDA Service Model you will be invested into and any individual preferences.

Guide

is this Centric Investor Directed Portfolio Service (IDPS) Guide.

Key Performance Indicator

means a quantifiable measure of performance as set out in the Service Level Agreement.

MDA Account

is a discretionary investment account managed by your Nominated Financial Adviser to implement investment strategies managed by them or their AFS Licensee.

MDA Provider

is the person licensed to provide an MDA Account.

MDA Service

means a discretionary account service provided by an MDA Provider who is licensed to provide services in respect of managed discretionary accounts. The MDA Service gives your MDA Provider the discretion to buy or sell investments in your MDA Service Model in line with your Investment Program. MDA Services are only available to members whose Nominated Financial Adviser is licensed to provide advice in respect of managed discretionary accounts.

MDA Service Model

is the set of investments within an MDA Service managed to a specific investment strategy. You and your MDA Provider will agree on a particular MDA Service Model for you to be invested into. When your assets are held in an MDA Service Model, they will be bought and sold to align your holdings to that MDA Service Model's stated asset allocation and any preferences in your Investment Program.

Nominated Financial Adviser

means a Financial Adviser you have appointed to provide advice to you and who you have nominated as an authorised user of your Account.

Non-model holdings

refers to investments, including Centric Cash, that are held in an MDA Account outside the framework of an MDA service model. This means that while these assets are still part of the MDA Account, they are not managed according to the standard investment strategies or portfolio management typically applied in the MDA service.

Non-model cash balance

refers to the cash held within an MDA Account outside the framework of an MDA Service Model. While the cash is part of the Account, it remains separate from the managed investment strategy.

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Portfolio

is held through your Centric Client Profile and represents the investing entity. Your Account is held in your Portfolio.

Service Level Agreement

means the agreement between Centric Capital and the Administrator.

SOA Account

is a statement of advice account which can be provided to you on the Service if you have a Nominated Financial Adviser.

Sub-custodian

is the third-party custodian appointed by Centric Capital to hold Centric Accessible Investments acquired by investors through the Service. As at the date of this IDPS Guide, FNZ Custodians (Australia) Pty Ltd (ABN 88 624 689 694, AFSL 507452) is the Sub-custodian.

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ABN 67 138 819 119

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Sub-custodian

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