

# Important updates to the Centric Platform Investor Directed Portfolio Service (IDPS)

9 November 2023

This notice updates information in the Centric Platform Investor Directed Portfolio Service Guide (IDPS Guide) dated 28 September 2022.

Changes to the IDPS Guide:

- On page 2, under the heading "About this IDPS Guide", the last sentence in the third paragraph is amended to read: *"The Centric Platform Deed Poll, and other documents (where noted) are available via our website at centricwealth.com.au/policies."*
- On page 2, under the heading "Our contract with you", a new fourth paragraph is inserted as follows: *"We may amend the services provided under the Centric IDPS 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. If a change we make has a material effect on you to your detriment, we will give you reasonable prior notice of the change before it takes effect and you may terminate your account with us if you do not agree to the changes. If you continue to maintain your account after the changes are made, you will be agreeing to the changes."*
- On page 7, under the heading "You", a new sixth bullet point is inserted to read as follows: *"You can close your Account at any time by contacting us, subject to completing any outstanding transactions. See page 47 for more details."*
- On page 12, in the paragraph headed "important:" at the end of the second sentence, the following words are inserted: *" except to the extent caused or contributed to by our fraud, negligence or wilful misconduct."*
- On page 28, under the heading "Removal of investments"
  - in the third paragraph, the third sentence is amended to read: *"If we cannot maintain your investment through the Platform, where possible, we will provide reasonable notice to you or your Nominated Financial Adviser, requesting your action within a reasonable specified timeframe."*

- in the third paragraph, the last sentence is amended to read: *"We will notify you or your Nominated Financial Adviser within a reasonable period of such an event occurring."*
- On page 30, in the first column next to "Investor communications", the phrase "for any matters we consider important" is amended to read: *"for any matter that we reasonably consider are important"*.
- On page 47 under the heading "Suspend or close your Account":
  - the second bullet point to read: *"you have engaged in any activity which we reasonably consider to be in material breach of this IDPS Guide"*
  - the fourth bullet point is amended to read: *"we consider such action is reasonably necessary (for example, to manage regulatory risks or if we consider it would be fair on all investors to do so)"*
  - the last paragraph is amended by inserting the following words at the end of the paragraph: *"except to the extent caused or contributed to by our fraud, negligence or wilful misconduct"*
  - a new final paragraph is inserted as follows: *"We will provide you with reasonable prior written notice, where possible, where we 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."*
- On page 50 under the heading "Information in the disclosure documents" the following words are inserted at the end of the sentence: *"except to the extent caused or contributed to by our breach of its agreement with you, fraud, negligence or wilful misconduct."*

If you have any questions about these changes, please contact us on 1300 223 687 or speak to your Nominated Financial Adviser.

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