

Financial Services Guide

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BLACKROCK®

About this document

This document is a Financial Services Guide (**FSG**) issued by BlackRock Investment Management (Australia) Limited ABN 13 006 165 975 AFSL 230 523 (**BlackRock, we, our or us**). This FSG is an important document that tells you about the products and services that BlackRock is authorised to provide to you under its Australian financial services licence (**AFSL**) in order to help you to decide whether to use our services.

This FSG contains important information about:

- who we are
- the financial services we offer
- how we and others are paid in connection with those services
- your privacy
- how we deal with complaints, and
- how you can contact us.

Important information

Before investing in any of our products, you will be given the applicable Product Disclosure Statement (**PDS**). You should carefully consider the appropriateness of the products to your circumstances, read the PDS and consult an investment adviser.

A PDS will contain information about the particular product, including the benefits of the product, any significant risks associated with holding the product, the cost of the product and information about any remuneration or other similar payments that may impact the amount of the returns payable to you. The purpose of a PDS is to allow you to make an informed decision before deciding to acquire the financial product and help you compare financial products issued by different providers.

Our iShares exchange-traded funds (**iShares ETFs**) are quoted for trading on ASX's AQUA market. To acquire units in iShares ETFs on the market, please contact your investment adviser or broker.

About BlackRock Investment Management (Australia) Limited

BlackRock Investment Management (Australia) Limited, ABN 13 006 165 975 (referred to in this FSG as **BlackRock, we, our** or **us**) is the responsible entity and the issuer of units in BlackRock registered managed investment schemes (**Funds**) that are offered to retail investors. As a fiduciary to our clients, we provide the investment and technology solutions to assist our clients when planning for their most important goals. We are responsible for the financial services provided to you pursuant to our AFSL. We do not act as a representative for any other AFSL holder.

BlackRock is a wholly-owned subsidiary of BlackRock, Inc.® (**BlackRock Inc**) but is not guaranteed by BlackRock Inc, or any BlackRock Inc subsidiary or associated entity (the **BlackRock Group**). Neither BlackRock nor any member of the BlackRock Group guarantees the success of a Fund, the achievement of any investment objectives, or the repayment of capital or particular rates of return on investment or capital. An investor in a Fund could lose all or a substantial part of their investment. In particular, the performance of a Fund will depend on the performance and market value of the assets held by the Fund. For additional information on BlackRock, please visit www.blackrock.com/au.

Members of the BlackRock Group or their associates, officers or employees (**BlackRock Members**) may have interests in particular financial products by acting in various roles including as holder of principal positions, lender or adviser in respect of that financial product. In addition, BlackRock Members may buy or sell the financial products as principal or agent and may receive fees or commissions for acting in the various capacities referred to above. These associations or relationships might reasonably be expected to be capable of influencing BlackRock in providing any of the financial services we offer.

Financial services we provide

BlackRock holds an AFSL (No. 230 523) under the Corporations Act 2001 (Cth) (**Corporations Act**). We are licensed to provide, amongst other things, general financial product advice to wholesale and retail clients in relation to:

- ▶ certain deposit and payment products
- ▶ derivatives
- ▶ foreign exchange contracts
- ▶ debentures, stocks or bonds issued or proposed to be issued by a government
- ▶ interests in managed investment schemes (including investor directed portfolio services)
- ▶ securities, and
- ▶ superannuation.

General financial product advice does not take into account your personal financial situation, objectives or needs. Rather, it should be viewed as general information for you to consider and discuss with your investment adviser (after taking into account your circumstances) before making your investment decision.

We may also provide factual information regarding our investment products and the markets in which we invest.

BlackRock is authorised to deal in a financial product, in respect of wholesale and retail clients by:

- ▶ issuing, applying for, acquiring, varying or disposing of derivatives, foreign exchange contracts, interests in managed investment schemes (excluding investor directed portfolio services) and securities, and
- ▶ applying for, acquiring, varying or disposing of a financial product on behalf of another person in respect of certain deposit and payment products, derivatives, foreign exchange contracts, debentures, stocks or bonds issued or proposed to be issued by a government, interests in managed investment schemes (excluding investor directed portfolio services), securities and superannuation.

BlackRock is also authorised in respect of wholesale and retail clients, to operate registered managed investment schemes that hold derivatives, direct real property and financial assets.

What fees are we paid for our services?

BlackRock does not charge any fees for information or general financial product advice that we provide.

As a manager of the Funds, BlackRock receives management fees in relation to the products that we offer. These fees are described in detail in the relevant PDS. There are no commissions payable to BlackRock for any advice or service delivered.

BlackRock staff receive a salary and may receive bonuses and other benefits from time to time. Remuneration is not directly attributable to the investments made by retail clients.

Various members of the BlackRock Group and their directors and employees provide certain services to us to enable us to provide the services described in this FSG. The costs of providing these services are paid by us from the fees we receive. They are not an additional cost to you.

None of BlackRock's related companies, directors, employees or associates receives any other remuneration or benefits in respect of financial services provided to our retail clients.

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

Rebates

We may provide fee rebates to certain wholesale clients within the meaning of the Corporations Act, who invest large amounts in any of our Funds. Rebates are offered pursuant to an ASIC Class Order and to date has generally been available only to institutional clients and platforms. These payments do not represent an additional cost to you and are paid by us.

BlackRock does not pay commissions to financial advisers to promote our Funds to retail investors. Nor do we receive commissions from third parties referring investors to us.

Compensation arrangements

BlackRock has professional indemnity insurance in place in respect of financial services provided to our clients. These arrangements comply with the requirements of section 912B of the Corporations Act.

Privacy

We collect your personal information for the primary purpose of establishing and administering your investments with us, communicating with you and providing you with access to protected areas of our websites. We also collect some personal information to meet our obligations, under the Anti-Money Laundering and Counter-Terrorism Financing Act and the Corporations Act. We use and disclose personal information to administer your investment, conduct product and market research, and deal with your concerns. We collect personal information through our interactions with you, as well as in some instances from your financial adviser or other authorised representative, your organisation, public sources and information brokers. BlackRock may take steps to verify information collected.

A Privacy Policy setting out further details of our handling of personal information is available upon request or from our website at www.blackrock.com/au. The Privacy Policy contains information about how you can access and seek correction of your personal information, about how you can complain or enquire about breaches of your privacy and about how we will deal with your complaint or enquiry.

We may disclose your information to our related bodies corporate and to our service providers who assist us with, among other things, data storage and archiving, auditing, accounting, customer contact, legal, business consulting, banking, payment, data processing, data analysis, information broking, research, website and technology services. Your personal information may be disclosed to Australian and overseas regulatory authorities on reasonable request by those authorities. We may also disclose your information to external parties on your behalf, such as your financial adviser, unless you have instructed otherwise.

We take reasonable steps to ensure that any recipients of your personal information do not breach the privacy obligations relating to your personal information.

We, BlackRock, Inc. and its related bodies corporate may use your information on occasion, to inform you by telephone, electronic messages (like email), online and other means, about other services or products offered by us or them. We may do this on an ongoing basis, but you may opt out at any time.

If you wish to opt out, update or request access to your information, obtain a copy of our Privacy Policy or raise any queries or concerns regarding privacy, you may contact our Privacy Officer by contacting our Client Services Centre using the contact details below in the 'Contact us' section.

Complaints

If you have an enquiry or complaint, you can contact our Enquiries and Complaints Officer via our Client Services Centre. We have established procedures for dealing with enquiries and complaints. If you make a complaint to us, the complaint will be acknowledged and steps will be taken to investigate your concerns. A final response will be provided within 30 calendar days in accordance with our obligations.

BlackRock is a member of the Australian Financial Complaints Authority (AFCA), an independent complaint resolution body. If your complaint is not addressed within 30 calendar days from the date it was received, or you are not satisfied with our response, you may refer your complaint to AFCA. AFCA provides fair and independent financial services complaint resolution that is free to consumers. AFCA can be contacted by:

- ▶ Telephone: 1800 931 678 (free call)
- ▶ Mail: Australian Financial Complaints Authority, GPO Box 3, Melbourne VIC 3001
- ▶ Email: info@afca.org.au
- ▶ Website: www.afca.org.au.

For the hearing and speech impaired, AFCA can be contacted by either:

- ▶ National Relay Service: www.relayservice.com.au
- ▶ TTY/Voice Calls: 133 677 (local), or
- ▶ Speak & Listen: 1300 555 727 (local).

How you can provide us with instructions

To change your investment or personal details or to conduct transactions you need to instruct us in writing, signed by the authorised signatories (or in another manner agreed by us).

Further information on how to transact with us can be found in the relevant PDS or additional information booklet, as available on our website.

Investors in our iShares ETFs can contact Computershare in relation to their investment on 1300 474 273 between 8:30 am and 5:00 pm (AEST), Monday to Friday.

Contact us

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