

Financial Services Guide

This guide is dated 30 June 2020 and is subject to change without notice.

Rural Funds Management Limited ABN 65 077 492 838 holds an Australian Financial Services Licence No. 226701, under the *Corporations Act 2001* (Cth), and in this document is referred to as 'we', 'our' or 'us'.

This Financial Services Guide (FSG) is to help you understand the financial services and products Rural Funds Management Limited (RFM) offers. After reading this FSG, you will know:

- who we are;
- what services we provide;
- remuneration that may be paid to us and any other relevant persons;
- details on how to get advice and give instructions;
- how we protect your personal information, and;
- details of our internal and external complaints handling arrangements.

The information contained in the FSG is general information only and has been prepared without considering your particular financial situation. RFM provides no warranty regarding the suitability of any of the services described in this FSG for any person.

ABOUT US

RFM is an experienced fund and asset manager with significant experience in the Australian agricultural sector. This experience includes the management of a number of large farm developments from initial planning (including obtaining development approvals) through to completion and operation. RFM is the responsible entity for four agricultural investment funds being:

- Rural Funds Group (incorporating Rural Funds Trust and RF Active) (RFF)
- RFM Poultry (RFP)
- RFM Almond Fund (RAF)
- 2007 Macgrove Project (MP07)

Rural Funds Group (RFF) is a stapled entity comprising of RFT and RFA and is listed on the Australian Securities Exchange (ASX). To invest in a product listed on the ASX, contact your financial adviser or investment broker to facilitate the transaction. The two unlisted funds, RAF & MP07, are closed to new investments.

Contact details are:

Rural Funds Management Limited
Level 2
2 King Street
Deakin ACT 2600
Telephone: 02 6203 9700
Fax: 1800 625 518

SERVICES WE PROVIDE

Under our AFSL, Rural Funds Management Limited, as a specialist funds management company, is authorised to offer a range of financial services which include:

- giving general financial product advice;
- dealing in a financial product; and
- operating registered management investment schemes.

We offer advice and an ongoing service solely for investments, PDS's, prospectuses or other disclosure documents that RFM manages and offers. Prior to investing in any unlisted funds operated by RFM, you will be provided with a PDS or disclosure document which sets out information to assist you to determine whether investing is appropriate. Currently, all unlisted managed funds are closed with no current PDS's in circulation. The listed funds are subject to continuous disclosure requirements and you should refer to the relevant exchange's website to view announcements.

RFM products are promoted through financial planning, accounting and stockbroking firms. RFM itself does not provide financial planning services or personal financial product advice to retail investors. This information RFM provides is general advice and does not take into account personal financial situations and RFM makes no warranty or representation that the products are suitable for your individual circumstances. RFM recommends that you seek the advice of a licenced financial planner to ensure the suitability of its product/s for you.

We do not, in any way, monitor individual investments.

RESPONSIBILITY OF ADVICE

RFM representatives are employees of Rural Funds Management Limited and are authorised to give general product advice only.

RFM representatives are acting on behalf of Rural Funds Management Limited. RFM is ultimately responsible for any general product advice provided by an RFM representative. RFM and its representatives are not authorised to give personal financial advice and RFM takes no responsibility for any personal advice that may be given by its representatives.

If you choose to invest directly with RFM, the assumption is that you have obtained the appropriate level of advice and have decided the product is a suitable investment for your financial circumstances.

Rural Funds Management Limited is a member of the Australian Financial Complaints Authority (AFCA), an external dispute resolution scheme approved by Australian Securities Investment Commission (ASIC).

FEES, COMMISSIONS AND OTHER BENEFITS

RFM and its employees do not receive any fees or commission in relation to the provision of general financial product advice. RFM's employees are paid salaries, bonuses and other benefits directly from RFM and these are unrelated to the provision of advice.

From 1 July 2014, payment of commissions for new products acquired on or after that date was banned and RFM no longer pays commissions to financial advisers for any product RFM offers or manages. We do not pay commissions or provide other benefits to third parties for referring customers to us.

RFM is entitled to receive remuneration arising from the conduct of its duties as the responsible entity of the funds. This remuneration may include management fees such as fund and asset management fees, cost recovery payments for services performed and transaction costs associated with the relevant product. The remuneration we receive varies from product to product and is disclosed in the relevant PDS or other disclosure documents

YOUR PRIVACY

RFM is committed to protecting investor's personal information and is bound by the *Privacy Act 1988 (Cth)* and the Australian Privacy Principles guidelines (APP). These laws specify how your personal information is protected when held by private sector organisations and the Australian Government.

Personal information is used to:

- assess your application;
- administer and manage your assets;
- facilitate RFM's internal business operations, including fulfilment of any legal requirements;
- communicate with you and provide to you any promotional information; and
- carry out confidential maintenance and testing of computer systems.

From time to time, your adviser may need to provide your information to RFM to enable fulfilment of licenced dealer obligations and the provision of other services to you. It is important to ensure that the personal information we retain about you is accurate. If you have any concerns about the completeness of the information we hold for you, or would like to amend your information, call RFM Investor Services on 1800 026 665.

RFM may disclose your personal information (as necessary):

- on a confidential basis to industry bodies, our agents, contractors or third-party service providers that provide registry, financial, legal, administrative or other service for the purpose of RFM's business or your investment;
- where the law requires us to do so; or
- our related entities and other organisations with whom we have affiliations so that those organisations may provide you with information about services and various promotions.

ANTI- MONEY LAUNDERING

We are required to comply with the *Anti-Money Laundering and Counter-Terrorism Financing Act 2006 (Cth)* and as such, we may need to collect information from you, anyone acting on your behalf, or your related parties.

To participate in our unlisted funds, a "Know Your Client" ("KYC") form must be filled out with current identification. Where original proofs of identity are not sighted by an employee, an original certified copy of an original document(s) within 12 months of certification must be provided. Faxed or scanned copies will not be accepted.

PROVIDING INSTRUCTIONS

You may provide specific instructions to the Investor Services department by letter, email, telephone, fax or other methods as agreed.

Investors Services can be contacted as follows:

Phone 1800 026 665
Fax: 1800 625 518
Website www.ruralfunds.com.au
Email: investorservices@ruralfunds.com.au
Address: Locked Bag 150
Kingston ACT 2604

RESOLVING COMPLAINTS

If you have a complaint about a service or product we provide, you should take the following steps:

1. Contact your RFM representative and explain the complaint.
2. If your complaint is not satisfactorily resolved within 5 business days, please contact the Complaints Manager at RFM.
3. RFM aims to resolve complaints within 45 days.
4. If at any time you are not satisfied that your complaint is being dealt with appropriately, you can contact AFCA on the following details:

Australian Financial Complaints Authority Limited

GPO Box 3
Melbourne VIC 3001
Phone: 1800 931 678
Fax: 03 9613 6399
Website: www.afca.org.au
Email: info@afca.org.au

ASIC also has a free call Infoline on 1300 300 630 which you may use to make a complaint and obtain information about your rights.

PROFESSIONAL INDEMNITY INSURANCE

RFM has taken out professional indemnity insurance which satisfies the requirements for compensation arrangements under section 912B of the *Corporations Act 2001* which covers its conduct in relation to the provision of financial services to clients. This insurance covers claims in relation to the conduct of RFM's representatives and employees whose conduct give rise to a claim under RFM's policy of insurance, notwithstanding that the representative or employee may no longer work for RFM.

RFM REPRESENTATIVES

This document should be read in conjunction with the Financial Services Guide provided to you by your financial adviser, broker or other adviser.

The representatives for RFM are:

James Powell – General Manager - Investor Relations and Marketing. James has over 15 years' experience in funds management and the financial planning industry. James holds a Master of Business Administration (Executive) from Royal Melbourne Institute of Technology (RMIT) University; Master of Personal Financial Planning from University of Southern Queensland and a Diploma of Financial Planning from Deakin University.

Sandra Walton – Senior Funds Administrator. Sandra has over ten years' experience in Financial Planning, specialising in Risk Management. Sandra has a strong background in customer liaison and service. Sandra provides advice and support to new and existing investors and manages the day to day operations of RFM's Client Services team. Sandra hold an Advanced Diploma Financial Services (Financial Planning).