

A dark, atmospheric photograph of a mountain range with dense evergreen forests. The sky is filled with heavy, grey clouds, and mist or fog hangs in the valleys between the peaks. The overall tone is moody and natural.

Gleneagle Funds Management Financial Services Guide

P 1300 123 345
E members@gleneagle.com.au
W gleneagle.com.au

GLENEAGLE ASSET MANAGEMENT LIMITED
ABN 29 103 162 278 | AFSL 226199 | ARSN 605 489 094

This Financial Services Guide

This Financial Services Guide (FSG) was prepared and issued on 1 August 2023 by:

Gleneagle Asset Management Limited ABN 29 103 162 278 Australian Financial Services Licence (AFSL) Number 226199 (Gleneagle Asset Management).

It describes the financial services provided by its Corporate Authorised Representative, Gleneagle Funds Management Pty Ltd ACN 623 398 890 (C.A.R. No. 1263287) (Gleneagle Funds Management) appointed by Gleneagle Asset Management as the Customer Relationship Manager for Gleneagle managed funds.

WHAT IS THE PURPOSE OF THIS FINANCIAL SERVICES GUIDE?

The purpose of this FSG is to provide clients of Gleneagle Asset Management with key information about the financial services that are provided by Gleneagle Asset Management by its representative Gleneagle Funds Management. It is designed to assist you in deciding whether to use the financial services described in this FSG.

If you receive an electronic copy of this FSG, you should download or otherwise receive all of this FSG.

WHAT THIS FSG CONTAINS

This FSG contains information about:

- who we are and how we can be contacted
- the services and types of products the service provider are authorised to provide
- how the service provider (and any other relevant parties) are remunerated
- internal and external dispute resolution procedures and how you can access them.

The FSG is issued in paper form and also as an electronic copy of this FSG (Electronic FSG). The Electronic FSG will be available via www.gleneagle.com.au. Potential investors should only rely on the information in this FSG for the services covered by this FSG. If this FSG has been received electronically, then a paper copy of this FSG will be provided free of charge on request by contacting Gleneagle Funds Management using the contact details detailed in this FSG.

WHO WE ARE AND HOW WE CAN BE CONTACTED?

Gleneagle Asset Management is an Australian registered company whose head office is located at Level 27, 25 Bligh Street Sydney 2000. Gleneagle Asset Management is the responsible entity of the managed funds. Gleneagle Asset Management holds an Australian Financial Services Licence (No. 226199) and is regulated by the Australian Securities and Investment Commission.

Gleneagle Asset Management acts for itself.

If you have any queries about this FSG or the services provided, you can contact Gleneagle Funds Management at:

Telephone: 1300 123 345

Email: members@gleneagle.com.au

Website: www.gleneagle.com.au

Sydney Head Office: Level 27, 25 Bligh Street, Sydney NSW 2000

OTHER DOCUMENT YOU MAY RECEIVE?

You should receive a Product Disclosure Statement (PDS) or Supplementary Product Disclosure Statements (SPDS) issued by Gleneagle Asset Management for managed funds. That discloses important information about investing in managed funds.

A PDS and SPDS contains important information to assist you in making a decision about the product. You will receive a PDS and SPDS if a recommendation is made to acquire units in Gleneagle Managed Funds.



The disclosure documents will be issued in paper form and also as an electronic Product Disclosure Statement and supplementary disclosure statements (Electronic PDS and SPDS). The Electronic PDS and SPDS will be available via www.gleneagle.com.au.

Potential investors should only rely on the information in the PDS and SPDS for information about investing in Trust. If the PDS and SPDS have been received electronically, then a paper copy of the PDS and SPDS will be provided free of charge on request by contacting Gleneagle Funds Management using the contact details detailed in this FSG.

WHAT ARE THE FINANCIAL SERVICES PROVIDED?

Gleneagle Asset Management is authorised by its AFSL to provide a range of financial services. For the purposes of this FSG, the services provided by Gleneagle Funds Management as a corporate authorised representative of Gleneagle Asset Management are limited to:

- providing general financial product advice only; and
- dealing in a financial product by applying for, acquiring, varying or disposing of a financial product on behalf of another person, with respect to interests in Gleneagle managed funds, to retail clients and wholesale clients.

Neither Gleneagle Asset Management nor Gleneagle Funds Management provides personal advice.

Both Gleneagle Funds Management and Gleneagle Asset Management are responsible to you for any financial services which Gleneagle Funds Management provides to you which are within the authority given to Gleneagle Funds Management.

Gleneagle Asset Management is responsible for the conduct of its appointed representative, Gleneagle Funds Management.

HOW CAN YOU CAN INSTRUCT US AND YOUR OBLIGATIONS

All of your regular contact in relation to managed funds should be with Gleneagle Funds Management. The contact details are given in the directory of this FSG.

If you have any complaints or queries about our service covered by this FSG, then you should follow the procedure described later in this FSG. (If you have any complaints or queries about the investments in managed funds, then you should consult the PDS.)

You should give any instructions or communications to us or to Gleneagle Funds Management by telephone, letter, and email or in person.

HOW THE SERVICE PROVIDER (AND ANY OTHER RELEVANT PARTIES) ARE REMUNERATED

There are no fees, charges or costs for the services covered by this FSG.

Gleneagle Asset Management may receive fees, charges or recovery of expenses in its role as responsible entity of Gleneagle managed funds, which are disclosed in the PDS and SPDS.

Gleneagle Asset Management and its associates have relationships with various parties whereby it pays fees or receives fees including on its personal account. These parties may include (but are not limited to) product issuers, brokers, custodians, fund managers, banks, investment advisors, financial planners and other referral sources.

Gleneagle Asset Management has a policy and documented processes for controlling, avoiding and disclosing relevant conflicts of interests for managing conflicts of interest that covers related party transactions and benefits or other remuneration from third parties.

Employees or authorised representatives of Gleneagle Asset Management may be remunerated through a combination of base salary and non-base salary compensation.

The non-base salary may include a share of the commission, fees or other payments earned by the company (or an associate of it).

The proportion of commission, fees or other payments shared with the employee or other representative is based on their level of experience, length of service with the respective company or its associate, the level of qualifications and market conditions, and ranges from 0% up to 55%. Employees and other authorised representatives of those companies may also benefit from various internal incentive schemes including seminars, conferences and training programmes and non-cash rewards.

In all cases, however, Gleneagle does not pay remuneration to its employees or its representatives any remuneration which it is prohibited by law from paying to those persons.

Since there are no fees charged for the services covered by this FSG, the remuneration and other benefits are funded from other sources, some of which may be fees, charges and costs disclosed in the PDS or SPDSs.

PROFESSIONAL INDEMNITY INSURANCE

Gleneagle Asset Management has the benefit of professional indemnity insurance that complies with section 912B of the Corporations Act 2001. This professional indemnity insurance covers claims in relation to the conduct of current employees and past employees working for it and for its representatives.

ANTI-MONEY LAUNDERING

Gleneagle Asset Management has adopted a programme that complies with the AML/CTF Act. As part of this process, you will need to provide evidence of identification.

DISPUTE RESOLUTION

Gleneagle Funds Management wants to know about any problems you may have with the service of Gleneagle Asset Management and Gleneagle Managed Funds so we can take steps to resolve the issue.

Gleneagle Funds Management has an internal and external dispute resolution procedure to resolve complaints. A copy of these procedures may be obtained from the Gleneagle website, or by contacting us and requesting a copy (free of charge).

If you have a complaint about the financial product or service provided to you, please take the following steps:

1. Contact Gleneagle Asset Management compliance division. You may do this by telephone, email or letter using the contact details below:
Gleneagle Asset Management Limited Compliance Division
Sydney Head Office: Level 27, 25 Bligh Street, Sydney NSW 2000
Phone: +61 2 8277 6655
Email: members@gleneagle.com.au
2. Gleneagle Asset Management will acknowledge the complaint immediately, or if not, as soon as practicable after receipt. Gleneagle Asset Management will endeavour to resolve your complaint and provide a final response as soon as practicable, but within 30 days of receipt of your complaint unless we advise you that we require more time due to the nature of your complaint or other reasonable consideration.
3. If you still do not get a satisfactory outcome, you have the right to complain to the Australian Financial Complaints Authority (AFCA). AFCA is an external complaints and dispute resolution body. The service to you is free. The contact details for AFCA are:
Australian Financial Complaints Authority
 G.P.O. Box 3, Melbourne VIC 3001
Toll Free: 1800 931 678 (free call)
Website: www.afca.org.au
Email: info@afca.org.au
4. Gleneagle Asset Management - membership number 11357;
5. The Australian Securities and Investments Commission (ASIC) also has an Infoline on 1300 300 630 which you may use to make a complaint and obtain information about your rights.

PRIVACY

At Gleneagle Asset Management and Gleneagle Funds Management the privacy of your personal information is important to us. Our full privacy policy is available on our website www.gleneagle.com.au

RECORDING OF TELEPHONE CONVERSATIONS

Each of Gleneagle Asset Management and Gleneagle Managed Funds may record conversations with you (with or without an audible tone). You may request a copy of the transcript of these recordings in anticipation of or in the event of a dispute. We may charge a reasonable administrative cost for providing this service.





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