



MLC Wholesale IncomeBuilder

Product Disclosure Statement

ARSN: 087 447 265 APIR code: MLC0264AU

Preparation Date: 30 November 2023

Contents

1. About MLC Investments Limited
2. How the Trust works
3. Benefits of investing in the Trust
4. Risks of managed investment schemes
5. How we invest your money
6. Fees and other costs
7. How managed investment schemes are taxed
8. How to apply
9. Other information

1. About MLC Investments Limited

- 1 MLC Investments Limited (MLC) is the Responsible Entity for the MLC Wholesale IncomeBuilder (Trust).
 - 2
 - 3 As the Responsible Entity, we're responsible for all aspects of operating the Trust, including administration of the assets and investment policy.
 - 4
 - 5 National Australia Bank Limited provides unit registry services to the Trust via its agreement with OneVue Fund Services Pty Ltd (Registry Services).
 - 7
 - 7 MLC is part of the Insignia Financial Group of Companies (comprising Insignia Financial Ltd ABN 49 100 103 722 and its related bodies corporate) (Insignia Financial Group).
 - 7
- We believe the best way to manage our trusts is to employ the skills of multiple specialist investment managers.

We've appointed MLC Asset Management Services Limited (MLC Asset Management) to advise on and manage the Trust's investments. Our investment experts at MLC Asset Management, have extensive knowledge and experience in designing and managing trusts using a multi-manager investment approach.

Who you go through life with makes all the difference

MLC has been looking after the investment needs for generations of Australians.

Our experience has taught us investors have different needs, and these change over time.

We've created a diverse range of investment solutions so you can grow your wealth the way you want to.

And, we'll continually enhance our products and services to make the most of changing investment opportunities.

Important information

This Product Disclosure Statement (PDS) summarises significant information about MLC Wholesale IncomeBuilder ARSN 087 447 265 (Trust).

It also contains a number of references to important information in the MLC Investment Trusts Product Guide (Product Guide) marked with an **I** symbol. The Product Guide is a separate document which forms part of this PDS. This PDS and the Product Guide contain important information you should consider before making an investment decision in relation to the Trust. The information provided in this PDS is general information only and does not take into account your objectives, personal financial situation or needs. We recommend you obtain financial advice for your own personal circumstances before making any investment decision.

These documents are available from mlcam.com.au/mlctrusts/pds or you can request a copy free of charge by calling us or your investor directed portfolio service, IDPS-like scheme, master trust or wrap operator (collectively referred to as an 'IDPS' in this PDS). To invest directly in the Trust, you must have received the PDS (electronically or otherwise) within Australia or New Zealand and meet the eligibility requirements set out in the accompanying Product Guide.

The information in these documents is up to date at the time of preparation and may change from time to time. If a change is considered materially adverse, we will issue a replacement PDS. Information that is not materially adverse to investors can be updated by us and will be published on our website mlcam.com.au/mlctrusts/pds. A paper copy of any updates will be provided free of charge upon request. You should check you have the most up to date version before making an investment decision. All amounts in these documents are in Australian dollars unless stated otherwise.

MLC Investments Limited is part of the Insignia Financial Group. This document has been prepared on behalf of MLC Investments Limited ABN 30 002 641 661 AFSL 230705 as Responsible Entity of the Trust. The capital value, payment of income and performance of the Trust are not guaranteed. An investment in the Trust is subject to investment risk, including possible delays in repayment and loss of income and principal invested. This Trust is no longer a complying investment under the rules applicable to significant investor visa holders in the Migration Act 1958 (Cth) and the Migration Regulations 1994 (Cth).

References in this document to 'MLC', 'we', 'our' or 'us' should be read as references to MLC Investments Limited in its capacity as Responsible Entity.

Investing with us

Our trusts have different investment objectives because we know everyone has different requirements about how their money should be managed.

Our trusts make sophisticated investing straightforward.

Our investment experts use a market-leading investment approach to structure our trusts with the aim of delivering more reliable returns in many potential market environments. And, as their assessment of world markets changes, our trusts are evolved to capture new opportunities and manage new risks.

MLC Asset Management uses specialist investment managers in our trusts. They research hundreds of investment managers from around the world and select the managers they believe are the best for our trusts. Investment managers may be specialist in-house managers, external managers or a combination of both.

Importantly, we stay true to the objectives of our trusts, so you can keep on track to meeting your goals.

Keeping up to date

Recent information on the Trust is available on our Fund Profile Tool at mlcam.com.au/mlctrusts. It's an easy to use, interactive tool that gives you insight into how your money is managed including where your money is invested, the investment managers and how your investments are performing.

2. How the Trust works

MLC Wholesale IncomeBuilder is one of MLC's single sector trusts. It focuses on investing in listed Australian companies that have the potential to provide future sustainable or growing dividends.

The Trust benefits from the strength of our investment experts' manager research capability, experience and knowledge of investing.

About the Trust

The Trust operates like most other managed investment schemes. Your money is pooled together with other investors' money to buy investments which are managed on behalf of all investors.

When you invest in a managed investment scheme, such as the Trust, you gain exposure to investments that you may not ordinarily have access to, if you invest on your own.

When your money is paid into the Trust, you are issued with units and when money is paid out, your units are cancelled.

The unit price will reflect, among other things, the performance of the underlying assets, which are in turn influenced by movements in investment markets.

Our unit pricing philosophy is available at mlc.com.au. For more details on our policies relating to unit pricing please contact us.

The Trust is part of a larger suite of wholesale trusts collectively known as the MLC Investment Trusts. The PDSs for other trusts in the suite are available at mlcam.com.au/mlctrusts/pds

You should read the relevant PDS before making an investment decision in respect of these trusts.

The Trust is governed by its constitution and is registered with the Australian Securities and Investments Commission (ASIC). ASIC takes no responsibility for this PDS or the operation of the Trust by MLC.

Investing via an IDPS

The most common way to access the Trust is via an IDPS.

If you invest in the Trust through an IDPS, then you don't hold units in the Trust and you have none of the rights of a unitholder. Instead, the IDPS holds units on your behalf.

Investing through an IDPS may result in different conditions applying from those referred to in this PDS including:

- minimum balance requirements
- fees and other costs
- cooling-off rights
- how to transact on your investment
- timing of processing of transactions and payment of distributions and withdrawals, and
- provision of statements and other information.

You should contact your financial adviser or IDPS operator for further information.

We authorise the use of this PDS as disclosure to persons who wish to access the Trust through an IDPS.

This PDS must be read together with offer documents provided by the IDPS operator.

Applications and withdrawals

We have the discretion to accept or refuse any initial application or additional investment without explanation.

You can request a partial or a full withdrawal to a nominated bank account at any time by sending a completed Application/Instruction Form by post or emailing a scanned copy to Registry Services. The Application/Instruction Form is available on request from us on **1300 738 355**.

Generally, withdrawal requests will be actioned by us promptly to enable us to make payments within 10 Business Days. Actioning of withdrawal requests and payment may be delayed, for example, if underlying assets need to be sold. In certain circumstances, such as when there are adverse market conditions, we may suspend withdrawals. We may also process requests in instalments over a period of time and may also suspend processing of requests we have already accepted. In certain circumstances we may refuse a withdrawal request.

Where withdrawals are delayed, suspended or being paid in instalments, the unit prices used

for a withdrawal will be those available on the day the withdrawal takes effect, rather than the day of the withdrawal request.

In the unlikely event that the Trust is no longer liquid (as defined in the *Corporations Act 2001* (Cth)), you may only withdraw your funds in accordance with any withdrawal offer that we make.

Income distributions

The income of the Trust will generally be calculated effective the last Sunday of September, December and March and 30 June each year. We generally aim to pay income distributions within 7 Business Days of the calculation date.

Distributions are generally calculated based on the Trust's net income at the end of the distribution period divided by the number of units on issue.

There may be periods in which no distributions are made or the Trust may make additional distributions.

Our current practice is to generally distribute all of the net taxable income of the Trust to investors each financial year (including net capital gains and any net gains on currency management). As the Trust is an Attribution Managed Investment Trust (AMIT), we have the discretion to accumulate income (instead of distributing all of the income) and if we do so, the accumulated income will be reflected in the unit price. We intend to continue our current practice to distribute all of the income (including any capital gains) for each year. We will notify you if this changes.

Investing directly in the Trust

To invest directly in the Trust you must have received this PDS (electronically or otherwise) within Australia and be a 'wholesale client' as defined by the *Corporations Act 2001* (Cth). You also need to maintain a minimum balance of \$500,000. We may accept lower amounts at our discretion. We may redeem your unitholding if your account balance falls below \$500,000.

You must complete and sign the Trust's application forms and send them to Registry Services with your initial application money. You can make additional investments by electronic funds transfer (EFT).

Once your application is accepted, you hold units in the Trust and have the rights of a unitholder.

New Zealand investors may also be eligible to invest in the Trust provided they satisfy the eligibility criteria described in the Product Guide.

! You should read the important information about **How the Trusts work** before making a decision. Go to the Product Guide available at mlcam.com.au/mlctrusts/pds

The material relating to **How the Trusts work** may change between the time when you read this statement and the day when you acquire the product.

3. Benefits of investing in the Trust

Growing income stream solution

MLC Wholesale IncomeBuilder invests primarily in listed Australian companies that have the potential to provide future sustainable or growing dividends.

The Trust is expected to generate tax-efficient returns by:

- generally investing in companies expected to have high franking levels relative to the broad market, and
- where possible, efficiently managing the realisation of capital gains as well as other transaction and trading costs.

The Trust is expected to provide returns consistent with investing in a broad range of Australian companies.

Experience and track record

The Trust is designed and managed using the investment approach outlined in the Product Guide. Our investment experts have been successfully investing this way for decades, helping clients achieve their investment goals.

Multi-manager approach

The Trust uses specialist investment managers to find some of the best opportunities for investment.

Extensive diversification

The Trust is diversified across different investment managers, industries and companies to enhance returns and manage risk.

4. Risks of managed investment schemes

Before you invest, there are some things you need to consider. How much risk you're prepared to accept is determined by various factors, including:

- your investment goals
- the savings you'll need to reach these goals
- your age and how many years you have to invest
- where your other assets are invested
- the return you may expect from your investments, and
- how comfortable you are with investment risk.

Investment risk

All investments come with some risk. Some investments will have more risk than others, as it depends on the investment's strategy and assets.

The value of an investment with a higher level of risk will tend to rise and fall more often and by greater amounts than investments with lower levels of risk, ie it's more volatile.

While it may seem confronting, investment risk is a normal part of investing. Without it you may not get the returns you need to reach your investment goals. This is known as the risk/return trade-off.

Many factors influence an investment's value. These include, but aren't limited to:

- market sentiment
- changes in inflation
- growth and contraction in Australian and overseas economies
- changes in interest rates
- defaults on loans
- company specific issues
- liquidity (the ability to buy or sell investments when you want to)
- changes in the value of the Australian dollar
- investments and withdrawals by other investors
- changes in Australian and overseas laws, and
- a counterparty not meeting its obligations eg when buying securities, the seller may not deliver on the contract by failing to provide the securities.

When choosing your investment, it's important to understand that:

- its value and returns will vary over time
- investments with higher long-term return potential usually have higher levels of short-term risk
- returns aren't guaranteed and you may lose money
- future returns will differ from past returns, and
- laws affecting your investment may change in future.

Investment techniques

Our investment experts and investment managers may use different investment techniques that can change the value of an investment. Derivatives are an investment technique used in the Trust.

! You should read the important information about **Risks of managed investment schemes** before making a decision. Go to the Product Guide available at mlcam.com.au/mlctrusts/pds

The material relating to **Risks of managed investment schemes** may change between the time when you read this statement and the day when you acquire the product.

5. How we invest your money

MLC's multi-manager approach makes sophisticated investing easy to access, so you can get your investment plan into action right away.

You should consider the likely return, risk and your investment timeframe when making your decision. The table in this section sets out these key aspects of the Trust for your consideration. The terms used in the table below are explained in the Product Guide in the 'How we invest your money' section.

MLC Wholesale IncomeBuilder	
Investment objective:	Aims to provide an income stream (excluding capital gains) that grows each year, by investing primarily in Australian shares.
How the Trust is managed:	<p>The Trust invests primarily in listed Australian companies that have the potential to provide future sustainable or growing dividends.</p> <p>The Trust is expected to generate tax-efficient returns by:</p> <ul style="list-style-type: none"> • generally investing in companies expected to have high franking levels relative to the broad market, and • where possible, efficiently managing the realisation of capital gains as well as other transaction and trading costs. <p>The Trust is expected to provide returns consistent with investing in a broad range of Australian companies. The Trust invests in companies that are listed, or are expected to be listed, on the Australian Securities Exchange (and other regulated exchanges). It may have a small exposure to companies listed outside of Australia from time to time.</p> <p>Exchange traded futures and options may be used from time to time, to efficiently manage cashflows.</p>
The Trust may be suited to you if:	<ul style="list-style-type: none"> • you want to invest in shares in Australian companies that are expected to deliver a dividend stream over time that is sustainable or growing, and • you understand that there can be fluctuations in income and the value of your investment.
Minimum suggested time to invest:	7 years
Strategic asset allocation:	100% Australian shares
Risk measure:	Estimate of 6 or more negative annual returns in any 20 year period.
Responsible investment:	For information on responsible investment, refer to the ' How we invest your money ' section in the Product Guide.

Switching

Direct investors may be able to switch from the Trust to another Trust. A switch will be treated as a withdrawal from one Trust and an investment in another Trust. Buy-sell spreads may apply. Please contact Client Services on **1300 738 355** for details on how to switch. If you invest via an IDPS, please contact your IDPS.

Changes to the Trust

We may make changes to the Trust (and the information in this PDS) at our discretion including, but not limited to, terminating the Trust. Some changes may be made without prior notice, including but not limited to, closing the Trust to new applications, and changes to the investment strategy, strategic asset allocation and ranges, market indices (and therefore the Benchmark), investment managers and service providers.

Where possible, we will give direct investors prior written notice of any materially adverse change. If you invest via an IDPS, you can contact your IDPS to obtain copies of these notices. Changes that are not materially adverse will be made available under 'Fund updates' at mlcam.com.au/mlctrusts/pds

You should check the website for the latest information or you can obtain a paper copy of any updated information free of charge on request.

! You should read the important information about **How we invest your money**, including **Responsible investment** before making a decision. Go to the Product Guide available at mlcam.com.au/mlctrusts/pds

The material relating to **How we invest your money** may change between the time when you read this statement and the day when you acquire the product.

6. Fees and other costs

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 account 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 Trust 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.

The ASIC managed funds fee calculator can also be used to calculate the effect of fees and costs on account balances.

The fees and costs outlined in this PDS are for the Trust only.

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

If you are investing in the Trust via an IDPS, you will need to consider the fees and other costs of the IDPS when calculating the total cost of your investment.

If you consult a financial adviser you may also pay an additional fee that will be set out in the Statement of Advice between you and your financial adviser.

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

The information in this table can be used to compare fees and costs between different simple managed investment schemes. Taxes are set out under the 'How managed investment schemes are taxed' section of this PDS.

All fees are shown inclusive of GST and net of Reduced Input Tax Credits (where applicable).

Fees and costs summary

MLC Wholesale IncomeBuilder		
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 investment.	Estimated to be 0.72% pa of the Trust's net asset value, comprised of: 1 A management fee of 0.72% pa of the Trust's net asset value 2 Estimated indirect costs of 0.00% pa of the Trust's net asset value	1 The management fee is calculated on the Trust's net asset value. It is not deducted from your account directly but from the assets of the Trust. It is accrued daily and paid monthly, and the accrued amount is incorporated into the daily unit price of the Trust. The management fee may be negotiated by wholesale clients. Refer to the Product Guide for further information. 2 Indirect costs are generally deducted from the assets of the Trust as and when they are incurred.
Performance fees Amounts deducted from your investment in relation to the performance of the product	Nil	Not applicable
Transaction costs The costs incurred by the scheme when buying or selling assets	Estimated to be 0.00% pa of the Trust's net asset value.	These costs are paid from the assets of the Trust as and when they are incurred. These costs are an additional cost to you.
Member activity related fees and costs (fees for services or when your money moves in or out of the scheme)		
Establishment fee The fee to open your investment	Nil	Not applicable
Contribution fee The fee on each amount contributed to your investment	Nil	Not applicable
Buy-sell spread An amount deducted from your investment representing costs incurred in transactions by the scheme	Estimated to be 0.25% of the application amount on investments made in the Trust and 0.25% of the withdrawal amount on withdrawal from the Trust.	The buy spread is added to the unit price when you buy units. The sell spread is deducted from the unit price when you sell units. The buy-sell spread is included in the unit price of the Trust and is not charged to you separately.

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	Not applicable

Example of annual fees and costs for the Trust

This table gives an example of how the ongoing annual fees and costs for this managed investment 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: MLC Wholesale IncomeBuilder		Balance of \$500,000 with a contribution of \$5,000 during the year¹
Contribution fees	0.00%	For every additional \$5,000 you put in, you will be charged \$0 .
Plus Management fees and costs:		And , for every \$500,000 you have in MLC Wholesale IncomeBuilder, you will be charged or have deducted from your investment, \$3,600 each year.
Management fee	0.72%	
Indirect costs	0.00%	
Total	0.72%	
Plus Performance fees	Nil	And , you will be charged or have deducted from your investment \$0 in performance fees each year.
Plus Transaction costs	0.00%	And , you will be charged or have deducted from your investment \$0 in transaction costs.
Equals Cost of MLC Wholesale IncomeBuilder		If you had an investment of \$500,000 at the beginning of the year and you put in an additional \$5,000 during that year, you would be charged fees and costs of \$3,600 . What it costs you will depend on the fees you negotiate.

^{*} Additional fees may apply:

Establishment fee \$0.

And, if you leave the managed investment scheme early, you may also be charged **exit fees** of 0% of your total account balance (\$0 for every \$500,000 you withdraw).

And, for every \$5,000 you contribute to the Trust you will incur costs of \$12.50 and for every \$5,000 you withdraw from the Trust you will incur costs of \$12.50 (buy-sell spread).

¹ This example assumes the \$5,000 additional investment occurs at the end of the year and that the value of the Trust does not change for the entire year. Actual fees and costs are based on the value of the Trust which fluctuates daily.

Additional explanation of fees and costs

Management fees and costs

Management fees and costs are made up of the management fee and indirect costs described below.

Management fee

The Responsible Entity receives the management fee, which consists of underlying investment manager fees and the fee charged by the Responsible Entity for managing the assets of the Trust and overseeing the day-to-day operations of the Trust. The amount of the management fee may be negotiated by wholesale clients. For further information, refer to 'Management fee' in the Product Guide.

Indirect costs

Indirect costs are reflected in the daily unit price and any reporting on the performance of the Trust. Indirect cost amounts included in this document are based on actual costs incurred for the financial year to 30 June 2023 and involve estimates where information was unavailable at the date this PDS was issued. For further information, refer to 'Indirect costs' in the Product Guide.

Transaction costs

Transaction costs are the costs incurred when assets in the Trust or in underlying investments are bought or sold and includes costs such as brokerage, stamp duty and settlement costs. For further information, refer to 'Transaction costs' in the Product Guide.

Buy-sell spread

You incur the buy-sell spread when you buy or sell units in the Trust. The buy-sell spread is not a fee and no part of the buy-sell spread is paid to us or to any investment managers. The buy-sell spread is retained in the Trust to cover the estimated transaction costs incurred as a result of investor applications and redemptions. For further information, refer to 'Buy-sell spread' in the Product Guide.

Changes to fees and costs

We may vary fees or introduce new fees up to the maximums described in the constitution, without your consent.

Under the constitution the maximum fees payable to the Responsible Entity are:

- a management fee of 2% pa of the Trust's current value (as defined under the constitution), and
- a contribution fee of 6% of the subscription amount (currently not charged).

We are entitled to recover expenses directly from the Trust. Currently we pay them out of the management fee. If this changes we will notify you. For more information see 'Reimbursable expenses' in the Product Guide.

If you invest directly in the Trust we will give you 30 days' notice of any increase in fees. No prior notice will be given in respect of changes to indirect costs, transaction costs or buy-sell spreads. For updated details go to mlcam.com.au/mlctrusts

! You should read the important information about **Fees and other costs** before making a decision. Go to the Product Guide available at mlcam.com.au/mlctrusts/pds

The material relating to **Fees and other costs** may change between the time when you read this statement and the day when you acquire the product.

7. How managed investment schemes are taxed

Investing in a managed investment scheme is likely to have tax consequences. Because this PDS and the Product Guide are not tax guides and tax laws are complex and change from time to time, we strongly recommend that you obtain professional tax advice in relation to your own personal circumstances. This applies whether you are an Australian resident or a non-resident for tax purposes.

Australian taxation information

The general comments below only relate to the tax consequences arising to Australian residents. The Trust itself should not be liable for tax on its net earnings. Managed investment schemes generally do not pay tax on behalf of resident investors. Rather investors should include their proportion of the Trust's taxable income as income in their tax returns. Investors are assessed for tax on any income and capital gains generated by the Trust. Any net losses are retained by the Trust and potentially used to offset future matching gains.

The unit price of units issued before a distribution will include income accumulated in the Trust. The income that has been accumulating will generally be distributed. You may potentially have taxation liabilities on that income. Depending on an investor's circumstances, a revenue or capital gain or loss may arise when units in the Trust are sold, switched or redeemed.

! You should read the important information about **How managed investment schemes are taxed** before making a decision. Go to the Product Guide available at mlcam.com.au/mlctrusts/pds

The material relating to **How managed investment schemes are taxed** may change between the time when you read this statement and the day when you acquire the product.

8. How to apply

Investing directly

To invest directly, you must complete and sign the application forms for the Trust and send them to Registry Services with your application money and identification documentation as applicable. Contact us to obtain the application forms.

Investing via an IDPS

To invest in the Trust via an IDPS, you will need to contact your IDPS operator and complete the relevant IDPS application form and any other documentation required by the IDPS operator. You will also need to contact your IDPS operator in relation to making additional contributions to your investment.

You should contact your IDPS about any complaint you have. Your IDPS will work with us to assist you in resolving any complaints relating to your investment in the Trust. The remaining information in this section only applies to direct investors in the Trust. If you invest via an IDPS, and require further information you should contact your IDPS operator.

No cooling off rights

The right to 'cool off' does not apply to direct investments in this Trust.

Your privacy

We are committed to protecting your privacy. Any personal information we collect about you will be handled in accordance with our Privacy Policy, which outlines how we manage your personal information, how you may access or correct your personal information, and how you may complain about a breach of your privacy. To obtain a copy of our Privacy Policy, please contact Client Services on **1300 738 355** or visit mlcam.com.au/privacy

For further information, refer to 'Your privacy' in the Product Guide.

Anti-Money Laundering

We are required to comply with the Anti-Money Laundering and Counter-Terrorism Financing Act 2006 (Cth) (AML/CTF Act) and as such we are required to collect information from you or anyone acting on your behalf, and your related parties, to comply with our obligations. For further information, refer to 'Anti-Money Laundering' in the Product Guide.

Foreign Account Tax Compliance Act (FATCA) and Common Reporting Standard (CRS)

We are required to collect information about your tax residency status, including whether you are a US citizen or resident for US tax purposes, and other relevant information to determine your reporting status under the FATCA and the CRS rules. If you identify yourself as a foreign resident for tax purposes, your account information may be reported to the relevant tax authorities.

Resolving complaints

If you are an indirect investor who holds an interest directly through an IDPS and you wish to make a complaint, you should contact your IDPS.

If you are a direct investor and you have a complaint, we can usually resolve it quickly over the phone on **1300 738 355**. If you'd prefer to put your complaint in writing, you can email us at client.services@mlcam.com.au or send a letter to **PO Box 200, North Sydney NSW 2059**. We'll conduct a review and provide you with a response in writing. You have the option of lodging a complaint with the Australian Financial Complaints Authority (AFCA) directly, rather than lodging a complaint with us. You can also lodge a complaint with AFCA if you're not satisfied with our response or if your complaint has not been resolved within 30 days. AFCA provides

an independent financial services complaint resolution process that's free to consumers. You can contact AFCA in the following ways:

Website: afca.org.au
Email: info@afca.org.au
Telephone: 1800 931 678 (free call)
In writing to: AFCA
GPO Box 3
Melbourne VIC 3001

For more information on our complaints management policy visit mlcam.com.au/terms-and-conditions

9. Other information

! You should read the important information about **Email terms and conditions, Investor Online and Adviser Online, Notice to residents of New Zealand and Keeping you informed** before making a decision. Go to the Product Guide available at mlcam.com.au/mlctrusts/pds

The material relating to **Email terms and conditions, Investor Online and Adviser Online, Notice to residents of New Zealand and Keeping you informed** may change between the time when you read this statement and the day when you acquire the product.

Contact details

If you invest via an IDPS you should contact your IDPS for all enquiries. If you invest directly, the contact details are:

Registry Services
MLC Investment Trusts
GPO Box 804
Melbourne VIC 3001 Australia
Email: mlc_transactions@unitregistry.com.au

Client Services
PO Box 200
North Sydney NSW 2059 Australia
Telephone: 1300 738 355
Email: client.services@mlcam.com.au

Responsible Entity
MLC Investments Limited
PO Box 200
North Sydney NSW 2059 Australia

Website
mlcam.com.au/mlctrusts