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Human Financial Managed Investments Additional Information Brochure

This Additional Information Brochure (**AIB**), forms part of the Product Disclosure Statement (**PDS**) dated 1 December 2024 and Issued by Human Financial Management Limited (HFML) ABN 99 067 544 549 AFS 227677 as the responsible entity for the following registered managed investment schemes comprising the Human Financial Managed Investments.

Each of the schemes is called an 'Investment Option' or collectively called 'Investment Options'.

Investment Option	ARSN	APIR code
HF Cautious 30	092 262 765	NRM0005AU
HF Prudent 50	092 262 765	NRM0006AU
HF Assertive 70	092 261 946	NRM0023AU
HF Aggressive 95	092 259 259	NRM0007AU

Information in the PDS and this AIB is subject to change from time to time. Updated information can be obtained by contacting your financial adviser and online at humanfinancial.com.au/documents. If any change to the information is materially adverse or significant we will notify you (including by electronic means) as required by law.

The information provided in this AIB is general information only and does not take account of your personal objectives, financial situation or needs. You should consider the appropriateness of the information in this AIB having regard to your personal circumstances, and obtain advice from a licensed financial adviser, before making a decision to invest in a Scheme.

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Terms used in this AIB

'Business Day' means a day (other than a Saturday, Sunday or public holiday) on which banks are open for general banking business in Sydney, Australia; and

'HFML, 'we', 'our' or 'us' means Human Financial Management Limited as the responsible entity and investment manager of the Investment Options.

'Human Financial Portal' refers to the secure online portal where you can see information on your investment option(s).

'Investment Manager', 'Responsible Entity', 'RE', 'we', 'our', 'us' or 'HFML' means Human Financial Limited.

'Schemes' refers to the Investment Options being HF Cautious 30, HF Prudent 50, HF Assertive 70 and HF Aggressive 95.

1. How the Schemes work

How to make an investment

Investments made by direct debit

Investments made by direct debit and received by us from your nominated financial institution by 1pm on a Business Day will be processed using that day's unit price. Where your direct debit investment has been received after 1pm it will be treated as though it was received on the next business day.

Investments made by BPAY®

To make an investment using BPAY® you will need to quote the appropriate Biller Code, and your Customer Reference Number (**CRN**). The Biller code is 222794. If you are unsure of your CRN you can find the number and the Biller Code through the Human Financial Portal, from your adviser or by contacting us.

The maximum amount of additional investment per BPAY® transaction is \$50,000.

Investments made by BPAY® and received by 1pm on a Business Day will be processed using that day's unit price. Where your BPAY® investment has been received after 1pm it will be treated as though it was received on the next business day.

Regular Investment Plan

Regular investing can help to reduce investment risk because the highs and lows of the unit prices are averaged out over time. This is known as 'dollar cost averaging'.

With a Regular Investment Plan, you can nominate the amount you wish to regularly invest using debit your bank account. You have the option of monthly or quarterly investments and the amount will be invested as per your Money In Choice, unless you subsequently notify us otherwise.

If you want to change the details of your Regular Investment Plan, please contact us and complete the Change of Investment Details Form available from humanfinancial.com.au/forms. You will need to give us 3 to 5 Business Days for your updated instructions to take effect.

How to make a withdrawal from your investment

You can withdraw all or part of your investment at any time. Your withdrawal will usually be processed within 3 to 5 Business Days, and paid within 10 Business Days of us receiving your completed request and all required information.

You can make a withdrawal by contacting us and completing a Withdrawal Form available from our website at humanfinancial.com.au/forms.

You must provide us with your financial institution account details when making a withdrawal request if you wish your funds to be paid into your financial institution account. We require that your nominated bank account for investments and withdrawals is held at an account at a financial institution in Australia in the same name as that used for your Human Financial Managed Investments account. We are unable to make payments to accounts that do not meet these requirements.

In addition, we may also be required to identify you and verify your identity when you make a request to withdraw your investment. Refer to Identification Requirements in Section 6 of this AIB.

The minimum withdrawal amount is \$500 or the balance of your account if it is less than \$500. The amount will be withdrawn as per your Money Out Choice, unless you notify us otherwise in writing.

We may suspend withdrawals at any time if we deem that it is in the best interest of the unit holders as a whole. For example, when there is a freeze on withdrawals, where accepting a withdrawal is not in the best interests of unit holders, including due to one or more circumstances outside our control or where the Investment Option is not liquid (as defined in the Corporations Act), we can deny or suspend a withdrawal request and you may not be able to withdraw your funds in the usual processing times or at all. When the Investment Option(s) is not liquid, a unit holder can only withdraw when we make a withdrawal offer to unit holders in accordance with the Corporations Act.

Valuations

The Net Asset Value or **NAV** of the Investment Options is the value of all the assets less the value of all the liabilities of the Investment Option at the valuation time. The NAV is usually calculated every Business Day using the most recent valuations of the assets and liabilities for each Investment Option.

Unit prices

A unit price is generally calculated each Business Day by dividing the NAV for the Investment Option, by the number of units on issue in the Investment Option at that time. The calculation of both the application unit price and the redemption unit price is based on the NAV adjusted by any buy-sell spread that may apply. The number of units allocated to your investment on application depends on the size of your investment and the application unit price for the Investment Option on a particular Business Day.

The RE has a formal written policy governing the calculation of unit prices including guidelines and relevant factors that are taken into account when exercising any discretion in calculating unit prices. We reserve the right to suspend the processing of applications and withdrawals for up to 365 days, including where it is impossible or impractical to calculate the current value of a unit in an Investment Option. This policy and records documenting any exercise of discretion involving a departure from this policy are available from us free of charge upon request.

Providing us with updated account information

The following forms can be accessed via the Human Financial Portal or downloaded from our website at humanfinancial.com.au/forms:

- Withdrawal Form;
- Application Form (also used to update Money In and Money Out instructions); and
- Identification Form.

You may also request any form to be emailed or posted to you by contacting us.

Distributions

When do I receive my distribution?

We generally calculate distributions annually on or around 30 June each year, and pay distributions within 90 days of that date. We may change the timing of distributions, or whether a distribution will be paid for a particular year at our discretion.

How is my distribution calculated?

To be eligible for a distribution you must be a unit holder on the distribution calculation date.

Distributions for an Investment Option are made up of investment earnings from the underlying assets of the option and can include both income and realised capital gains. The size of the distribution (if any) will depend on, amongst other factors, the performance of the Investment Option.

The distribution amount you receive is based on the number of units you hold at the end of the distribution period and the amount per unit distributed by the Investment Option.

Our ability to pay a distribution depends on the investment performance for each Investment Option, which is not guaranteed, as such we do not guarantee that a distribution will be paid in any period.

How is my distribution paid?

You can choose to have your distribution paid to your nominated financial institution account or to reinvest it. If you don't specify a financial institution account on the Application Form (or if the payment process fails), we will reinvest your distribution into the relevant Investment Option. You can update this at any time, by updating your distribution instructions.

If you choose to reinvest your distributions, they will be reinvested on the last day of the distribution period. The reinvestment price will normally be the unit price at the end of the distribution period, adjusted for the amount being distributed for that period.

If you choose to have your distribution paid to your nominated financial institution account and your payments are rejected, we will convert this to the reinvestment option until we receive amended account details from you.

2. Risks of managed investment schemes

In addition to the significant risks described in the PDS, below is a description of risks that may have an impact on your Investment Option(s) or managed investment schemes more generally.

Custodian risk

Custodian risk refers to the potential for loss or negative financial impact that arises when a custodian, a financial institution responsible for holding and safeguarding an investor's assets, fails to fulfill its duties.

Diversification and concentration risk

Diversification risk pertains to the potential for reduced returns or increased volatility in a portfolio due to a lack of variety among investments. By spreading investments across different asset classes, sectors, or geographic regions, investors can mitigate risks; when one investment performs poorly, another may perform well, balancing overall portfolio performance.

Conversely, concentration risk occurs when a portfolio is heavily weighted in a limited number of investments, leading to increased volatility and potential losses. While concentrated portfolios may offer the potential for higher returns, they also carry a higher risk of significant downturns if the selected assets underperform.

Environmental, social and governance (ESG) risk

ESG risk refers to the potential impact of environmental, social, and governance factors on the value of assets within a portfolio. These risks can arise from various sources, such as climate-related events, regulatory changes, or shifts in consumer preferences. For example, extreme weather events like floods or wildfires can disrupt a company's operations, reduce revenue, and negatively affect its market reputation.

Investment risk

Investment risk refers to the possibility of losing some or all of the invested capital or not achieving the expected returns. It encompasses various factors, including market fluctuations, economic changes, and the performance of individual assets. Investors should be aware that higher potential returns often come with increased risk.

Investment manager risk

Investment manager risk refers to the potential for an investment manager to underperform their benchmark or fail to adhere to their established investment mandates. Factors contributing to this risk include the manager's investment style, decision-making

processes, and the potential loss of key personnel. Such changes can significantly impact investment returns. Additionally, there is a risk that multiple investment managers may invest in the same assets, which can diminish diversification benefits within a portfolio.

Managed investment scheme risk

Managed investment scheme risks refer to the potential challenges associated with investing in managed schemes, such as unit trusts. These risks include the possibility of underperformance against stated investment objectives, as well as changes in fees and expenses that can impact net returns. Operational risks may arise from management decisions, including the loss of key personnel or process failures. Regulatory changes can also affect compliance and performance. Additionally, illiquidity may pose challenges for investors seeking to redeem their units, especially in volatile markets.

Market risk

Market risk refers to the potential for fluctuations in the market price of an asset due to a variety of factors, including changes in economic conditions, government regulations, and market sentiment. Local and international political events can create uncertainty that impacts market stability, while environmental and technological developments can also influence asset values.

Mortgage investment risk

Mortgage investment risk refers to the potential for loss associated with investing in mortgage-backed securities or direct mortgage loans. This risk can arise from several factors, including default risk, where borrowers may fail to meet their mortgage payment obligations, leading to defaults that can impact the value of mortgage-backed securities or direct loans. Interest rate risk is another concern, as changes in interest rates can affect the value of mortgage investments; if rates rise, the market value of existing mortgages may decline, since new loans could offer higher returns.

Operational risk

Operational risk refers to the potential for loss resulting from inadequate or failed processes, controls, people, systems, increased compliance costs, operational disruptions, or restrictions on their activities. Additionally, regulatory risk can influence market conditions and investor sentiment, leading to fluctuations in asset values.

Short-selling risk

Short-selling risk involves potential losses when an investor sells a security they do not own, aiming to buy it back later at a lower price. This strategy carries significant risks, including unlimited losses if the security's price rises instead of falls. Short selling often requires borrowing shares and maintaining a margin account. If the stock's value increases, the broker may issue a margin call, requiring the investor to deposit additional funds or close the position at a loss. Market volatility can exacerbate this risk, as unexpected events may lead to rapid price increases. Additionally, regulatory changes may impact short selling, and the cost of borrowing shares can vary, affecting profitability.

Volatility risk

Volatility risk refers to the potential for significant fluctuations in the price of an asset over a short period. This risk is associated with the uncertainty surrounding the degree of price change, which can lead to unexpected gains or losses for investors. High volatility may result from various factors, including market sentiment, economic data releases, geopolitical events, or changes in interest rates. Investors in volatile markets may experience sharp price movements that can impact their investment strategies and overall portfolio performance.

3. How we invest your money

Human Financial Managed Investments – Investment Options

You can choose from the following four investment options which provide different asset allocations and risk profiles:

HF Cautious 30	HF Assertive 70
HF Prudent 50	HF Aggressive 95

Important considerations

When choosing your Managed Investment option, you should consider factors such as the likely investment return, the level of risk and your investment time frame. You should ensure you are comfortable with the risks and potential losses associated with the Managed Investment option(s) you choose to invest in.

Types of assets

Growth assets

Growth assets include investments such as equities and property. They are used to provide long-term capital growth for your investment. Growth assets are generally higher risk and can be more volatile but have the potential to deliver higher returns over longer investment time frames than defensive assets.

Defensive assets

Defensive assets include investments such as cash (money markets) and fixed interest. They are used to stabilise returns and provide returns in the form of income (e.g. interest payments) rather than capital growth. Defensive assets are generally lower risk and can be less volatile and have a lower long-term expected return than growth assets.

Asset classes

Asset classes are groups of similar types of investments. Each class has its risks and benefits. The main asset classes used in constructing the Managed Portfolio options include Australian and International shares, Emerging Markets, Infrastructure, Fixed Interest and Cash.

How is risk measured?

The Standard Risk Measure (**SRM**) is an industry-wide standard designed to allow investors to compare investment options in terms of risk. The SRM looks at the probable number of years in a 20-year period where annual returns are likely to be negative. It is not a complete assessment of all forms of investment risks, for instance it does not detail what the size of a negative return or loss of capital could be or the potential for a positive return or increase in capital. This means that the return may be less than the return an investor requires to meet their objectives and should only be used as a guide, as opposed to a definitive statement on the future outcomes of an investment.

A series of labels and bands are used to convey the level of likely risk as shown in the table below.

SRM band	Risk label	Estimated number of negative annual returns over any 20-year period
1	Very low	Less than 0.5
2	Low	0.5 to less than 1
3	Low to medium	1 to less than 2
4	Medium	2 to less than 3
5	Medium to high	3 to less than 4
6	High	4 to less than 6
7	Very high	6 or greater

The investment process

The Investment Options primarily invest in managed funds issued by HFML that are differentiated by asset class. This enables us to implement the asset allocation for each Investment Option to achieve the desired level of diversification.

The Investment Options may invest directly or indirectly in a range of investments (including for example, by investing in underlying funds managed by investment managers selected by us ('Underlying Investment Managers'). We may appoint an Underlying Investment Manager via a direct investment agreement between us and that manager or invest into the Underlying Investment Manager's own fund.

Selection and review of underlying investments

HFML's Investment Team select and review the underlying investments for each Investment Option on an ongoing basis. Monitoring criteria includes but is not limited to, ongoing investment performance of the assets and where applicable the investment process and expertise of any Underlying Investment Managers.

Where an Underlying Investment Manager is included in an Investment Option, they are chosen for their expertise in a particular asset class and their ability to complement other assets and provide a consistent investment return in different market conditions.

We may add, change or remove the underlying investments including any appointed Underlying Investment Managers at any time, without notice.

Range of Investment Options

We may change the objectives, strategies and benchmarks of any of the Investment Options at any time. We can also alter, close or withdraw Investment Options.

We will notify you of any significant changes to the Investment Options within the time frame required by law.

Currency hedging

The Investment Options may be exposed to derivatives as a result of dynamic currency hedging strategies applied for some or all of the exposure to international assets (including shares and fixed interest assets) to reduce some of the volatility (or boost returns) associated with currency exposure. We may reduce the currency hedge ratio where appropriate and the fund's international asset exposure may have limited or no currency hedging in place if we believe this would provide better risk and return characteristics.

4. Investment Options

Below are the details of each Investment Option including the investor profile, objective, suggested minimum time frame to invest, the target asset class allocations and Standard Risk Measure.

We regularly review the Investment Options and as a result may make changes including to target asset allocations.

HF Cautious 30

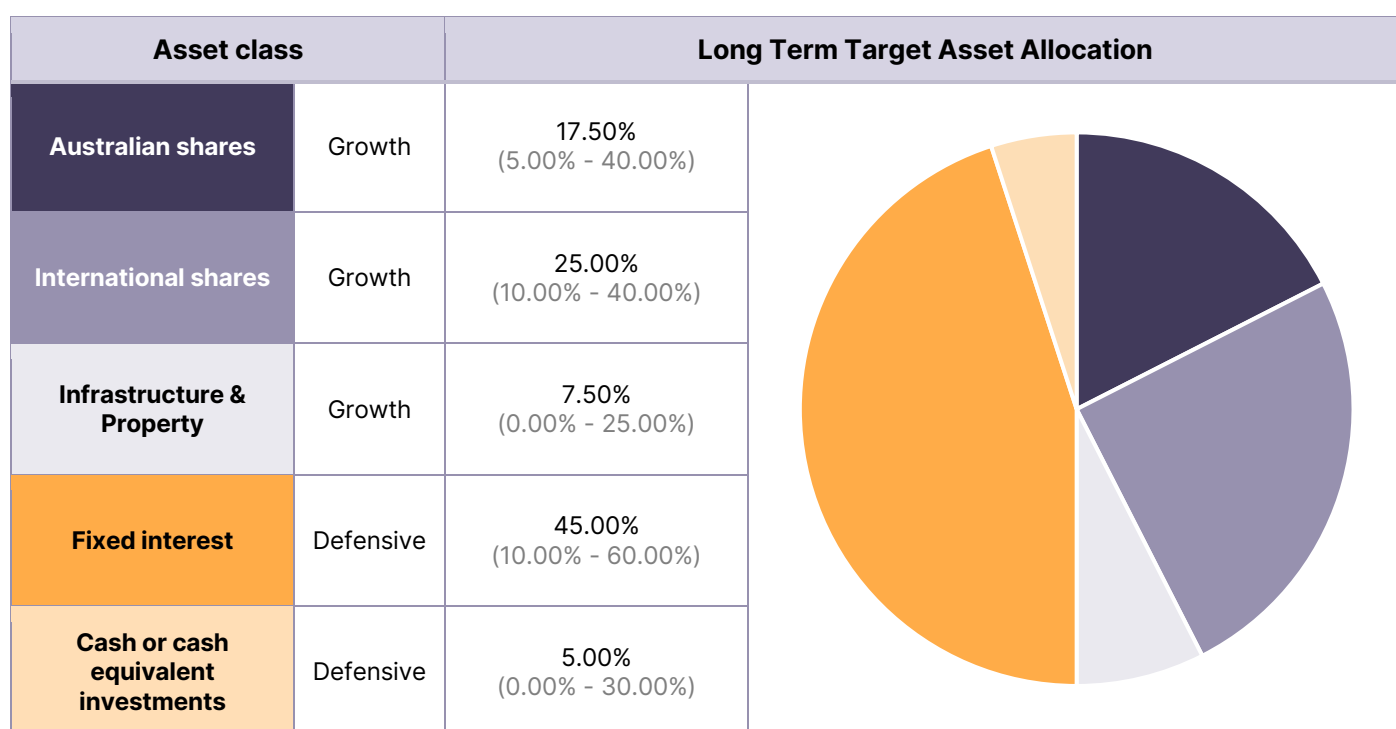
Portfolio summary	A portfolio of actively and passively managed assets designed to achieve stable returns over the short to medium term.
Investor profile	The Investment Option is generally suitable for investors who regard security and stability as more important than the level of returns.
Investment return objective	The Investment Option aims to earn relatively stable returns over the short to medium term.
Benchmark	FE Fund Info Mixed Asset - Moderate
Min. suggested timeframe	3 years
Standard Risk Measure	3 / Low to medium
Long Term Target Asset Allocation	Growth 30.00% Defensive 70.00%

Asset class		Long Term Target Asset Allocation	
Australian shares	Growth	10.50% (0.00% - 30.00%)	
International shares	Growth	15.00% (5.00% - 30.00%)	
Infrastructure & Property	Growth	4.50% (0.00% - 15.00%)	
Fixed interest	Defensive	63.00% (20.00% - 80.00%)	
Cash or cash equivalent investments	Defensive	7.00% (0.00% - 40.00%)	

¹ Market movements may cause the actual asset allocation to move away from the Target Asset Allocation from time. The Investment Manager monitors the asset allocation for the Investment Option and will rebalance the Investment Option on a regular basis to align to the Target Asset Allocation.

HF Prudent 50

Portfolio summary	A portfolio of actively and passively managed assets designed to achieve moderate returns over the medium term.
Investor profile	The Investment Option is generally suitable for investors seeking capital growth and are willing to accept some volatility.
Investment return objective	The Investment Option aims to earn moderate returns over the medium term.
Benchmark	FE FundInfo Mixed Asset - Balanced
Min. suggested time frame	5 years
Standard Risk Measure	4 / Medium
Long Term Target Asset Allocation	Growth 50.00% Defensive 50.00%



¹ Market movements may cause the actual asset allocation to move away from the Target Asset Allocation from time. The Investment Manager monitors the asset allocation for the Investment Option and will rebalance the Investment Option on a regular basis to align to the Target Asset Allocation.

HF Assertive 70

Portfolio summary	A portfolio of actively and passively managed assets designed to achieve high returns over the long term.
Investor profile	The Investment Option is generally suitable for investors seeking higher returns over the long term and can tolerate risk and volatility.
Investment return objective	The Investment Option aims to earn relatively high returns over the long term.
Benchmark	FE FundInfo Mixed Asset - Growth
Min. suggested time frame	7 years
Standard Risk Measure	5 / Medium to High
Long Term Target Asset Allocation ¹	Growth 70.00% Defensive 30.00%

Asset class		Long Term Target Asset Allocation	
Australian shares	Growth	24.50% (10.00% - 60.00%)	
International shares	Growth	35.00% (20.00% - 60.00%)	
Infrastructure & Property	Growth	10.50% (0.00% - 35.00%)	
Fixed interest	Defensive	27.00% (0.00% - 40.00%)	
Cash or cash equivalent investments	Defensive	3.00% (0.00% - 20.00%)	

¹ Market movements may cause the actual asset allocation to move away from the Target Asset Allocation from time. The Investment Manager monitors the asset allocation for the Investment Option and will rebalance the Investment Option on a regular basis to align to the Target Asset Allocation.

HF Aggressive 95

Portfolio summary	A portfolio of actively and passively managed assets designed to achieve significant returns over the long term.
Investor profile	The Investment Option is generally suitable for investors seeking to maximise their return and are prepared to accept a higher level of risk on their investment.
Investment return objective	The Investment Option aims to earn significant returns over the long term.
Benchmark	FE FundInfo Mixed Asset - Aggressive
Min. suggested time frame	9 years
Standard Risk Measure	6 / High to Very High
Long Term Target Asset Allocation¹	Growth 95% Defensive 5%

Asset class		Long Term Target Asset Allocation	
Australian shares	Growth	33.00% (20.00% - 100.00%)	
International shares	Growth	47.50% (30.00% - 100.00%)	
Infrastructure & Property	Growth	14.50% (0.00% - 50.00%)	
Fixed interest	Defensive	4.50% (0.00% - 5.00%)	
Cash or cash equivalent investments*	Defensive	0.50% (0.00% - 10.00%)	

¹ Market movements may cause the actual asset allocation to move away from the Target Asset Allocation from time. The Investment Manager monitors the asset allocation for the Investment Option and will rebalance the Investment Option on a regular basis to align to the Target Asset Allocation.

5. Tax information

The taxation information in the PDS and this section is general information only for individuals who are residents of Australia for tax purposes. You should seek professional taxation advice in relation to your Investment Options.

The Investment Options do not pay tax on your behalf and you will generally be assessed on an income and capital gains generated by the Investment Options.

The tax consequences of your investment can vary depending on many factors including the investments held in each relevant Investment Option and the timing of transactions. These factors include but are not limited to the timing of your application for and sale of your units in the Investment Option, your country of residence for tax purposes and whether or not you have provided your tax file number.

Buying or selling investments

Capital gains tax (CGT) liability may arise from the sale of your Investment Options. Sales occur from partial or full withdrawals from your Investment Option or when you switch between Investment Options.

Goods and Services Tax (GST)

The Investment Options are registered for GST. This means, for both resident and non-residents investors, GST will be payable on most expenses incurred by HFML for the Investment Options (such as management fees). The Schemes may be entitled to claim a Reduced Input Tax Credit (RITC) of between 55% and 75% of the GST depending on the types of services the fees are attributable to. All fees and costs disclosed in the PDS and this AIB are inclusive of GST, net of RITC and have been calculated on a reasonable estimate of the RITC that each Investment Option is expected to be able to claim.

Tax implications for non-Australian residents

We will deduct withholding tax from the portion of the distribution paid to non-residents that represents taxable Australian sourced income other than franked dividends as required by law.

Investors who become non-residents for tax purposes should obtain tax advice for their specific circumstances.

6. Other information

How we keep you informed

The Investment Options are disclosing entities and subject to regular reporting and disclosure obligations under the Corporations Act.

Copies of documents we lodge with ASIC to fulfil these obligations may be obtained from, or inspected at, an Australian Securities and Investments Commission (ASIC) office.

You also have a right to request a copy of the annual financial report most recently lodged with ASIC from us when they become available (free of charge).

For the most up to date information on the Investment Options visit humanfinancial.com.au. On our website you will be able to:

- access the latest version of the PDS and this AIB;
- access any non-material updates to the PDS;
- download annual financial reports for the Funds; and
- monitor investment performance and changes to the Funds.

The HF Fund Constitutions

When discussing the constitution, when we use the term 'investor' we are referring to the Eligible Platform provider through whom you have invested. Indirect investors do not have rights or liabilities under the Fund(s) constitution.

The Funds are each governed by a constitution. Together with the Corporations Act and relevant laws, the constitution sets out the terms and conditions under which the Fund operates and the rights, responsibilities, powers, discretions and duties of the responsible entity and investors.

The constitution for each Fund deals with a number of issues including:

- Investors' rights to absolute entitlement to the assets of the Fund;
- termination of the Fund; and
- our broad powers to invest, borrow, receive fees and other payments and generally manage the Fund.

We may retire or be required to retire as responsible entity in accordance with the Corporations Act. Rights to requisition, attend and vote at meetings are mainly contained in the Corporations Act.

Related party transactions and conflicts of interest

The Funds may, without limit, invest in other funds of which we are trustee, RE or manager (related funds). We may appoint any of our related entities to provide services or perform functions in relation to the HF Funds, including acting as our delegate. We may also enter into financial or other transactions with related entities in relation to the assets of the HF Funds and may sell assets to, or purchase assets from, a related entity. A related entity is entitled to earn fees or other benefits in relation to any such appointment or transaction and to retain them for its own account. Such arrangements will be based on arm's length commercial terms.

We have policies and procedures in place to manage and conflicts of interest in relation to our role as RE or manager of the Funds. Any identified conflicts will be managed in accordance with the law, relevant regulation and our policies.

Privacy and your personal information

We are committed to respecting your privacy. The Privacy Act 1988 (Cth) regulates how we handle your personal information, including how we collect, use, disclose and secure it. By investing in the Funds, you consent and agree to your personal information being collected and used by us as explained in our Privacy Policy available at humanfinancial.com.au/privacy.

Identification Requirements

Anti-Money Laundering and Counter-Terrorism Financing

We are bound by the Anti-Money Laundering and Counter-Terrorism Financing Act 2006 (Cth) (**AML/CTF laws**). The AML/CTF laws require us to identify you and verify your identity before you make an investment in any of the Investment Options. Generally, if you have a financial adviser they will undertake these steps but to enable them to do so you will need to provide certain documents (such as your passport or current driver's licence) for sighting and verification.

You can also download the relevant Identification Form for individuals or non-individuals (e.g. company, trust, partnership, association) from humanfinancial.com.au/forms.

If you do not provide identifying documents we will not be able to process your transaction.

We may also require existing investors to complete the relevant Identification Forms before we can:

- process your withdrawals;
- amend your personal details;
- amend details of, or in relation to, your investments; and/or
- in relation to any other transaction that we deem necessary.

You will need to submit 'certified copies' of these documents with your first transaction request, for any withdrawals you make or any other activities where we need to identify you.

By investing in an Investment Option, you agree that:

- we are required to carry out procedures that verify your identity before providing services to you, and from time to time thereafter;
- you are not investing under an assumed name;
- any money you invest is not derived from or related to any criminal activities;
- any proceeds will not be used in relation to any criminal activities;
- you will not initiate, engage in or effect a transaction that may be in breach of AML/CTF laws or sanctions (or the law or sanctions of any other country);
- if we ask, you will provide us with any additional information we may reasonably require for the purposes of AML/CTF laws or sanctions. This could include information about you, your estate, anyone acting on your behalf, or a holder of a beneficial interest in the investment, or the source of funds used in connection with the investment;
- we may obtain information about you, your estate, anyone acting on your behalf, a holder of a beneficial interest in the investment or the source of funds used in connection with the investment from third parties if we believe this is necessary to comply with AML/CTF laws or sanctions;
- in order to comply with AML/CTF laws and sanctions, we may be required to take action, including delaying or refusing the processing of any application or any transaction related to your account if we believe or suspect that the application or transaction may breach any obligation of, or cause us to commit or participate in an offence under any AML/CTF laws or sanctions. We will not incur any liability to you in doing so; and
- where legally obliged to do so, we may disclose the information gathered to regulatory and/or law enforcement agencies or other entities. We may share this information with other members of the Human Financial Group.

Human Financial

We can close your investment without notice if we suspect that there is a breach of any of the conditions set out above. This includes unsatisfactory conduct by you or if you fail to provide required information and documentation as requested within a stipulated time period, or if we consider that we need to close your investment for any other reason in order to manage appropriately any risks to which we are exposed (including the risk of damage to our reputation).

If you have any questions with our requirements please contact us.

Reporting of financial account information on foreign tax residents

The Common Reporting Standard (**CRS**) and the United States' Foreign Account Tax Compliance Act (**FATCA**) requires financial institutions to report and provide information about foreign tax residents to the ATO. We may request information from you for the purposes of complying with these requirements, including your tax residency details and Tax Identification Number(s).

We will also provide information about the FATCA status of the Investment Options where required so that FATCA withholding is not applied to payments received on their investments (e.g. dividends paid on U.S. listed securities). If an Investment Option suffers any amount of FATCA withholding and is unable to obtain a refund for such withholding, neither we nor the Investment Option will be required to compensate you for any such withholding and the effects of these amounts will be reflected in the returns of the Investment Options. A credit for FATCA withholding may be available in your jurisdiction of residence. Investors should seek their own advice in this regard.

7. Direct Debit Request Service Agreement

By signing a direct debit request, you have authorised us to arrange for funds to be debited from your bank account for contributions into your HF Managed Investments Option. You should refer to the direct debit request and this Direct Debit Request Service Agreement set out below for the terms of the arrangement between us and you.

The following is your Direct Debit Request Service Agreement with us. The agreement is designed to explain what your obligations are when undertaking a Direct Debit arrangement with us. It also details our obligations to you.

Definitions

Account means the account held at your financial institution from which we are authorised to arrange for funds to be debited.

Agreement means this direct debit request Service Agreement between you and us.

BECS means Bulk Electronic Clearing System as managed by the Australian Payments Clearing Association Ltd.

Business day means a day other than a Saturday or a Sunday or a public holiday listed throughout Australia.

Debit day means the day that payment by you to us is due.

Debit payment means a particular transaction where a debit is made.

Direct debit request means the direct debit request between us and you.

Us or **we** or **our** means Human Financial Management Limited ABN 99 067 544 549, who you have authorised by signing a direct debit request.

You means the customer who signed the direct debit request.

Your financial institution is the financial institution where you hold the account that you have authorised us to arrange to debit.

1. Debiting your account

- 1.1. By signing a direct debit request, you have authorised us to arrange for funds to be debited from your account. You should refer to the direct debit request and this agreement for the terms of the arrangement between us and you.
- 1.2. We will only arrange for funds to be debited from your account as authorised in the direct debit request.
- 1.3. If the debit day falls on a day that is not a business day, we may direct your financial institution to debit your account on the following business day. If you are unsure about which day your account has or will be debited, you should ask your financial institution.

2. Changes by us

- 2.1. We may vary any details of this agreement or a direct debit request at any time by giving you at least fourteen (14) days' written notice.

3. Changes by you

- 3.1. Subject to 3.2 and 3.3, you may change the arrangements under a direct debit request (which may include requesting deferment or alteration of the request) by writing to us in accordance with the 'Notice' section of this agreement.
- 3.2. You may change or cancel your authority or your direct debit request (and may stop any debit payment before it occurs) by writing to us at least seven (7) business days before your next debit day in accordance with the 'Notice' section of this agreement.
- 3.3. You should direct all requests for such stops or cancellations to us in the first instance rather than to your financial institution.
- 3.4. Your authority and direct debit request will be cancelled if you close your HF Managed Investments account.

4. Your obligations

- 4.1. It is your responsibility to ensure that there are sufficient clear funds available in your account to allow a debit payment to be made in accordance with the direct debit request.
- 4.2. If there are insufficient clear funds in your account to meet a debit payment:
 - a) you may be charged a fee and/or interest by your financial institution;

- b) you may also incur fees or costs imposed or incurred by us (provided that we have given you notice of any fees or costs imposed by us);
 - c) you must arrange for the debit payment to be made by another method or arrange for sufficient clear funds to be in your account by an agreed time so that we can process the debit payment; and
 - d) the settlement of an investment transaction may be delayed.
- 4.3. You should check your account statement to verify that the amounts debited from your account are correct.
- 4.4. If Human Financial Management Limited is liable to pay goods and services tax (GST) on a supply made in connection with this agreement, then you agree to pay Human Financial Management Limited on demand an amount equal to the consideration payable for the supply, multiplied by the prevailing GST rate.

5. Dispute

- 5.1. If you believe that there has been an error in debiting your account, you should notify us on 132 977 and confirm that notice in writing with us as soon as possible so that we can resolve your query.
- 5.2. If we conclude as a result of our investigations that your account has been incorrectly debited, we will arrange for your financial institution
- 5.3. to adjust your account (including interest and charges) accordingly. We will also notify you in writing of the amount by which your account has been adjusted.
- 5.4. If we conclude as a result of our investigations that your account has not been incorrectly debited, we will respond to your query by providing you with reasons and any evidence for this finding.
- 5.5. Any queries you may have about an error made in debiting your account should be directed to us in the first instance so that we can attempt to resolve the matter between us and you. If we cannot resolve the matter you can still refer it to your financial institution, which will obtain Details from you of the disputed transaction and may lodge a claim on your behalf.

6. Accounts

- 6.1. You should check:
- a) with your financial institution whether direct debiting is available from your account
 - b) as direct debiting through BECS is not available on all accounts offered by financial institutions;
 - c) your account details which you have provided to us are correct by checking them against a recent account statement; and
 - d) with your financial institution before completing the direct debit request if you have any queries about how to complete the direct debit request.

7. Confidentiality

- 7.1. We will keep any information (including your account details) in your direct debit request confidential. We will make reasonable efforts to keep any such information that we have about you secure and to ensure that any of our employees or agents who have access to information about you do not make any unauthorised use, modification, reproduction or disclosure of that information. We will comply with any relevant privacy laws.
- 7.2. Subject to relevant privacy laws, we will only disclose information that we have about you:
- a) to the extent specifically required by law;
 - b) for the purposes of this agreement (including disclosing information in connection with any query or claim); or
 - c) to your financial institution if your financial institution requires such information in connection with a claim made on it relating to an alleged incorrect or wrongful debit.

8. Notice

- 8.1. If you wish to notify us in writing about anything relating to this agreement, you should email us at help@humanfinancial.com.au.
- 8.2. We will notify you by sending a notice in the ordinary post to the address you have given us in the direct debit request.
- 8.3. Any notice will be deemed to have been received two business days after it is posted.