

Financial Services Guide

Dated 22 December 2021

The purpose of this Financial Services Guide (**FSG**) is to provide you with key information about Schroders RF Limited (**Schroders RF**) so that you can decide whether or not you want to use Schroders RF's financial services.

This FSG contains information about who is providing the financial services, how the financial services licensee and other parties are remunerated, details of our internal and external complaints and dispute resolution procedures and how you can access them, and how we deal with your personal information.

If you need more information or clarification of any matter raised in this document, please contact Schroders RF by email, telephone or letter (see contact details set out below).

The financial services are offered by:

Schroders RF Limited

ABN 54 089 265 270, Australian Financial Services Licence No. 238546

Schroders RF is responsible for the financial services it provides to you under its Australian financial services licence.

Schroders RF contact details

Street Address: Level 9, 60 Castlereagh Street
Sydney NSW 2000

Or

Postal Address: PO Box R1297, Royal Exchange NSW 1225

Telephone: 02 9954 2211

Facsimile: 02 9954 2200

Email: investors@schrodersrf.com

Website: www.schrodersrf.com

The Schroders RF Select Credit Fund

We may provide you with a Product Disclosure Statement (**PDS**) in relation to the Schroders RF Select Credit Fund ARSN 090 994 326, a registered managed investment scheme (the **Fund**). The PDS, and if applicable, any Supplementary PDS (**Syndicate PDS**), will set out the terms and conditions of investing in the Fund.

We will provide you with a copy of the PDS and any applicable Syndicate PDS if you wish to consider making an investment in the Fund.

The purpose of the PDS and the Syndicate PDS is to give you sufficient information to help you make a decision about whether or not to invest in the Fund. The PDS and any Syndicate PDS contains information about the Fund including the features, benefits, fees and risk associated with the Fund to assist you in making an informed decision.

If you want to invest in the Fund, you will need to complete the Application Form attached to the PDS, and if applicable, an Application Form attached to the Syndicate PDS. You will be supplied with a Syndicate PDS if you want to invest in a mortgage investment which will provide you with details about the specific mortgage investment opportunity being made available.

You should consider both the PDS and the Syndicate PDS in deciding whether to invest in the Fund.

Financial services offered by Schroders RF:

Schroders RF is authorised to offer you the following financial services:

- the provision of general financial product advice in relation to interests in the Fund;
- dealing in interests in the Fund;
- dealing in any basic deposit products, interests in our own managed investment schemes or securities that the Fund invests in; and
- operating the Fund.

Schroders RF does not provide personal financial advice. Our staff can only provide you with factual information and in some circumstances may provide general financial product advice. Our staff do not take your personal circumstances into consideration when providing general product advice. If you require personal financial advice that takes into account your objectives, financial situation and needs, you will need to contact a financial adviser.

When Schroders RF is providing the general financial product advice referred to in this FSG, we are acting on our own behalf. The other financial services referred to in this FSG are provided by us as responsible entity of the Fund on behalf of Fund members.

How are we remunerated for the services we provide?

Schroders RF does not directly charge you for providing financial product or other information in relation to the Fund. There are no entry fees to invest in the Fund. However, there are certain fees and other costs that are payable once you have become an investor in the Fund and these are outlined in the PDS and any applicable Syndicate PDS.

Schroders RF charges the Fund a Holding Monies management fee on funds held in the Fund Account before they are invested in a mortgage investment, or on funds returned to the Fund Account following repayment of a mortgage investment.

Schroders RF charges the Fund a Mortgage Investment management fee, which is basically the difference between the interest amounts paid by the borrower to the Fund and the amounts paid to investors as distributions from the Fund. Further details of the fee and other costs that are charged to the Fund are outlined in the PDS and any applicable Syndicate PDS.

The fees you pay, and any benefits we receive, are set out in the PDS and any applicable Syndicate PDS.

You may request particulars of the remuneration (including commission) or other benefits but that request must be made within a reasonable time after you are given the FSG and before any financial service identified in the FSG is provided to you.

We do not charge you any additional fees for the any general product advice you receive from us. However, your financial planner or broker may charge you fees for providing financial product advice. This will be set out in the separate FSG and/or statement of advice you will receive from your financial adviser.

What commissions, fees or other benefits are received?

Employees of Schroders RF who give you advice do not receive any specific payments or commissions for the giving of that advice. These employees and our directors receive salaries, bonuses and other benefits from us. Bonus payments and other benefits are discretionary and based on achievement of pre-determined objectives.

We may provide benefits to financial services intermediaries where the law permits us to do so. If we do, we will provide these benefits from our own resources.

Privacy

At Schroders RF, your personal information is important to us. We are committed to the principles set out in the Privacy Act and will ensure the privacy and security of your personal information. A copy of Schroders RF's Privacy Policy is available at Schroders RF's website at www.schrodersrf.com, or by telephoning 02 9954 2211.

Compensation and insurance arrangements

Pursuant to s912B of the Corporations Act, Schroders RF maintains adequate professional indemnity insurance to cover the financial services provided by Schroders RF and its employees, including employees who no longer work for Schroders RF but who were employed at the time the conduct occurred giving rise to a claim for compensation.

Conflicts of interest

We take our obligation to act in your best interests seriously. We will always ensure that the services that we provide to you are provided efficiently, honestly and fairly, and if there is a conflict between your interest and our interest, we will give priority to your interest. We invite you to contact us if you believe that we have not served your best interest.

Dispute resolution

Schroders RF has procedures in place for dealing with complaints. We will seek to acknowledge receipt of your complaint in writing as soon as reasonably practicable and in any event within 1 business day. Schroders RF will seek to resolve your complaint within 21 days.

Investors with enquiries should contact Schroders RF. Notification of a complaint can be made in writing or verbally to:

Email: complaints@schrodersrf.com
Telephone: 02 9954 2211
Writing: Complaints Handling Officer
Schroders RF Limited
PO Box R1297
Royal Exchange NSW 1225
Address: Level 9, 60 Castlereagh Street
Sydney NSW 2000

If an issue has not been resolved to your satisfaction, you can lodge a complaint with the Australian Financial Complaints Authority, or AFCA. AFCA provides fair and independent financial services complaint resolution that is free to consumers.

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

General advice warning

To the extent that any statement constitutes financial product advice, that advice is general advice only and has been prepared without taking into account your objectives, financial situation or needs. You should, before deciding to acquire or to continue to hold an interest in the Fund, consider the appropriateness of the advice having regard to your objectives, financial situation or needs and obtain and consider the PDS and any applicable Syndicate PDS for the Fund.