

Colonial First State

Financial Services Guide

Dated 6 March 2006

ABN 98 002 348 352 AFS Licence 232468

This Financial Services Guide (FSG) is an important document which we are required to give to you under the requirements of our Australian Financial Services Licence. It provides you with information about Colonial First State Investments Limited ('Colonial First State', 'we', 'our' or 'us') to help you decide whether to use the financial services we provide. This FSG outlines the types of services and products we can offer to you. It also explains how we (and other relevant persons) are remunerated for these services and includes details of our internal and external complaints handling procedures and how you can access them.

To invest in any of our financial products you must complete the application form attached to the relevant Product Disclosure Statement (PDS). The PDS contains information about the particular product and will assist you in making an informed decision about that product.

If we provide you with personal financial product advice rather than general financial product advice we will give you a Statement of Advice (SOA). Personal financial product advice is advice that takes into account one or more of your objectives, financial situation and needs. The SOA will contain the advice, the basis on which it is given and information about fees, commissions and any associations which may have influenced the advice.

Who are we?

Colonial First State is one of Australia's leading wealth management providers and a part of the Commonwealth Bank Group.

Any financial services offered will be provided by a representative of Colonial First State. Colonial First State is licensed under the Corporations Act to provide these services to you. Our Australian Financial Services Licence Number is 232468.

We do not act as a representative of any other licensee in relation to the services we provide you.

To contact us you can:

- call Investor Services on 13 13 36, Monday to Friday, 8am to 7pm, Sydney time
- visit our website at colonialfirststate.com.au
- email us at contactus@colonialfirststate.com.au
- write to us at Colonial First State, Reply Paid 27, Sydney NSW 2001

What financial services and products do we offer?

Colonial First State is authorised to offer a range of financial services including:

- dealing in financial products
- giving advice on financial products
- operating registered managed investment schemes

We also offer a range of managed investment, superannuation and retirement products. Some of our superannuation products offer life insurance benefits. We can help you to apply for these products and can also give you financial advice in relation to our products, or products offered by other financial institutions, including other members of the Commonwealth Bank Group.

We do not provide financial planning services and only give personal financial product advice in limited situations. Personal financial product advice is not provided through our website or Investor Services.

How can you transact with us?

You can give us instructions by telephone, mail, fax or via our website. Any dealings with us by telephone or fax will be governed by our standard 'telephone and fax terms and conditions'. These terms and conditions are contained in the PDS for each product and are also available on the website at colonialfirststate.com.au.

There are also terms and conditions of use for our website and FirstNet, our secure internet service. These terms and conditions can be obtained on the website.

How are we remunerated for the services we provide?

If you invest in a product we offer, Colonial First State will receive remuneration in relation to your investment in that product. Where we advise you about products offered by another company of the Commonwealth Bank Group and you acquire that product, then that company will receive remuneration. This remuneration may include contribution fees and management costs (which include transaction, ongoing and, if applicable, any borrowing costs). In some situations withdrawal fees, account fees and transaction fees may apply. The remuneration we will receive for the products we offer is set out in the PDS for the particular product.

Colonial First State does not receive any fees, nor do we charge you additional fees for providing financial product advice.

What commissions, fees or other benefits are received?

Employees of Colonial First State who give you advice do not receive 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.

You may receive advice in relation to the products we offer from financial advisers that do not work for Colonial First State. These advisers may receive remuneration from us. The adviser's remuneration is included in the fees you pay when investing in our products.

The amount of this remuneration is set out in the PDS for the particular product. Your adviser is also required to set out the remuneration and commissions they receive in the SOA which they must give to you. Some of these advisers may be representatives of other licensees in the Commonwealth Bank Group.

We do not pay commissions or provide other benefits to third parties for referring customers to us.

How is your personal information dealt with?

The privacy of your personal information is important to us. All personal information is dealt with in accordance with our Privacy Policy Statement (PPS). The PPS details how we comply with the Privacy Act in the handling of your personal information. You can get a copy of the PPS through our website at colonialfirststate.com.au or by calling 13 13 36.

We aim to ensure that the personal information we retain about you is accurate, complete and up-to-date. Accordingly, if you have any concerns about the completeness or accuracy of the information we have about you or would like to access or amend your information, simply call us on the above number or send an email to contactus@colonialfirststate.com.au

What should you do if you have an enquiry or complaint?

You have the right to enquire into or complain about the operation of our products and services to the extent that it relates to you or your investment. We have established procedures to ensure that all enquiries and complaints are properly considered and dealt with. If you have an enquiry or complaint, please telephone or email us.

Our aim is to adequately address all complaints. However, if you feel that our response is not adequate, or if you have not received a response after 45 days, you can have your complaint reviewed by the Financial Industry Complaints Service (FICS), PO Box 579, Collins Street West, Melbourne Victoria 8007. You can phone FICS on 1300 780 808.

Similarly, for superannuation investments you can lodge a complaint with the Superannuation Complaints Tribunal, Locked Bag 3060, GPO Melbourne Victoria 3001 or by calling them on 1300 780 808.