

Financial Services Guide

Effective date: 31 March 2026

Subject to change without notice

Rural Funds Management Limited (**RFM**) ABN 65 077 492 838 holds an Australian Financial Services Licence (**AFSL**) No. 226701, under the *Corporations Act 2001* (Cth), and in this document is referred to as 'we', 'our' or 'us'.

This Financial Services Guide (**FSG**) is to help you understand the financial services and products RFM offers. After reading this FSG, you will know:

- who we are
- what services we provide
- remuneration that may be paid to us and any other relevant persons
- details on how to get advice and give instructions
- how we protect your personal information
- details of our internal and external complaints handling arrangements.

The information contained in the FSG is general information only and has been prepared without considering a client's objectives, needs or financial situation. RFM provides no warranty regarding the suitability of any of the services described in this FSG for any person.

ABOUT US

RFM is an experienced fund and asset manager with significant experience in the Australian agricultural sector. This experience includes the management of a number of large farm developments from initial planning (including obtaining development approvals) through to completion and operation. RFM is the responsible entity for Rural Funds Group (**RFF**) (a stapled security incorporating Rural Funds Trust (**RFT**) ARSN 112 951 578 and RF Active (**RFA**) ARSN 168 740 805), listed on the Australian Securities Exchange (**ASX**). To invest in a product listed on the ASX, contact your financial adviser or investment broker to facilitate the transaction.

Our contact details are:

Rural Funds Management Limited

Address: Level 2, 2 King Street, Deakin ACT 2600

Phone: 02 6203 9700

SERVICES WE PROVIDE

Under our AFSL, Rural Funds Management Limited, as a specialist funds management company, is authorised to offer a range of financial services which include:

- giving general financial product advice
- dealing in a financial product
- operating registered management investment schemes.

We offer advice and an ongoing service solely for investments, Product Disclosure Statements (**PDSs**), prospectuses or other disclosure documents that RFM manages and offers. Prior to investing in any unlisted funds operated by RFM, you will be provided with a PDS or disclosure document which sets out information to assist you to determine whether investing is appropriate. Listed funds are subject to ASX continuous disclosure requirements, and you should refer to the ASX website to view any announcements.

RFM products are promoted through financial planning, accounting and stockbroking firms. RFM itself does not provide financial planning services or personal financial product advice to retail investors. The information RFM provides is general advice and does not take into account personal financial situations. RFM makes no warranty or representation that the products are suitable for your individual circumstances. RFM recommends that you seek the advice of a licenced financial planner to ensure the suitability of its product/s for you.

We do not, in any way, monitor individual investments.

RESPONSIBILITY OF ADVICE

RFM representatives are employees of Rural Funds Management Limited and are authorised to give general product advice only.

Our representatives are acting on behalf of RFM. RFM is ultimately responsible for any general product advice provided by an RFM representative. RFM and its representatives are not authorised to give personal financial advice and RFM takes no responsibility for any personal advice that may be given by its representatives.

If you choose to invest directly with RFM, the assumption is that you have obtained the appropriate level of advice and have decided the product is a suitable investment for your financial circumstances.

RFM is a member of the Australian Financial Complaints Authority (**AFCA**), an external dispute resolution scheme approved by Australian Securities and Investment Commission (**ASIC**).

FEES, COMMISSIONS AND OTHER BENEFITS

RFM and its employees do not receive any fees or commission in relation to the provision of general financial product advice. RFM's employees are paid salaries, bonuses and other benefits directly from RFM and these are unrelated to the provision of advice.

From 1 July 2014, payment of commissions for new products acquired on or after that date was banned and RFM no longer pays commissions to financial advisers for any product RFM offers or manages. We do not pay commissions or provide other benefits to third parties for referring customers to us.

RFM is entitled to receive remuneration arising from the conduct of its duties as the responsible entity of the funds. This remuneration may include management fees such as fund and asset management fees, cost recovery payments for services performed and transaction costs associated with the relevant product. The remuneration we receive varies from product to product and is disclosed in the relevant PDS or other disclosure documents.

YOUR PRIVACY

RFM is committed to protecting investor's personal information and is bound by the *Privacy Act 1988* (Cth) and the Australian Privacy Principles guidelines (**APP**). These laws specify how your personal information is protected when held by private sector organisations and the Australian Government.

Personal information is used to:

- assess your application
- administer and manage your assets
- facilitate RFM's internal business operations, including fulfilment of any legal requirements
- analyse products and customer needs in order to develop new products
- communicate with you
- provide you with any promotional information
- respond to queries and complaints
- verify an Investor's identity before providing information about their investments or carrying out their instructions
- carry out confidential maintenance and testing of computer systems.

From time to time, your adviser may need to provide your information to RFM to enable fulfilment of licenced dealer obligations and the provision of other services to you. It is important to ensure that the personal information we retain about you is accurate. If you have any concerns about the completeness of the information we hold for you, or would like to amend your information, call RFM Investor Services on 1800 026 665.

The personal information you provide will only be used for the purpose for which it was collected, unless:

- you have consented to the information being used for a secondary purpose
- the secondary use or disclosure is required by or authorised by law
- or
- you would reasonably expect the use or disclosure of your personal information for the secondary purpose and that purpose is related to the primary purpose of collection.

From time to time, RFM and financial advisers may provide you with marketing material prepared by RFM. You will be given the opportunity to indicate if you do not wish to receive such materials.

ANTI-MONEY LAUNDERING

We are required to comply with the *Anti-Money Laundering and Counter-Terrorism Financing Act 2006* (Cth) and as such, we may need to collect information from you, anyone acting on your behalf, or your related parties.

To participate in unlisted funds, a "Know Your Client" (**KYC**) form must be filled out with current identification. Where original proofs of identity are not sighted by an employee, an original certified copy of an original document(s) within 12 months of certification must be provided. Scanned copies will not be accepted.

PROVIDING INSTRUCTIONS

You may provide specific instructions to RFM's Investor Services department by letter, email, telephone or other methods as agreed.

Investor Services can be contacted as follows:

Phone: 1800 026 665

Website: www.ruralfunds.com.au

Email: investorservices@ruralfunds.com.au

Address: PO Box 347, Curtin ACT 2605

RESOLVING COMPLAINTS

If you have a complaint about a service or product we provide, you should take the following steps:

1. Contact your RFM representative and explain the complaint
2. Your complaint will be acknowledged within one business day of receipt¹
3. RFM aims to resolve all complaints within 30 days²
4. If you are not satisfied that your complaint has been dealt with appropriately, you can contact AFCA on the following details:

Australian Financial Complaints Authority Limited

Phone: 1800 931 678

Fax: 03 9613 6399

Website: www.afca.org.au

Email: info@afca.org.au

Address: GPO Box 3, Melbourne VIC 3001

ASIC also has a free call Infoline on 1300 300 630 which you may use to make a complaint and obtain information about your rights.

PROFESSIONAL INDEMNITY INSURANCE

RFM has professional indemnity insurance which satisfies the requirements for compensation arrangements under s912B of the Corporations Act, which covers its conduct in relation to the provision of financial services to clients. This insurance covers claims in relation to the conduct of RFM's representatives and employees whose conduct give rise to a claim under RFM's policy of insurance, notwithstanding that the representative or employee may no longer work for RFM.

RFM REPRESENTATIVE

This document should be read in conjunction with the FSG provided to you by your financial adviser, broker or other adviser.

The representative for RFM is:

James Powell – General Manager - Investor Relations, Corporate Affairs and Sustainability.

James has over 15 years' experience in funds management and the financial planning industry. James holds a Master of Business Administration (Executive) from Royal Melbourne Institute of Technology University, Master of Personal Financial Planning from University of Southern Queensland and a Diploma of Financial Planning from Deakin University.

^{1,2} In line with ASIC RG 271 Internal dispute resolution.