

Form Information Guide

1. Providing your information

1.1. Purposes for which ASA collects personal information

General purposes

Generally speaking, the ASA Funds Management Limited ACN 079 538 and its related entities (including funds operated or managed by them, **ASA Funds**) (together, **ASA**) collects your personal information for purposes related to our activities as the responsible entity or manager of the ASA Funds. This may include collecting personal information for the purposes of:

- establishing and administering your investments in the ASA Funds;
- communicating with you regarding your investment in the ASA Funds and providing you with access to protected areas of our websites, applications or other online service;
- managing the properties and other assets held or managed by ASA;
- assessing, negotiating and undertaking acquisitions and potential acquisitions for properties and other assets for the ASA Funds;
- evaluating transactions with potential or existing tenants for the properties and other assets held in or managed by ASA, documenting those transactions and performing our obligations under those documents;
- undertaking direct marketing (as detailed in section 4.2 below);
- verifying your identity or the information you supply to us;
- responding to queries you submit to us;
- facilitating our internal business operations;
- accounting, billing and other internal administrative purposes; and
- complying with any legal requirements which we are subject to.

We may also collect, hold, use and disclose personal information to undertake identification and verification processes in accordance with the *Anti-Money Laundering and Counter Terrorism Financing Act*, the *Corporations Act* or any other relevant laws. For certain investors, we may also be required to collect and disclose certain personal information to the Australian Taxation Office in order to comply with the *Foreign Account Tax Compliance Act*.

In addition to the purposes listed above, ASA may collect and use your personal information for other purposes which we notify you of when we collect the information or which is related to the primary purpose we collected it for (where you would reasonably expect us to do so).

You are under no obligation to provide your personal information to us. However, without receiving certain information from you, we may not be able to provide our products or services to you and may not be able to process any application by you for investment in an ASA Fund.

Direct Marketing

In addition to the purposes set out above, we may collect, use and disclose your personal information to inform you of products, services or offers of ASA entities which may be of interest to you. Where you are an investor in an ASA Fund, this may include providing you with direct marketing information regarding the other funds or products of ASA entities that we think may be of interest to you.

If you do not want to receive this information or do not want us to use or disclose your personal information for direct marketing purposes, you can opt out by letting us know that you wish to opt out of receiving this information and/or ASA using or disclosing your personal information for direct marketing purposes.

1.2. Disclosing personal information

Generally we will only disclose your personal information to third parties for a purpose related to the provision of our services as responsible entity or manager of the ASA Funds (or for other purposes outlined in this policy). We may also disclose your personal information to third parties for other purposes with your consent or for any purposes if the disclosure is required or authorised by law.

The types of organisations to which we may disclose your personal information to include:

- other ASA Group members;
- any registry service provider, fund administrator or other similar service provider appointed by us in relation to an ASA Fund;
- your financial advisers or other professional advisers where requested to do so by you;
- third parties who are considering acquiring the assets or business of ASA or making an investment in ASA;
- any other third party service providers who assist us with, among other things, data storage and archiving, audit, accounting, customer contact, legal, business consulting, banking, payment, data processing, data analysis, information broking, research, website and technology services;
- government authorities where required to by law; and
- our professional advisers (including legal and accounting firms, auditors, consultants and other advisers).

Where you apply for employment with us, we may, for the purposes of assessing and processing your application for employment with us, disclose your personal information to our recruitment agencies, background check providers, your nominated referees or previous employers, government agencies and academic or professional bodies.

1.3. Access to or correction of personal information

ASA takes steps reasonable in the circumstances to ensure that the personal information it collects, holds, uses and discloses about an individual is accurate, complete, up-to-date, relevant and not misleading.

Under the Privacy Act, you have a right to request access to or correction of your personal information that is collected and held by us.

If at any time you would like to request access to or correction of the personal information we hold about you, or you would like more information on our approach to privacy, please contact our Senior Manager (Risk, Compliance and Operations), using the contact details set out below.

To obtain access to or correction of your personal information, we may request that you provide us with proof of your identity. This is necessary to ensure that personal information is provided only to the correct individuals and that the privacy of others is protected.

Upon receiving a request for access to or correction of personal information we will review the request, make a decision regarding the request and notify you of that decision. We will seek to respond to requests for access to or correction of personal information within 30 days of the date of the request.

In some circumstances, a fee may be charged for the cost of providing you with access to your personal information (for example where providing access requires a detailed retrieval of your personal information). Such a fee will not exceed the cost to ASA of providing access.

1.4. How to contact us

We collect and manage your personal information in accordance with the law and the ASA Privacy Policy, which can be accessed from our website at www.asarep.com/privacy-policy.

For further information or enquiries regarding your personal information or to request access to or correction of personal information or to make a privacy complaint, please contact ASA's Company Secretary using any of the following contact details:

Company Secretary Email: cosec@asarep.com

Telephone: +613 9221 6215

Post: Level 27, 101 Collins Street Melbourne VIC 3000

1.5. Overseas disclosure

Some of the parties that ASA discloses your personal information to may be located outside Australia, including third party service providers that are engaged by ASA.

We take reasonable steps to ensure that any such overseas recipients do not hold, use or disclose your personal information in a way that is inconsistent with the obligations imposed under the Privacy Act and the Australian Privacy Principles in the Privacy Act.

1.6. Changing your personal details

It is important that we maintain accurate records about you. Please inform us of any changes to your personal details as soon as possible. You can change your personal details, such as mailing address, phone, mobile or email address, by:

- logging into your investor or adviser online account
- sending us a request by mail
- emailing us at investorservices@asarep.com
- calling us on 1300 556 635

Please ensure that you provide us with the following information when requesting a change of personal details:

- your account number
- the full name on your account
- the change(s) you are requesting
- a contact name and daytime phone or mobile number in case we need to contact you
- where the request is made by mail, ensure each signatory to the investment account signs the request

1.7. Providing instructions via email

We offer an email service that allows you to send us instructions on your account. Any instructions which are submitted to us by email must have your signature or that of an authorised signatory on your account. By using our service, you are taken to have agreed and understood that neither we nor any part of the ASA Group accept any responsibility or liability for any payment or action we make based on any instruction (even if not genuine) that we receive by email bearing your account number, a signature which is apparently yours, or that of an authorised signatory on your account. This means that you cannot make a claim for such a thing as a fraudulent email redemption request made by someone who has access to your investor code and a copy of your signature. You use the service entirely at your own risk.

2. Direct Debit Request Service Agreement

This is your Direct Debit Service Agreement with ASA Funds Management Limited, APCA ID 665021 & ACN 079 538 499 (**the Debit User**). It explains what your obligations are when undertaking a Direct Debit arrangement with us. It also details what our obligations are to you as your Direct Debit provider.

Please keep this agreement for future reference. It forms part of the terms and conditions of your Direct Debit Request (**DDR**) and should be read in conjunction with your DDR authorisation.

2.1 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.

banking 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 written, verbal or online request between us and you to debit funds from your account.

us or **we** means ASA Funds Management Limited, (**Debit User**) you have authorised by requesting a Direct Debit Request.

you means the customer who has authorised the Direct Debit Request.

your financial institution means the financial institution at which you hold the account you have authorised us to debit.

2.2 Debiting your account

By submitting a Direct Debit Request, *you* have authorised *us* to arrange for funds to be debited from *your account*. The *Direct Debit Request* and this *agreement* set out the arrangement between *us* and *you*.

- We will only arrange for funds to be debited from *your account* as authorised in the *Direct Debit Request*.

or

- We will only arrange for funds to be debited from *your account* if we have sent to the address nominated by *you* in the *Direct Debit Request*, a billing advice which specifies the amount payable by *you* to *us* and when it is due.

If the *debit day* falls on a day that is not a *banking day*, we may direct *your financial institution* to debit *your account* on the following *banking day*. If you are unsure about which day *your account* has or will be debited you should ask *your financial institution*.

2.3 Amendments by us

We may vary any details of this *agreement* or a *Direct Debit Request* at any time by giving *you* at least thirty **(30) days** written notice sent to the preferred email or address you have given us in the Direct Debit Request.

2.4 How to cancel or change direct debits

You can:

- (a) Cancel or suspend the Direct Debit Request; or
- (b) change, stop or defer an individual payment, or at any time by giving us at least five **(5) days'** notice.

To do so, contact us:

by post:

Investor Services
ASA Real Estate Partners
Level 27, 101 Collins Street
Melbourne VIC 3000

by email: investorservices@asarep.com

by telephone: 1300 556 635 during business hours;

or

You can also contact your own financial institution, which act promptly on your instructions.

2.5 Your obligations

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*.

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) *we* may charge *you* reasonable costs incurred by *us* on account of there being insufficient funds; and
- (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*.

You should check *your account* statement to verify that the amounts debited from *your account* are correct.

2.6 Disputes

If you believe there has been an error in debiting *your account*, *you* should notify us directly on 1300 555 635. Alternatively you can contact your financial institution for assistance.

If *we* conclude as a result of our investigations that *your* account has been incorrectly debited *we* will respond to *your* query by arranging within a reasonable period for *your financial institution* 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.

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 in writing.

2.7 Accounts

You should check:

- (a) with *your financial institution* whether direct debiting is available from *your account* as direct debiting is not available through BECS on all accounts offered by financial institutions.
- (b) *your account* details which *you* have provided to *us* are correct by checking them against a recent *account* statement; and

with *your financial institution* before completing the *Direct Debit Request* if *you* have any queries about how to complete the *Direct Debit Request*.

2.8 Confidentiality

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 only disclose information that we have about *you*:

- (a) to the extent specifically required by law; or
- (b) for the purposes of this *agreement* (including disclosing information in connection with any query or claim).

2.9 Contacting each other

If *you* wish to notify *us* in writing about anything relating to this *agreement*, you should write to:

ASA Funds Management Limited
Level 27, 101 Collins Street
Melbourne VIC 3000

We will notify *you* by sending a notice to the preferred address or email *you* have given us in the *Direct Debit Request*. Any notice will be deemed to have been received on the second *banking day* after sending.

3. Anti-Money Laundering Laws and the Application Form

3.1 Anti-Money laundering

Australia's Anti-Money Laundering and Counter Terrorism Financing (**AML/CTF**) laws requires ASA to adopt and maintain an AML/CTF program. To meet this legal requirement, we need to collect certain identification information and documentation (Know Your Client (**KYC**) Documents) from new investors.

- If you are applying through a financial adviser: your financial adviser will assist you in providing the necessary identification documents prior to lodging the application

- If you are submitting your application directly (without the assistance of a financial adviser the required identification documents are set out under 'Applying for different types of investment accounts' below.

Please note that any certified identification documents must be certified by an approved certifier. See the 'Verification Documents' section in the Application Form for more details. Existing investors may also be asked to provide KYC Documents as part of a re-identification process to comply with the AML/CTF laws.

Processing of applications or withdrawals will be delayed or refused if investors do not provide the required KYC Documents when requested.

Under the AML/CTF laws, ASA Funds Management Limited (**ASAFM**) is required to submit regulatory reports to the Australian Transaction Reports and Analysis Centre (**AUSTRAC**). This may include the disclosure of your personal information. ASAFM may not be able to tell you when this occurs. As a result, if instructed by AUSTRAC, ASAFM may be required to deny you (on a temporary or permanent basis) access to your investment. This could result in loss of the capital invested, or you may experience significant delays when you wish to transact on your investment.

We are not liable for any loss you may suffer because of compliance with the AML/CTF laws.

3.2 Politically Exposed Persons (PEP)

To comply with AML/CTF laws we check whether you (or any of your beneficial owners) are, or have an association with, a PEP. A PEP is an individual who holds a prominent public position or function in a government body or an international organisation in Australia or overseas, such as a Head of State, or Head of a Country or Government, or a Government Minister, or equivalent senior politician. A PEP can also be an immediate family member of a person referred to above, including spouse, de facto partner, child, and a child's spouse or a parent. A close associate of a PEP, i.e. any individual who is known to have joint beneficial ownership of a legal arrangement or entity is also considered to be a PEP. Where you identify as, or have an association with, a PEP, we may request additional information from you.

3.3 Source of investable assets/wealth

Under AML/CTF laws, we are required to identify your source of investable assets/wealth.

3.4 Non-individual entities – your beneficial owners

Your beneficial owner means an individual who ultimately 'controls' you (directly or indirectly) or owns you (directly or indirectly). 'Control' includes control (directly or indirectly) as a result of, or by means of trusts (including in the capacity as beneficiary, trustee or settlor), an agreement, an understanding or practice, and further includes the ability to exercise control over decisions about financial and operating policies. 'Owns' means ownership (either directly or indirectly) of 25% or more of you.

Under AML/CTF laws you are required to provide information about your Beneficial Owners for certain account types including:

- Australian incorporated or created entities such as:
 - (a) unlicensed proprietary limited companies, not subject to regulatory oversight (note: not applicable for complying Australian Superannuation Fund investors); or
 - (b) unregistered trusts, including family trusts.
- Entities incorporated or created outside of Australia such as:

- (a) companies;
- (b) partnerships;
- (c) trusts; or
- (d) estates.

These account types will be required to complete the 'Beneficial Owner' section of the Application Form.

3.5 Automatic Exchange of Information (AEOI) regime

AEOI is the exchange of financial account information between tax authorities in relevant countries. This requires financial institutions including ASAFM, to collect tax residency information from their customers.

AEOI is currently made up of two information sharing frameworks:

- The Foreign Account Tax Compliance Act (**FATCA**) which is a US framework to identify US citizens and tax residents with accounts in foreign (non-US) jurisdictions. This has been in place since 1 July 2014
- The Common Reporting Standard (**CRS**) under which details of foreign tax resident accounts are shared between participating governments. Phased implementation of this regime commenced 1 January 2016 globally, and commenced in Australia from 1 July 2017.

3.6 Common Reporting Standard

CRS is a global standard for collecting, reporting and exchanging financial information on foreign tax residents, which was initiated by the Organisation for Economic Cooperation and Development (**OECD**) to provide greater transparency and reduce offshore tax evasion in over 100 participating countries and jurisdictions.

In accordance with CRS, banks and other financial institutions in Australia are required to collect financial account information from their customers who are resident in countries other than Australia for tax purposes, and provide financial information to the Australian Tax Office where it will be exchanged with other participating countries.

These changes are a legislative requirement, therefore must be complied with. You must complete the Tax Information Form (as part of your Application Form) if the following is applicable:

- Your country of residence for tax purposes is outside of Australia
- You are (or you are applying on behalf of) a 'non-individual' account type investing in this Fund (other than a complying Australian Superannuation Fund) and you are a tax resident of another country other than Australia
- You have a Controlling Person that is a tax resident of a country other than Australia (applicable to Company/Regulated Trust/Unregulated Trust/Estate/Sole Trader/Partnership – Corporate applicants only)

Units cannot be issued to you until you have provided a completed Tax Information Form.

A Controlling Person is an individual who directly or indirectly exercises control over the Entity.

For a company, this includes any beneficial owners controlling more than 25% of the shares in the company.

For a Trust this includes:

- Trustees;
- Settlers; and
- Beneficiaries.

For a partnership this includes any partners.

Where there are no natural persons that control the Entity through ownership, the controlling person(s) may be a natural person(s) who could be a senior managing official.

3.7 Submitting your application without the assistance of a financial adviser

If you are submitting the Application Form directly, without having consulted with a financial adviser, you must include the relevant identification documents when you submit your Application Form.

Please take your time to complete the Application Form, ensuring that all of the required information (for example, AML/KYC and CRS requirements) are included. If your application does not meet the requirements and we need to contact you for further information, this may result in you receiving a different unit price than you expected. Units cannot be issued to you until you have provided a completed Tax Information Form (where required) and submitted all required verification documents.

3.8 Certification of documents

You must have someone certify the copies you send to us. We suggest you use the following statement on the copy being certified:

'I certify this to be a true copy of [name of document] the original of which, was seen by me at the time of signing'.

The certified copy must also be dated, and have the signature, printed name, occupation, employer and address of the person certifying the document. Please note your identification document must be in date (or within two years of expiry for a passport).

You must certify the copies you send to us by one of the following certifiers. The following people can be the certifier:

- a Justice of the Peace
- a Notary public (for the purposes of the Statutory Declaration Regulations 1993)
- an agent of the Australian Postal Corporation who is in charge of an office supplying postal services to the public
- a permanent employee of the Australian Postal Corporation with 2 or more years of continuous service who is employed in an office supplying postal services to the public
- an officer with, or authorised representative of, a holder of an Australian financial services licence, having 2 or more continuous years of service with one or more licensees
- an officer with 2 or more continuous years of service with one or more financial institutions (for the purposes of the Statutory Declaration Regulations 1993)
- a finance company officer with 2 or more continuous years of service with one or more finance companies (for the purposes of the Statutory Declaration Regulations 1993)
- a member of the Institute of Chartered Accountants in Australia, CPA Australia or the National Institute of Accountants with 2 or more years of continuous membership
- a person who is enrolled on the roll of the Supreme Court of a State or Territory, or the High Court of Australia, as a legal practitioner (however described)
- a Judge of a court
- a magistrate
- a chief executive officer of a Commonwealth court

- a registrar or deputy registrar of a court
- a Police officer
- an Australian consular officer or an Australian diplomatic officer (within the meaning of the Consular Fees Act 1955)

4. Completing the application form

The following information is provided to assist you in completing and lodging the Application Form.

- You may type your details into the Application Form or use a blue or black pen.
- Print in BLOCK letters inside the boxes.
- Answer all sections unless otherwise indicated (if a section does not apply, please indicate using 'N/A').
- Ensure each signatory to the investment account signs the Application Form.
- Complete the 'Financial Institution Account Details' section.
- Scan and email, or mail your Application Form, relevant identification documents (where required) and direct debit instructions to our mailing address (see the 'How to Complete this Form' section).

4.1 Providing your Tax File Number (TFN)

You may decide whether you wish to provide your TFN on the Application Form. If we do not receive your TFN, ABN or appropriate exemption information, we must withhold tax at the highest marginal tax rate (plus levies) from distributions paid to you.

4.2 Signing the application form

Read the declaration section carefully before signing the Application Form. Each signatory to the investment account must sign the Application Form(s). If signed under Power of Attorney, the Attorney must certify that they have not received notice of revocation of the Power. A certified copy OR a copy of a certified copy of the Power of Attorney must be provided for our reference. Company applications must be signed in accordance with the constitution or rules of the company.

4.3 Lodgement

By email: investorservices@asarep.com

By post:

Investor Services
 ASA Real Estate Partners
 Level 27, 101 Collins Street
 Melbourne VIC 3000

4.4 Identification documents:

If you are submitting the Application Form directly, without having consulted with a financial adviser, you must include the relevant identification documents when you submit your Application Form. Your identification documents can be sent to us by the following means:

- **By email:**
 A scanned copy of a certified copy; and/or
 A scanned copy of a certified extract.

- **By post:**
A certified copy; and/or
A certified extract.

The application will be considered lodged when it is received in our Melbourne office on a Melbourne business day, prior to 3:00pm.

4.5 Incomplete applications

Please take your time to complete the Application Form, ensuring that all of the required information is included, or we may not be able to process your application. **If we do not receive sufficient information from you, we will contact you to request the necessary information. Any delay in providing the necessary information may result in you receiving a different unit price than you expected.**

We reserve the right to decline your application if your application does not meet our AML/KYC requirements. We recommend you carefully complete the Application Form. If you require assistance with completing the Application Form, please call us on 1300 556 635.

If your application is incomplete and if the additional information is not received after 30 business days, we may return the application and your application monies to you.