

Financial Services Guide

– administration by AMP Services Ltd (AMP)

Preparation Date: 1 July 2022

What is the purpose of this financial services guide?

This financial services guide (FSG) is an important document. It is designed to assist you in deciding whether to use any of the financial services offered by us, as described in this FSG. We are required to give you an FSG if we provide certain financial services to you and you are a retail client. This FSG contains important information about:

- who we are;
- the financial services we offer;
- the financial products to which those services relate;
- how we and others are paid in connection with those services;
- your privacy;
- how we deal with complaints; and
- how we can be contacted.

This FSG is not intended for 'wholesale clients' as defined by the Corporations Act 2001 (ie professional investors). References to 'you' and 'your' refer to potential investors who are not 'wholesale clients'. This FSG is provided by Challenger Life Company Limited (ABN 44 072 486 938, AFSL 234 670) (Challenger Life). Challenger Life's ultimate parent is Challenger Limited (Challenger Limited). References to 'Challenger', 'we', 'us' and 'our' refer to each of these entities. AMP Services Limited (also referred to as AMP and the administrator) provides administration services to Challenger.

Are there any other documents that you will receive?

Will you receive a statement of advice?

A person who provides a retail client with personal advice (that is advice that takes into account the client's objectives, financial situation and needs) must give the client a statement of advice (SOA). We do not provide personal advice to retail clients. Accordingly, you should not expect to receive an SOA from us.

Will you receive a product disclosure statement?

Before acquiring one of our products, you should be provided with a product disclosure statement (PDS), which is designed to assist you to make an informed decision about the product. The statement will contain information about the product and will usually include the costs and details of other fees and charges which may apply, including (if applicable) any fees, or other benefits (collectively referred to as Adviser Remuneration) payable to financial advisers.

Will you receive a general advice warning?

A person who gives retail clients general advice (that is, advice that is not personal advice) must generally warn the client that the advice does not take into account the client's objectives, financial situation or needs. Where we provide you with general advice, we will also generally provide you with a general advice warning. The general advice warning will be given in the same manner as the advice is provided (ie in writing or verbally).

How do you obtain further information?

This FSG contains general information about the financial services that we provide. When providing these financial services, we act on our own behalf. If you require more information, please contact us.

Challenger Life is not an authorised deposit-taking institutions for the purpose of the *Banking Act 1959* (Cth), and its obligations does not represent deposits or liabilities of an authorised deposit-taking institution in the Challenger Group (**Challenger ADI**) and no Challenger ADI provides a guarantee or otherwise provides assurance in respect of the obligations of Challenger Life. **Accordingly, unless specified otherwise, the performance, the repayment of capital and any particular rate of return on your investments are not guaranteed by any Challenger ADI.**

The financial services Challenger Life¹ is authorised to provide

Provide financial product advice about:

- Basic deposit products
- Deposit products other than basic deposit products
- Derivatives
- Foreign exchange contracts
- Debentures, stocks or bonds issued or proposed to be issued by government
- Interests in managed investment schemes²
- Securities
- Superannuation
- Investment life insurance products as well as any products issued by a Registered Life Insurance Company that are backed by one or more of its statutory funds
- Life risk insurance products as well as any products issued by a Registered Life Insurance Company that are backed by one or more of its statutory funds.

Deal in a financial product issuing, applying for, acquiring, varying or disposing of a financial product in respect of the following classes of financial products:

- Derivatives
- Foreign exchange contracts
- Investment life insurance products as well as any products issued by a Registered Life Insurance Company that are backed by one or more of its statutory funds
- Life risk insurance products as well as any products issued by a Registered Life Insurance Company that are backed by one or more of its statutory funds.

Deal in a financial product by applying for, acquiring, varying or disposing of a financial product on behalf of another person in respect of the following classes of products:

- Basic deposit products
- Deposit products other than basic deposit products
- Derivatives
- Foreign exchange contracts
- Debentures, stocks or bonds issued or proposed to be issued by a government
- Interests in managed investment schemes²
- Securities
- Provide a claims handling and settling service to retail and wholesale customers.

¹ Able to offer these financial products and services to both retail and wholesale clients.

² Excluding investor directed portfolio services.

Any advice provided by Challenger is limited to general financial product advice which we provide, for example, in our PDSs, investment newsletters, investor reports and website material. This information generally relates to product features, managing risk and return, investment market commentaries and economic overviews.

We do not provide personal financial product advice to retail clients. Before you make any investment decision, we recommend that you obtain advice tailored to address your individual objectives, financial situation and needs from a licensed financial adviser.

We are responsible for the financial services provided to you under our Australian Financial Services Licences (AFSL). We do not act as a representative for any other AFSL holder.

Why we do not give personal advice to retail clients

We believe investors should obtain financial product advice from qualified financial advisers who fully understand the investors' individual objectives, financial situation and needs.

How we and others are paid for the financial services we provide

If you acquire one of our products or services, we will receive fees and other benefits. These are generally set out in the PDS for the product or in an individual contract for services. Where permitted by law, this remuneration may include contribution fees, withdrawal fees and management fees applicable to the particular product or service. Financial advisers may receive (in accordance with applicable legal requirements) Adviser Remuneration if they provide advice to you or arrange for you to acquire our products. Only costs associated with advice that relates to your superannuation may be deducted from your superannuation account.

Any Adviser Remuneration, if paid by us, is set out in the PDS under which you acquired the product. The amount (or method of calculating the amount) of Adviser Remuneration should be disclosed in the SOA you should receive from the adviser.

Other Challenger Limited companies may receive fees and other benefits for products or services provided to us in connection with any of our products. Some or all Challenger Limited companies and their directors may benefit from fees and other benefits received by us or another Challenger Limited company.

Our staff are paid a salary and may be entitled to receive bonuses and non-monetary benefits. These bonus payments are not an additional cost to you.

You may receive advice about our products from financial advisers. These advisers may receive remuneration from us if you buy our product. Your adviser is required to set out their Adviser Remuneration in the FSG and/or SOA they must give to you. If you have an ongoing fee arrangement with your financial adviser they must also provide you with a fee disclosure statement on an annual basis.

We do not pay fees or other benefits to third parties for solely referring customers to us. However, we may pay a third party to be our administrator.

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. We maintain a register of these benefits. If you would like to review our register, please contact us.

Related parties and service providers

We may enter into transactions with, and use the services of, any related parties. It is our policy to ensure that such arrangements are on arm's length commercial terms. We or any related parties or any director or officer of any of them may invest in any financial product we issue or manage.

We may receive fees or derive a profit as issuer of financial products and, where applicable, fees as the investment manager. Directors, being employees or independent directors receive a salary (from employment) or director fees. From time to time the directors may hold interests in shares of Challenger Limited or financial products issued by us.

Privacy

We respect your privacy and have provided detailed information in the PDS in relation to how we collect, use and disclose your personal information. Our Privacy Policy can be obtained by contacting us directly or by visiting our website challenger.com.au.

You should be aware that if you hold other AMP products or have received financial advice from an AMP-aligned financial adviser (and your relationship with the adviser is still current), you will also be a customer of AMP. Any personal information provided to AMP in those circumstances will be treated in accordance with AMP's Privacy Policy (available at www.amp.com.au/amp/privacy).

Conflicts of interest

Potential conflicts may occasionally arise between the interests of investors, ourselves and our related parties and other parties (including service providers appointed by us). We have statutory and common law fiduciary duties to manage conflicts of interest, act in the interests of investors and, if there is a conflict, give priority to investors' interests and/or duties (as applicable).

We have policies, procedures and organisational arrangements in place to manage conflicts of interest. Our Board is responsible for the management and resolution of conflicts of interest arising in relation to the operation of the financial products we issue.

Compensation arrangements

Challenger is insured under the terms of a current professional indemnity insurance policy, in satisfaction of the requirement under section 912B of the Corporations Act that Challenger has in place this type of insurance. These insurances provide cover even if one of our employees has ceased to work for us.

How we deal with complaints

As part of our commitment to providing quality services to our clients, we endeavour to resolve all complaints quickly and fairly. Our policy is to acknowledge any complaint within 24 hours or as soon as practical after receiving it and investigate, properly consider and decide what action (if any) to take and to communicate our decision to you within 30 calendar days for standard complaints. Different timeframes apply for trustee, superannuation and death benefit distribution complaints.

If you have a particular complaint regarding your Annuity, please do not hesitate to contact us by calling the administrator's Customer Contact Centre on 13 62 67 or by writing to:

AMP Services Limited
Reply Paid 300
Parramatta NSW 2124
Email: ris_enquiries@amp.com.au

If you are not happy with our response or how the complaint has been handled (or if we have not responded within 30 days), you may contact the following external dispute resolution scheme:



Australian Financial Complaints Authority (AFCA)
GPO Box 3
Melbourne VIC 3001
Tel: 1800 931 678
Email: info@afca.org.au
www.afca.org.au

AFCA provides fair and independent financial services complaint resolution that is free to consumers. There are some time limits for lodging certain complaints including those related to a death benefit. Please consult the AFCA website to find out if or when the time limit relevant to your circumstances expires.





How can you contact us and provide us with instructions?

To change your investment or personal details or conduct transactions, you need to instruct us in writing via the administrator. Some products and services may have their own rules on how to provide instructions or carry out certain instructions. Please refer to the relevant PDS or other communications relating to your Annuity for details.

You can contact the administrator by:

-  Calling the AMP Customer Contact Centre on **13 62 67**
-  Writing to AMP Services Limited, Reply Paid 300, Parramatta NSW 2124

You can contact us by:

-  Calling our Investor Services team on **13 35 66**
-  Emailing info@challenger.com.au
-  Visiting challenger.com.au
-  Writing to us at Challenger Life Company Limited, GPO Box 3698, Sydney NSW 2001