

**BlackRock**<sup>®</sup>

# **Financial Services Guide**

Dated: 27 May 2024

**BlackRock Investment Management (Australia) Limited**  
(ABN 13 006 165 975, Australian Financial Services Licence No. 230523)

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## About this document

This document is a Financial Services Guide (**FSG**) issued by BlackRock Investment Management (Australia) Limited ABN 13 006 165 975 AFSL 230 523 (**BlackRock, we, our** or **us**). This FSG is an important document that tells you about the products and services that BlackRock is authorised to provide to you under its Australian financial services licence (**AFSL**) to help you to decide whether to use our services.

This FSG contains important information about:

- who we are;
- the financial services we offer;
- how we and others are paid for the services we provide, including details of relevant associations or relationships between BlackRock and third parties;
- compensation arrangements;
- your privacy;
- how we deal with enquiries and complaints, and
- how you can contact us.

## Important information

Before investing in any of our products, you will be given the applicable Product Disclosure Statement (**PDS**). You should carefully read the PDS, consider the appropriateness of the product to your circumstances and consult a financial adviser.

A PDS will contain information about the particular product, including the benefits of the product, any significant risks associated with holding the product, the cost of the product and information about any remuneration or other similar payments that may impact the amount of the returns payable to you. The purpose of a PDS is to allow you to make an informed decision before deciding to acquire the financial product and help you compare financial products issued by different providers.

Our iShares exchange-traded funds (**iShares ETFs**) are quoted for trading on regulated stock exchanges, being either ASX's AQUA market or Cboe. To acquire units in iShares ETFs on the market, please contact your financial adviser or broker.

## About BlackRock Investment Management (Australia) Limited

BlackRock Investment Management (Australia) Limited, ABN 13 006 165 975 (referred to in this FSG as **BlackRock, we, our** or **us**) is the responsible entity and the issuer of units in BlackRock registered managed investment schemes (**Funds**) that are offered to retail investors. As a fiduciary to our clients, we provide our retail clients with investment solutions to assist them when planning for their most important goals. We are responsible for the financial services provided to you pursuant to our AFSL. We do not act as a representative for any other AFSL holder.

BlackRock is a wholly-owned subsidiary of BlackRock, Inc.<sup>®</sup> (**BlackRock Inc**) but is not guaranteed by BlackRock Inc, or any BlackRock Inc subsidiary or associated entity (the **BlackRock Group**). Neither BlackRock nor any member of the BlackRock Group guarantees the success of a Fund, the achievement of any investment objectives, or the repayment of capital or particular rates of return on investment or capital. An investor in a Fund could lose all or a substantial part of their investment. In particular, the performance of a Fund will depend on the performance and market value of the assets held by the Fund. For additional information on BlackRock, please visit [www.blackrock.com/au](http://www.blackrock.com/au).

## Financial services we provide

BlackRock holds an AFSL (No. 230523) under the Corporations Act 2001 (Cth) (**Corporations Act**). We are licensed to provide financial product advice to wholesale clients, and general financial product advice to wholesale and retail clients in relation to:

- certain deposit and payment products;
- derivatives;
- debentures, stocks or bonds issued or proposed to be issued by a government;
- interests in managed investment schemes (including investor directed portfolio services);
- securities;
- foreign exchange contracts (to wholesale clients only); and
- superannuation (to wholesale clients only).

General financial product advice does not take into account your personal financial situation, objectives or needs. Rather, it should be viewed as general information for you to consider and discuss with your financial adviser (after taking into account your circumstances) before making your investment decision.

We may also provide factual information regarding our investment products and the markets in which we invest.

BlackRock is authorised to deal in a financial product, in respect of wholesale and retail clients by:

- issuing, applying for, acquiring, varying or disposing of derivatives, foreign exchange contracts, interests in managed investment schemes (excluding investor directed portfolio services) and securities, and
- applying for, acquiring, varying or disposing of a financial product on behalf of another person in respect of certain deposit and payment products, derivatives, foreign exchange contracts, debentures, stocks or bonds issued or proposed to be issued by a government, interests in managed investment schemes (excluding investor directed portfolio services), securities and superannuation.

BlackRock is authorised in respect of wholesale and retail clients, to operate registered managed investment schemes that hold derivatives, direct real property and financial assets.

BlackRock is authorised to provide custodial or repository services to wholesale clients (other than investor directed portfolio services).

## How we are paid for the services we provide

As a manager of the Funds, BlackRock will receive remuneration in relation to your investment into that product. These fees may include (but not limited to):

- management fees; and
- performance fees (where applicable).

These fees insofar as they are applicable to a specific Fund, are described in detail in the relevant PDS.

BlackRock does not charge any fees for information or general financial product advice that we provide. Your financial adviser may charge you fees for providing personal advice (that is advice that takes into account your objectives, financial situation and needs) and must set out the remuneration and commissions they receive in the FSG and/or Statement of Advice (**SOA**) they must provide to you. As we do not provide personal advice to retail clients you will not receive an SOA from us.

## Rebates

We may individually negotiate fee rebates to certain wholesale clients within the meaning of the Corporations Act. We may also negotiate special arrangements concerning fees (including fee reductions or waivers) with other investors in certain circumstances determined by us, as permitted by law. These payments do not represent an additional cost to you and are paid by us.

## Payments to advisers and other service providers

BlackRock will only make these payments to the extent that they are permitted by law.

**Ongoing Service Commission:** no commission is currently payable by us to financial advisers in relation to the Funds.

**Distribution Payments:** We may at our discretion, enter into a variety of arrangements with service providers such as master fund and investor directed portfolio services operators which may involve us making payments to these operators for the costs associated with offering a fund on their investment menu. Such payments may be fixed annual payments for offering a fund on their investment menu or an ongoing payment based on a scaled percentage of funds under management. Any such payments are paid out of the fees we earn, and are not an additional cost to you.

## Staff remuneration

BlackRock's compensation model includes a salary, discretionary bonus and other benefits. The amount of discretionary bonus will depend on various factors, but is generally attributable to firm, business area, and individual performance over a period of time. Compensation is not directly attributable to the investments made by retail clients.

Where there are employees within the BlackRock Group who provide certain services to BlackRock to enable us to provide the services described in this FSG, a similar compensation model is applied to these individuals.

None of BlackRock Group's related companies, directors, employees or associates receives any other remuneration or benefits in respect of financial services provided to our retail clients.

## Conflicts of Interest and Related Party Information

BlackRock is a member of the BlackRock Group. BlackRock may receive or pay fees, charges or receives benefits for the services it provides or receives to and from other entities within the BlackRock Group, as part of operating the Funds and/or in connection to other financial services we provide. There may also be times where the BlackRock Group may participate in the global financial market in a number of different capacities such as act as the seed, lead or only investor in an underlying strategy or fund, which may create a commercial opportunity for the BlackRock Group. As a responsible entity and the holder of an AFSL, BlackRock has policies and procedures in place to manage such conflicts of interest, which includes ensuring transactions between BlackRock Group entities are conducted on an arm's length commercial basis.

## Compensation arrangements

BlackRock has professional indemnity insurance in place in respect of financial services provided to you. These arrangements comply with the requirements of section 912B of the Corporations Act. Subject to the relevant terms and conditions, the professional indemnity insurance arrangements cover claims in relation to the conduct of BlackRock's representatives and/or employees who no longer work for BlackRock (but who did at the time of the relevant conduct).

## Privacy

We collect your personal information for the primary purpose of establishing and administering your investments with us, communicating with you, and providing you with access to protected areas of our websites. We also collect some personal information to meet our obligations, under the Anti-Money Laundering and Counter-Terrorism Financing Act and the Corporations Act. We use and disclose personal information to administer your investment, conduct product and market research, and deal with your concerns. We collect personal information through our interactions with you, as well as in some instances from your financial adviser or other authorised representative, your organisation, public sources and information brokers. BlackRock may take steps to verify information collected.

We are unable to process your application and provide you with the requested investment without your personal information. We ask that you advise us of any changes to the personal information you have provided. If you provide us with personal information about any other individuals (e.g. directors), you must ensure that they are aware of this privacy section.

A Privacy Policy setting out further details of our handling of personal information is available upon request or from our website at [www.blackrock.com/au](http://www.blackrock.com/au). The Privacy Policy contains information about how you can access and seek correction of your personal information, about how you can complain or enquire about breaches of your privacy and about how we will deal with your complaint or enquiry.

We may disclose your information to our related bodies corporate and to our service providers who assist us with, among other things, data storage and archiving, auditing, accounting, customer contact, legal, business consulting, banking, payment, data processing, data analysis, information broking, research, website and technology services. BlackRock has appointed a registrar and transfer agent who may provide services from India, and personal information collected in relation to an investment in our funds may be disclosed to it, to permit it to perform its service. Your personal information may be disclosed to Australian and overseas regulatory authorities on reasonable request by those authorities. We may also disclose your information to external parties on your behalf, such as your financial adviser, unless you have instructed otherwise.

BlackRock operates as a global organisation and to this end functions generally operate from dedicated centres that also provide shared services around the globe. Typically, personal information collected to identify an investor to facilitate their investment in our funds may be disclosed to our related body corporate located offshore. Personal information (generally other than personal information held in relation to individual investors) may be held within applications on our portfolio management system or client relationship management system, which are potentially accessible, by our related body corporates in any country in which the BlackRock Group has an office. BlackRock's key processing centres are in the USA, Hungary, India, and Singapore.

We take reasonable steps to ensure that any recipients of your personal information do not breach the privacy obligations relating to your personal information.

We, and BlackRock, Inc. and its related bodies corporate may use your information on occasion, to inform you by telephone, electronic messages (like email), online and other means, about other services or products offered by us or them. We may do this on an ongoing basis, but you may opt out at any time.

If you wish to opt out, update or request access to your information, obtain a copy of our Privacy Policy or raise any queries or concerns regarding privacy, you may contact our Privacy Officer by contacting our Client Services Centre using the contact details below in the 'Contact us' section.

## Enquiries and Complaints

If you have an enquiry or complaint, you can contact our Complaints Officer via Client Services (refer to Contact Us section). We have established procedures for dealing with enquiries and complaints. If you make a complaint to us, the complaint will be acknowledged and steps will be taken to investigate your concerns. A final response will be provided within 30 calendar days in accordance with our obligations.

BlackRock is a member of the Australian Financial Complaints Authority (**AFCA**), an independent complaint resolution body. If your complaint is not addressed within 30 calendar days from the date it was received, or you are not satisfied with our response, you may refer your complaint to AFCA. AFCA provides fair and independent financial services complaint resolution that is free to consumers. AFCA can be contacted by:

**Telephone:** 1800 931 678 (free call)

**Mail:** Australian Financial Complaints Authority, GPO Box 3, Melbourne VIC 3001

**Email:** [info@afca.org.au](mailto:info@afca.org.au)

**Website:** [www.afca.org.au](http://www.afca.org.au)

For the hearing and speech impaired, AFCA can be contacted via National Relay Service ([www.accesshub.gov.au/about-the-nrs](http://www.accesshub.gov.au/about-the-nrs)):

**Voice Relay:** 1300 555 727;

**TTY:** 133 677; or

**SMS Relay:** 0423 677 767.

## How you can provide us with instructions

To change your investment or personal details or to conduct transactions you need to instruct us in writing, signed by the authorised signatories (or in another manner agreed by us).

Further information on how to transact with us can be found in the relevant PDS, available on our website.

For any fund specific queries, you can contact Client Services (refer to Contact us section).

For any administrative or investor specific queries in relation to our iShares ETFs, you can contact our Fund registrar, Computershare on 1300 474 273 between 8:30am and 5:00pm (AEST), Monday to Friday.

## Contact us

BlackRock Investment Management (Australia) Limited

Level 37, Chifley Tower  
2 Chifley Square  
Sydney, New South Wales 2000

**Telephone:** 1300 366 100

**Facsimile:** 1300 366 107

**Email:** [clientservices.aus@blackrock.com](mailto:clientservices.aus@blackrock.com)

**Website:** [www.blackrock.com/au](http://www.blackrock.com/au)

## **IMPORTANT INFORMATION**

Issued by BlackRock Investment Management (Australia) Limited ABN 13 006 165 975, AFSL 230 523 (**BIMAL**).

This material provides general advice only and does not take into account your individual objectives, financial situation, needs or circumstances. Before making any investment decision, you should assess whether the material is appropriate for you and obtain financial advice tailored to you having regard to your individual objectives, financial situation, needs and circumstances. Any potential investor should consider the latest product disclosure statement (PDS) and target market determination (TMD) before deciding whether to acquire, or continue to hold, an investment in any BlackRock fund. The PDS and TMD can be obtained by contacting the BIMAL Client Services Centre on 1300 366 100. In some instances the PDS and the TMD are also available on the BIMAL website at [www.blackrock.com/au](http://www.blackrock.com/au).

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