

## Frequently Asked Questions (FAQs)

<p>Who is Link Market Services?</p>	<p>Link Group provides a comprehensive offering to listed companies, unlisted trusts and superannuation and pension funds around the world.</p> <p>Our services connect issuers with their stakeholders, and include holder management and analytics, stakeholder engagement, share and unit registry, employee share plans, and company secretarial services. Link Group’s market leading platforms administer financial ownership data for over 2,300 clients globally and drive user engagement through technology.</p>
<p>What can I do in the new Investor Portal?</p>	<p>You can:</p> <ul style="list-style-type: none"> <li>- Check your balance and transaction history</li> <li>- Access forms and PDS documents</li> <li>- Download statements</li> </ul> <p>For any other actions, please visit the forms and PDS tab where you can download the form you need and send it through to us.</p>
<p>What’s the minimum investment I can make?</p>	<p>For all First Sentier Investors funds, the minimum initial investment threshold is \$20,000 per fund. There’s no limit on any additional investments you can make.</p> <p>For First Sentier Investors staff, please visit our intranet for more information.</p>
<p>How much can I redeem from my investment?</p>	<p>There’s no limit to the amount you can redeem.</p> <p>You can make a redemption by completing the ‘Redemption Form’ found on the forms and PDSs tab.</p>
<p>How can I update my details?</p>	<p>You can find the form you’ll need to update your details on the forms and PDSs tab, where you can change:</p> <ul style="list-style-type: none"> <li>- your name, address, contact details,</li> <li>- financial adviser details, distribution election and</li> <li>- bank account details</li> </ul> <p>Once the form is signed by an authorised signatory they can be posted or emailed back to;</p> <p><a href="mailto:FSIAUClientServices@firstsentier.com">FSIAUClientServices@firstsentier.com</a> or</p>

	<p>First Sentier Investors  C/- LINK Market Services Limited  Locked Bag 5038  Parramatta NSW 2124</p>
How can I find out more information about my investment?	<p>Please contact our Investor Services team on 1300 553 490 (between 8:00 am to 7:00 pm) or email <a href="mailto:firstsentier@linkmarketservices.com.au">firstsentier@linkmarketservices.com.au</a>.</p>
How can I make an investment switch?	<p>The managed funds do not allow switches. In order to make a switch you'll need to:</p> <ul style="list-style-type: none"> <li>- Redeem your unit holding in the product that you'd like to switch.</li> <li>- Apply for the new product you want to be invested in.</li> </ul> <p>To redeem your unit holding and applying for a new product you can access the form you need on the forms and PDSs tab.</p>
Where can I obtain a PDS for one of the funds or obtain further information?	<p>All the Product Disclosure Statements for First Sentier Investors funds are available on the Forms and PDSs tab.</p>
Why does my session timeout?	<p>If the website does not detect activity for 5 minutes or more your session will be logged out. This is to ensure other people can't access your account if you are away from your computer for an extended period of time.</p>
What is Okta Verify?	<p>Okta Verify is an authenticator that allows you to confirm your identity (using MFA, or Multi-Factor Authentication) so that you can sign into your account securely, and so that we can protect your personal information. You must register with Okta unless you are an investor that does not want interactive access. The Investor Portal will guide you through the registration process.</p>