BT Index Funds

BT Index Emerging Markets Shares Fund

Product Disclosure Statement (PDS)

ARSN 696 176 164 APIR WFS4140AU

Issued 19 November 2026

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About this PDS

This PDS provides a summary of the significant information relating to the BT Index Emerging Markets Shares Fund (ARSN 696 176 164, APIR WFS4140AU) (**Fund**) and is issued by Westpac Financial Services Limited ABN 20 000 241 127 AFSL 233716 (**WFSL, we, us, our**).

It includes references to important additional information in the BT Index Funds Additional Information Booklet (**AIB**) dated 19 November 2026 and the Additional Information buy-sell spreads which also forms part of this PDS (incorporated by reference). This is important information that you should consider before making a decision to invest in the Fund.

The Fund forms part of the BT Index Funds range of Funds, and transacting for direct investors is carried out via the relevant forms available at bt.com.au.

General advice warning

The information in this PDS is general information only and does not take into account your personal financial situation or needs. You should consult a licensed financial adviser to obtain financial advice that's tailored to suit your personal circumstances.

Updated information

Information in this PDS and the AIB is subject to change from time to time. Any changes to information in the PDS or AIB that are not materially adverse may be updated on bt.com.au/pdsupdates. If the change to the information in the PDS or the AIB is materially adverse, we will update the PDS or AIB and provide notice as required by law. The PDS and AIB are available on www.bt.com.au.

You may also obtain a paper copy or an electronic copy of the PDS, the AIB or any updated information, on request, at no charge, as soon as practicable, in several ways:

- Call our Customer Relations team on 1300 881 716
- Email us at btfunds@unitregistry.com.au (for general enquiries)
- Contact your Investment Service or superannuation fund operator (for indirect investors – Refer to Section 2 of this PDS for definition of Investment Service and Operator)
- Contact your financial adviser.

1. About Westpac Financial Services Limited

WFSL is the Responsible Entity of the Fund (which is a registered managed investment scheme under the *Corporations Act 2001* (Cth) (**Corporations Act**)) and the issuer of this PDS. WFSL is part of BT, the wealth management arm of the Westpac Group. WFSL is responsible for the day-to-day administration and operation of the Fund, and for ensuring it complies with the Fund's constitution and any relevant legislation. This responsibility includes establishing, implementing and monitoring the Fund's investment objective and strategy. WFSL is the issuer of units in the Fund offered in this PDS and has prepared and issued this PDS.

An investment in the Fund doesn't represent an investment in, deposit with, or any other liability of Westpac Banking Corporation ABN 33 007 457 141 AFSL 233714 (**Westpac**) or any other member of the Westpac Group. It is subject to investment risk, including possible delays in payment of withdrawal proceeds and loss of income and principal invested. Neither Westpac nor any other company in the Westpac Group (including WFSL) has issued, stands behind or otherwise guarantees the capital value or investment performance of the Fund.

Investment management of the Fund

The Fund will invest into the Vanguard Emerging Markets Shares Index Fund ARSN 090 939 450 APIR VAN0005AU (**Underlying Fund**), a registered managed investment scheme under the Corporations Act. The responsible entity and investment manager of the Underlying Fund is Vanguard Investments Australia Ltd ABN 72 072 881 086 AFSL 227263 (**Vanguard or Manager**).

Vanguard has consented to statements about them in this PDS, in the form and context in which they appear and have not withdrawn their consent before the date of this PDS. We conduct monitoring and analysis of the Fund and the Manager.

2. How the Fund works

The Fund is a registered managed investment scheme. When you invest your money in the Fund, your money is pooled together with other investors' money.

We use this pool to buy investments, and those investments are managed on behalf of all investors in the Fund. By investing this way you acquire an interest in the Fund and access skilled investment management as well as investments you may otherwise not be able to access. However, we have day-to-day control over the operation of the Fund.

So that you know what your interest in the Fund is worth, we divide the net asset value of the assets in the Fund into 'units', and issue these units to investors. We'll calculate a price for each unit and keep a record of the number of units you've acquired.

Investing in the Fund

Direct investors

The Fund is open to direct investors who qualify as 'Wholesale Clients' as defined under section 761G of the Corporations Act (Wholesale Clients). Please refer to Section 2 of the AIB for further details on transacting and processing.

Indirect investors

The Fund is also accessible indirectly through an Investor Directed Portfolio Service (**IDPS**), IDPS-like scheme or a nominee or custody service, or any other service or platform approved by us (collectively referred to as an '**Investment Service**') or through a superannuation fund. This means the rights that apply to someone who invests directly in the Fund are not available to you, but rather to the operator or custodian of the investment service or the trustee or custodian of the superannuation fund (each referred to as the '**Operator**').

Should you wish to access the Fund via an Investment Service or superannuation fund, we authorise the use of this PDS as disclosure. The terms 'you' and 'your' used in this PDS refer to you as an investor through such products. However, the Operator will be recorded in the register as the investor and will be the person who exercises the rights and receives the benefits of an investor.

You will need to instruct your adviser or Operator to increase your investment in the Fund by reinvesting distributions or making an additional investment, or to decrease your units by making a withdrawal.

Application money is paid into an interest-bearing account upon receipt. Any interest earned on this account will be retained by us and may be paid into the Fund.

Unit prices

Generally, unit prices are calculated each Business Day for the preceding Business Day. A Business Day means a day (other than a Saturday, Sunday or public holiday) on which banks are open for business in Sydney. The unit price will change as the market value of assets in the Fund rises or falls. Assets and liabilities of the Fund for the purposes described in this PDS are valued in accordance with the Fund's constitution.

Entry prices are generally higher than exit prices due to the costs of buying and selling the underlying assets of the Fund. The difference is called the 'buy-sell spread'. There is no buy-sell spread on distributions that are reinvested.

Minimum initial investment

For direct investors, the minimum initial investment is $500,000. Refer to Section 8 of this PDS on how to apply.

For indirect investors, you should refer to the offer document for the Investment Service or superannuation fund that you invest in as you may be subject to minimum balance requirements.

How to withdraw

Direct investors

You can withdraw some or all of your investment by:

- using BT Online (bt.com.au) if you have provided bank account details in the relevant section of the Application Form
- mailing your completed Withdrawal Form to us (see the 'For more information' section on the last page of this PDS for our contact details)
- scanning your completed withdrawal form and emailing it to btfunds_transactions@unitregistry.com.au.

There is no minimum withdrawal amount. However, should you request a withdrawal which would result in your balance in the Fund falling below $500,000, we may arrange for your investment to be withdrawn in full and paid to you.

We'll generally pay withdrawals to your nominated bank account within 5 Business Days. In certain circumstances, such as a freeze on withdrawals or where the Fund is illiquid (as defined in the Corporations Act), you may have to wait a longer period of time before you can redeem your investment.

Indirect investors

You should refer to the relevant offer document for the Investment Service or superannuation fund, or contact your financial adviser or the Operator, for information regarding processing of withdrawals relevant to them.

In certain circumstances, such as a freeze on withdrawals or where the Fund is illiquid (as defined in the Corporations Act), you may have to wait a longer period of time before you can redeem your investment.

During the period of processing distributions, the time in receiving your redemption proceeds may be extended. Please refer to Section 2 of the AIB - 'Withdrawing' and 'Restrictions on withdrawals' for further details.

How we process transactions

Direct investors

Generally, if we receive an application or withdrawal request by 10.00am (Sydney time) on a Business Day, we'll process the transaction using that day's unit price.

Requests received after the cut-off time of 10.00am (Sydney time) on a Business Day, or on a non-business day, will generally be treated as having been received before the cut-off time on the next Business Day.

For applications made by direct debit, we won't issue units until we receive the money from your nominated financial institution. This generally means there will be a delay between the day we receive your completed Application Form and the day on which units are issued.

Indirect investors

We'll act on instructions from your Operator. Generally, if we receive a correctly completed application and monies or a correctly completed withdrawal request before 10.00am (Sydney time) on a Business Day, it will be processed with the unit price calculated for that day. Where we receive correctly completed documentation and monies (where applicable) after 10.00am (Sydney time) on a Business Day, it will be processed using the unit price determined for the following Business Day.

Distributions

The Fund generally pays distributions quarterly and under special circumstances may pay special distributions.

The distribution you receive will depend on the performance of the Underlying Fund.

Cash distributions are generally determined by the Responsible Entity at the end of the distribution period in accordance with the relevant policy/policies and the constitution, and divided by the number of units on issue.

Distributions will generally be calculated using estimated income as opposed to net income.

Distribution payments are typically paid to you (or your Operator) as soon as practicable after the end of the distribution period of the Underlying Fund. For indirect investors, you should check with your Operator to see when it will pass distributions on to you.

The Fund's income is generally taxable to unitholders in accordance with applicable tax laws – refer to Section 7 'How managed investment schemes are taxed'.

Importantly, the cash distribution amount paid to you may vary from the amount of income taxable to you.

Distributions are generally assessable income and can be made up of both income and realised capital gains, will vary depending on the factors that influence the performance of the Fund (such as interest rates and market conditions), and may not be paid at all. Please refer to Section 7 'How managed investment schemes are taxed' for further information.

You should read the important information about 'How the Fund works' in Section 2 of the AIB before making a decision.

– Go to Section 2 of the AIB at bt.com.au.

The material relating to 'How the Fund works' may change between the time when you read this PDS and the day when you acquire the product.

3. Benefits of investing in the Fund

Key features

The Fund invests into the Underlying Fund, which aims to provide access to a diversified portfolio of companies listed in the world's emerging markets countries.

Key benefits

Investing in the Fund offers investors a range of benefits including the following:

– Access to a professionally managed portfolio of emerging markets shares and the potential for long term capital growth.
– Access to the Manager's investment approach, which provides investors with an efficient way to capture long-term market performance.
– Exposure to a diversified portfolio of securities, which may reduce exposure to performance fluctuations of individual securities. This moderates the volatility of the portfolio and `smooths out' investment returns over time.

4. Risks of managed investment schemes

All investments carry risk. The likely investment return and the risk of losing money is different for each managed investment scheme, as different strategies carry different levels of risk depending on the underlying mix of assets that make up each fund. Assets with the highest long-term returns may also carry the highest level of short-term risk. Growth assets, such as shares and property, are generally considered the most volatile assets, i.e. they're likely to experience greater fluctuations in value than defensive assets, such as fixed interest and cash.

The management of risks is an integral component of our management of the Fund.

The risk management control framework includes ongoing regular measurement and monitoring of the relevant risks for the Fund, including, but may not be limited to, details on the current levels of market, liquidity, and fund performance risk, as applicable.

Before you make an investment decision it is important to identify your investment objectives and the level of risk that you are prepared to accept.

The significant risks for the Fund are:

Asset class risk: This is the risk associated with a particular asset class. For example, equities are generally more volatile than fixed interest investments, while investing in international

equities adds additional risks because of currency movements, differing tax structures and social, economic and political factors affecting a country or region.

Currency risk: The Underlying Fund may invest across multiple countries which includes the risk that foreign currency fluctuations may negatively impact on the value of investments to the extent that it is left unhedged. Hedging investments back into Australian dollars may help to manage this risk.

Emerging markets risk: The Underlying Fund may make investments that provide exposure to emerging markets. Emerging markets are generally considered riskier than developed markets due to factors such as lower liquidity, the potential for political unrest, the increased likelihood of sovereign intervention (including default and currency intervention), currency volatility and increased legal risk. Emerging market investments therefore may experience increased asset price volatility and face higher currency, default and liquidity risk.

Fund performance risk: There is the risk that performance of the Underlying Fund may differ from the performance of the benchmark. In addition, there is the risk that because of different levels of cash being held by this Fund and the Underlying Fund it invests in, and the timing of applications and redemptions, the performance of the two stated funds could be different.

Market risk: These are factors that can influence the direction and volatility of an overall market as opposed to security specific risks. These factors can be specific to one country or affect a number of countries. Macroeconomic, technological, geopolitical or regulatory conditions and even market sentiment changes can mean the value of investment markets change. These factors include shocks to an economy, such as a spike in the price of oil, terrorist threats, political elections, environmental catastrophes, or changes to monetary or fiscal policy.

Security specific risk: This is the risk associated with an individual security. The price of securities in a company may be affected by unexpected changes in that company's operations or business environment such as changes in management or the loss of a significant customer.

Other risks that may apply

In addition to the key risks described above, other risks may apply to the Fund depending on how it invests. Further information about these risks is set out in the Additional Information Booklet.

Risk can be managed but it can't be completely eliminated:

It's important to understand the following.

- The value of your investment will go up and down.
- Past performance isn't an indicator of future performance.
- The level of returns will vary and future returns may differ from past returns.
- Returns are not guaranteed and there's always the chance you may lose money on any investment you make in the Fund.
- Laws affecting your investment in a managed investment scheme may change over time.

The level of risk appropriate for you will depend on a range of factors including your age, investment timeframe, where other parts of your wealth are invested and how comfortable you are with fluctuations in the value of your investment over your investment timeframe.

You should read the important information about 'Risks of managed investment schemes' in Section 4 of the AIB before making a decision.

- Go to Section 4 of the AIB at bt.com.au.

The material relating to 'Risks of managed investment schemes' may change between the time when you read this PDS and the day when you acquire the product.

5. How we invest your money

WARNING: You should consider the Fund's likely investment return, the Fund's investment objective, the Fund's risk level, your individual circumstances and your investment timeframe, before choosing to invest in the Fund.

BT Index Emerging Markets Shares Fund	
Investment objective	To provide a return (before fees and taxes) that tracks the return from its benchmark when measured over the minimum suggested investment timeframe.
Benchmark	MSCI Emerging Markets Index (with net dividends reinvested) in Australian dollars
Minimum suggested timeframe	7 years
Investment strategy[1]	The Fund invests into the Underlying Fund to provide exposure to a low cost diversified portfolio of securities in the world's emerging markets. The Underlying Fund may use derivatives to manage currency risk and to obtain market exposure, and may also use securities lending to achieve its investment objectives. The performance of the Fund will be net of foreign capital gains tax (estimated and actual), where applicable. The asset allocation[2] of the Fund is:

Asset type	Range (%)
International shares	80-100
Cash and cash equivalents[3]	0-20

Risk level	**7 - Very high** risk of short-term loss.

BT Index Emerging Markets Shares Fund	
Investor suitability	The Fund may be suitable for those seeking to invest in accordance with the Fund's investment objective, investment strategy, minimum suggested investment timeframe and risk level above, and who are prepared to accept the risks described in Section 4 of this PDS and the AIB.
Fund performance	For up to date information on the performance of the Fund including performance history, please visit bt.com.au/personal/prices-and-performance.
Changes to Fund details and investments	We may make changes to a Fund from time to time. These changes may include closing or terminating a Fund, or making changes to its details or investment parameters. This may involve changes to the Fund's investment objective or investment strategy, investment manager, risk level, buy-sell spread, asset allocation ranges, or currency strategy (if applicable). We will notify investors, including the Operator, of any material change to a Fund's details in our next regular communication or as otherwise required by law. If you invest through an Investment Service, you will not receive notification directly from us. However, details of any changes will be made available at bt.com.au/pdsupdates.

1 The investment manager may appoint third parties to manage all or a portion of the assets of the Fund.
2 For the most current neutral positions and ranges, please refer to bt.com.au/pdsupdates.
3 Generally the cash exposure of the Fund is less than 10% but it could be up to 20%.

You should read the important information about 'How we invest your money' in Section 5 of the AIB before making a decision.

– Go to the AIB at bt.com.au.

The material relating to 'How we invest your money' may change between the time when you read this PDS and the day when you acquire the product.

6. Fees and other costs

Did you know?

Small differences in both investment performance and fees and costs can have a substantial impact on your long term returns.

For example, total annual fees and costs of 2% of your account balance rather than 1% could reduce your final return by up to 20% over a 30 year period (for example, reduce it from $100,000 to $80,000).

You should consider whether features such as superior investment performance or the provision of better member services justify higher fees and costs.

You may be able to negotiate to pay lower fees. Ask the fund or your financial adviser.

To find out more

If you would like to find out more, or see the impact of the fees based on your own circumstances, the **Australian Securities and Investments Commission (ASIC)** Moneysmart website (www.moneysmart.gov.au) has a managed funds fee calculator to help you check out different fee options.

This section shows fees and other costs that you may be charged. These fees and costs may be deducted from your money, from the returns on your investment or from the assets of the Fund as a whole.

Unless otherwise stated, all fees are inclusive of GST and take into account reduced input tax credits (**RITC**), if applicable, in respect of the GST component of the fee.

Taxes applicable to the Fund are set out in Section 7 of this PDS and Section 7 of the AIB.

You should read all the information about fees and costs because it is important to understand their impact on your investment. You can also use this information to compare the costs between different simple managed investment products.

Fees and costs for the Fund are set out in the Fees and costs section below and in Section 6 of the AIB.

Fees and costs summary

BT Index Emerging Markets Shares Fund

Type of fee or cost[1, 2, 3]	Amount	How and when paid
Ongoing annual fees and costs[4]		
Management fees and costs The fees and costs for managing your investment	0.41% of the net asset value (**NAV**) of the Fund per year. This is comprised of:	The management fees and costs include the management fee and indirect costs. The Management Fee:

Type of fee or cost[1, 2, 3]	Amount	How and when paid
	– Management fee of 0.40% – Indirect costs[5] of 0.01%	– Accrues daily and is reflected in the Fund's unit price – Is generally paid monthly in arrears from the assets of the Fund Indirect costs are reflected in the unit price of the Fund and are generally deducted from the assets of the Fund when they are incurred.
Performance fees Amounts deducted from your investment in relation to the performance of the Fund	Nil	The Fund and the Underlying Fund do not charge a performance fee.
Transaction costs[6] The costs incurred by the Fund when buying or selling assets	0.00% of the NAV of the Fund.	Transaction costs (net of the buy-sell spread) are paid from the assets of the Fund as and when they are incurred. They are reflected in the Fund's unit price.
Member activity related fees and costs (fees for services or when your money moves in or out of the product)		
Establishment fee The fee to open your investment	Nil	Not applicable
Contribution fee The fee on each amount contributed to your investment	Nil	Not applicable
Buy-sell spread[7] An amount deducted from your investment representing costs incurred in transactions by the Fund	Buy: 0.36% Sell: 0.00%	Buy-Sell spreads are costs incurred when you transact. A Buy spread increases the unit price (application price) when you buy units, and a Sell spread reduces the unit price when you sell units (redemption price). Buy-Sell spreads are reflected in the Fund's unit price.
Withdrawal fee The fee on each amount you take out of your investment	Nil	Not applicable
Exit fee The fee to close your investment	Nil	Not applicable
Switching fee The fee for changing funds	Nil	Not applicable

1 Unless otherwise stated, all fees quoted in this PDS are quoted on a GST inclusive basis and net of any applicable Reduced Input Tax Credits (**RITCs**).
2 Fees in this PDS can be individually negotiated if you're a Wholesale Client.
3 For more information, refer to 'Ability to negotiate fees – wholesale clients' section of the AIB.
4 Please refer to the 'Additional explanation of fees and costs' section below and Section 6 of the AIB for more information about the ongoing annual fees and costs.
5 Indirect costs are an estimate for the financial year ending 30 June 2027 and may include reasonable estimates where we are unable to determine the exact amount. Refer to Section 6 of the AIB for more information about indirect costs.
6 Transaction costs (net of buy-sell spreads) are Net Transaction Costs and are an estimate for the financial year ending 30 June 2027. Where the net transaction cost is negative, it will be rounded to zero.
7 Buy-sell spreads are current as at the date of preparation of this PDS. We may vary these spreads from time to time to reflect changing market conditions. The current buy-sell spread for the Fund is available in 'Additional Information - buy-sell spreads' at bt.com.au.

To see how fees and costs may affect your investment, use the calculator on the ASIC website at www.moneysmart.gov.au/tools-and-resources/calculators-and-apps/managed-funds-fee-calculator.

WARNING: In addition to the fees set out above, fees may be payable to your financial adviser. Any such fees would be payable by you in addition to those set out above, and set out in the Statement of Advice your financial adviser provides.

Example of annual fees and costs for the Fund

This table gives an example of how the ongoing annual fees and costs in the Fund can affect your investment over a 1-year period. You should use this table to compare the Fund with other managed investment schemes.

Example – BT Index Emerging Markets Shares Fund		Balance of $50,000[1] with a contribution of $5,000[1] during the year
Contribution fees	Nil	For every additional $5,000 you put in, you will be charged **$0**
PLUS Management fees and costs	0.41%	**And**, for every $50,000 you have in the Fund you will be charged **$205** each year
PLUS Performance fees	Nil	**And,** you will be charged or have deducted from your investment **$0** in performance fees each year

Example – BT Index Emerging Markets Shares Fund		Balance of $50,000[1] with a contribution of $5,000[1] during the year
PLUS Transaction costs	0.00%	**And**, you will be charged or have deducted from your investment **$0** in transaction costs
EQUALS Cost of the Fund		If you had an investment of $50,000 at the beginning of the year and you put in an additional $5,000 during the year, you would be charged fees and costs of: **$205** **What it costs you will depend on the Investment Option you choose and the fees you negotiate.**

1 This amount is prescribed by legislation. The example above assumes that the $50,000 is invested for the entire year, the value of the investment is constant over the year and that the additional $5,000 is invested at the end of the year. Therefore management costs are calculated using the $50,000 balance only.

Additional explanation of fees and costs

Changes in fees and costs

Information about tax applicable to the Fund is set out in Section 7 of this PDS and Section 7 of the AIB.

Fees for Wholesale Clients may be individually negotiated and may be lower than the fees disclosed in this PDS. Negotiated fee arrangements may not be available to all investors. Please contact us for more information using the contact details on the final page of this PDS.

The constitution for the Fund allows us to charge a management fee of up to 4% pa (excluding GST) of the value of the assets in the Fund.

We may change the amount of the fees and costs payable to us without your consent (up to any maximum that is allowed under the Fund's constitution). If we increase the fees or costs payable to us (such as the management fee), we will provide you with written notice at least 30 days prior to the change becoming effective (or otherwise as required by law).

You should read the important information about 'Fees and other costs' in Section 6 of the AIB and Additional Information - buy-sell spreads before making a decision.

– Go to the AIB and additional information buy-sell spreads at bt.com.au.

You should also read the important information about 'buy-sell spreads' in the 'Additional Information buy-sell spreads' before making a decision.

– Go to 'Additional Information – buy-sell spreads' at bt.com.au

The material relating to 'Fees and other costs' may change between the time when you read this PDS and the day when you acquire the product.

7. How managed investment schemes are taxed

Warning: You should note that investing in the Fund is likely to have tax consequences. We strongly advise that you seek independent professional tax advice before investing in the Fund.

The Fund attributes all of the taxable income, including realised net capital gains and tax credits (if any), to investors each year. As such, the Fund should not be subject to income tax. Rather, investors should be subject to tax on their share of attributions made by the Fund. The Fund does not pay tax on your behalf. You may also be subject to Capital Gains Tax on the disposal of your investment in the Fund.

Investing in the Fund may also affect your entitlement to pension or other social security benefits. We suggest you seek advice from your financial adviser or Centrelink.

You should read the important information about 'How managed investment schemes are taxed' in Section 7 of the AIB before making a decision.

– Go to Section 7 of the AIB at bt.com.au.

The material relating to 'How managed investment schemes are taxed' may change between the time when you read the PDS and the day when you acquire the product.

8. How to apply

You should read the important information about 'How to apply' in Section 8 of the AIB before making a decision.

– Go to the AIB at bt.com.au.

The material relating to 'How to apply' may change between the time when you read this PDS and the day when you acquire the product.

All Investors

Before investing in the Fund, you should read this PDS together with the Additional Information Booklet and the Additional Information – buy-sell spreads, which form part of this PDS, to ensure the Fund meets your needs.

We may decline to accept any application for units without giving a reason.

Direct investors

Direct investors need to complete the relevant sections of the Application Form, before sending us the completed Application Form and identification documents. A copy of the Application Form can be obtained by contacting us.

Indirect investors

Indirect investors intending to invest through an Investment Service or superannuation fund will need to contact the Operator of their Investment Service or superannuation fund.

The Operator will be recorded in the register as the unitholder and will be the person who exercises the rights and receives the benefits of a unitholder. Indirect investors are subject to different conditions from those that would apply if investing

directly in the Fund. You should refer to the offer document for the Investment Service or superannuation fund, or contact your financial adviser or Operator for any investor queries.

Cooling-off period

Cooling-off rights do not apply to:

- any investments in the Fund acquired through an Investment Service or superannuation fund, or
- Wholesale Clients

Indirect investors should contact their Operator and read the Operator's offer document for more information on any cooling-off rights that may apply in relation to the relevant Investment Service or superannuation fund.

How we resolve complaints

Delivering on our service promise

We're constantly striving to provide the best possible service, and we'll do our best to resolve any concern you have efficiently and fairly.

Our commitment to you

If you're ever unhappy about something we've done – or perhaps not done – please give us the opportunity to put things right.

Our aim is to resolve your complaint within five (5) Business Days, however, where possible we will resolve your complaint on the spot. If we need some additional time to get back to you, we will let you know. Should we be unable to resolve your concern at your first point of contact, we will then refer the complaint to our dedicated customer managers.

Our customer managers are here to find a solution for you and will ensure that you're regularly updated about the progress we are making to resolve your complaint.

You can contact us:

Over the phone or by post:
Our contact details are under the 'For more information' heading below.

Online:
Using the secure feedback form at secure.bt.com.au/forms/complaints.asp.

If you are still unhappy

If you are not satisfied with our response or handling of your complaint, you can contact the external dispute resolution scheme, the Australian Financial Complaints Authority.

Australian Financial Complaints Authority
The Australian Financial Complaints Authority (**AFCA**) provides a free and independent service to resolve complaints by consumers and small businesses about financial firms (e.g. banks), where that complaint falls within AFCA's terms of reference.

The contact details for AFCA are set out below.

Australian Financial Complaints Authority
Online: www.afca.org.au
Email: info@afca.org.au
Phone: 1800 931 678 (free call)
Post: Australian Financial Complaints Authority
GPO Box 3 Melbourne VIC 3001

9. Other information

The Fund is subject to regular reporting and may be subject to continuous disclosure obligations. Copies of documents lodged with ASIC may be obtained from, or inspected at, an ASIC office.

You can also call us to obtain copies of the following documents, at no charge, as soon as practicable:

- the most recent annual financial report lodged with ASIC for the Fund
- any half year financial reports for the Fund lodged with ASIC after the lodgement of the above annual financial report and before the date of the PDS (if applicable)
- any continuous disclosure notices we place online at bt.com.au/pdsupdates or have lodged with ASIC.

You should read the important information about 'Other information' in Section 9 of the AIB before making a decision.

- Go to the AIB at bt.com.au.

The material relating to 'Other information' may change between the time when you read this PDS and the day when you acquire the product.

For more information

bt.com.au

For postal correspondence:

- BT Funds, GPO Box 804, Melbourne VIC 3001, Australia

For all telephone enquiries 8.30am to 5.30pm (Sydney time), Monday to Friday: 1300 881 716

For email correspondence:

- General enquiries – btfunds@unitregistry.com.au
- Transaction requests – btfunds_transactions@unitregistry.com.au