Xplore Managed Accounts

2021 End of Financial Year – Periodic Report

22 December 2021

Prepared by the Administrator:	Margaret Street Administration Services Pty Ltd ACN 163 681 678 Corporate Authorised Representative No 440581 of Investment Administration Services Pty Ltd ABN 86 109 199 108AFSL 284316
Responsible Entity:	The Trust Company (RE Services) Pty Ltd ACN 119 757 596 AFSL
Product:	Xplore Managed Account ARSN 128 111 857

The Periodic Report is a requirement of the Corporations Act 2001 which prescribes that certain information must be provided to investors in the Product at least annually.

The Periodic Report for the Xplore Managed Account is made up of three separate parts being;

- **2021 End of Financial Report** that was made available to you on the portal on 30 September 2021 and which contains information that is specific to your account including information on account balances, transactions for the financial year and details of income and costs applied to your account
- **Updated Fee Report** which is now available to you on the portal and which provides a summary of the total fees and charges that were applied to your account over the financial year. The majority of the information was provided in the 2021 End of Financial Report, however the report has been updated to include a summary total of the fees and charges.
- **This Report** which provides some additional information with respect to the Product in general

Please note that the financial accounts and auditor's report for the Product are also available on the portal for your information.

ACCOUNT INFORMATION

You can view your Account and its value and composition via the Portal.

The following information about your Account is available through your secure Portal login:

- your Account details including a list of the investments in your Account
- the performance of your Account over varying periods
- valuations of your Account updated daily
- a list of your Cash Account transactions
- any investment purchases and sales made on your behalf
- details of distributions and dividends paid
- any brokerage charged to your Account
- any transaction fees charged, and
- any fees, costs and other charges deducted from your Account, which include the costs of investing in the Product and the costs of the investment options you select

The cash balance, the current aggregated value of your Account and the value of the underlying investment positions will be updated on a daily basis as at the close of the previous Business Day.

COMPLAINTS AND OUR DISPUTE RESOLUTION PROCESS

We at Xplore Wealth are committed to providing our clients with the highest standard of service. If you are dissatisfied with our service to you, we would like you to tell us so that we can address the matter. We are committed to the efficient and fair resolution of complaints.

Our complaint resolution process

In the event of a complaint in relation to the Product or our service, the matter will be dealt with in accordance with our internal complaint resolution procedures.

You will receive an acknowledgement of your complaint. An internal review will be undertaken by the Complaints Officer and we will endeavour to provide you with a response as soon as possible. In most cases this will be within 30 business days.

How can you contact us?

In writing	The Complaints Officer - Xplore Wealth PO Box R1197 Royal Exchange NSW 1225
Email:	xpl-support@hub24.com.au
Phone:	1800 446 971 or 02 8006 5900

We will also update the Responsible Entity on any complaints received in relation to the Product and the Responsible Entity has established procedures for dealing with complaints.

If you are not satisfied with the outcome, the complaint can be referred to the Australian Financial Complaints Authority (AFCA), an external complaints resolution scheme of which the Responsible Entity is a member.

You can contact AFCA on 1800 931 678, or by writing to:

Australian Financial Complaints Authority

GPO Box 3
Melbourne VIC 3001
Email: info@afca.org.au
Website: www.afca.org.au

If you have a complaint about financial product advice or other services provided to you by your financial adviser, you should make your complaint to your Australian licensed or authorised financial adviser, who is required to have their own complaints handling process in relation to the services they provide

FURTHER INFORMATION ON THE PRODUCT

Further information in relation to the financial product is available on request and can also be found in the Product Disclosure Statement (PDS) that was provided to you at the time of joining the Product. Additional information, including a copy of the most recent PDS is available at xplorewealth.com.au.

Should you have any queries in relation to the Product, please contact your financial adviser or alternatively, you can request the information from the Administrator.

In writing	Xplore Wealth PO Box 482 Collins Street West VIC 8007 Email: xpl-support@hub24.com.au
Phone:	1300 669 891