

# Evolution Trustees Limited – Financial Services Guide

9 April 2025

## About this document

This Financial Services Guide (FSG) is issued by Evolution Trustees Limited ACN (611 839 519) (referred to in this FSG as 'ETL', 'we', 'us', or 'our') on 9 April 2025 and we provide this FSG in accordance with our Australian Financial Services License No. 486217 (AFSL). The purpose of this document is to assist you in deciding whether to use the financial services we provide.

This FSG provides information about:

- The financial services we are authorised to provide
- How instructions may be provided to us
- Our Authorised Representatives
- How we are remunerated
- Our compensation arrangements
- Our complaints processes
- Our contact details

## About ETL and our Services

We are a modern specialist fiduciary that partners with asset managers and institutions to provide bespoke corporate trustee services. We act as trustee, responsible entity and custodian for a range of clients. This FSG is required for, and applies in respect of, the provision of custodial or depository services to retail investors.

## Providing Instructions to ETL

Some products and services may permit you to provide us with written instructions by mail or email, using the contact details set out in this FSG. Those products and services may have their own rules on how to provide instructions or execute certain transactions. Please refer to the disclosure document, deed or contract associated with the product for these details. If the information provided to us is incomplete, or inaccurate, the advice or services we provide may not be appropriate for your purposes.

## Authorised Representatives

We may from time to time engage third parties to provide financial services under the *Corporations Act 2001*. Such entities provide financial services as our authorised representative. Authorised representatives can be either individuals or corporations. We may authorise a corporation to provide depository or custodial services to retail clients. In doing so, we remain responsible for the conduct of those authorised representatives when acting on our behalf.

## Remuneration

Our remuneration regarding provision of services is documented within the trust deed, constitution, relevant contractual agreement or offer document which governs our appointment.

## Compensation Arrangements – Professional Indemnity Insurance

We hold professional indemnity insurance in accordance with its obligations under s912B of the *Corporations Act 2001*. Subject to its terms and conditions, the policy covers potential losses by retail clients relating to our breaches of the general AFSL obligations in Chapter 7 of the *Corporations Act 2001* by us or our representatives.



## Complaints Processes

We have established a complaints handling process and are committed to properly considering and resolving all complaints. If you wish to lodge a complaint, you may contact us through any of the following:

- In writing: Level 15, 68 Pitt Street, Sydney NSW 2000, Australia
- By telephone: +61 2 8866 5155
- By email: [info@evolutiontrustees.com.au](mailto:info@evolutiontrustees.com.au)

Providing your contact details with the complaint will assist us in resolving it as soon as practicable. Additionally, we recognise that some of our clients may require assistance to lodge a complaint. We are happy to accept complaints made on behalf of our clients by their representatives or advocates.

We will acknowledge each complaint within one business day of receipt and may contact you to obtain additional information or clarification. We aim resolve complaints as quickly as we can, and normally no later than 30 calendar days from the date of receipt. In the event that resolution of your complaint may take longer than 30 calendar days, we will write to you setting out our reasons. Our response to you will be in a written form.

If an issue has not been resolved by us to your satisfaction, you can lodge your complaint with the Australian Financial Complaints Authority (AFCA).

AFCA provides fair and independent financial services complaint resolution that is free to consumers.

AFCA's contact details are as follows:

- Australian Financial Complaints Authority Limited GPO Box 3 Melbourne, VIC 3001
- Telephone: 1800 931 678
- Website: <https://www.afca.org.au/>
- Email: [info@afca.org.au](mailto:info@afca.org.au)

Please note that Evolution Trustees has a membership with AFCA (Member number: 38612).

## Contact Details

Evolution Trustees Limited

ACN: 611 839 519

ABN: 29 611 839 519

AFSL: 486217

Phone: +61 2 8866 5150

Address: Level 15, 68 Pitt Street, Sydney NSW 2000, Australia

Email: [info@evolutiontrustees.com.au](mailto:info@evolutiontrustees.com.au)

Website: <https://www.evolutiontrustees.com.au/>