

FINANCIAL SERVICES GUIDE

This Financial Services Guide (“FSG”) provides you with information about Viento Property Limited ABN 51 095 920 648 (“Viento”) and Australian Financial Services (“AFS”) Licence No. 224663. It gives information about the services and related financial products that Viento is authorised to provide. It also explains for whom we act and provides information about remuneration for products and services and any relevant associates. Finally, this FSG explains how you can access our internal and external dispute resolution arrangements if you have any complaints.

Services

Viento is authorised to act as a responsible entity to operate registered managed investment schemes and issue interests in property syndicates and a property fund under its AFS Licence. If you decide to make an investment in a particular product, we will provide you with a Product Disclosure Statement (“PDS”). A PDS contains information about the particular product to help you to make an informed decision about investing in that product. Viento acts on behalf of investors in those products.

Viento only provides factual information or general financial product advice on its products; Viento’s representative for that purpose is the Client Services Manager. Viento does not provide personal advice, so before making an investment you should consider your objectives, financial situation and needs and obtain and read the relevant PDS before making an investment decision. You may also wish to consult a financial adviser.

Remuneration

Viento is entitled to charge fees to act as a responsible entity for its registered managed investment schemes. You should check the relevant PDS for detailed information on fees and charges.

Viento does not charge for general product advice. Its representatives receive salaries and may be entitled to other incentives from Viento Group Limited, Viento’s listed parent company.

Will Anyone be Paid for Referring You to Us?

If another person refers you to Viento, that person may receive a referral fee of between 1-4% of the investment. This fee is paid by Viento and is not deducted from your investment.

What if You Have a Complaint?

Viento is committed to fair and prompt dealings with all enquiries and complaints and welcomes any suggestions for service improvement.

As an investor, your right to complain is set out in the *Corporations Act 2001* and the relevant product's scheme constitution. You are entitled to make your complaint by telephone or in writing. If you have a complaint, please contact our Client Services Manager on 1300 555 505 or send a letter to Viento Group Limited, Locked Bag 105, South Melbourne VIC 3205. Our business hours are 9.00 am to 5.30 pm on business days in Melbourne.

If you make a complaint:

- Your complaint will be recorded in our Complaints Register and acknowledged in writing.
- Our Complaints Officer will monitor the progress in dealing with your complaint.
- Our Chief Executive Officer must attend to your complaint within 45 days.
- You will be notified in writing of any action taken or proposal to resolve the complaint and provided with details of the external complaints resolution procedure.

Our goal is to handle your complaint efficiently, fairly and quickly. If you are not satisfied with the outcome, Viento is a member of an independent external complaints resolution scheme, the Financial Ombudsman Service Limited ("FOS"). You may take your complaint to FOS free of charge, without prejudice to any other avenues of redress available to you.

FOS Details

Postal Address: GPO Box 3
Melbourne VIC 3001
Telephone: 1300 780 808