



National Storage Financial Services Limited

Financial Services Guide

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1 Purpose

The purpose of this Financial Services Guide (**FSG**) is to help you understand the financial services and products National Storage Financial Services Limited ACN 600 787 246 (**NSFSL**) offers. After reading this FSG, you will know:

- (a) who we are;
- (b) what services we provide;
- (c) remuneration that may be paid to us and any other relevant persons;
- (d) details on how to get advice and give instructions;
- (e) how we protect your personal information, and;
- (f) details of our internal and external complaints handling arrangements.

The information contained in the FSG is general information only and has been prepared without considering your particular financial situation. NSFSL provides no warranty regarding the suitability of any of the services described in this FSG for any person.

2 About us

NSFSL holds an Australian Financial Services Licence under the Corporations Act, Licence No. 475 228 and in this document is referred to as 'we', 'our' or 'us'.

Our contact details are as follows:

NSR Investor Relations
GPO Box 3239
Brisbane QLD 4001

Phone: 1800 683 290 (within Australia) or +61 7 3218 8100 (outside Australia)

NSFSL products are promoted through financial planning, accounting, and stockbroking firms. NSFSL itself does not provide financial planning services or personal financial product advice to retail investors.

National Storage REIT (**NSR**) is a stapled entity comprising of National Storage Holdings Limited ACN 166 572 845 (**National Storage Holdings**) and NSFSL as responsible entity for the National Storage Property Trust ARSN 101 227 712 and is listed on the Australian Securities Exchange (**ASX**). To invest in NSR, contact your financial adviser or investment broker to facilitate the transaction.

3 Services we provide

NSFSL is authorised to offer a range of financial services including:

- (a) giving general financial product advice;
- (b) dealing in a financial product; and

(c) operating registered management investment schemes.

We offer advice and an ongoing service solely for investments, PDS¹, prospectuses or other disclosure documents that NSFSL manages and offers. As a listed entity, NSR is subject to continuous disclosure requirements, and you should refer to the ASX's website to view announcements.

We do not offer or provide a financial planning service or personal financial advice. This information is general advice and does not consider personal financial situations and NSFSL makes no warranty or representation that the products are suitable for your individual circumstances. NSFSL recommends that you seek the advice of a licenced financial planner to ensure the suitability of its product/s for you.

We do not, in any way, monitor individual investments.

4 Providing instructions

You may provide specific instructions to the Investor Services department by letter, email, telephone, or other methods as agreed. Investor Services can be contacted as follows:

Phone 1800 683 290

Website www.nationalstorageinvest.com.au

Email: invest@nationalstorage.com.au

Address: NSR Investor Services
GPO Box 3239
Brisbane QLD 4001

5 Responsibility of advice

NSFSL representatives are either employees or agents of National Storage Holdings Limited ACN 166 572 845 and are authorised to give general product advice only.

NSFSL representatives are acting on behalf of NSFSL. NSFSL is ultimately responsible for any general product advice provided by a NSFSL representative. NSFSL and its representatives are not authorised to give personal financial advice and NSFSL takes no responsibility for any personal advice that may be given by its representatives.

If you choose to invest directly with NSFSL, the assumption is that you have obtained the appropriate level of advice and have decided the product is a suitable investment for your financial circumstances.

NSFSL is a member of the Australian Financial Complaints Authority (**AFCA**), an external dispute resolution scheme approved by Australian Securities Investment Commission.

6 Fees, commissions, and other benefits

NSFSL and its representatives do not receive any fees or commission in relation to the provision of general financial product advice. NSFSL's representatives' salaries, bonuses and other benefits are not paid from NSFSL; these are unrelated to the provision of advice.

NSFSL is entitled to receive remuneration arising from the conduct of its duties as the responsible entity of the funds. This remuneration may include management fees such as fund and asset management fees, cost recovery payments for services performed and transaction costs associated with the relevant product. The remuneration we receive varies from product to product and is disclosed in the relevant PDS or other disclosure documents.

7 Your privacy

We take your privacy seriously because we know you do. *The Privacy Act 1988 (Cth)* and the Australian Privacy Principles guidelines specify laws protecting the privacy of your personal information when held by private sector organisations and the Australian Government.

Your personal information is used to:

- (a) assess your application;
- (b) administer and manage your assets;
- (c) facilitate NSFSL's internal business operations, including fulfilment of any legal requirements;
- (d) communicate with you and provide to you any promotional information; and
- (e) carry out confidential maintenance and testing of computer systems.

If you have a financial adviser, from time to time your adviser may need to provide your information to NSFSL to enable fulfilment of licenced dealer obligations and the provision of other services to you. It is important to ensure that the personal information we retain about you is accurate. If you have any concerns about the completeness of the information we hold for you, or would like to amend your information, call NSR Investor Services on 1800 683 290.

NSFSL may disclose your personal information (as necessary):

- (a) on a confidential basis to industry bodies, our agents, contractors, or third-party service providers that provide registry, financial, legal, administrative, or other service for the purpose of NSFSL's business or your investment;
- (b) where the law requires us to do so; or
- (c) our related entities and other organisations with whom we have affiliations so that those organisations may provide you with information about services and various promotions.

8 Anti- money laundering

We are required to comply with the *Anti-Money Laundering and Counter-Terrorism Financing Act 2006 (Cth)* and as such, we may need to collect information from you, anyone acting on your behalf, or your related parties. A 'Know Your Client' or 'KYC' form must be filled out with current identification. Where original proofs of identity are not sighted by an employee, an original certified copy of an original document(s) within 12 months of certification must be provided. Scanned copies will not be accepted.

9 Resolving complaints

If you have a complaint about a service or product we provide, please refer to our Client Complaints Handling Procedure available on our website:
www.nationalstorageinvest.com.au/governance/.

In summary, you should contact our Complaints Handling Officer and explain the complaint. Our Complaints Handling Officer can be contacted via:

- Visiting: www.nationalstorageinvest.com.au/investor-feedback/
- By email: invest@nationalstorage.com.au
- By phone: +61 7 3218 8100
- By writing:
Complaints Handling Manager
National Storage Financial Services Limited
GPO Box 3239
Brisbane QLD 4000

NSFSL aims to resolve complaints within 21 days.

If at any time you are not satisfied that your complaint is being dealt with appropriately, you can contact AFCA via:

- Phone: 1800 931 678
- Email: info@afca.org.au
- Visiting: www.afca.org.au
- Writing: GPO Box 3, Melbourne VIC 4001

10 Professional indemnity insurance

NSFSL has taken out professional indemnity insurance which satisfies the requirements for compensation arrangements under section 912B of the *Corporations Act 2001* (Cth) which covers its conduct in relation to the provision of financial services to clients. This insurance covers claims in relation to the conduct of NSFSL's representatives and employees whose conduct give rise to a claim under NSFSL's policy of insurance, notwithstanding that the representative or employee may no longer work for NSFSL.