

# CFML First Sentier Investors Infrastructure Fund

## Update pursuant to ASIC Corporations (Updated Product Disclosure Statements) Instrument 2016/1055

Date issued 1 October 2021

The information in this notice dated 1 October 2021, provides non-materially adverse updates to the CFML First Sentier Investors Infrastructure Fund Product Disclosure Statement (**PDS**) and the CFML Funds Additional Information Brochure (**AIB**) both issued 15 February 2021. This update is issued by ClearView Financial Management Limited ABN 99 067 544 549 AFSL 227677 (**CFML**) as Responsible Entity of the Fund. It should be read together with the PDS and AIB which are available at [clearview.com.au](http://clearview.com.au).

### About this update

This document incorporates information regarding changes to our **Complaints Handling Policy** to comply with the Australian Securities and Investments Commission's (ASIC) *Regulatory Guide 271 - Internal Disputes Resolution* obligations.

### Changes to the PDS

#### 1. Complaints Handling Policy

**A.** On page 7 of the PDS, under section 8 'How to apply', **replace** the section titled 'Enquiries or complaints' with:

#### If you have a complaint

At ClearView, we're never satisfied when it comes to doing better and our customers are very important to us. If something goes wrong, we're determined to make it right again. If you've had an experience with ClearView that you are not satisfied with, we're here to resolve the issue.

If you have a complaint, please call us on **132 977** or write to the following address:

**Complaints Manager**  
**ClearView**  
**Reply Paid 4232**  
**Sydney NSW 2001**  
**Email: [complaints@clearview.com.au](mailto:complaints@clearview.com.au)**

We will acknowledge your complaint within one business day (being Monday to Friday except for public holidays in Sydney NSW) of receiving it, or as soon as practical.

We will address your complaint within 30 calendar days (or within any extended period you approve).

If you are not satisfied with how we respond to your enquiry or complaint, or we have not dealt with your complaint within 30 calendar days (or within any extended period you approve), you may lodge your complaint with the Australian Financial Complaints Authority (AFCA). AFCA is the external dispute resolution scheme for financial services complaints. AFCA provides fair and independent financial services complaint resolution that is free to consumers.

**Website: [afca.org.au](http://afca.org.au)**

**Email: [info@afca.org.au](mailto:info@afca.org.au)**

**Phone: 1800 931 678**

**Mail: Australian Financial Complaints Authority**

**GPO Box 3**

**Melbourne VIC 3001**

### Need more information?

Please speak to your financial adviser or contact our Service Centre on **132 977**.

ClearView Customer Service

Reply Paid 4232

Sydney NSW 2001

**132 977**

**[client.wealth@clearview.com.au](mailto:client.wealth@clearview.com.au)**

**[clearview.com.au](http://clearview.com.au)**

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