

15 April 2024



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## Product Update Notice

### Important changes

As an investor of Genesis Investor Service (the Investor Service), we would like to advise you about important changes to the Investor Service which include the following:

- Change to the ownership of OneVue Wealth Services
- Change to the Complaints Officer

Further details about these changes can be found below. **Please note that there is no action required on your part.**

#### Change of ownership

Effective 15 April 2024, OneVue Wealth is a wholly owned subsidiary of Praemium Limited (Praemium) ABN 67 129 756 850 Australian Financial Services Licence No 329829. Employees and directors are remunerated for their services by an operating company that is a related body corporate of Praemium and may also hold shares in Praemium.

#### Guide to making a complaint

You have the right to enquire into or complain about the way we administer the products and services we provide to you. This includes the Investor Service, your Investor Service Account, the IDPS and the Managed Account.

We have established procedures to ensure all enquiries and complaints are properly considered and dealt with. Your complaint will be acknowledged within 24 hours. Should you wish to make a complaint please contact us at:

#### Praemium Complaints Handling Officer

Email: [au.complaints@praemium.com](mailto:au.complaints@praemium.com)

Address: PO Box 322 Collins Street West, Melbourne, 8007

#### Further information?

All relevant documents pertaining to the Investor Service, including our Privacy Policy, are available on the Secure Online Portal.

Should you wish to contact us you can do so using the following information.

**T: 02 9925 7222**  
**E: [info@genesisfp.com.au](mailto:info@genesisfp.com.au)**  
**W: [genesisfp.com.au](http://genesisfp.com.au)**  
**P: PO Box R1926, Royal Exchange NSW 1225**

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