

5 August 2020

Important notice to unitholders

Important information regarding Vanguard Wholesale and Retail funds

On Monday 3 August, the Victorian Government made announcements regarding restrictions on business activity from 11:59pm on Wednesday 5 August.

As we continue to monitor and respond to this evolving situation, our focus remains on serving our investors and protecting our employees. At this stage there is no material impact to our organisation or our ability to manage our clients' investments.

However in light of these changes, we ask that you consider the following when transacting with Vanguard:

Please address all documents to our GPO Box

Ensure mailed documents (*such as application or transaction forms, ID documents etc*) are sent to our GPO Box:

**GPO Box 3006
Melbourne, VIC 3001**

Documents sent to our registered office address will experience delays in processing. (Note that there are other ways to send instructions to Vanguard for many types of transactions, and these are unaffected by the restrictions; please refer to the relevant Product Disclosure Statement (PDS) for more information on how you can send instructions to Vanguard).

Please be patient with postal service times

Note that if you normally receive documents from Vanguard by post, you may experience delays due to high volumes of mail in the postal system.

Please also be aware that **requests for printed copies of documents will experience significant delays** and that we have suspended certain types of mailed confirmations you receive from us such as change of detail confirmations for address, email and telephone changes.

Withdrawal and distribution payment methods

Ensure you maintain up-to-date bank details on your Vanguard account to facilitate timely withdrawal and distribution payments. If you do not provide bank details, or if we are unable to verify your nominated bank account from the details you have provided, withdrawal or distribution proceeds will be paid by cheque. Given the COVID-19 restrictions and social distancing measures, cheque payments will be subject to delays.

Be proactive and help us help you. Here are two easy steps you can take to make transacting with Vanguard and receiving information about your account easier:

- **Update your nominated bank account details** by sending us a Change of Details form which is available on our website at your own convenience.
- **Use our online services.** For eligible investors and financial advisers, Vanguard offers an online portal to securely view your account, access your statements and more. Feel free to [register for this service](#) to reduce your reliance on mailed statements.

**If you have any questions, please contact Vanguard Client Services
(8:00 am to 6:00 pm AEST/AEDT, Monday to Friday):**

SMSF & individual investors – 1300 655 101

Financial advisers – 1300 655 205

Institutional investors – 1300 655 102

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