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## SHAREHOLDER COMMUNICATION POLICY

The Board is responsible for guiding and monitoring Trustees Australia Limited (**Company**) on behalf of shareholders by whom they are elected and to whom they are accountable.

### Objectives

1. The Board aims to ensure that the shareholders, on behalf of whom they act, are informed of all information necessary to assess the performance of the directors.

### Forms of communication

2. Information is communicated to shareholders through:
  - (a) the annual report which is distributed to those shareholders who request a copy;
  - (b) the annual general meeting and other meetings called to obtain approval for Board action as appropriate;
  - (c) the appointment of a contact for shareholder liaison to respond to telephone and written shareholder enquiries; and
  - (d) the Company's website.
3. The Company may provide materials directly to shareholders through electronic means.
4. Shareholders may also communicate via electronic means with the Company's Security Registry and may register to access personal security holding information and receive electronic information.

### Meetings

5. The Company provides information in the notice of meeting that is presented in a clear, concise and effective manner.
6. Shareholders can register questions in advance of meetings, and if responses are not addressed in the Company's presentation, the questions and answers can be addressed separately when the meeting results are announced.

### Shareholder queries

7. The Company respects shareholders' rights for information and ensures that it provides information as required in relation to its continuous disclosure obligations. Individual shareholder queries are addressed by qualified personnel within the organisation such as the Group Secretary or Chairman, taking into consideration of the Company's disclosure obligations.

The Company, as a policy, do not respond to individual queries regarding the management of the business, the company or in respect of any analysis that is not

contained with market releases or discussed at meetings. The Company reserves the right to determine information that is helpful or necessary for investors and as required but the Listing Rules.

8. Shareholders may address queries to the Company via email or telephone.

**Review**

9. This policy is subject to regular review by the Board and will be amended to reflect current best practice in communications with shareholders when appropriate.