

Our Claims Philosophy

March 2022

Perpetual Superannuation Limited (PSL) is a wholly owned subsidiary of Perpetual Limited (Perpetual). As one of the most trusted providers of financial products and services in Australia, Perpetual has been entrusted by generations of Australians to manage, grow and protect their wealth. In doing so, we know that we can make a difference to the lives of our members.

Our Claims Philosophy

Our claims philosophy is that we are here to serve you and we know that trust is earned. Our Trustee Claims team oversee the claims process so that all claims are managed in a timely and appropriate manner.

We understand that claims are made during very difficult times.

When it comes to claims processing, timeliness and communication are important factors in providing the best experience for claimants. We will always look for better and efficient ways to make our claims process easier.

We will always strive to:

- Treat you fairly
- Treat you with compassion and respect
- Provide a claims process that is clear and transparent
- Provide timely and relevant communication
- Work with you to get the appropriate outcome

This information has been prepared by Perpetual Superannuation Limited (**PSL**) ABN 84 008 416 831 AFSL 225246 RSE L003315. PSL is trustee of: Perpetual Super Wrap (ABN 22 897174 641, RSE R1074406); Perpetual's Select Superannuation Fund (ABN 51 068 260 563, RSE R1057034); Perpetual WealthFocus Superannuation Fund (ABN 41 772 007 500, RSE R1057010). To the extent permitted by law, no liability is accepted for any loss or damage as a result of any reliance on this information.

For more information

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Trust is earned.

