

Perpetual Private Investment Wrap

Inquiries and Complaints Update

The information in this notice replaces the information presented in the IDPS Guide and FSG under the Inquiries and Complaints section.

Inquiries and complaints

We're committed to providing you with the highest level of service and we have established procedures for dealing with any inquiries and complaints relating to the Investment Wrap.

Inquiries

If you have an inquiry relating to the operation of the Investment Wrap and/or any financial product advice provided in relation to the Investment Wrap, contact your adviser and discuss it with them.

Complaints

Investment Wrap

If you have a complaint about the operation of the Investment Wrap and/or any financial product advice provided in relation to the Investment Wrap, you should take one of the following steps:

1. Contact your adviser and tell them about your complaint.
2. Contact us on 1800 099 265 and tell us about your complaint.
3. Email your complaint to MyComplaint@perpetual.com.au.
4. Complete our online complaints submission form available at www.perpetual.com.au/privacy-policy/making-a-complaint.
5. Put your complaint in writing and mail it to:

Complaints – Perpetual Private Investment Wrap
GPO Box 5230, Sydney NSW 2001

We will endeavour to respond to your complaint fairly and as quickly as we can and by no later than the maximum response timeframe of 30 days. If we have not had a reasonable opportunity to respond to your complaint before the maximum response timeframe ends, we will write to you to let you know.

If, before the maximum response timeframe for your complaint has passed, you don't feel as though your concerns are being heard or have received our response and are not satisfied with the resolution that has been proposed, our Client Advocacy Team may be able to assist you. Please see www.perpetual.com.au/about/client-advocacy for information on how to get in touch with our Client Advocacy Team members.

If, at any time you are not satisfied with our response to your complaint, any aspect of our complaints handling process or if you have not received a response within the maximum response timeframe, the Australian Financial Complaints Authority (AFCA) might be able to assist you.

Australian Financial Complaints Authority

We are members of the AFCA external dispute resolution scheme.

AFCA has been established by the Commonwealth Government to deal with complaints from consumers and small businesses about financial services firms. AFCA service is free of charge to you.

Contact details for AFCA are as follows:

Phone	1800 931 678
Email	info@afca.org.au
Website	www.afca.org.au
Mail	Australian Financial Complaints Authority GPO Box 3, Melbourne VIC 3001

Portfolio investments

If your complaint relates to a financial product held through the Investment Wrap, you should approach the product issuer in the first instance. We will facilitate any dispute resolution with product issuers, including providing any necessary evidence of your holding in that financial product via the Investment Wrap.

More information

Contact your financial adviser or call:

Adviser Service: 1800 099 265

Investor Service: 1800 099 652

Email: wrap@perpetual.com.au

Trust is earned.

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