

Perpetual Self Managed Super Fund Service

Inquiries and Complaints Update

The information in this notice replaces the information presented in the Administration Services Guide under the Inquiries and Complaints section.

Inquiries and complaints

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

Inquiries

If you have an inquiry, you can either contact your adviser, phone our contact centre on 1800 645 227 during business hours, email us at diysuper@perpetual.com.au or write to:

Client Services
Perpetual Self Managed Super Fund Service
GPO Box 5106, Sydney NSW 2001

Complaints

If you have a complaint about Perpetual Self Managed Super Fund Service, you should take one of the following steps:

1. Contact one of our contact centre representatives on 1800 645 227 and tell them about your complaint.
2. Email your complaint to MyComplaint@perpetual.com.au.
3. Complete our online complaints submission form available at www.perpetual.com.au/privacy-policy/making-a-complaint.
4. Put your complaint in writing and mail it to:

Client Services – Complaints
Perpetual Self Managed Super Fund Service
GPO Box 5106, 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 45 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

More information

Contact your financial adviser or call:
Perpetual: 1800 645 227
Email: diysuper@perpetual.com.au