

Perpetual Investments WEALTHFOCUS UPDATE TO INQUIRIES AND COMPLAINTS 20 December 2017

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

We have updated our procedures to now be able to receive complaints relating to your investment irrespective of whether you invest directly with Perpetual or invest via a platform.

If you have an inquiry or complaint, you can either phone Perpetual on 1800 022 033 during business hours or write to:

Client Services
Perpetual WealthFocus
GPO BOX 4171
Sydney NSW 2001

We'll acknowledge any complaint in writing within five business days and make every effort to resolve your issue within 30 days of us being notified.

If a complaint remains unresolved after 45 days you may refer it to the Financial Ombudsman Service (FOS) of which we are a member. FOS is an external dispute resolution scheme that provides assistance to consumers to help resolve complaints relating to financial service providers. Contact details for FOS are as follows:

Address: GPO Box 3
Melbourne VIC 3001
Phone: 1800 367 287
Website: www.fos.org.au

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MORE INFORMATION

Adviser Services 1800 062 725
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