

Perpetual Investments

# PERPETUAL PURE CREDIT ALPHA FUND

20 December 2017



## PERPETUAL UPDATE TO INQUIRIES AND COMPLAINTS

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 Pure Credit Alpha Fund  
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](http://www.fos.org.au)

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This information has been prepared by Perpetual Investment Management Limited (PIML) ABN 18 000 866 535, AFSL 234426. It is general information only and is not intended to provide you with financial advice or take into account your objectives, financial situation or needs. You should consider, with a financial adviser, whether the information is suitable for your circumstances. To the extent permitted by law, no liability is accepted for any loss or damage as a result of any reliance on this information. The PDS for the Perpetual Pure Credit Alpha Fund issued by PIML, should be considered before deciding whether to acquire or hold units in the fund. The PDS can be obtained by calling 1800 022 033 or visiting our website [www.perpetual.com.au](http://www.perpetual.com.au). No company in the Perpetual Group (Perpetual Group means Perpetual Limited ABN 86 000 431 827 and its subsidiaries) guarantees the performance of any fund or the return of an investor's capital.

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### MORE INFORMATION

Perpetual Investments 1800 022 033  
Email [investments@perpetual.com.au](mailto:investments@perpetual.com.au)  
[www.perpetual.com.au/pure-credit-alpha-fund](http://www.perpetual.com.au/pure-credit-alpha-fund)

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