



PENDAL

# A guide to our financial services

Dated 29 June 2026



Issued by:

Pendal Fund Services Limited  
ABN 13 161 249 332

Australian Financial Services  
Licence No. 431426

## About this Financial Services Guide

This Financial Services Guide (FSG) is an important document, which is designed to assist you in deciding whether to use any of the financial products or services offered by Pental Fund Services Limited ABN 13 161 249 332 (**Pental, we or us**). We are required to provide you with this FSG as a requirement under our Australian Financial Services Licence (AFSL).

This FSG provides important information about the following:

- About Pental;
- The financial products and services we are authorised to provide;
- How we are paid for the financial products and services we provide;
- How we pay others for the financial products and services we provide;
- How we deal with complaints;
- How we collect, use and disclose your personal information;
- Our contact details.

If you have any questions about us or about this FSG, you may contact us via the details set out on the back cover of this FSG. Any changes to the details can be found at [www.pentalgroup.com](http://www.pentalgroup.com)

Pental provides no warranty regarding the suitability of any of the financial products or services described in this FSG for any person.

## Other documents you may receive

### **Product Disclosure Statement**

Before you can invest in one of our financial products, Pental is required to provide you with a Product Disclosure Statement (PDS).

The PDS contains important information about the particular financial product to help you make an informed decision about that product. The PDS will contain information about any relevant terms and conditions for the financial product, significant benefits and risks of holding the product, fees and costs associated with the product, the potential taxation implications of investing in the product and our complaints handling process.

### **Statement of Advice**

Pental does not provide personal financial product advice or recommend financial products. However, if you receive personal financial product advice from your financial adviser, your financial adviser will provide you with a Statement of Advice (SOA). The SOA will contain a record of the personal advice you receive as well as the basis on which the advice is provided and information about fees, commissions and relationships which may influence the advice.

### **Target Market Determination**

A target market determination (TMD) describes the class of investors for whom a financial product is likely to be suitable based on their investment objectives, financial situation and needs. As an issuer of managed funds to retail investors, Pental must not distribute a financial product unless a TMD for the product has been prepared. For more information on whether a Pental fund may be suitable to your investment objectives, financial situation and needs, please refer to [www.pentalgroup.com/ddo](http://www.pentalgroup.com/ddo).

## Providing instructions to us

Generally, you may give us instructions in writing by post, email, fax and in some cases by telephone or by such other means as agreed with us. Our contact details are set out on the back cover of this FSG.

## About Pandal

Pandal Fund Services Limited is the responsible entity of the Pandal funds and provides the financial services covered by this FSG.

Pandal is a wholly owned subsidiary of Perpetual Limited ABN 86 000 431 827 and is part of the Perpetual Group, which has been in operation for over 130 years.

## The financial products and services we are authorised to provide

### Financial products and services provided by Pandal

Our AFSL authorises us to provide the following types of financial services to retail and wholesale clients in relation to the following financial products:

#### Provide general financial product advice for the following types of financial products:

Deposit and payment products — basic and non-basic

Derivatives

Foreign exchange contracts

Government bonds, debentures or stocks

Interests in managed investment schemes including investor directed portfolio services (IDPS)

Securities

Superannuation

#### Deal in the following types of financial products — issue, apply for, acquire, vary or dispose of a financial product:

Derivatives

Foreign exchange contracts

Interests in managed investment schemes excluding IDPS

Securities

#### Deal in the following types of financial products — apply for, acquire, vary or dispose of a financial product on behalf of another person:

Deposit and payment products — basic and non-basic

Derivatives

Foreign exchange contracts

Government bonds, debentures or stocks

Interests in managed investment schemes including IDPS

Securities

Superannuation

#### Deal in the following types of financial products — underwrite:

Interests in managed investment schemes

An issue of securities

#### Operate a registered managed investment scheme — schemes holding only the following types of property:

Derivatives

Financial assets

#### Provide a custodial or depository services:

Operate custodial or depository services other than IDPS

### **Responsibility for the financial products and services provided**

Pendal is responsible for the financial products and services it provides to you as described in this FSG.

We will provide these products and services through our respective representatives who may consist of employees, third party service providers, or any authorised representatives appointed by each of them.

### **Personal advice that has regard to your financial objectives, financial situation or financial needs**

Pendal is not authorised to provide any personal financial product advice. Personal financial product advice is advice that takes into account one or more of your financial objectives, financial situation or financial needs.

Pendal only provides factual information and general financial product advice regarding the financial products we are authorised to provide, issue or deal in. General financial product advice does not include any direct or implied recommendation that the financial products provided by us are appropriate to the personal objectives, financial situation or needs of any particular person.

You should consider the appropriateness of any general financial product advice we may provide having regard to your particular circumstances before acting on this information or making any investment decision.

## **Professional indemnity insurance**

Perpetual Limited holds a professional indemnity insurance policy, which complies with the requirements for compensation arrangements under section 912B of the Corporations Act (2001). Subject to its terms and conditions, the policy provides cover for civil liability resulting from third party claims relating to the professional services provided by employees and representatives of Perpetual Limited and its subsidiaries, including claims relating to former employees where such claims relate to acts performed in the course of their duties. This policy covers the professional services provided by Pendal, as a wholly owned subsidiary of Perpetual Limited and member of the Perpetual Group.

## **How we are paid for the financial products and services we provide**

### **Remuneration for the financial products and services we provide**

We do not charge a fee for providing you with general financial product advice.

If you invest in a financial product or service that we provide, Pendal is remunerated directly through the product management fees (and where applicable, performance fees) that we charge for your investment in that financial product or service. The fees and costs (including product related transaction costs, ongoing fees and other incidental charges) are generally based on a percentage of the value of your investment and are set out in the relevant PDS for the particular financial product or service.

### **Remuneration and other benefits received by employees**

Employees do not receive any commissions, payments or other benefits directly related to the financial products and services we provide you.

Employees are remunerated by salary and may also be eligible to receive a variable reward in the form of short term incentive (i.e. bonus) payments and long term incentive grants. Bonus payments are dependent on various factors including individual employee performance during the year, overall team and business unit performance and the Perpetual Group's performance against its financial objectives.

Bonuses are generally paid annually and can include both a cash and deferred component. Deferral can be in the form of cash, equity or in the case of our investment teams, as investments into the funds they manage. Long term incentive grants are typically made annually, in the form of equity, to eligible employees on an invitation basis only.

The absolute value of the variable remuneration and what employees will receive is determined following the end of the relevant financial period.

## How we pay others for the financial products and services we provide

### **Product access payments and fund manager payments**

From the product management fees we receive, we may pay product access payments (as a flat dollar amount each year) to wrap platforms, master trusts or other investment administration services (collectively **Platforms**) for making our financial products available on their investment menus.

The amount of these payments may change during the life of each financial product. As these amounts are paid by us out of the fees we receive, they are not an additional cost to you.

## Fees paid to financial advisers and other persons

### **Direct remuneration**

Pendal does not pay commissions to financial advisers who provide financial product advice to retail investors.

### **Non-monetary benefits**

We may make non-monetary payments or benefits (including sponsorships, gifts and entertainment) to financial advisers, dealer groups and platform providers who provide financial product advice to retail investors where those payments are less than \$300 or are given in relation to providing information technology support or software used for professional development, or for genuine educational and training purposes.

The provision of such benefits or payments will be made in accordance with applicable law and are not an additional cost to you.

## Register of non-monetary benefits

We maintain a register that outlines all of the non-monetary payments or benefits that we make to financial advisers, dealer groups and platform providers or receive from them with a value equal to or greater than \$100 and less than \$300.

You can obtain a copy of this register by contacting our Client Services team as set out on the back cover of this FSG.

## Associations or relationships with financial product providers

Other companies within the Perpetual Group provide various financial products and services, the details of which (including fees, costs and remuneration) are contained in the relevant PDS, issued by the relevant company for those financial products and services.

## How we deal with complaints

If you have any concerns or complaints, as a first step, please contact Pental Client Services. Our contact details are on the back cover of this FSG.

We are committed to dealing with your complaint fairly and as quickly as we can and within the maximum response time, which is 30 days after receiving your complaint. If we are unable to respond to your complaint within 30 days, we will notify you in writing and let you know the reasons for the delay.

### **Australian Financial Complaints Authority**

If you believe that your complaint or concern has not been dealt with satisfactorily, the Australian Financial Complaints Authority (AFCA) may be able to help you. AFCA has been established by the Commonwealth Government to help consumers and small businesses deal with complaints about financial services firms. AFCA's service is free of charge to you. Time limits may apply to complain to AFCA and so you should act promptly. Consult the AFCA website [www.afca.org.au](http://www.afca.org.au) for time and other limits that may apply.

AFCA's contact details are:

Online form: [www.afca.org.au/make-a-complaint](http://www.afca.org.au/make-a-complaint)  
Email: [info@afca.org.au](mailto:info@afca.org.au)  
Telephone: 1800 931 678 (free call)  
Address: Australian Financial Complaints Authority  
GPO Box 3, Melbourne VIC 3001

For more information on how we deal with complaints, you can access our complaints handling policy at [www.pentalgroup.com/contact/concerns-or-complaints](http://www.pentalgroup.com/contact/concerns-or-complaints).

## How we collect, use and disclose your personal information

### **Privacy**

Your privacy is important to us and we are committed to promoting a privacy policy that will ensure the privacy and security of your information.

Any personal information collected by us will be handled in accordance with our Privacy Policy.

The Privacy Policy governs how we can collect, use, hold and disclose your personal information, as well as ensuring the quality and security of your personal information. Our privacy policy can be viewed at [www.pentalgroup.com/privacy](http://www.pentalgroup.com/privacy) or a copy can be obtained by contacting us in writing, by fax or by telephone as set out on the back cover of this FSG.

The main reason we collect your personal information is to provide you with financial products and services. If you do not provide all the information we request, we may not be able to accept your application for a product or service, or we may no longer be able to provide a product or service to you.

We may also use your personal information from time to time to provide additional services to you, such as market updates and to tell you about products and services available from us which we believe may interest you. If you do not wish to receive this information, please contact us as set out on the back cover of this FSG.

We may share your personal information with other external service providers who perform various functions on our behalf (for example, mailing houses and technology service providers), with persons who act on your behalf in relation to your investment (such as your financial adviser) and with other parties where it is required or allowed by law or where you have given your consent, but those persons or companies may not use your personal information for other purposes.

If you have any concerns about the completeness or accuracy of the information we have about you or would like to access or amend your personal information, please contact us as set out on the back cover of this FSG.

### **Anti-Money Laundering and Counter-Terrorism Financing**

We are required to comply with Anti-Money Laundering and Counter-Terrorism Act 2006 (AML/CTF Act), Regulations and AML/CTF Rules (collectively AML/CTF laws). These laws are designed to prevent the misuse of financial systems for illegal activities. To meet the obligations under the AML/CTF laws, we must:

- Identify and verify your identity before providing services to you
- Collect additional information about you, including information about the nature of your investments and, where required, the source of your funds and wealth
- Conduct ongoing monitoring of your account and transactions to ensure they remain consistent with our understanding of you.

We may also request updated or additional information at any time, including after your investment account has been established. This means we must collect your personal information as well as your identification documents, and where required, additional supporting documents. Investors who do not supply the required information may find their application (or future transactions) delayed or refused.

## Our contact details

You can contact Pendal in any of the following ways:



### **CLIENT SERVICES ENQUIRIES**

Investors: 1300 346 821

Advisers: 1300 346 825

Overseas investors: +61 2 9164 8333

Monday to Friday 8.30am to 5.30pm (Sydney time)

Fax +61 2 9251 3525

Email [pendal@apexgroup.com](mailto:pendal@apexgroup.com)



### **UNIT REGISTRY: APEX FUND SERVICES PTY LTD**

GPO Box 4584

Sydney NSW 2001

Australia



[WWW.PENDALGROUP.COM](http://WWW.PENDALGROUP.COM)