



PENDAL

A guide to our financial services

Dated 1 July 2019



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 (**Pental, we or us**) ABN 13 161 249 332. 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

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 charges associated with the product, potential taxation implications and dispute resolution.

Statement of Advice

Pental does not provide personal advice or recommend financial products. However, if you receive personal 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.

Providing instructions to us

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

About Pental

Pental Fund Services Limited is the responsible entity for the financial products and services covered by this FSG and is a wholly owned subsidiary of Pental Group Limited.

Pental Group Limited is listed on the Australian Securities Exchange (ASX code: PDL) and is an independent, global investment management firm focused on delivering superior investment returns for its clients through active management.

Pental offers investors a range of Australian and international investment choices including shares, property securities, fixed income and cash strategies, as well as multi-asset and responsible investments. To complement its in-house expertise, Pental also partners with leading global investment managers.

The financial products and services we are authorised to provide

Financial products and services provided by Pental

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 or services through our respective representatives who may consist of Pendal employees, third party service providers, or any authorised representatives appointed by each of them.

Personal advice that has regard to your objectives, financial situation and needs

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

Pendal only provides factual information and general 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 and 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

Pendal 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 covers claims relating to the professional services provided by Pendal and its representatives, including claims that may arise after their employment with Pendal has ceased.

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 issuer 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 Pendal employees

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

Our 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 allocations. Bonus payments are dependent on various factors including individual employee performance during the year (including the level of product sales revenue generated which applies to the sales team only), overall team or business unit performance and Pendal's performance against its financial objectives. Bonuses are paid annually and can include both a cash and equity component. Long term incentive allocations are made annually in the form of performance share rights and are provided on an invitation basis.

The absolute value of the variable reward and whether an employee will receive such payments is determined following the end of the financial and performance year.

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

Product access payments and fund manager payments

From the 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 (**Platforms**) for making our funds available on their investment menus.

Fund manager payments to platform operators (based on volumes of business generated) are only paid by us where such payments are permitted under an arrangement entered into with the relevant Platform before 1 July 2013. Volume based fund manager payments are not paid by Pandal under new arrangements entered into with Platform operators on or after 1 July 2013.

The amount of these payments may change during the life of the FSG. As these amounts are paid by us out of our own resources, they are not an additional cost to you.

Fees paid to financial advisers and other persons

Direct remuneration

Pandal 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.

If these amounts or benefits are provided, they are payable out of the fees and costs we are entitled to receive 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 between \$100 to \$300.

You can obtain a copy of this register by contacting our Client Services team.

How we deal with complaints

Complaint resolution is a priority for Pental.

If you have a complaint with the financial products and services that we provide, you can:

As a first step, contact us and explain your concerns and if possible we will attempt to resolve your problem straight away:

Phone 1800 813 886

Email clientservice@pentalgroup.com

If the complaint cannot be resolved at first contact, please write to us at the following address:

The Complaints Officer
Pental Fund Services Limited
Level 14, The Chifley Tower
2 Chifley Square
Sydney NSW 2000

We will let you know that we have received your complaint and every effort will be made to resolve the complaint within 30 days of receipt. While most matters can be resolved quickly, more complex issues may take longer and in these cases we will keep you advised at regular intervals and specify a date when a decision can reasonably be expected. By law, we are required to respond and finalise your complaint within a maximum of 45 days.

Each complaint is addressed in an equitable, objective and unbiased manner through the complaint handling process.

However, if you believe that your complaint has not been dealt with satisfactorily, you may wish to contact the Australian Financial Complaints Authority.

Australian Financial Complaints Authority

The Australian Financial Complaints Authority (AFCA) is an external dispute resolution scheme that independently and impartially resolves disputes relating to the financial services industry, including investments, managed funds and pooled superannuation funds.

Contact details for AFCA are as follows:

Website: www.afca.org.au

Email: info@afca.org.au

Telephone: 1800 931 678 (free call)

In writing to: Australian Financial Complaints Authority
GPO Box 3, Melbourne VIC 3001

Australian Securities and Investments Commission

The Australian Securities and Investments Commission also has a free call info line on 1300 300 630. You can use this number to make a complaint and to obtain further information about your rights.

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 Pental's Privacy Policy.

The Pental 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 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

To meet our regulatory and compliance obligations under the Anti-Money Laundering and Counter-Terrorism Financing Act 2006 (AML/CTF Act), Pental will also be collecting certain additional information about you and increasing the levels of control and monitoring it performs. The purpose of the AML/CTF Act is the regulation of financial services and transactions in a way that will help detect and prevent money laundering and terrorism financing.

You should be aware that we may be required to carry out a procedure to verify your identity before providing financial products or services to you, and from time to time thereafter. Accordingly, we must collect personal information as well as identification documentation from you. Investors who do not supply the additional information requested may find their application (or future transactions) delayed or refused.

At times, we may be legally obliged to disclose the information and documentation you provide us to third parties and/or law enforcement agencies, including the Australian Transaction Reports and Analysis Centre.

Our contact details

You can contact Pental in any of the following ways:



CLIENT SERVICES ENQUIRIES

Phone 1800 813 886
Monday to Friday 8.00am to 5.30pm (Sydney time)
Fax 02 9274 5786
clientservice@pentalgroup.com



PENTAL FUND SERVICES LIMITED

GPO Box 2675
Sydney NSW 2001
Australia



WWW.PENTALGROUP.COM