Pendal's Secure Online Web Portal – Transacting Online

This guide provides further information regarding our secure online web portal which will assist investors in accessing their Pendal accounts. Our registry service provider is Apex Fund Services Pty Ltd (Apex).

Who are Apex Group?

Apex Group are a global fund administration service provider, with over 10,000 employees in 85+ locations servicing nearly $3 trillion in assets.

How to self-register to use the Online Web Portal

To access our secure Online Web Portal and view your Pendal holdings online, please complete the self-registration process:

1. Go to the Pendal website – https://www.pendalgroup.com and click 'Investor/ Adviser Portal' at the top right hand corner
2. Select 'Register'
3. Complete self-registration for online web portal access

You will need the following details handy to complete the registration process:

- your new Investor Number which is noted on the top right of your transaction statement
- the Pendal fund name you are invested in
- your contact details including your email address and mobile number
- part of the registered name
- country as per your address on file

You will need to self-register for each Pendal investment you hold that has a different Account Name.

Once you complete the self-registration process, you will have 'view only' access to your Pendal unit holdings. You will be able to:

- View your unit holdings
- View your transactions online
- Run customised reporting for different date ranges
- Access your investor statements - excluding transaction confirmation statements and monthly periodic statements which we will send to you by email or post, depending on how you have elected to receive correspondence from us.

How to register to transact online

To elevate your online access to enable you to update your account details online and to transact online, you must first complete the Investor Portal Access Form.

Once you complete the Investor Portal Access Form, you will be able to:

- Update your communication preference method
- Change or remove your home phone, work phone and fax numbers
- Update your residential address
- Update your distribution instructions from direct credit to dividend reinvestment
- Make additional investments
- Make partial withdrawals up to 90% of your current holding (excluding Pendal Managed Cash Fund & Pendal Stable Cash Plus Fund)

How can I update my contact details / communication preference method online?

Once you have logged into the online web portal click 'My Details' on the top right hand corner.

Select the relevant field you would like to update and enter the new details.

Select Save.

You will receive an activation code to your mobile number that is recorded on file.

Enter this activation code in the pop up to finalise the changes and select submit.

How can I update my distribution method from direct credit to dividend reinvestment?

Once you have logged into the online web portal select the relevant fund at the bottom of the page.

Select Settings.

Update Distribution Method to Reinvestment.

Select Save.

You will receive an activation code to your mobile number that is recorded on file.

Enter this activation code in the pop up to finalise the changes and select submit.

* To update your distribution method from dividend reinvestment to direct credit, please complete a Change of Details Form

For more information

If you have any questions or require further information, please call Apex on 1300 346 821 if you are a Pendal investor, or 1300 346 825 if you are an adviser, between 8:30am to 5:30pm (Sydney Time) Monday to Friday.