
CLIENT COMPLAINTS POLICY

1. INTRODUCTION

1.1. Background

There may be times where the Company does not meet your expectations. In these circumstances we encourage you to let us know. We are committed to learning from your experiences as it will help us to continually improve the Services we deliver.

1.2. Application of Policy

This policy applies whenever clients are dissatisfied with the services provided by the Company. It sets out how clients can communicate their complaint to the Company and the reasonable steps the Company will take to address those complaints.

2. SEND COMPLAINT

For enquiries, contact Pella during business hours (9am to 5pm Sydney time). It helps if you have your investor number handy when you contact Pella. Pella is contactable by phone, email, via Pella's website, or via mail as per the details below.

Mail	117/165-167 Phillip Street, Sydney NSW 2000
Telephone	+61 (02) 9188 1500
Email	enquiries@pellafunds.com
Website	https://www.pellafunds.com/contact

Perpetual has established procedures for dealing with complaints in relation to the 'Pella Global Generations Fund'. If an investor has a complaint, they can contact Perpetual or the Investment Manager during business hours, using the contact details provided on the first page of this PDS.

Perpetual will endeavour to resolve your complaint fairly and as quickly as we can. Perpetual will respond to your complaint within the maximum response timeframe of 30 days. If Perpetual are unable to respond within the maximum response time because we have not had a reasonable opportunity to do so, we will write to you to let you know of the delay.

All investors (regardless of whether you hold units in the Fund directly or hold units indirectly via a Wrap) can access Perpetual's complaints procedures outlined above. If investing via a Wrap and your complaint concerns the operation of the Wrap then you should contact the Wrap operator directly.

If an investor is not satisfied with the final complaint outcome proposed, any aspect of the complaints handling process or a delay in responding by the maximum response time, the Australian Financial Complaints Authority (AFCA) may be able to assist. AFCA operates the external complaints resolution scheme of which Perpetual is a member. If you seek assistance from AFCA, their services are provided at no cost to you. You can contact AFCA at:

Mail	Australian Financial Complaints Authority, GPO Box 3, Melbourne VIC 3001
Telephone	1800 931 678 (free call)
Email	info@afca.gov.au
Website	www.afca.org.au

AFCA operations are financed by contributions made by its members, including Perpetual. AFCA is free to consumers. For information on the AFCA Rules governing its jurisdiction and processes, please refer to www.afca.org.au.

If you are dissatisfied with a product or service provided by us, you can lodge a complaint with us.

3. EVALUATION

We will take note of what information you provide to us. This information will be passed on to the appropriate person at the Company to deal with the complaint.

We are committed to resolving your complaint within a timely manner.

4. RESPONSE

We will keep in touch with you during the process. If you require support, please email enquiries@pellafunds.com. Once we have finalised your complaint, we will advise you of our findings and any action we have taken.