Perpetual Adviser Online Portal Super and Pension User Guide

November 2025

Perpetual

CONTENTS

Disclaimer:
The information in this user guide is to provide general guidance on using Perpetual Adviser portal. No information in this user guide should be treated as any form of legal, financial or any other advice under any circumstances. Perpetual may alter or update the information contained in this user guide without notice.

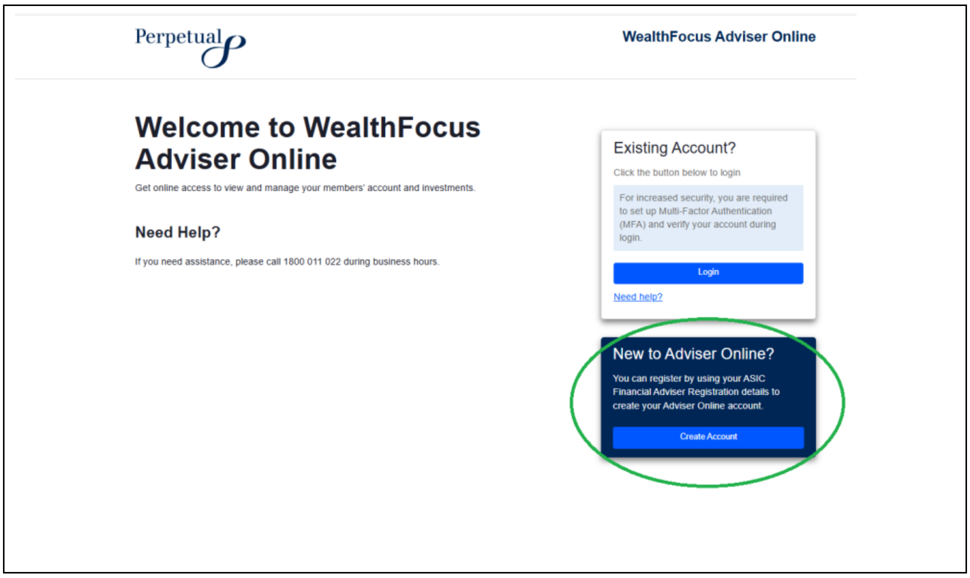
Please note fictitious names are used for investor and adviser or any other identifying features in making of this guide. Any resemblance to real persons is coincidental.

1 PORTAL REGISTRATION

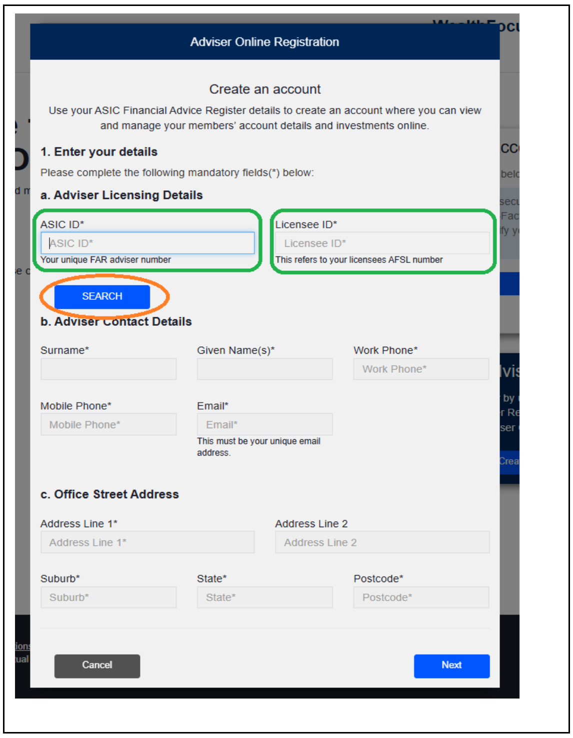
a. Access the Adviser Online portal URL below for the relevant Perpetual product:

WealthFocus Super & Pension	https://adviser.aas.com.au/login/Pw
Select Super & Pension	https://adviser.aas.com.au/login/Pk

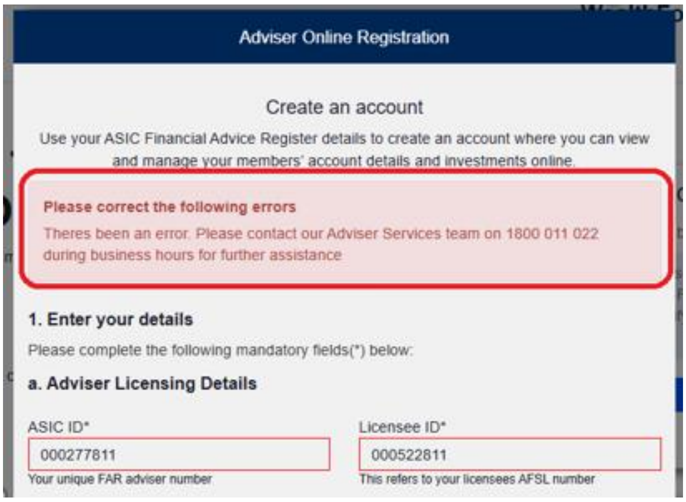
b. On the logon page, click on “Create Account”



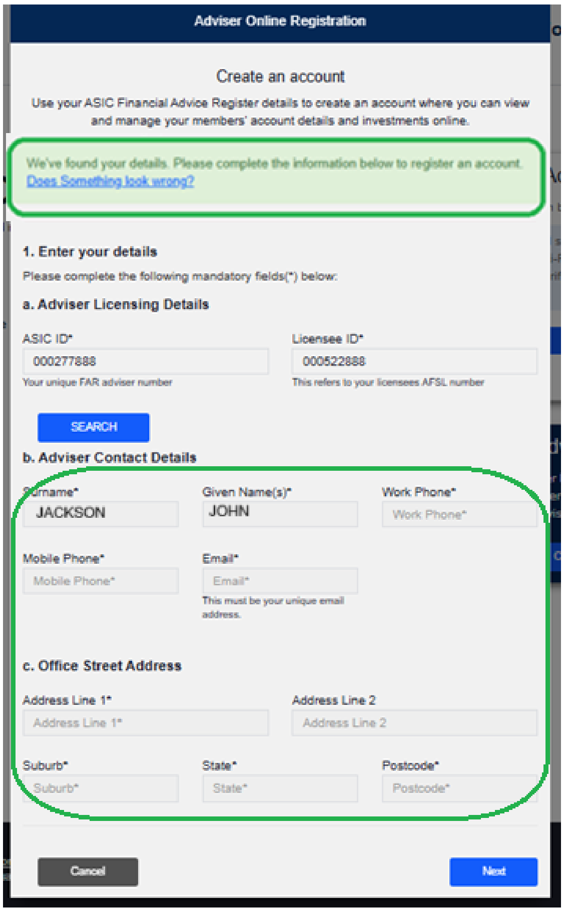
c. You will be prompted to enter your ASIC Adviser ID (FAR Adviser ID) & your licensee’s AFSL number. The system will validate these IDs against the ASIC database.



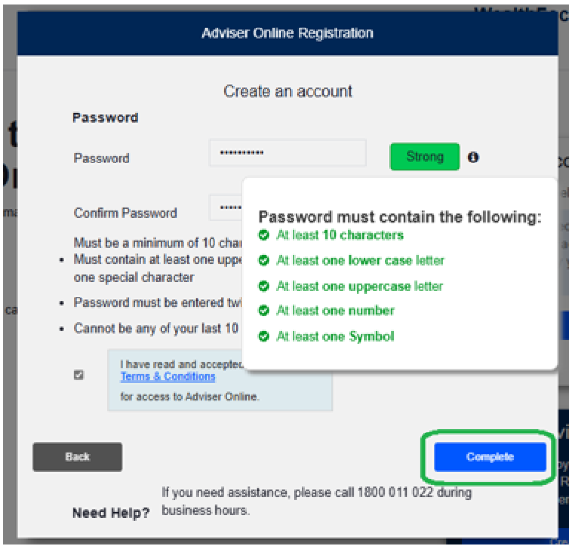
d. If you encounter an error message, please recheck your license numbers and try again. Note the adviser and licensee must be current on the ASIC Financial Advice Register. Please contact us if you require further assistance. Please refer to the "Support and Troubleshooting" section for the relevant contact details



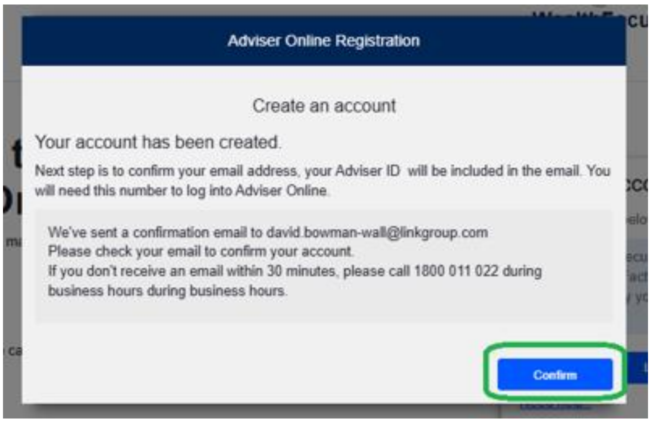
e. Upon successful validation, some of your details will be auto populated in the registration form. Please complete the remaining fields eg. Mobile phone, Email etc. and click Next.



f. You will be prompted to nominate a password, then click on Complete.



g. Click on Confirm and an automated email will be sent to your nominated email address containing your Adviser login ID and next step complete the online registration.



h. Access the email received and click on the verification link within the email to proceed with the registration process. Note your Adviser ID is also your login ID for the Adviser portal.

Subject: Perpetual WealthFocus Adviser Online confirm your registration

Dear JOHN,

Thank you for registering for Adviser Online. Please click on the link below to activate your account:

https://adviserportal-uat.orientsys.com.au/login/PW/confirmRegistration/cc0ff294-12d1-46f4-8156-55d442e0e1b6

Your Adviser ID/ Login ID is: 283656

If you believe this may be unauthorised access or did not initiate this change, please contact us immediately.

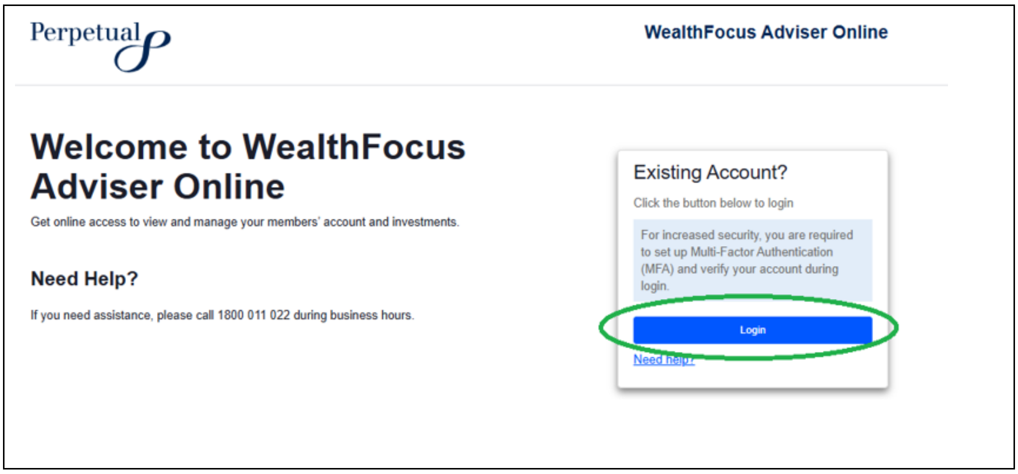
If you need assistance, please call 1800 011 022 during business hours.

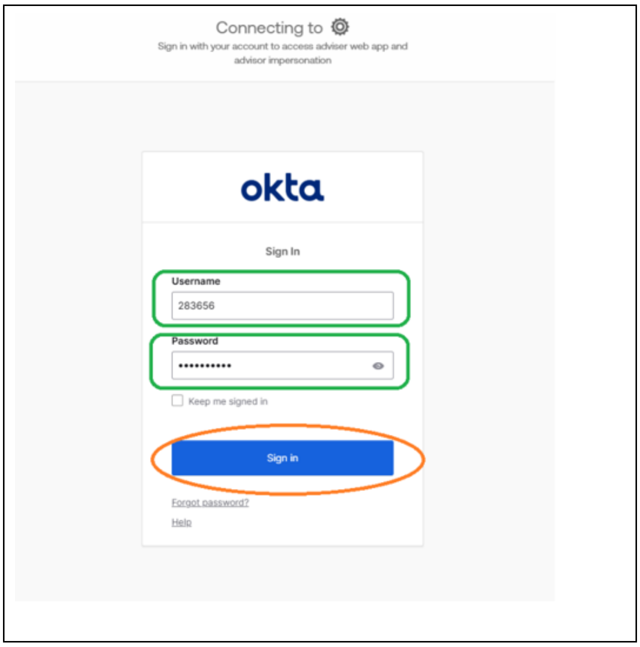
Kind Regards,

Perpetual WealthFocus

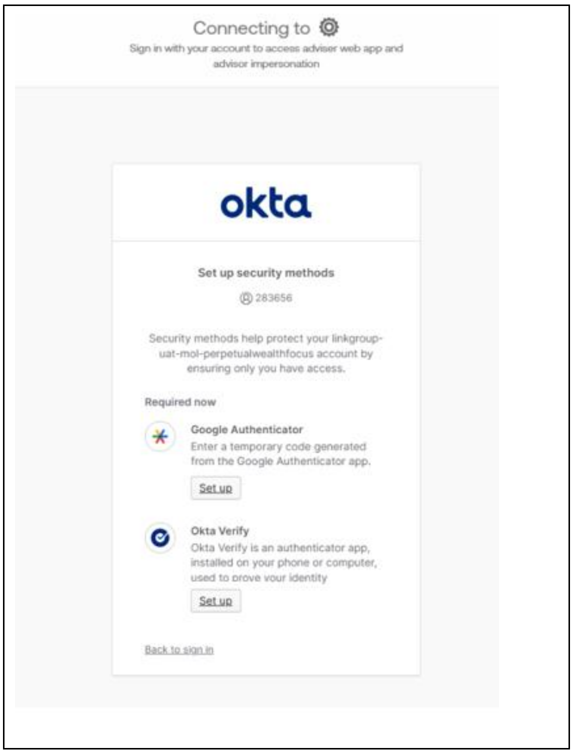
i. Your Adviser ID has been registered successfully. Click Confirm.

j. You will be redirected back to the Adviser portal login screen. Click on “Login” and enter your login credentials which will be your Adviser ID as noted in the registration email and password nominated in step (f) above.



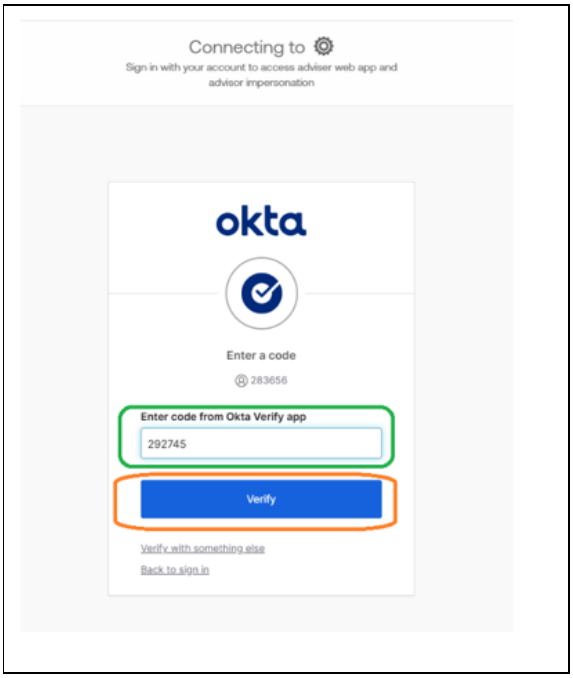


k. Select your preferred security method and follow the prompts to complete the MFA set up.



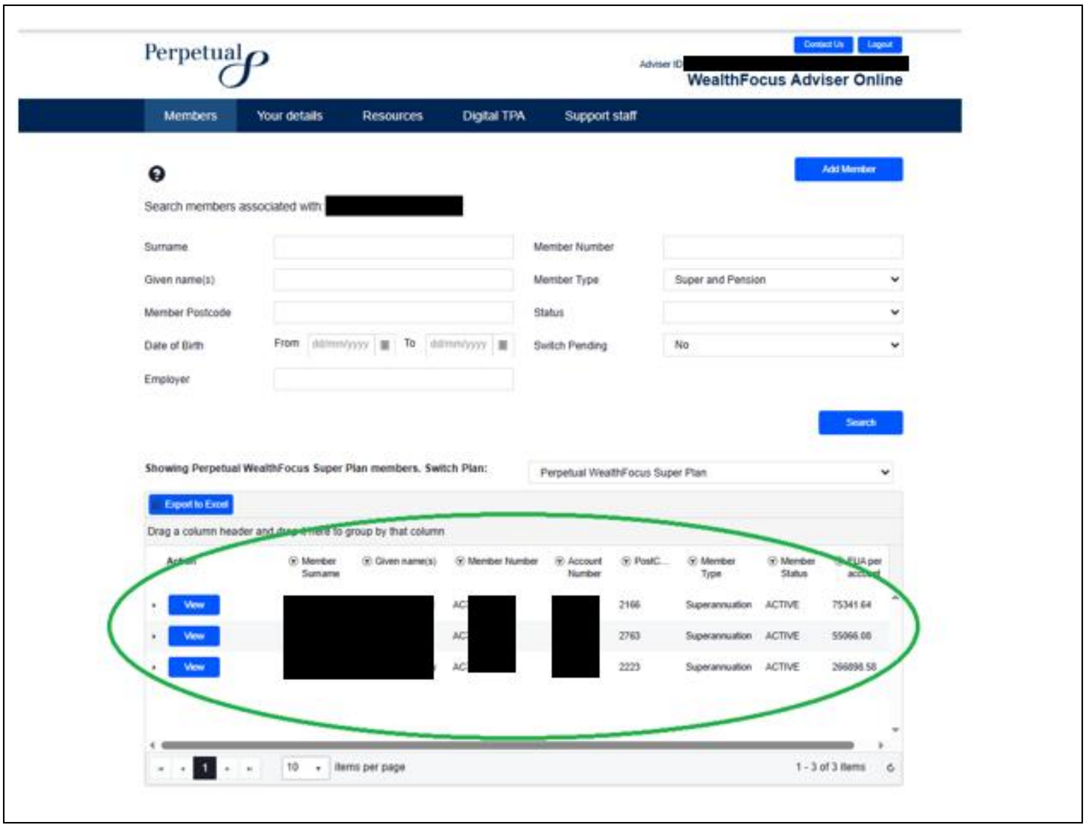
l. Once MFA set-up is done, click Continue and you will be redirected back to the logon page. MFA is now enabled for all subsequent logins to the portal.

Example of OKTA authentication

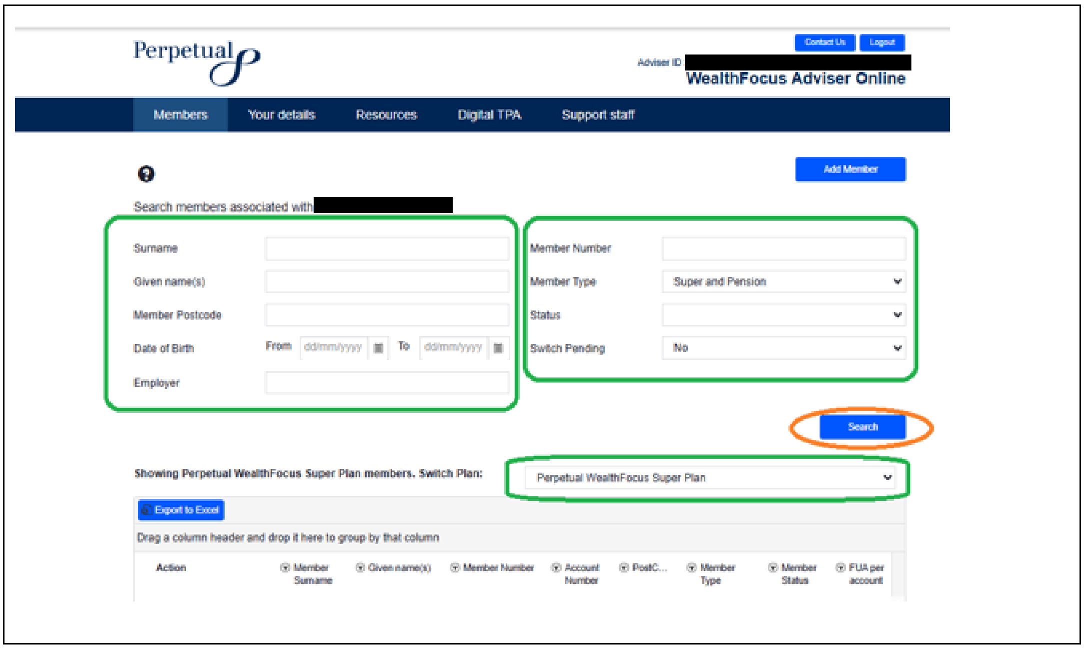


2 SEARCH MEMBERS

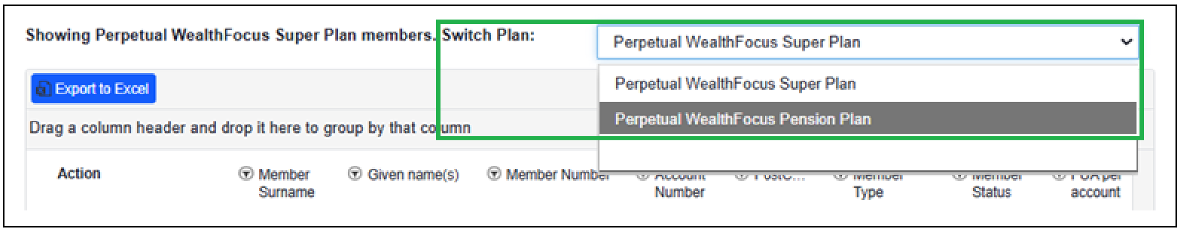
a. After logging into the portal, the member accounts holding Superannuation linked to your adviser Id will automatically load in the member list section.



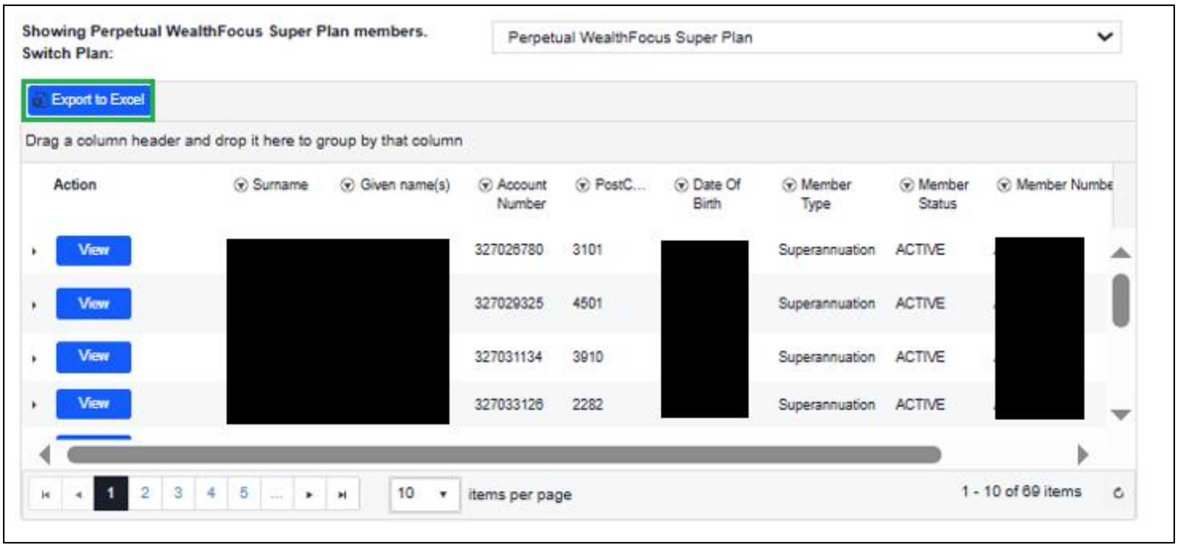
b. You can search for a specific member number using criteria such as member number, product or members' names.



c. To search for pension members, click on the Switch Plan field and select Pension Plan in the drop-down menu. The member listing will refresh to display list of pension accounts linked to the adviser Id.

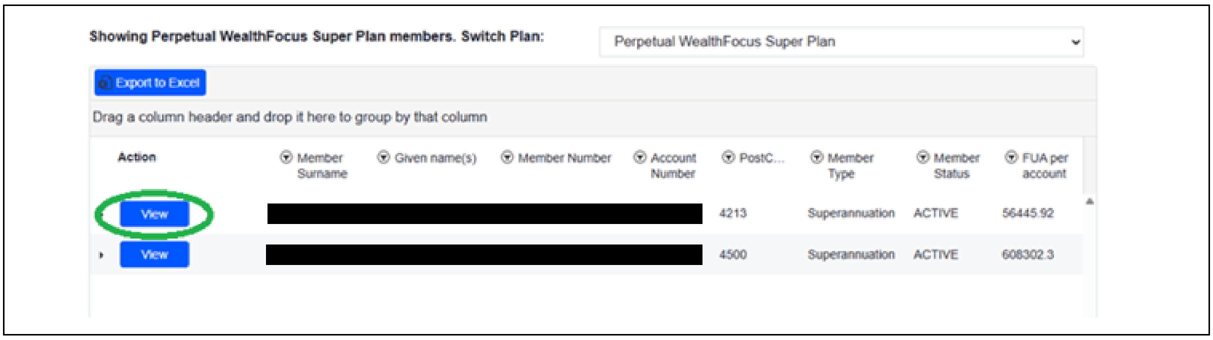


d. Click “Export to Excel” option to export list of member records.



3 ACCESSING MEMBER RECORD

a. Click “View” for access further details and request action for the selected member.



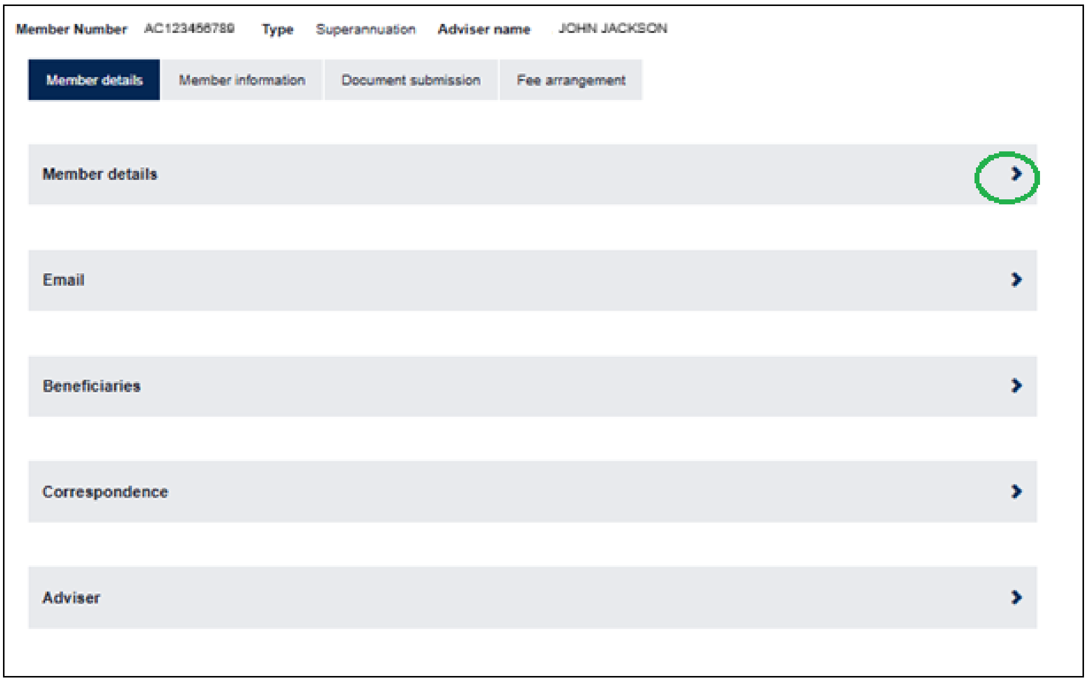
b. Click on “Member Details” tab to view the member’s account details.

The Member details tab contains the below information. Member account information may be updated online subject to the adviser’s authority level for the selected member.

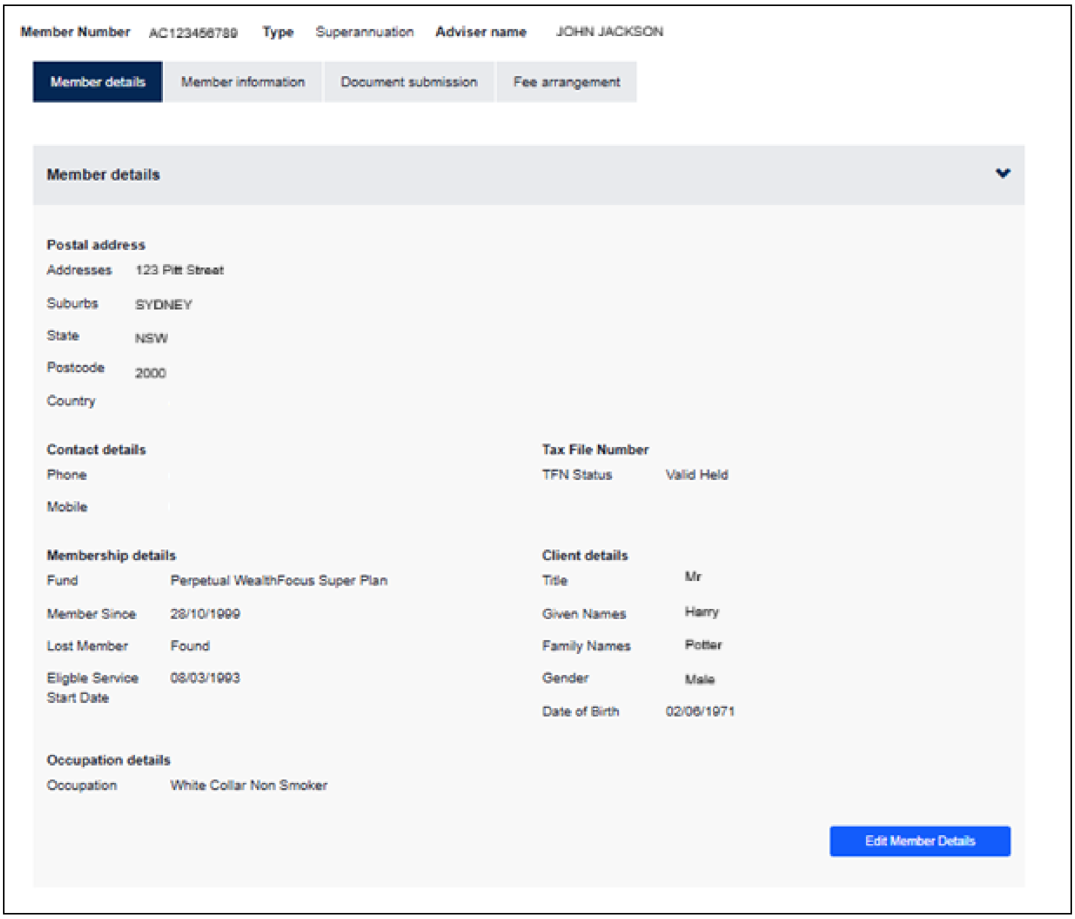
Tab	Description
Member details	Display member address details, member contact details, TFN consent status, member account details, member name and DOB.
Email	Display member’s nominated email address. Note change of email will trigger a notification to the member’s existing email address and will require member online authorization.
Beneficiaries	View member’s nominated binding or non-binding beneficiaries. Only non-binding beneficiaries may be updated online. Any changes to existing or new binding nominations must be requested by the member submitting the appropriate form. The form is available at www.perpetual.com.au
Correspondence	View a member’s historical annual statements and other correspondences
Adviser	View advisers contact details, authority level and advice fee details (if any) for a member

3.1 Member details

a. Expand the member details section by clicking on the arrow on the collapsed row.

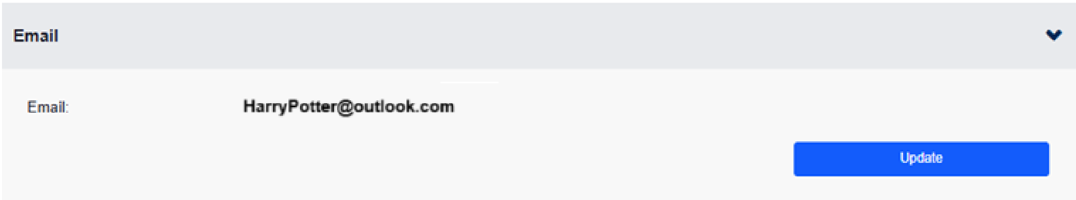


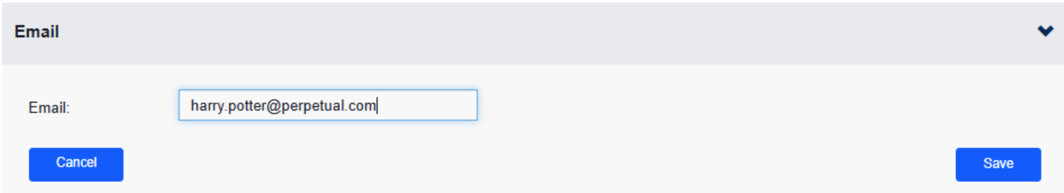
b. Click on the “Edit Member Details” button to edit member information, noting not all member details can be updated online and may require a member signed change of details form eg. Date of Birth, TFN status etc.

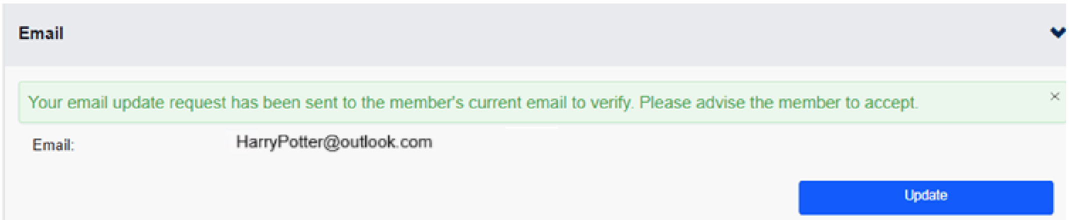


3.2 View/ Edit Member Email

Note an update to member's email will trigger a notification to the member's current email address to request authorisation of the email address change. Member is required to follow steps as outlined in the email to provide online approval for the change.

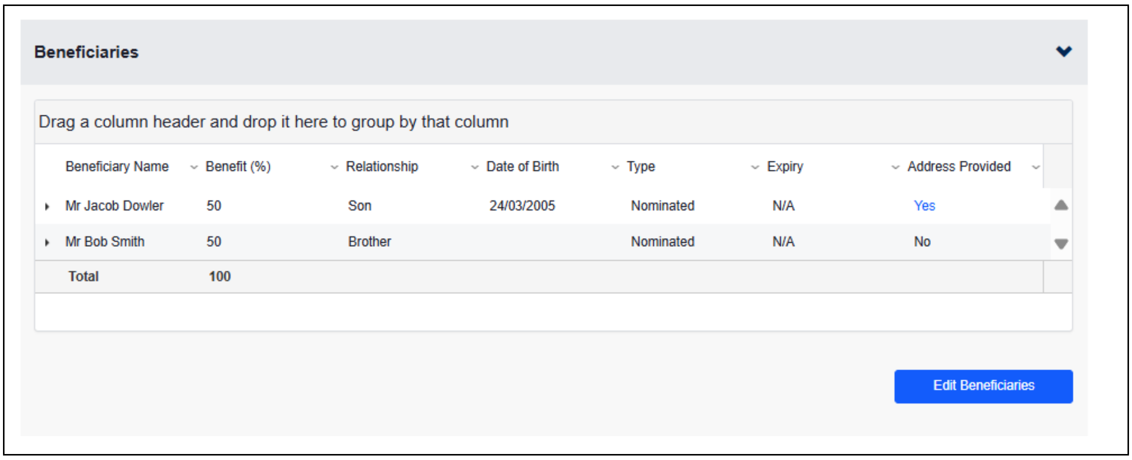




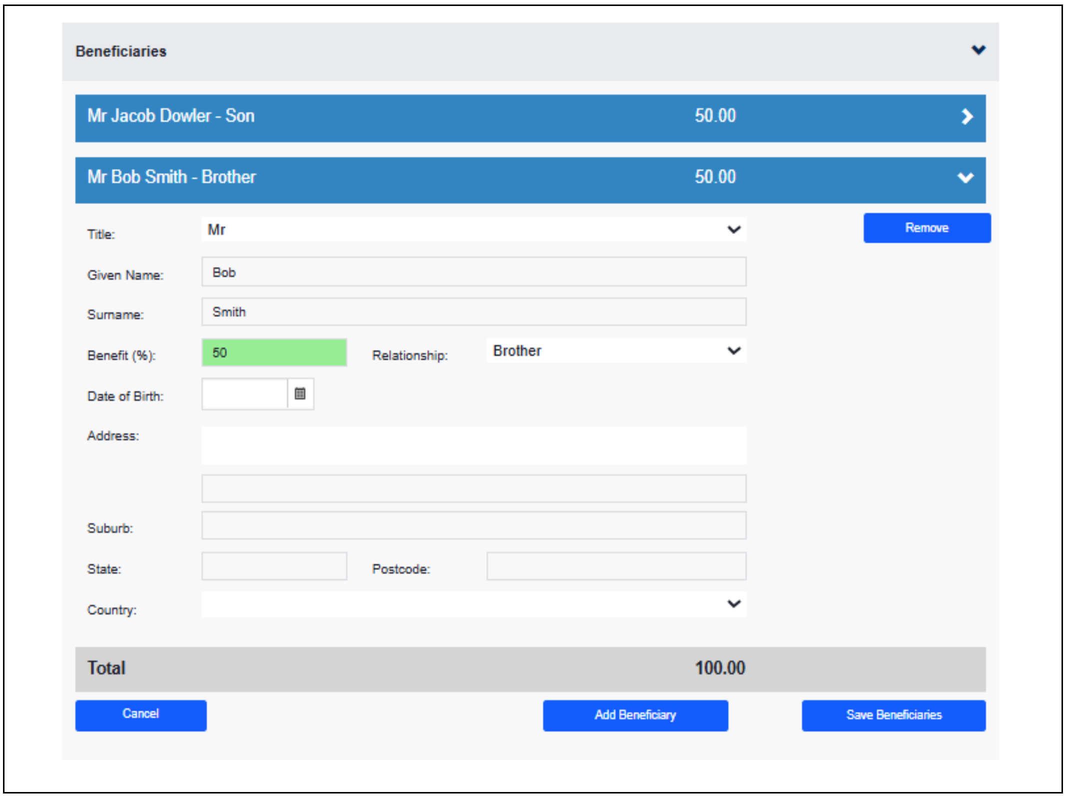


3.3 View/ Update Beneficiaries

a. Click on "Edit Beneficiaries" to update, add new or remove existing non-binding beneficiary records.



b. To delete or modify an existing non-binding beneficiary, click on the right arrow.

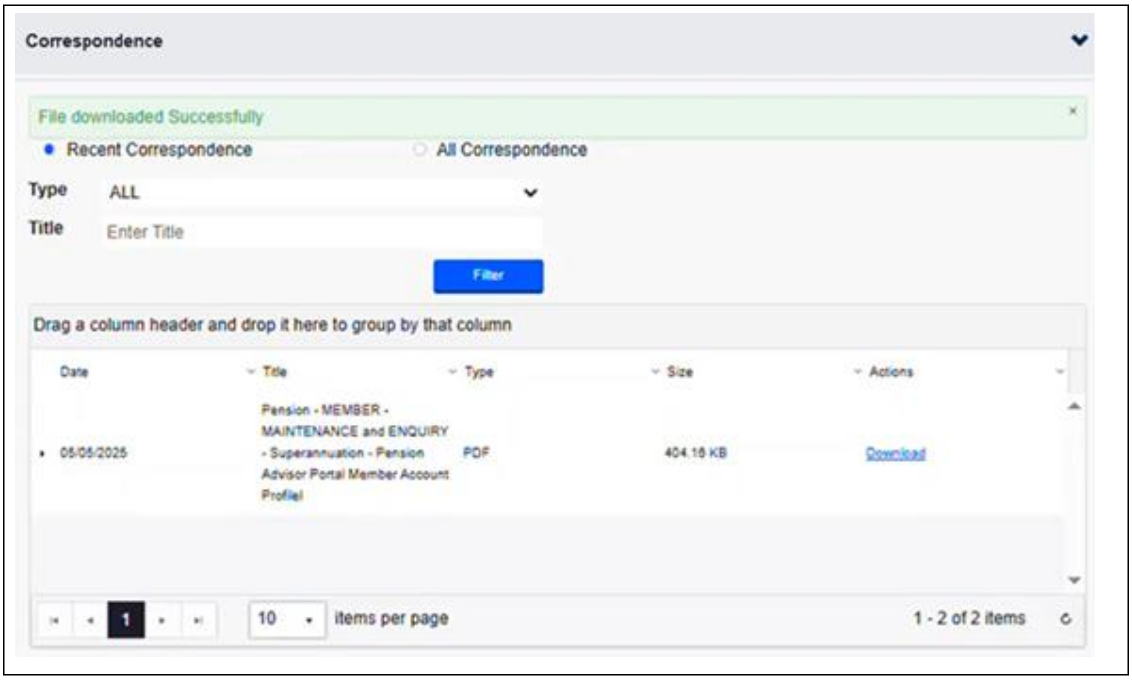


Any changes to existing or new binding nominations must be requested by the member using the appropriate form. The form is available at www.perpetual.com.au

3.4 Correspondence

The following documents are accessible and download copy is available for:

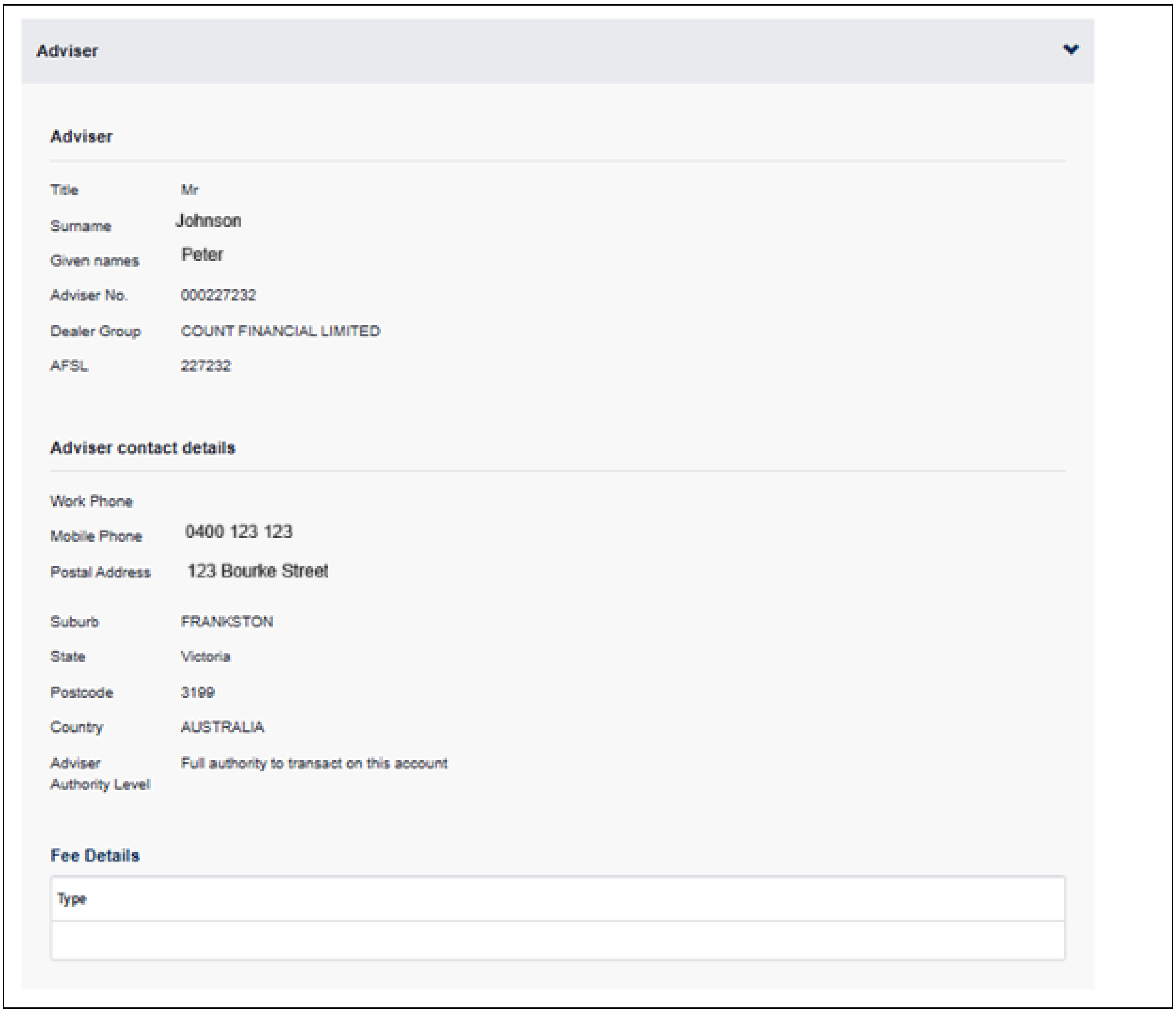
- Member annual statements
- Member account profile generated via the “Generate Documents” function
- Centrelink schedule generated via the “Generate Documents” function
- selected correspondence posted or emailed to member



3.5 Adviser

Information displayed in this section are:

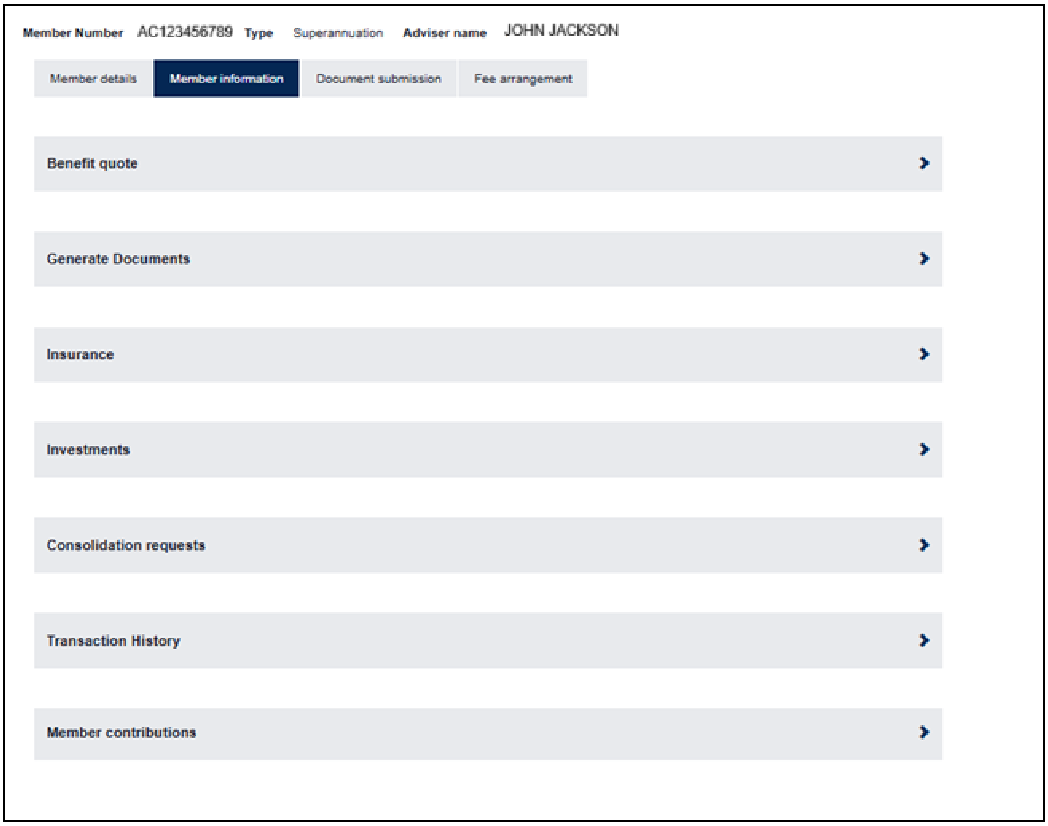
Adviser Adviser contact details	Adviser, dealer group and adviser contact details.
Adviser Authority Level	Authority level as approved/authorized by the selected member eg. View only or Transact
Fee Details	Details of adviser service fee arrangements processed based on paper request form



4 MEMBER INFORMATION

The Member information tab contains account, transactions and investment details.

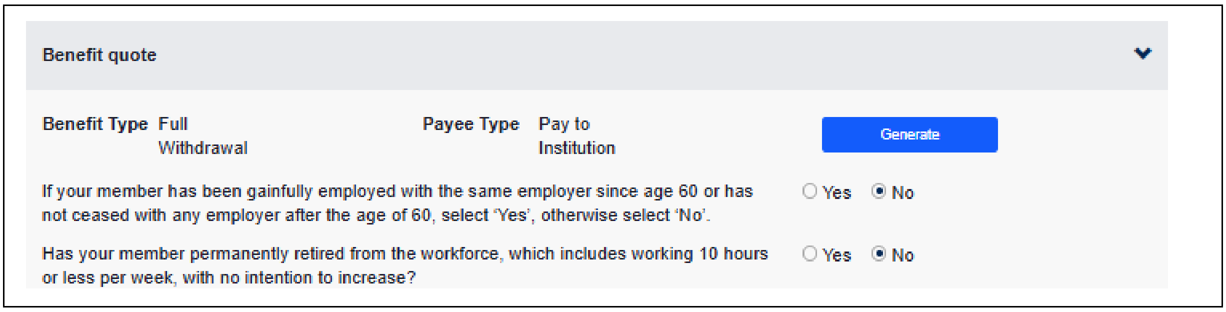
Tab	Description
Benefit quote	Option to generate a benefit estimate showing the member balance if funds were to be transferred out (super) or withdrawn (pension) today.
Generate Documents	Options to generate a Centrelink Schedule (pensions only) or a member account profile document.
Insurance	View member insurance cover & insurance fee details (if applicable)
Investments	Member's current account balances in investment options and investment strategy. Subject to adviser authority level for the selected member, there's ability to transact Ie. switch between investment options or update member investment strategy. **Note**: Account unit balances are currently unavailable. Please contact us for member unit balances and refer to our website for unit prices.
Consolidation requests	View pending or completed consolidation requests, if any, to move funds from another super fund(s)
Transaction History	View member account transaction history records
Member contributions	View members' current financial year contribution(s) and access historical contribution amounts up to last 3 years for the Perpetual plan. Please contact us if you require contributions' summary prior to 3 years ago.
Pension Details	Applicable to members holding pension account. Subject to adviser authority level for the selected member, there's ability to update pension details.



4.1 Benefit quote

A benefit estimate may be generated based on the selected member's current holdings and latest available unit prices.

a. Click on "Generate" after selecting appropriate responses to the two questions on member's employment status.

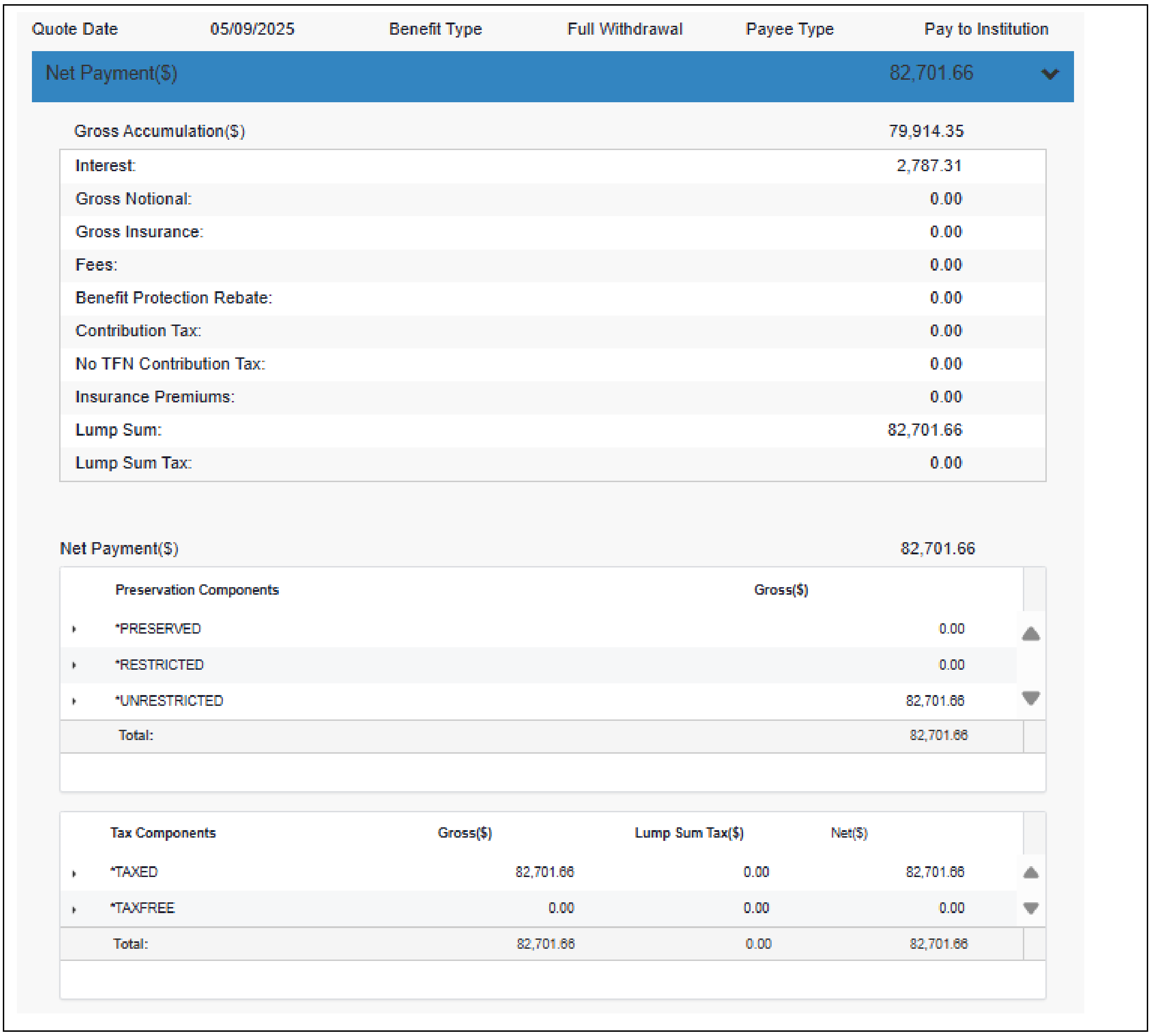


Benefit quote

Benefit Type: Full Withdrawal | Payee Type: Pay to Institution | Generate

If your member has been gainfully employed with the same employer since age 60 or has not ceased with any employer after the age of 60, select 'Yes', otherwise select 'No'.	○ Yes ◉ No
Has your member permanently retired from the workforce, which includes working 10 hours or less per week, with no intention to increase?	○ Yes ◉ No

b. Benefit payment estimates and details are displayed for the selected member. Note amounts calculated are based on the latest available prices and subject to change



Quote Date	05/09/2025	Benefit Type	Full Withdrawal	Payee Type	Pay to Institution

Net Payment($) 82,701.66

Gross Accumulation($)	79,914.35
Interest:	2,787.31
Gross Notional:	0.00
Gross Insurance:	0.00
Fees:	0.00
Benefit Protection Rebate:	0.00
Contribution Tax:	0.00
No TFN Contribution Tax:	0.00
Insurance Premiums:	0.00
Lump Sum:	82,701.66
Lump Sum Tax:	0.00

Net Payment($) 82,701.66

Preservation Components	Gross($)
*PRESERVED	0.00
*RESTRICTED	0.00
*UNRESTRICTED	82,701.66
Total:	82,701.66

Tax Components	Gross($)	Lump Sum Tax($)	Net($)
*TAXED	82,701.66	0.00	82,701.66
*TAXFREE	0.00	0.00	0.00
Total:	82,701.66	0.00	82,701.66

4.2 Generate Documents

These are options to generate PDF documents containing current member account details and latest investments information.

Member Account Profile	Provides current member account details, latest investment balances and holdings inclusive of: • contact details eg. address, phone, email address etc. • tax/ tax free components • preservation status • transaction history • pension details (for members holding pension)
Centrelink Schedule	Schedule of information for purposes of income stream reporting to Services Australia. This option is available to members holding account-based pension accounts.

4.3 Insurance

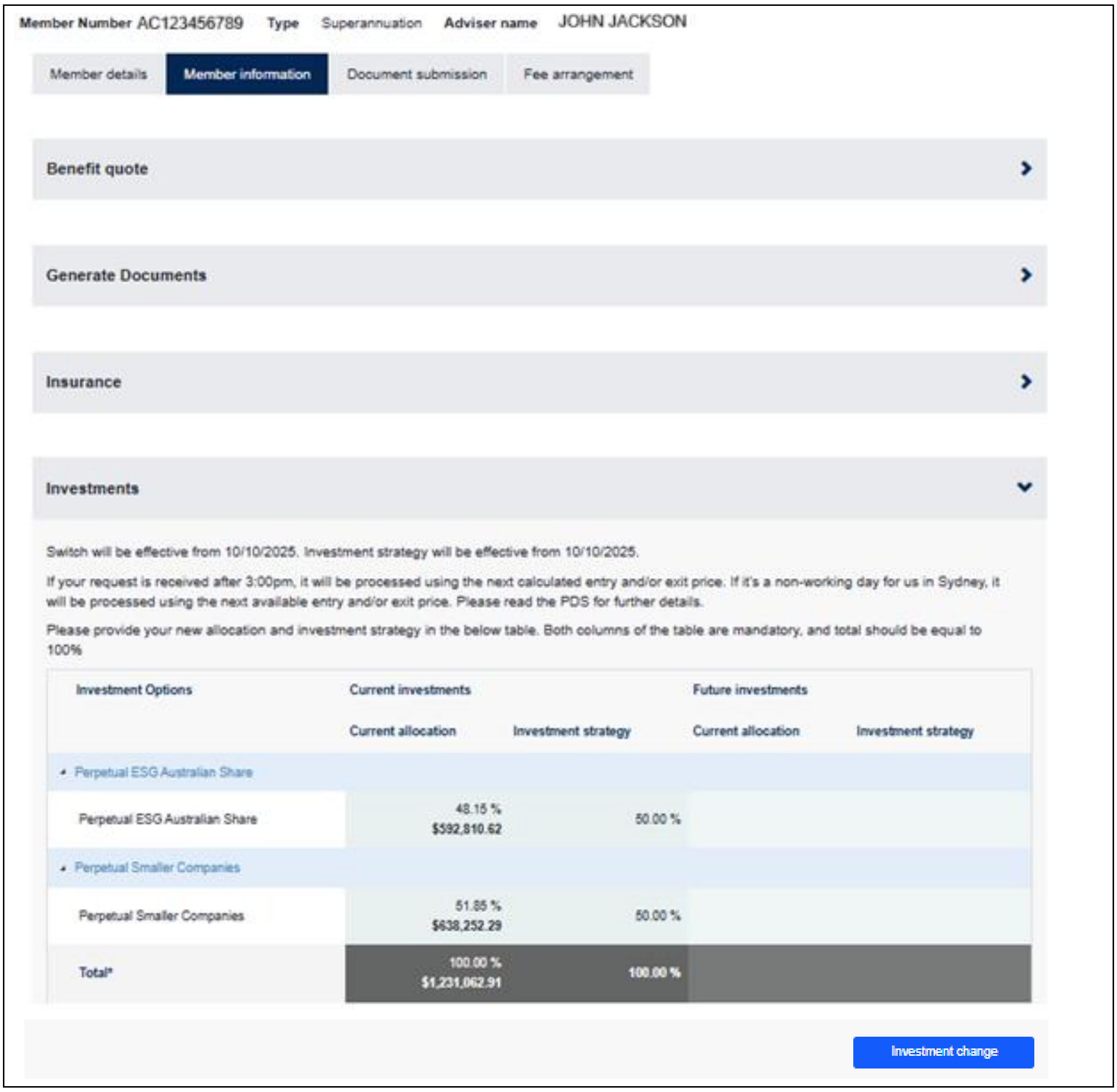
Member insurance cover details are displayed here. Please note insurance details may not be reflected online if the member is currently not up to date with insurance fee payments or under claim. Salary Continuance will not display the type of contract ie. Indemnity or Agreed value. Please contact us for assistance.

Classification: Public

4.4 Investments

To request a switch between investment options or update existing investment strategy, please navigate to "Investments" under Member information tab.

a. Click on the Investment change button to request switch and investment strategy change. Note this function is subject to the adviser's authority level for the selected member set to Transact.



b. Under Future investments, input the required percentages, accept the Terms & Conditions and click on Submit

Current allocation	This is the desired percentage allocation for each investment option after the switch is processed.
Investment strategy	This will be the new investment strategy percentage that will be used for additional contributions, savings plans, auto-rebalancing and compulsory auto-rebalancing (where applicable).

Example: Below is switch request to fully switch out of existing options and allocate 100% to the Barrow Hanley Global Share option. Investment strategy change requested is for 100% to the new investment option.

Investments

Switch will be effective from 10/10/2025. Investment strategy will be effective from 10/10/2025.

If your request is received after 3:00pm, it will be processed using the next calculated entry and/or exit price. If it's a non-working day for us in Sydney, it will be processed using the next available entry and/or exit price. Please read the PDS for further details.

Please provide your new allocation and investment strategy in the below table. Both columns of the table are mandatory, and total should be equal to 100%

Investment Options	Current investments		Future investments	
	Current allocation	Investment strategy	Current allocation	Investment strategy
Ausbil Australian Active Equity				
Ausbil Australian Active Equity	0.00 % $0.00	0.00 %	Type Percentage	Type Percentage
Barrow Hanley Global Share				
Barrow Hanley Global Share	0.00 % $0.00	0.00 %	100	100
Perpetual ESG Australian Share				
Perpetual ESG Australian Share	48.15 % $592,810.62	50.00 %	Type Percentage	Type Percentage
Perpetual Geared Australian				
Perpetual Geared Australian	0.00 % $0.00	0.00 %	Type Percentage	Type Percentage
Perpetual Smaller Companies				
Perpetual Smaller Companies	51.85 % $638,252.29	50.00 %	Type Percentage	Type Percentage
Vanguard International Shares Index (Hedged)				
Vanguard International Shares Index (Hedged)	0.00 % $0.00	0.00 %	Type Percentage	Type Percentage
Total*	100.00 % $185,120.90	100.00 %	0.00 %	0.00 %

Terms & Conditions

The terms and conditions for the investment options you have selected may differ from your previous selection. Please contact your financial adviser or visit www.perpetual.com.au for a copy of the current Product Disclosure Statement with details of all available investment options.

For investors with **Perpetual Geared investment option**:
I have thoroughly read the 'Understanding investment risk' section of the Features Book, 'Gearing risk' section of the Features Book and the 'investment limits' section of the Features Book. I understand the greater risks associated with my selection of the Perpetual Geared Australian investment option and that it has a suggested timeframe of seven years or more. I acknowledge and accept that, if the value of my investment in the Perpetual Geared Australian investment option has risen above or fallen below my nominated percentage allocation (or the default percentage allocation if I do not make a nomination) at my nominated review date (or the default frequency if I do not make a nomination) it will automatically rebalanced to my nominated percentage allocation (or default percentage allocation) across my investments. I acknowlege that buy/sell spreads apply to rebalancing transactions.

☐ I confirm that the above information is correct and agree to the Terms and Conditions

Cancel

Submit request

c. Confirmation message should be displayed.

Investments

Investment Created Successfully - this may take some time to reflect online ×

Switch will be effective from 10/10/2025 . Investment strategy will be effective from 10/10/2025.

If your request is received after 3:00pm, it will be processed using the next calculated entry and/or exit price. If it's a non-working day for us in Sydney, it will be processed using the next available entry and/or exit price. Please read the PDS for further details.

Please provide your new allocation and investment strategy in the below table. Both columns of the table are mandatory, and total should be equal to 100%

Investment Options	Current investments		Future investments	
	Current allocation	Investment strategy	Current allocation	Investment strategy
Barrow Hanley Global Share				
Barrow Hanley Global Share	0.00 % $0.00	0.00 %	100.00 %	100.00 %
Perpetual ESG Australian Share				
Perpetual ESG Australian Share	48.15 % $592,810.62	50.00 %	0.00 %	0.00 %
Perpetual Smaller Companies				
Perpetual Smaller Companies	51.85 % $638,252.29	50.00 %	0.00 %	0.00 %
Total*	100.00 % $1,231,062.91	100.00 %	100.00 %	100.00 %

Important notes:

- Switch requests submitted prior to daily cut-off time will initially reflect the latest available price until the confirmed price(s) for the effective date of your transaction(s) are available.
- Any switch requests received after daily cut-off time will have an effective date of the next Business Day.

4.5 Consolidation requests

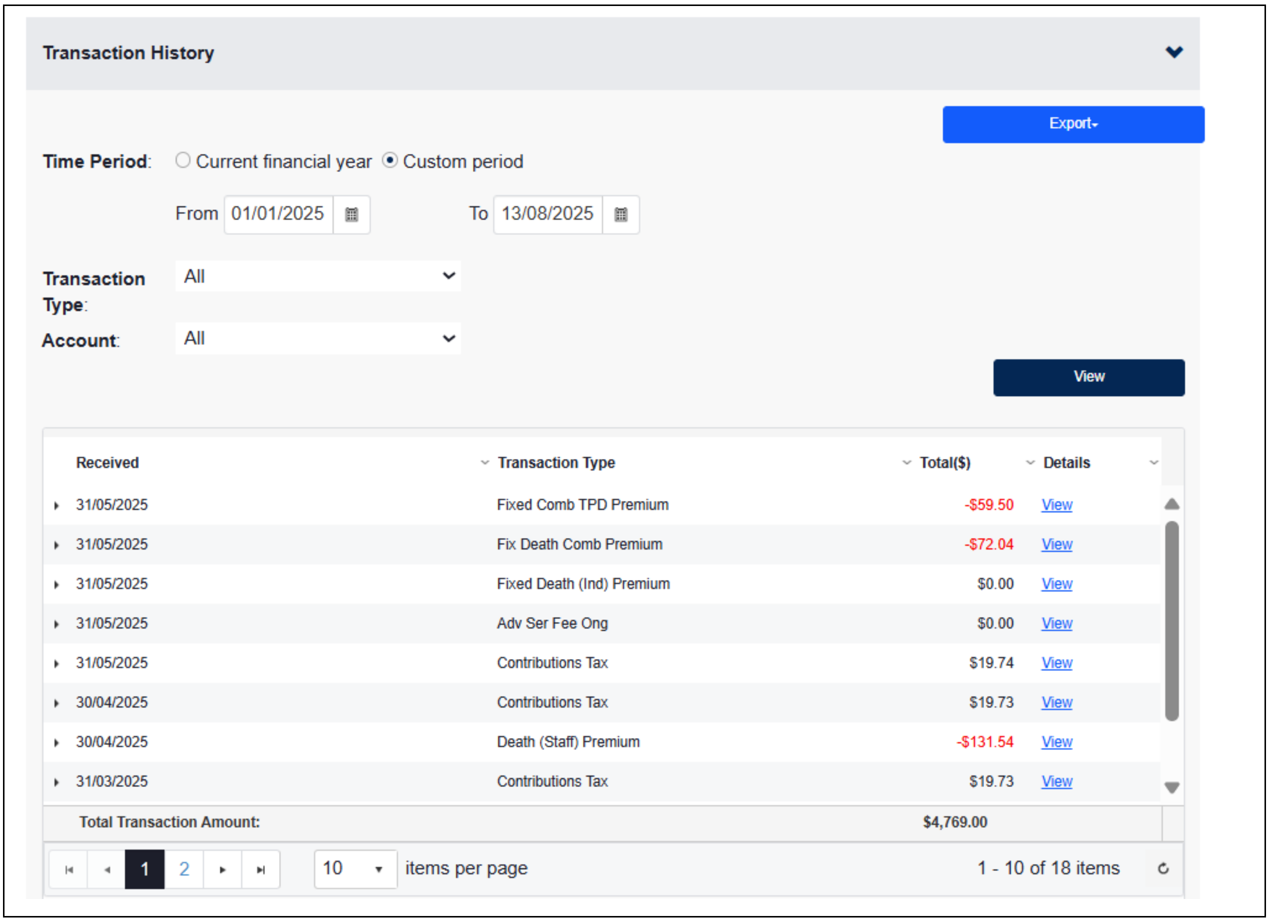
The details of any historical or current requests initiated by the selected member in Perpetual Member Online to consolidate member's other super accounts into their Perpetual account are displayed here.

Consolidation requests

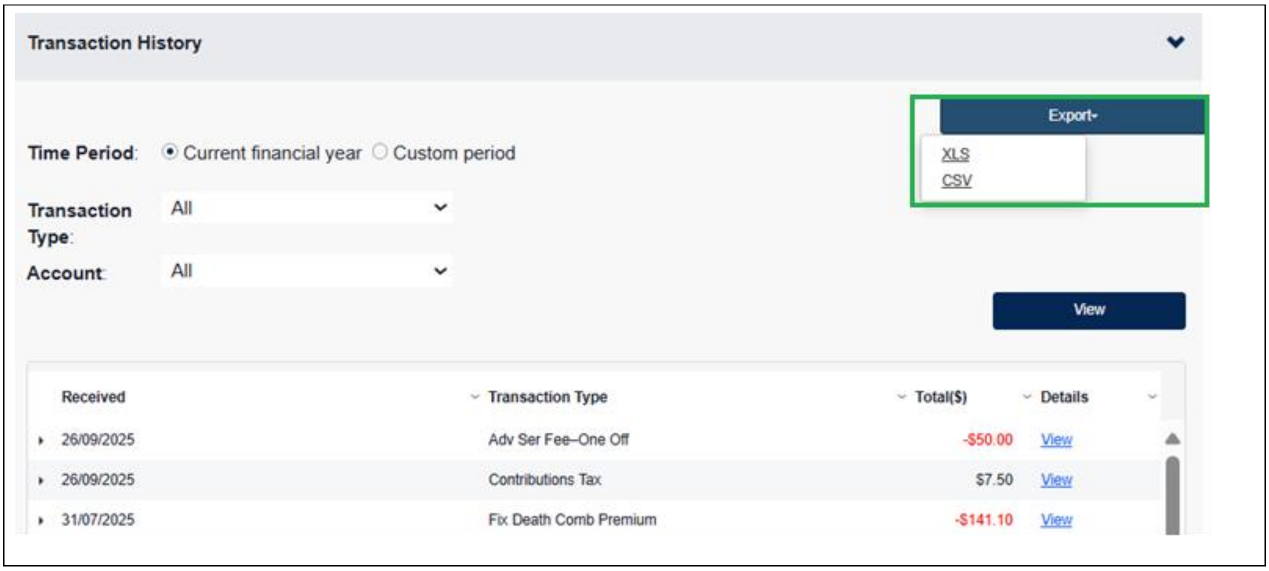
No in progress requests found

4.6 Transaction history

In Transaction History, there's ability to look up transactions for current financial year, a selected date range or by specific transaction types.



Export transaction records to xls or csv is available by clicking on the "Export" button.



4.7 Member Contributions

Member contributions section displays members’ concessional and non-concessional contributions for the financial year-to-date and a history of contributions for prior years. Note this relates only to contributions processed through this Fund.

Member contributions

Your contributions

Concessional Contributions

We estimate your Concessional Contributions received for the financial year to date are:

Concessional contributions limits for this financial year	
You and your employer have contributed	$10,000.00
You and your employer can still contribute	$20,000.00

Estimate of concessional contributions as at 15/08/2025	
Your concessional contribution cap for 2025/2026	$30,000.00
Your concessional contributions	
Notional contributions (estimated for the full financial year)	$0.00
Employer contributions	$0.00
Voluntary salary sacrifice contributions	$0.00
Other concessional contributions	$0.00
Total concessional contributions	**$0.00**

Concessional contributions (by financial year)
Your concessional contributions for the year ending 30 June 2025
Your concessional contributions for the year ending 30 June 2024
Your concessional contributions for the year ending 30 June 2023
Your concessional contributions for the year ending 30 June 2022
Your concessional contributions for the year ending 30 June 2021

Non-Concessional contributions

We estimate that your non-concessional contributions received for the financial year to date are:

Estimate of Non-Concessional contributions as at 15/08/2025	
Non-Concessional contributions (year to date)	$0.00
Your Non-Concessional contribution cap (current year)	$120,000.00

Non-Concessional contributions (by financial year)
Your non-concessional contributions for the year ending 30 June 2025
Your non-concessional contributions for the year ending 30 June 2024
Your non-concessional contributions for the year ending 30 June 2023
Your non-concessional contributions for the year ending 30 June 2022
Your non-concessional contributions for the year ending 30 June 2021

4.8 Pension Details

This section displays detailed information for members holding pension accounts.

Pension details

Pension Type: WealthFocus Account Based Pension
Date Commenced: 20/05/2003

Income Factors

Factors	Min	Max
Income Percentage	9.00 %	NA
Pension Payable	$5,300.00	NA

Ad Hoc Payment Received This Year

Ad Hoc Payment Details	Date	Gross	Net
No ad hoc payment information provided			

Transfer Balance Cap Information

Description:	Commencement Value
Effective Date:	30 June 2017
Amount:	$61,012.22

This is the value of your pension account balance at 30 June 2017. This value is based on the investment returns, including all fees and charges levied at the time of calculation.
Note: From 1 July 2017 we are required to report your closing account balance at 30 June 2017 to the ATO for purposes of calculating the status of your Transfer Balance Cap.

Pension Term

Nominated Pension Pay Term	0 Year
Pension Term Remaining	0 Year

Benefit Details

Pension Details	Annual	Instalment
Gross Elected	$5,300.00	$1,325.00
Tax Free Ratio	40.59 %	40.59 %
Tax Free Component	$2,151.27	$537.82
Taxable Component	$3,148.73	$787.18
PAYG Tax	$0.00	$0.00
Tax Offset	$0.00	$0.00
Net PaYG Tax	$0.00	$0.00
Net Pension	$5,300.00	$1,325.00
Post Age60 Taxable Component	$0.00	$0.00
Additional Tax	$0.00	$0.00

Payment Calendar

Payment Frequency	Payment Payable Date	Gross Instalment Pension	Net Instalment Pension	Status	Paid Date
Quarterly	22/08/2025	1,325.00	1,325.00	Awaiting Payment	

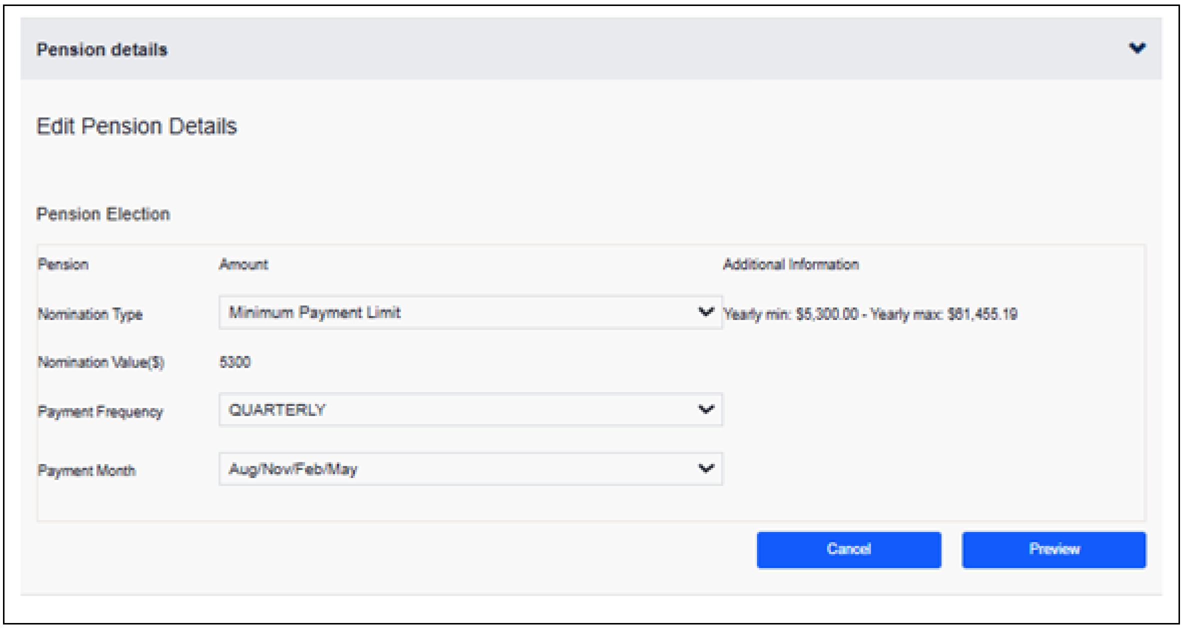
Payment Information

Last Pension Payment Date:	
Last Pension Payment Amount:	$0.00
Drawdown Method:	PERCENTAGE
Total Payments Year to Date:	$0.00

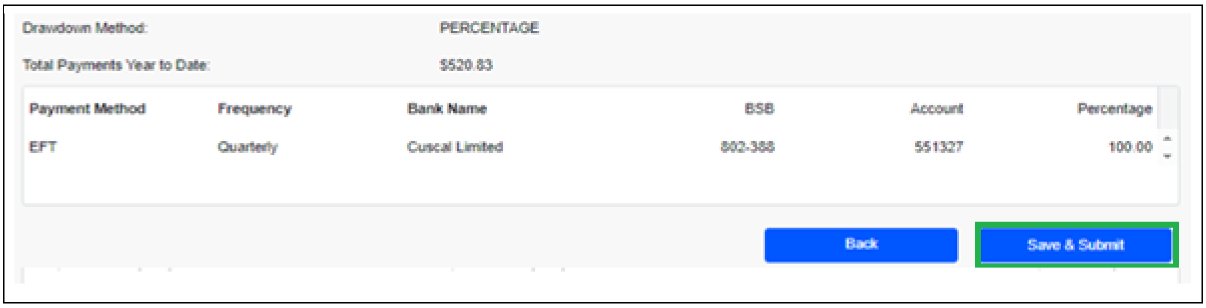
Payment Method	Frequency	Bank Name	BSB	Account	Percentage
EFT	Quarterly	Commonwealth Bank of Australia	062-513	368405	100.00

Edit Details

Subject to adviser authority for the selected member, there’s ability to click on Edit Details. Please enter or select new values and click “Preview” to verify updated values are valid eg. nominated amounts are within allowed range.



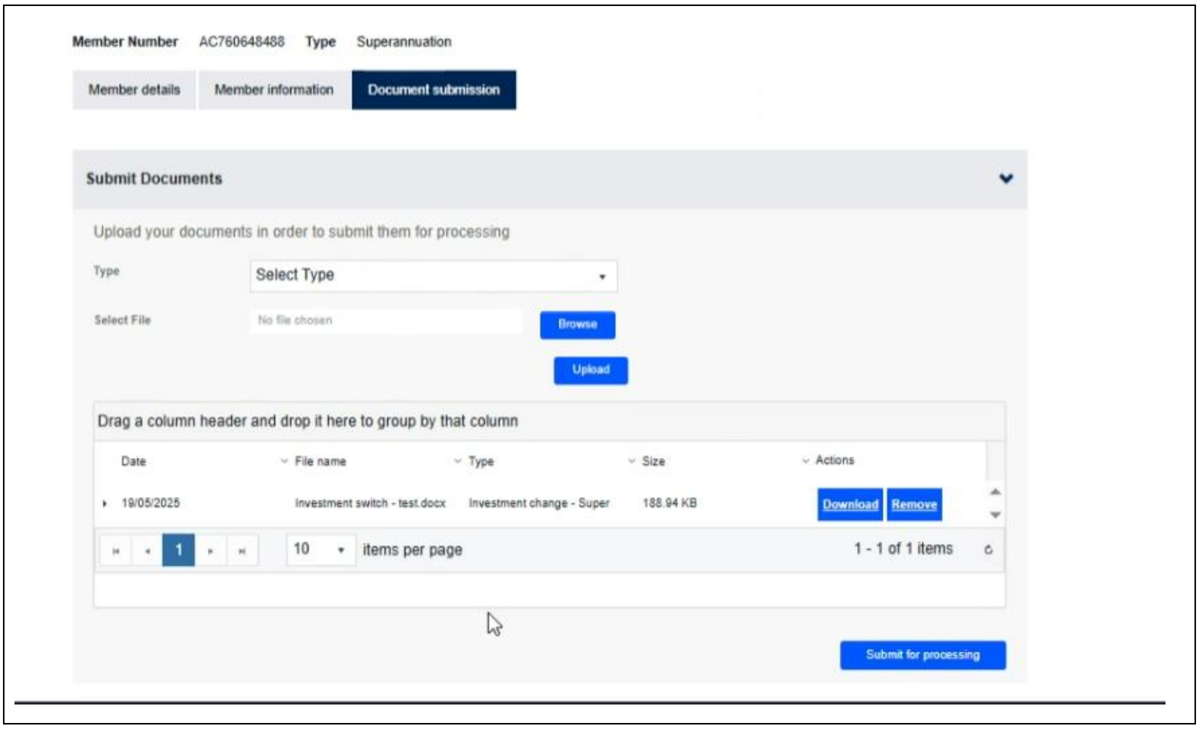
On successful validation, click on Save & Submit.



5 DOCUMENT SUBMISSION

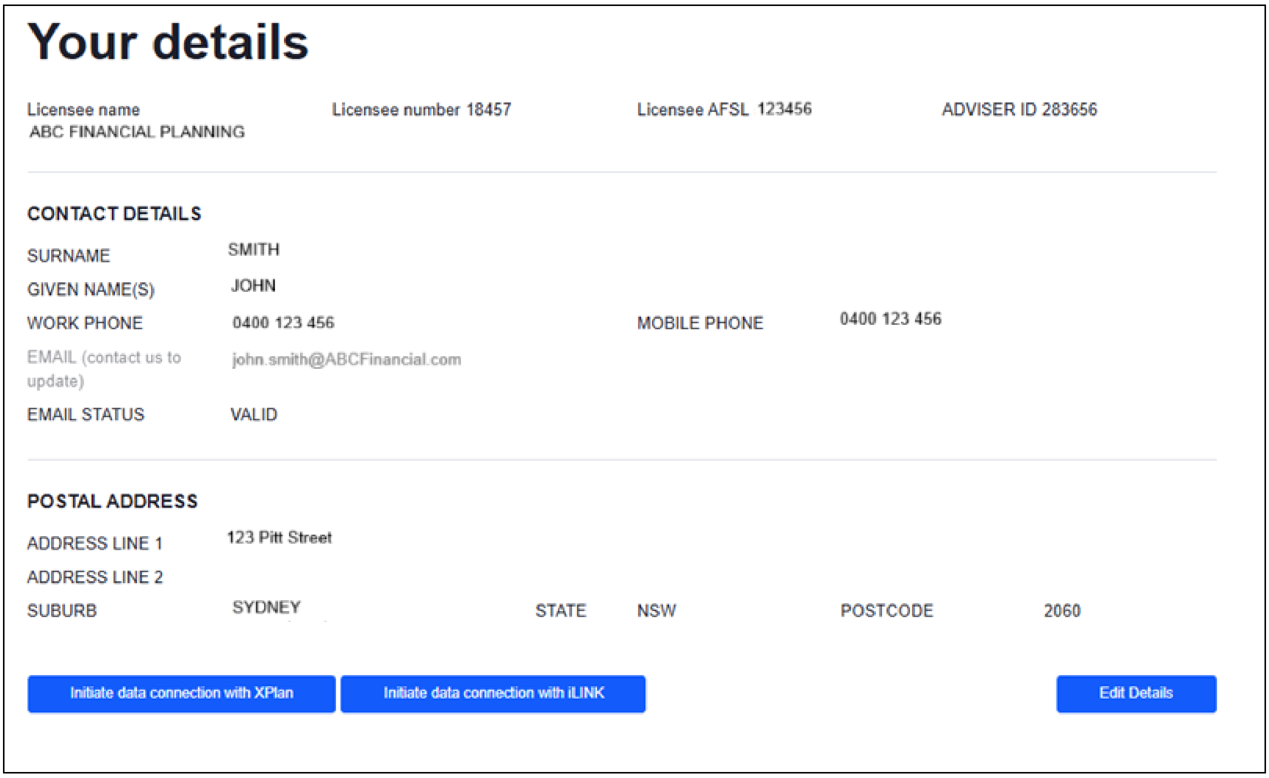
This is an online document submission functionality providing the ability to upload documents or requests for the selected member. Documents submitted are routed through to Registry administration services for action or processing where applicable. To be valid, all transactional requests must be signed and dated at time of submission.

Please select the appropriate option from the “Type” drop down list. Then click on Browse to select the document you wish to submit. On successful upload, the document will appear in the window.



6 YOUR DETAILS

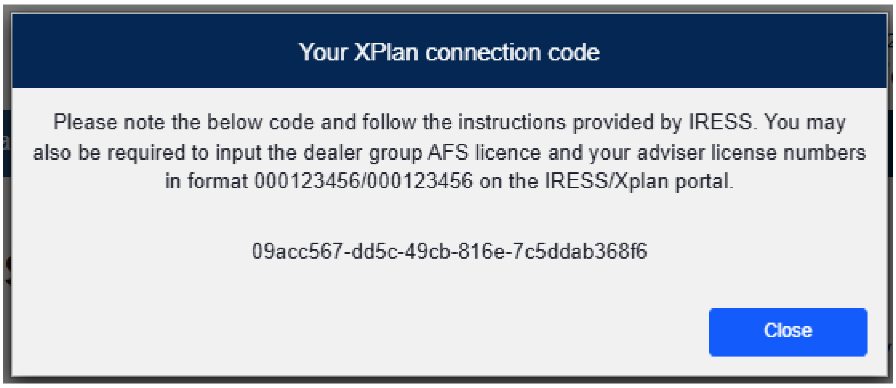
Adviser personal and contact details are displayed here. Note only selected information is available to be edited online. For security reasons, please contact us to request any changes to your registered Email address.



6.1 IRESS Xplan data feed

To subscribe to daily data feeds from IRESS Xplan, click on the “Initiate data connection with XPlan” button. A pop-up message will display with important references that you will need to input in the IRESS Xplan portal to complete your registration.

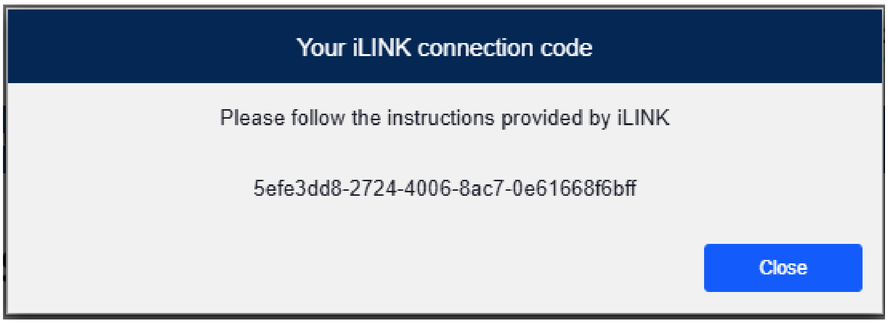
Please take note of the system generated code and instructions as shown in sample screenshot below. Please contact IRESS if you experience any issues with the registration or if the daily files are not received following the online registration.



6.2 InvestmentLINK data feed

To subscribe to daily data feeds from InvestmentLINK, click on the “Initiate data connection with iLINK” button. A pop-up message will display with important references that you will need to input in the InvestmentLINK portal to complete your registration.

Please contact InvestmentLINK/ Midwinter if you experience any issues with the registration or if the daily files are not received following the online registration.



7 ADVISER SUPPORT STAFF

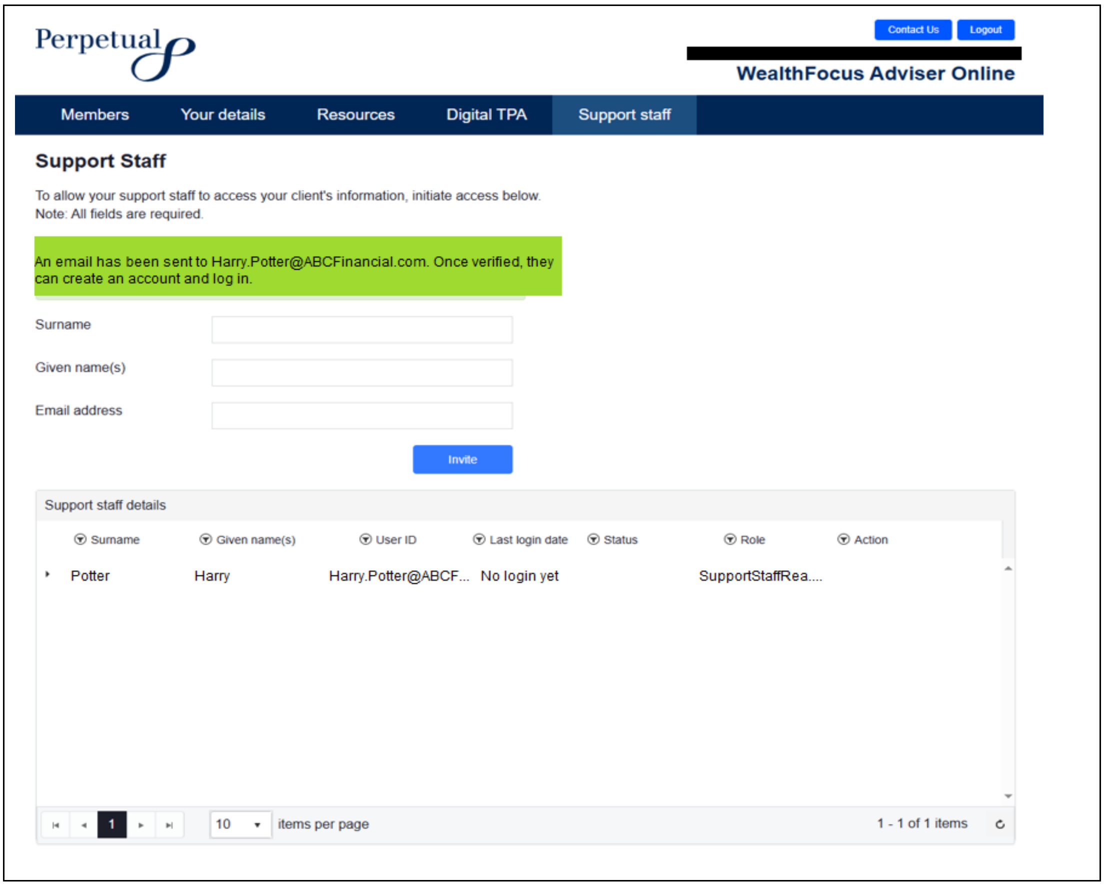
Advisers have ability to set up and manage their support staffs' user access to Perpetual Adviser portal. A Support staff can access and service members who are linked to the adviser eg. submit a switch request, generate Centrelink schedule etc. The support staffs' level of access (transact or view-only) is determined by the adviser.

Important notes:

- Advisers are responsible for their support staff actions and use of Adviser portal.
- Any actions performed by the support staff is/are taken to be action by the adviser and all actions performed using the adviser support staff login are taken to be an action by the adviser.

7.1 Set up a Support staff

a. Access the "Support staff" tab, enter support staff Surname, Given name, Email address and click "Invite".



Classification: Public

b. Support staff to click on the link in the invitation email received.

From: donotreply@linkgroup.com <donotreply@linkgroup.com>
Sent: Thursday, 24 July 2025 8:23 AM
To: Harry.Potter <Harry.Potter@ABCFinancial.com
Subject: Support staff registration

Hi Harry,

DIANNE has initiated access for you to be able to view their Perpetual WealthFocus clients on Adviser Online. To complete your account creation and accept the adviser invite, click on your personalised link here.

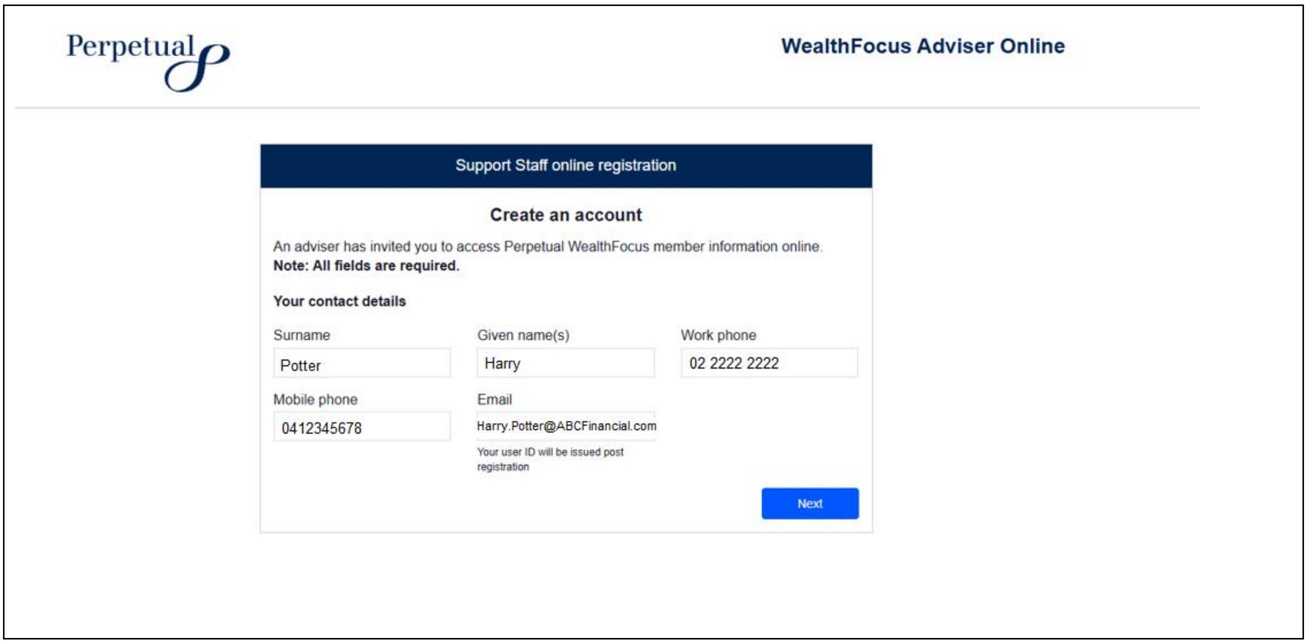
If you believe this may be unauthorised access, please contact us immediately.

If you need assistance, please call 1800 011 022 during business hours.

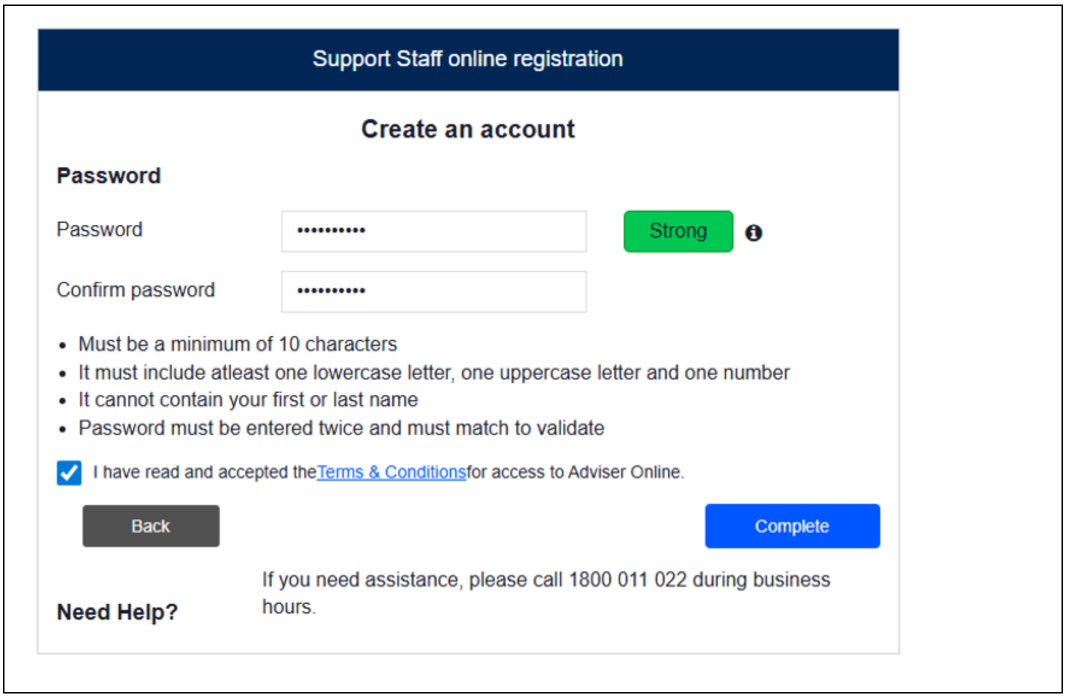
Kind Regards,

Perpetual WealthFocus Super

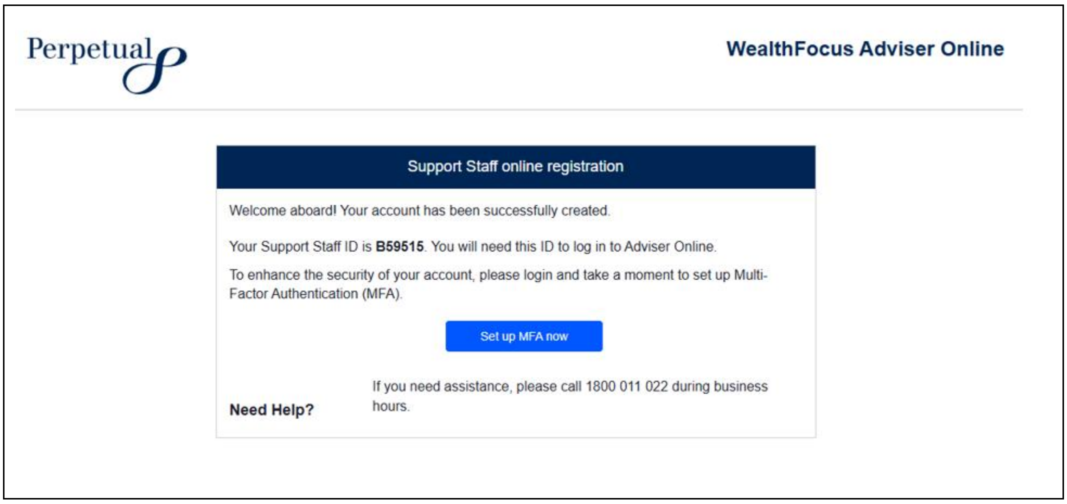
c. Support staff is redirected to the Adviser portal microsite to begin account registration. Contact details entered are validated against the adviser invitation details.



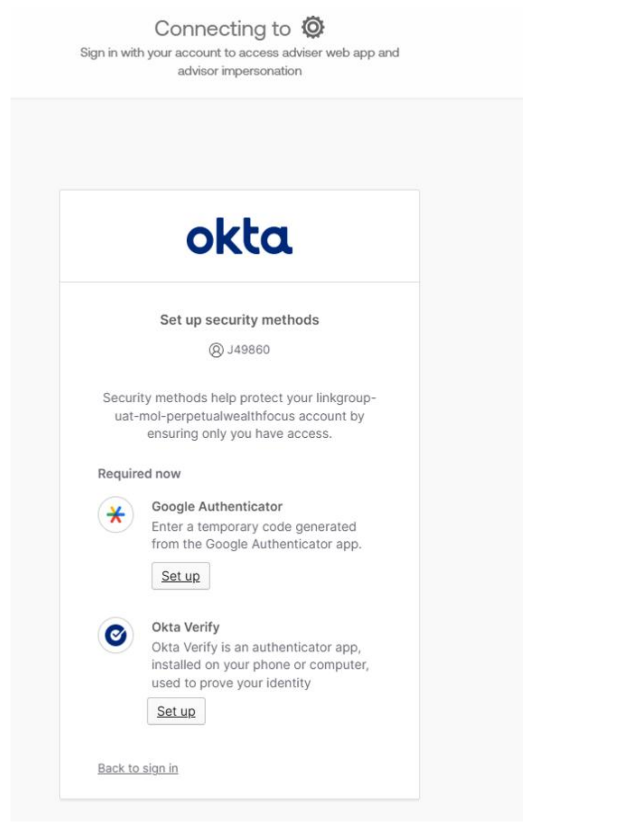
d. On successful validation, support staff is requested to nominate personal password for the online account.



e. Please note the Support staff ID displayed on page, click "Set up MFA now" to continue next step.

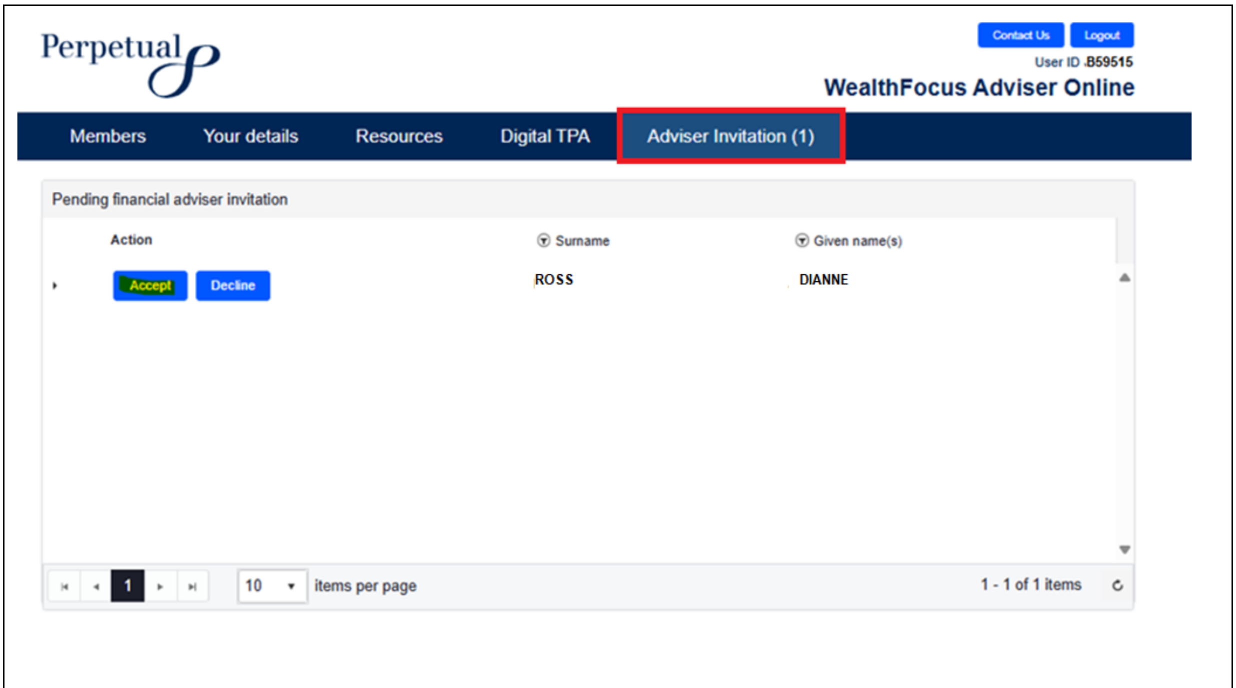


f. Select the preferred security method for multi-factor authentication (MFA)

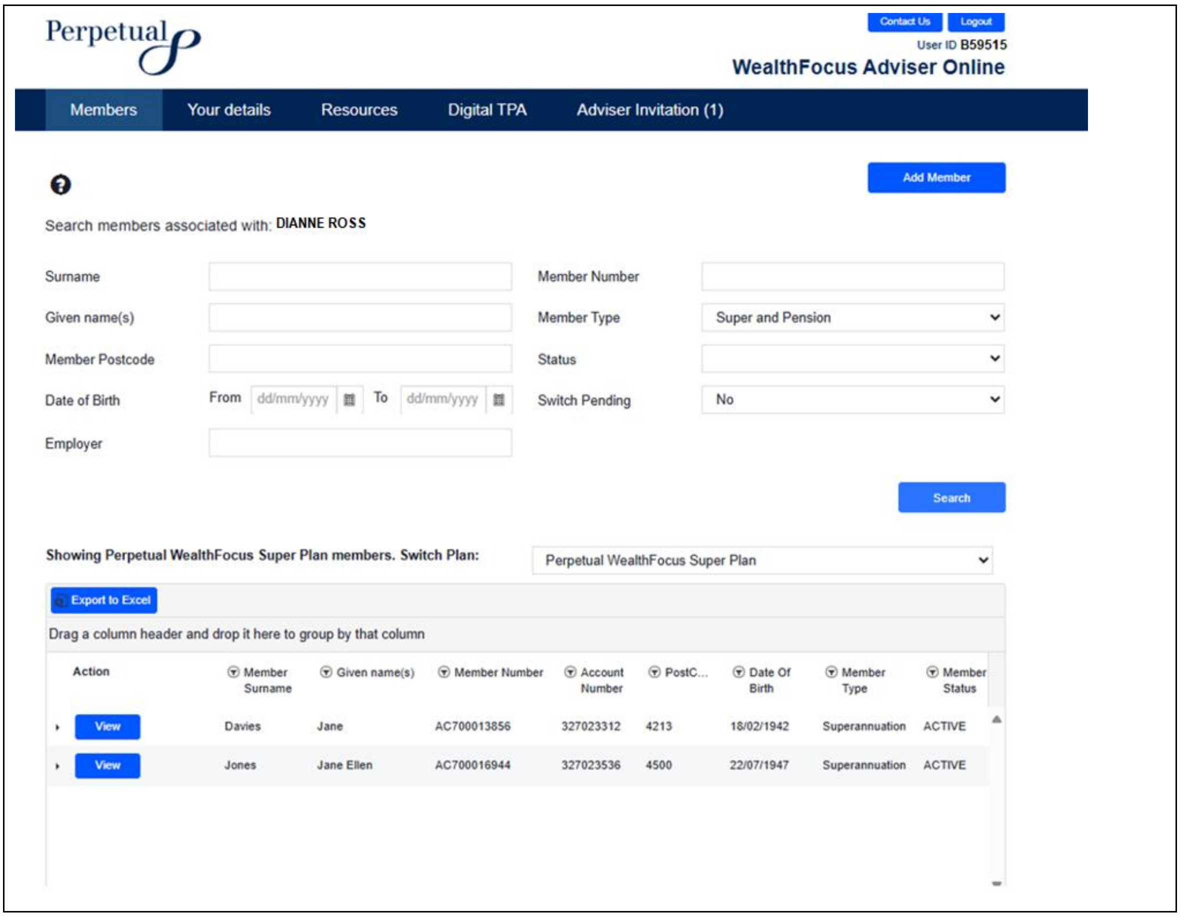


g. After successfully setting up MFA, support staff is logged into Adviser portal.

Access “Adviser Invitation” tab to accept adviser invitation.

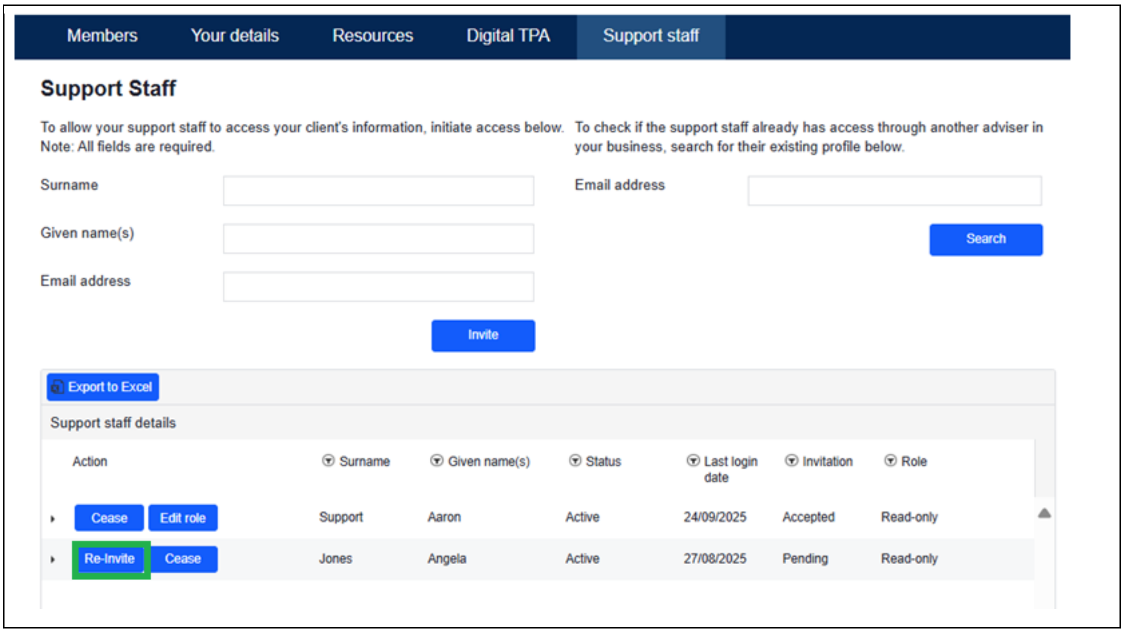


h. Following acceptance, the support staff user is now able to perform lookup and access member accounts that are currently linked to the selected adviser.



7.2 Re-invite Support staff

For scenario where the invitation email sent to support staff have expired or inadvertently deleted by the support staff, the adviser has ability to resend the invitation email by clicking on the “Re-invite” button.



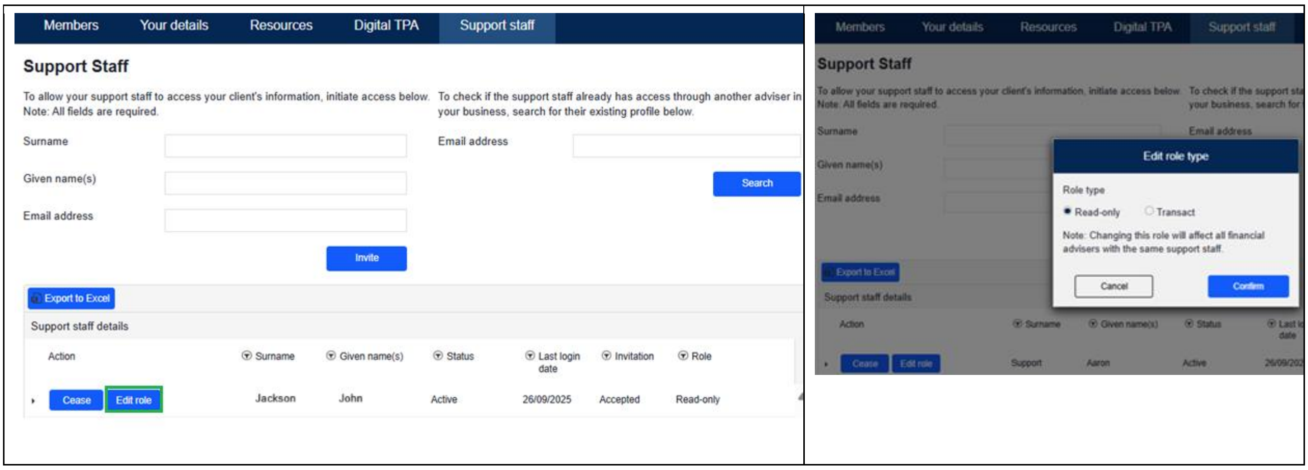
7.3 Edit Support Staff Role

The access level for a support staff can be changed from default Read-only to Transact access. The Transact level access will allow the support staff to request switches or investment strategy updates on member accounts (subject to member authority for the linked adviser).

On the Support staff page,

- click on the “Edit role” button for the selected support staff
- select the new role type and click Confirm

Note the updated role will be applicable to all financial advisers that may be linked to the same support staff member.

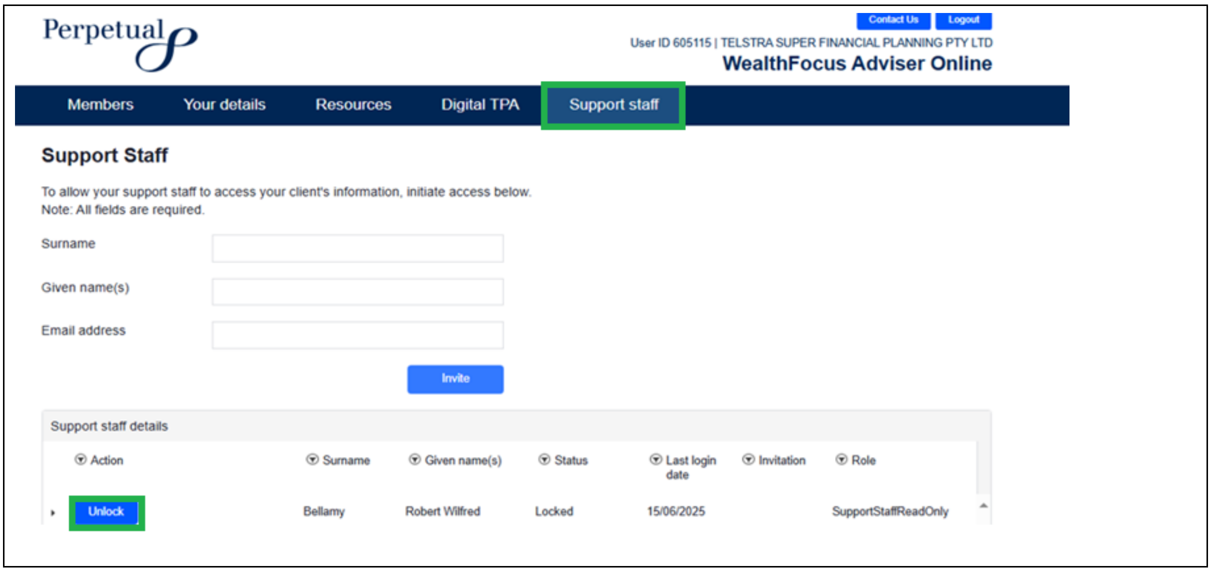


7.4 Support staff user security administration

Advisers can manage and monitor their support staffs' portal access, login status and details at any time via the Support Staff tab.

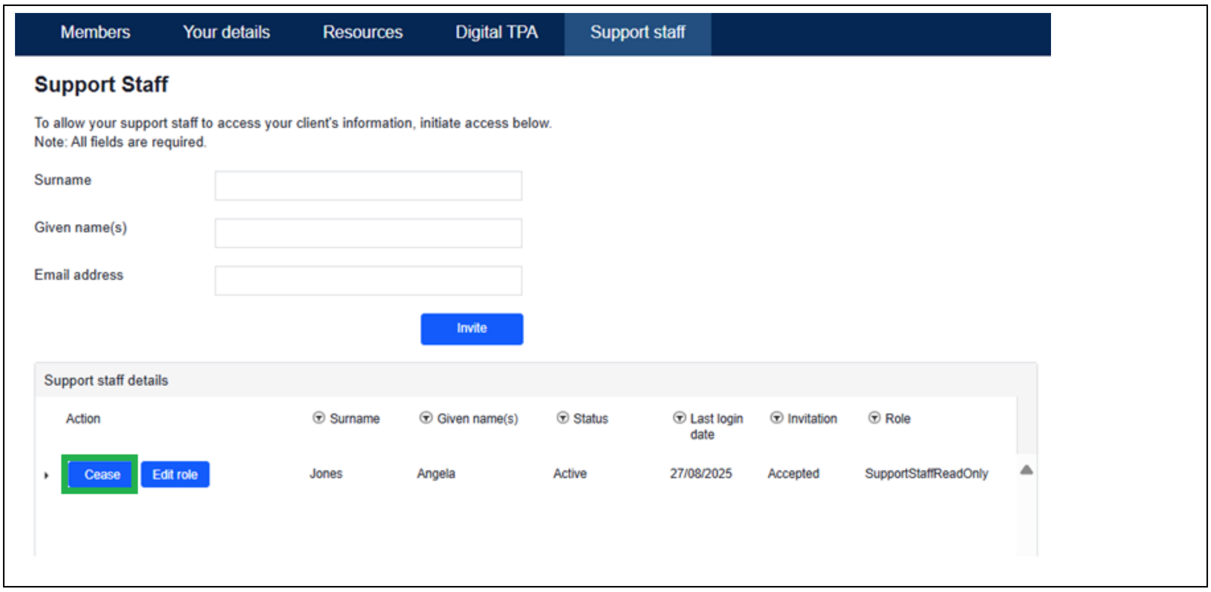
a. Unlock support staff ID

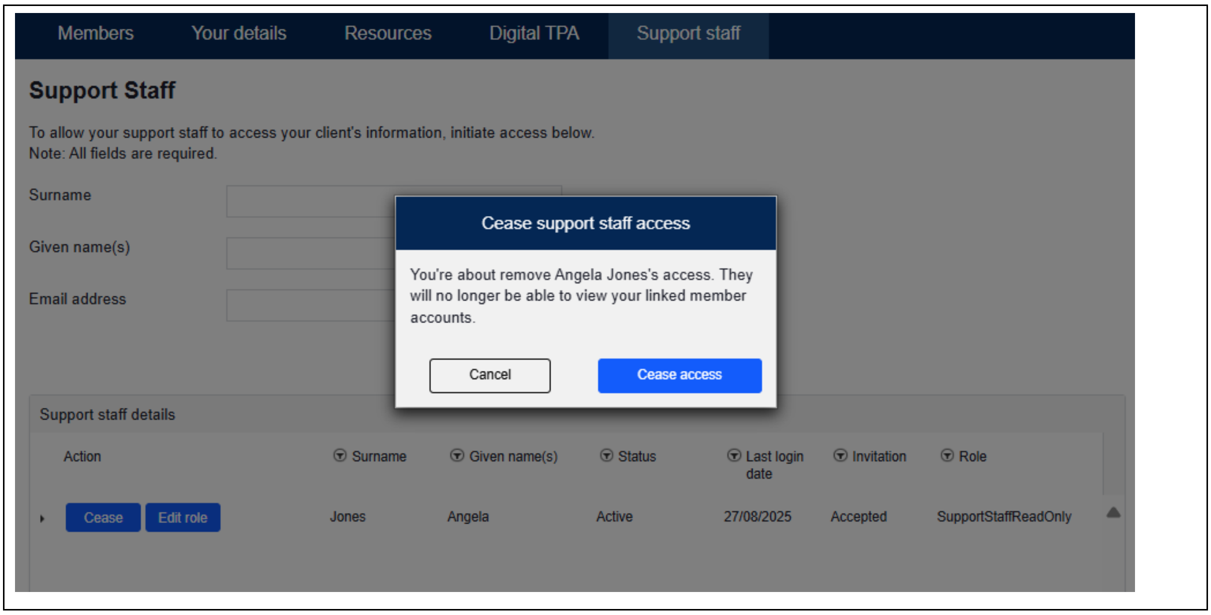
Support staff access is automatically locked after 45 days of inactivity. Advisers can unlock a support staff login via the Support staff page as shown below. Unlocking a support staff login will trigger an email confirmation to the support staff advising account is unlocked. The support staff is required to login to Adviser portal within 5 days to complete the reactivation process otherwise the user account will need to be unlocked again.



b. Terminate support staff access

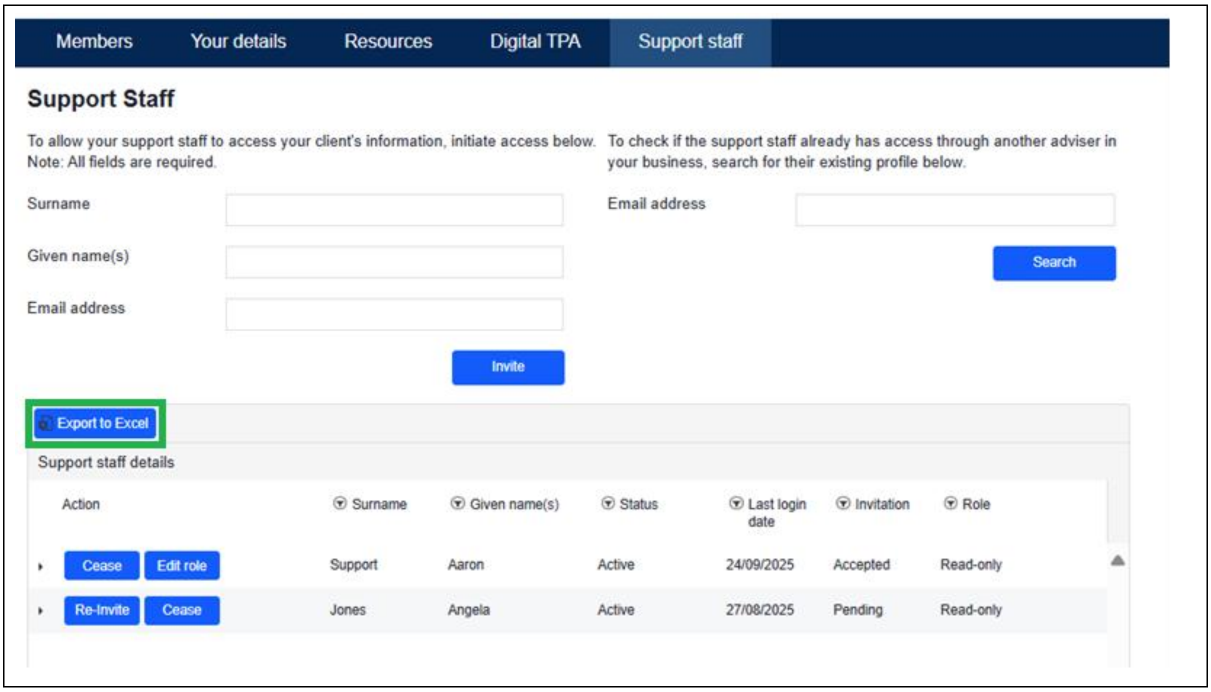
On the Support staff page, click on the "Cease" button for the relevant support staff access. Please note that when access is ceased, the support staff will no longer be able to access members that are linked to the selected adviser. However, the support staff access linked to other advisers will not be impacted where the same support staff is associated with multiple advisers.





c. Export Support staff user records

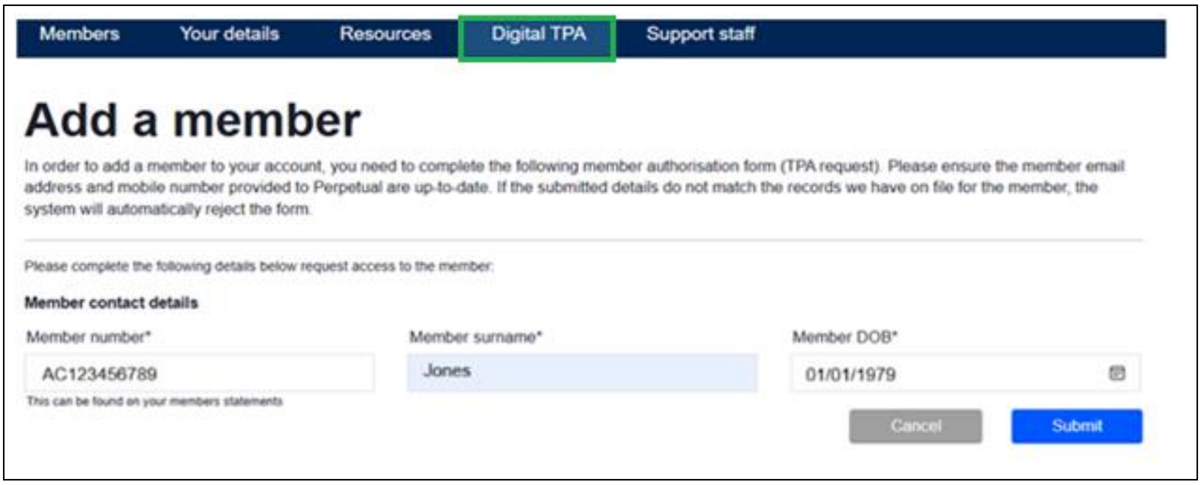
To assist advisers in the provisioning and monitoring of support staff's access and login status, an option is available to export user records to excel. Note it is the responsibility of an adviser to manage their support staff access to the portal inclusive of revoking the online account access where appropriate.



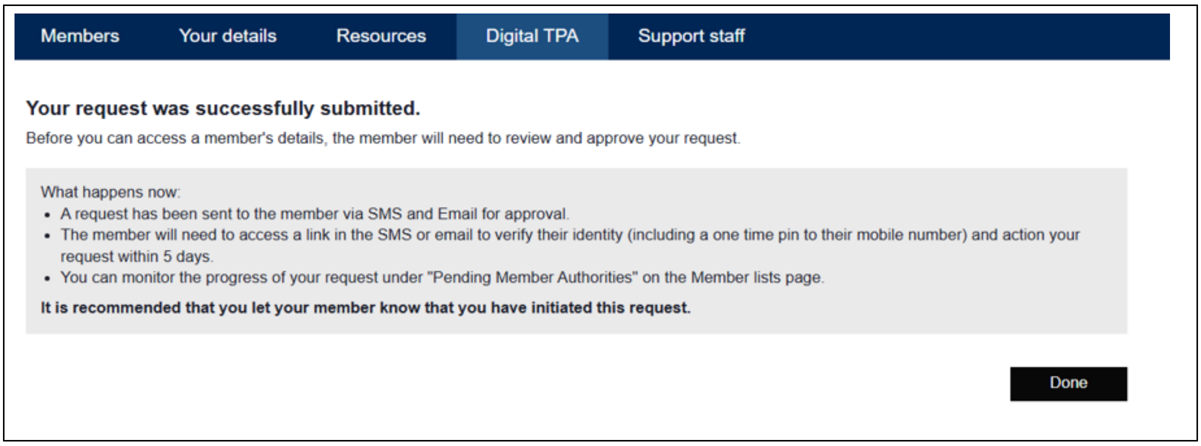
8 DIGITAL THIRD-PARTY AUTHORITY (TPA)

This function allows an adviser to initiate an online request to link or add a member account subject to member approval via an online authorisation process.

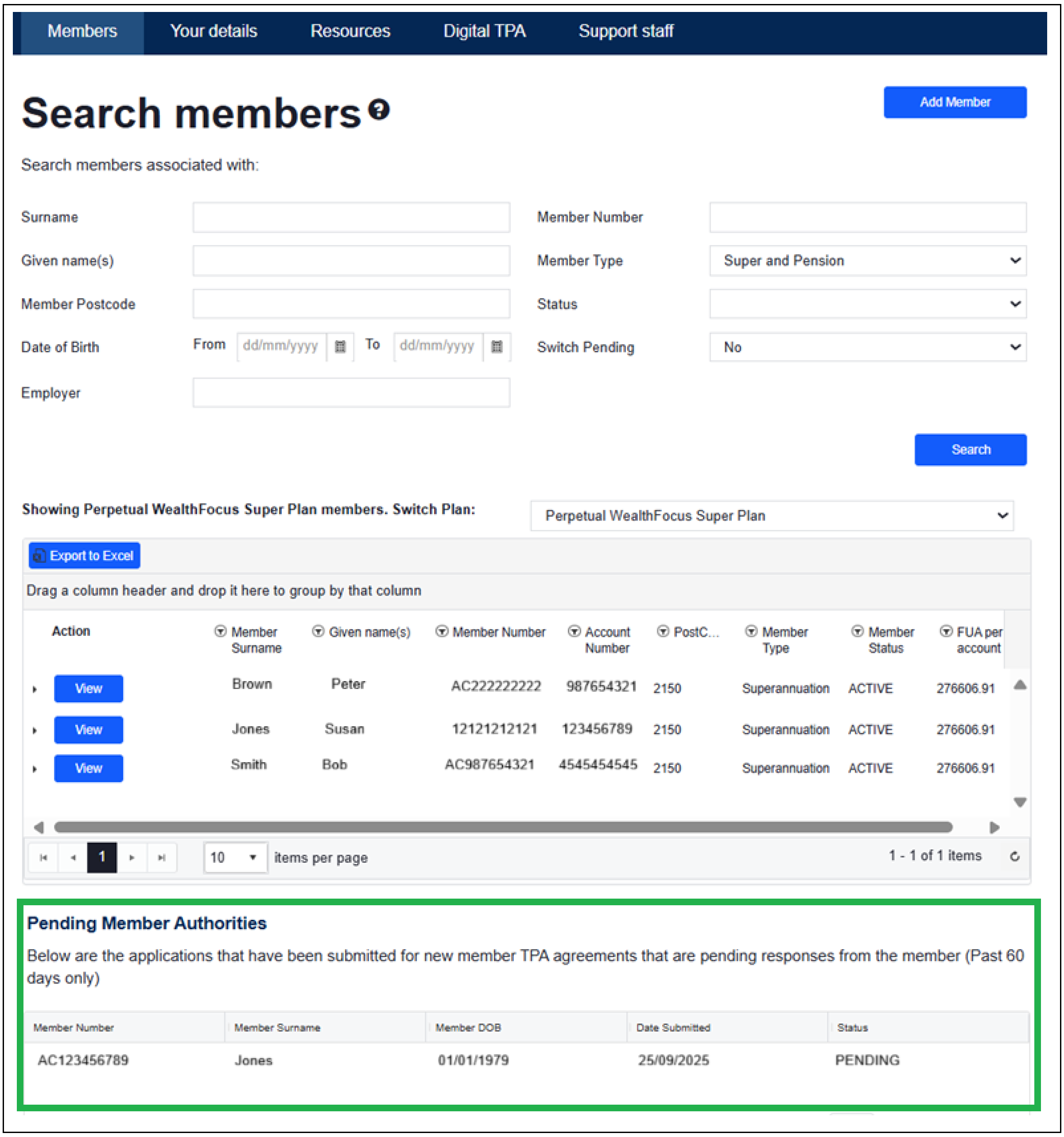
a. Navigate to the “Digital TPA” page and enter the member’s account details. The information is validated and matched to current details registered for the member account.



b. On successful validation, an email is sent to the member’s registered email for approval.

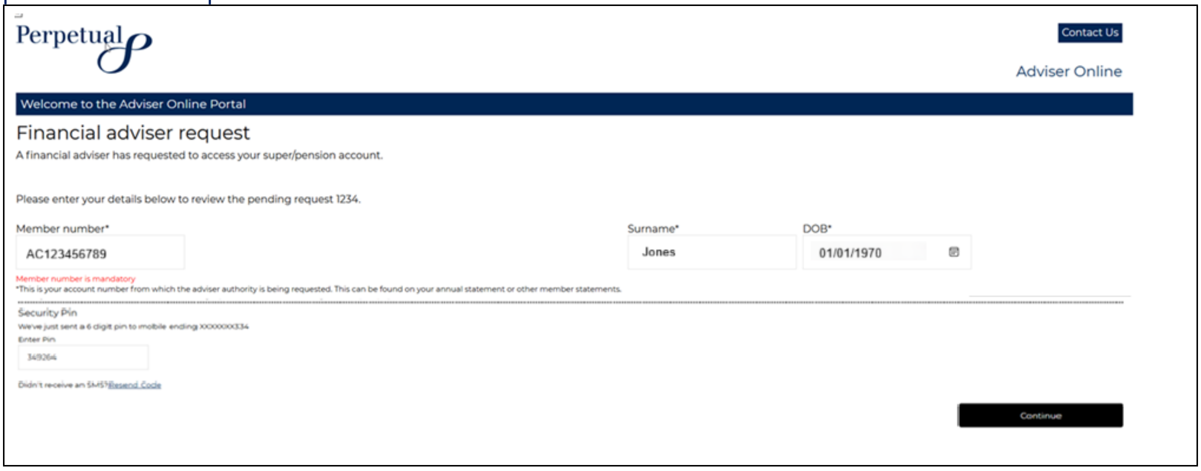


c. The adviser can monitor status of any TPA requests initiated via the “Pending Member Authorities” section in Members tab.



d. An automated email sent to the member will contain a personalised link that member can click on or copy and paste the link in browser window. The member will be directed to the Adviser Online Microsite.

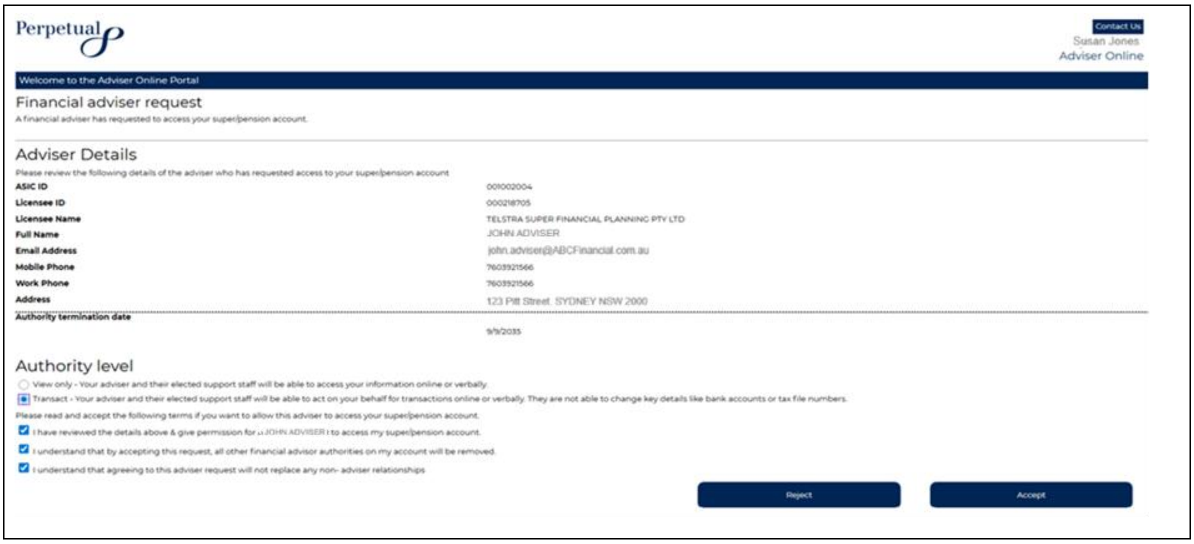
On the Microsite, member to enter their Member number, Surname and Date of Birth and on successful validation a security PIN will be triggered to the member's registered mobile number. Member to enter pin to proceed to next step



e. Member to review adviser information and nominate an authority level for their adviser.
Authority levels are:

View only	Adviser and their support staff will be able access your account and investment information online or verbally.
Transact	Adviser and their support staff will be able to act on your behalf for transactions online or verbally

Member to click on "Accept" after checking the terms and conditions.

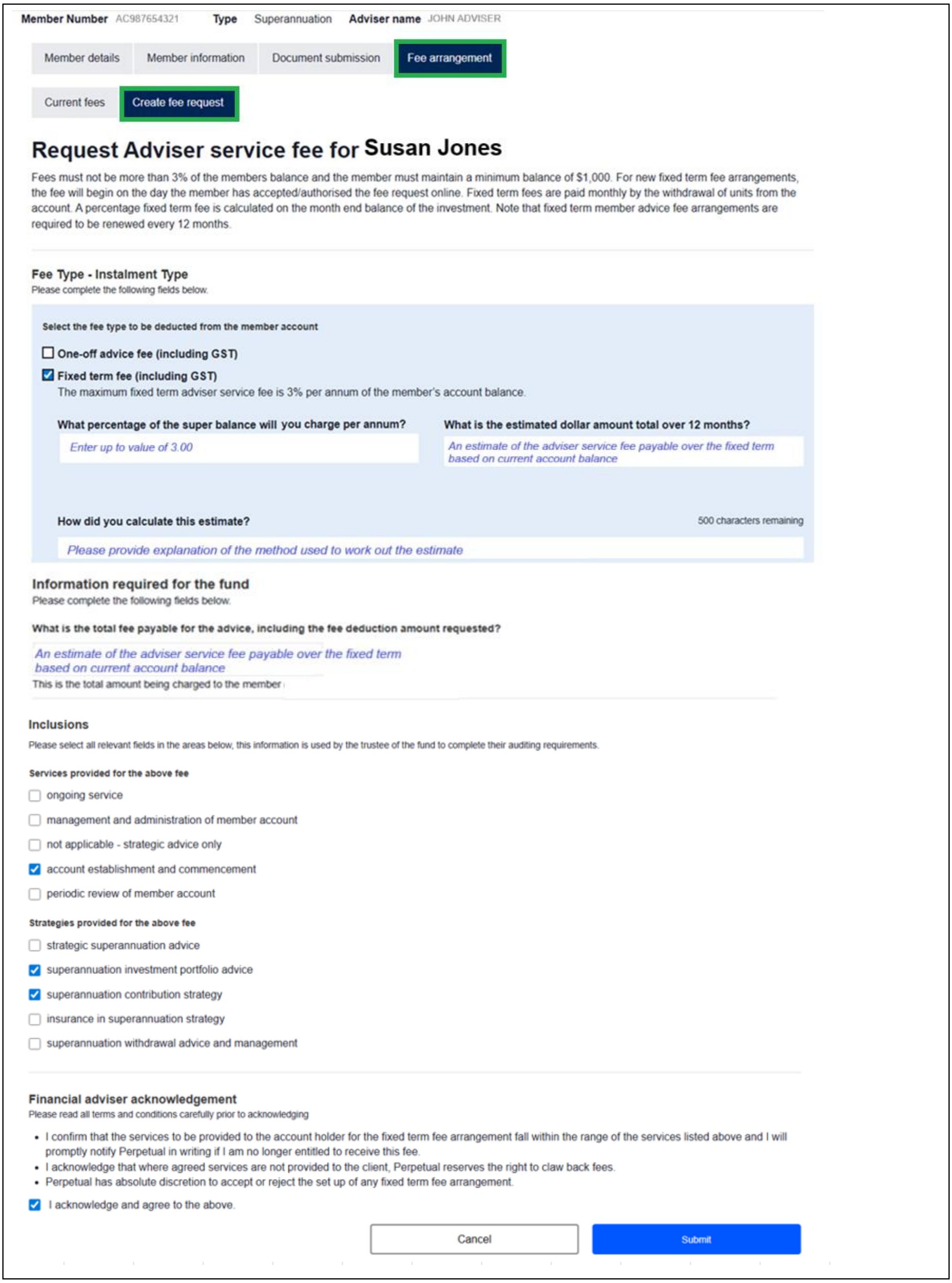


Adviser will be notified via email when the member accepts or rejects the request. Upon acceptance, the member's account is automatically linked to the adviser and accessible on Adviser portal.

9 DIGITAL ADVISER SERVICE FEE

This function allows an adviser to initiate a digital fee request. Subject to the member approval online, Perpetual will accept this as a valid instruction and a fee arrangement may be established for an ongoing adviser service fee fixed for a 12-month period and/or a one-off advice fee processed from the member's account.

a. For a selected member, click on the "Fee arrangement" and then click on "Create fee request"



Member Number AC987654321 **Type** Superannuation **Adviser name** JOHN ADVISER

Member details | Member information | Document submission | Fee arrangement

Current fees | Create fee request

Request Adviser service fee for Susan Jones

Fees must not be more than 3% of the members balance and the member must maintain a minimum balance of $1,000. For new fixed term fee arrangements, the fee will begin on the day the member has accepted/authorised the fee request online. Fixed term fees are paid monthly by the withdrawal of units from the account. A percentage fixed term fee is calculated on the month end balance of the investment. Note that fixed term member advice fee arrangements are required to be renewed every 12 months.

Fee Type - Instalment Type

Please complete the following fields below.

Select the fee type to be deducted from the member account

- [ ] **One-off advice fee (including GST)**
- [x] **Fixed term fee (including GST)**

The maximum fixed term adviser service fee is 3% per annum of the member's account balance.

What percentage of the super balance will you charge per annum?

Enter up to value of 3.00

What is the estimated dollar amount total over 12 months?

An estimate of the adviser service fee payable over the fixed term based on current account balance

How did you calculate this estimate? 500 characters remaining

Please provide explanation of the method used to work out the estimate

Information required for the fund

Please complete the following fields below.

What is the total fee payable for the advice, including the fee deduction amount requested?

An estimate of the adviser service fee payable over the fixed term based on current account balance

This is the total amount being charged to the member

Inclusions

Please select all relevant fields in the areas below, this information is used by the trustee of the fund to complete their auditing requirements.

Services provided for the above fee

- [ ] ongoing service
- [ ] management and administration of member account
- [ ] not applicable - strategic advice only
- [x] account establishment and commencement
- [ ] periodic review of member account

Strategies provided for the above fee

- [ ] strategic superannuation advice
- [x] superannuation investment portfolio advice
- [x] superannuation contribution strategy
- [ ] insurance in superannuation strategy
- [ ] superannuation withdrawal advice and management

Financial adviser acknowledgement

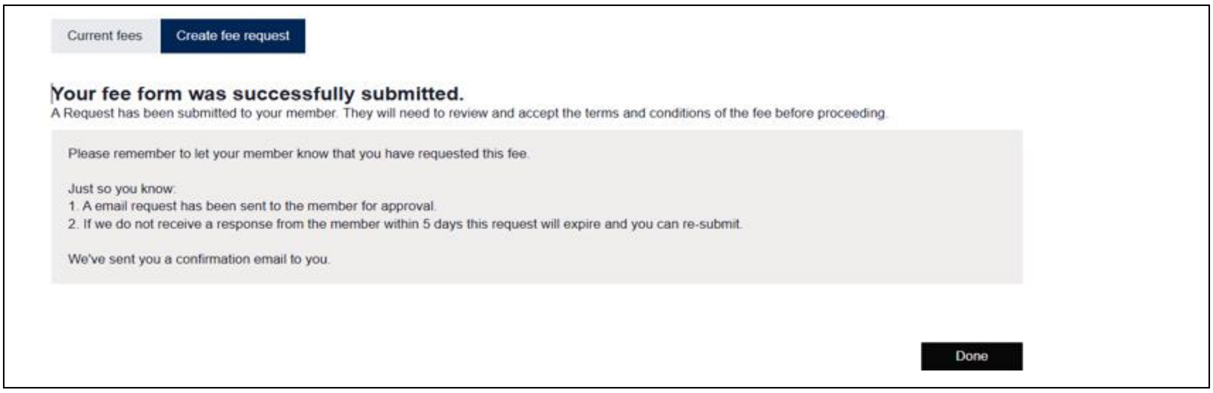
Please read all terms and conditions carefully prior to acknowledging

- I confirm that the services to be provided to the account holder for the fixed term fee arrangement fall within the range of the services listed above and I will promptly notify Perpetual in writing if I am no longer entitled to receive this fee.
- I acknowledge that where agreed services are not provided to the client, Perpetual reserves the right to claw back fees.
- Perpetual has absolute discretion to accept or reject the set up of any fixed term fee arrangement.

- [x] I acknowledge and agree to the above.

Cancel | Submit

b. When the online form is submitted successfully, an email request will be sent to the member's registered email for review and approval of the fee request.


Current fees
Create fee request

Your fee form was successfully submitted.
A Request has been submitted to your member. They will need to review and accept the terms and conditions of the fee before proceeding.

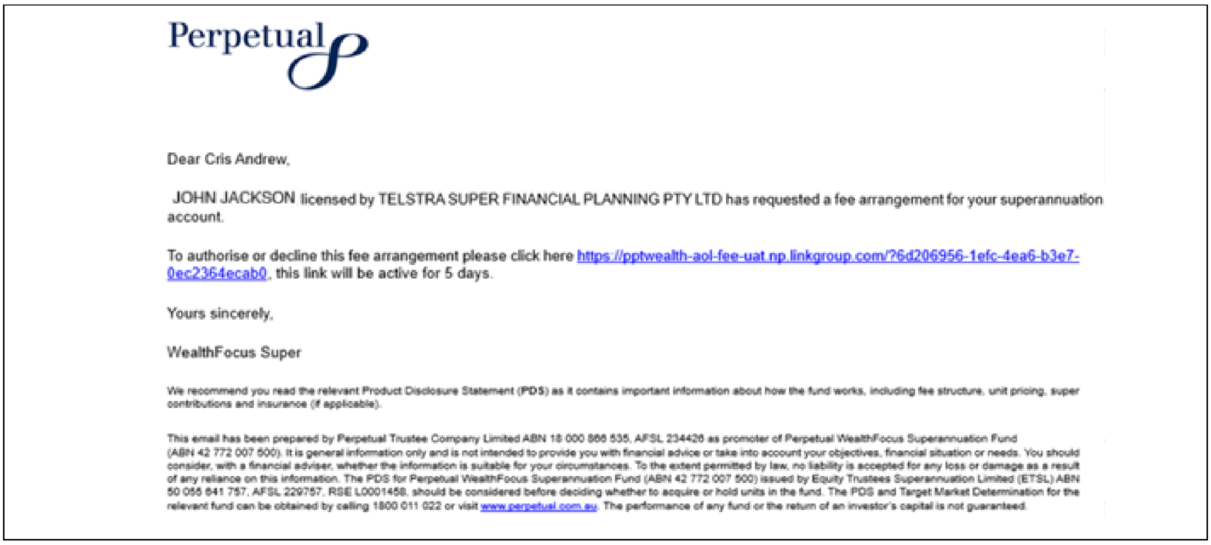
Please remember to let your member know that you have requested this fee.

Just so you know:
1. A email request has been sent to the member for approval.
2. If we do not receive a response from the member within 5 days this request will expire and you can re-submit.

We've sent you a confirmation email to you.

Done

c. The email request sent to the member will contain a personalised link that member can click on or copy and paste the link to new browser window. The member will be redirected to the Adviser Online Microsite.


Dear Cris Andrew,

JOHN JACKSON licensed by TELSTRA SUPER FINANCIAL PLANNING PTY LTD has requested a fee arrangement for your superannuation account.

To authorise or decline this fee arrangement please click here https://pptwealth-aol-fee-uat.np.linkgroup.com/?6d206956-1efc-4ea6-b3e7-0ec2364ecab0, this link will be active for 5 days.

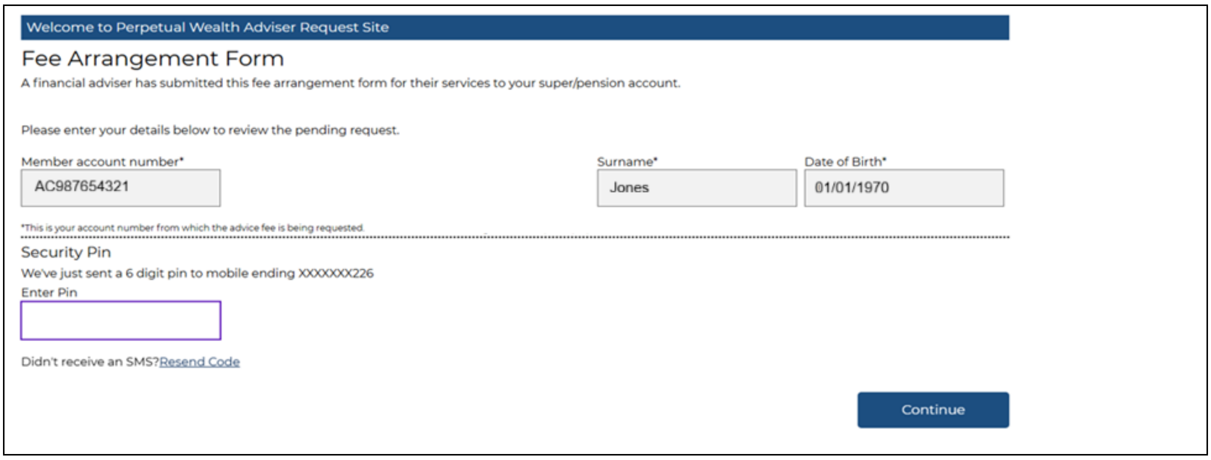
Yours sincerely,

WealthFocus Super

We recommend you read the relevant Product Disclosure Statement (PDS) as it contains important information about how the fund works, including fee structure, unit pricing, super contributions and insurance (if applicable).

This email has been prepared by Perpetual Trustee Company Limited ABN 18 000 866 535, AFSL 234426 as promoter of Perpetual WealthFocus Superannuation Fund (ABN 42 772 007 500). 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 Perpetual WealthFocus Superannuation Fund (ABN 42 772 007 500) issued by Equity Trustees Superannuation Limited (ETSL) ABN 50 055 641 757, AFSL 229757, RSE L0001458, should be considered before deciding whether to acquire or hold units in the fund. The PDS and Target Market Determination for the relevant fund can be obtained by calling 1800 011 022 or visit www.perpetual.com.au. The performance of any fund or the return of an investor's capital is not guaranteed.

On the Microsite, member to enter Member number, Surname and Date of Birth. On successful validation, a security PIN will be triggered to the member's registered mobile number. Enter PIN to proceed to next step


Welcome to Perpetual Wealth Adviser Request Site

Fee Arrangement Form
A financial adviser has submitted this fee arrangement form for their services to your super/pension account.

Please enter your details below to review the pending request.

Member account number*: AC987654321
Surname*: Jones
Date of Birth*: 01/01/1970

*This is your account number from which the advice fee is being requested.

Security Pin
We've just sent a 6 digit pin to mobile ending XXXXXXX226
Enter Pin

Didn't receive an SMS?Resend Code

Continue

d. Member to review adviser information, requested fee details, terms and conditions and click Accept. An automated email is triggered to notify adviser of member acceptance or rejection.

Welcome to Perpetual Wealth Adviser Request Site

Fee Arrangement Form

A financial adviser has submitted this fee arrangement form for their services to your super/pension account.

Adviser Details

Please review the following details of the adviser who has requested a fee deduction from your super/pension account.

ASIC ID	001002467
Licensee ID	000220705
Licensee Name	ABC Financial Planning
Full Name	JOHN ADVISER
Email Address	Adviser@ABCFinancial.com.au
Mobile Phone	7603921566
Work Phone	7603921566
Address	123 Pitt Street SYDNEY NSW 2000

Super Fund Details

Fund Name	Perpetual WealthFocus
Fund Phone Number	1800 011 022
Fund Email	superandpension@perpetual.com.au
Your Member Number	AC987654321

Fee Type

Please review the following details relating to the Fee type to be deducted from your super/pension account.

Type of Fee	Ongoing fee (%)
Percentage or Dollar amount?	percentage
Percentage of the super balance charged per annum	2
Total dollar amount deducted from Super	2000
How the estimation was calculated	Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incident ut labore et dolore magna aliqua.

Unprocessed fees can be ceased by contacting Perpetual Wealthfocus before the fees have been deducted

Information required for the fund

Please review the following details related to the fee request.

Total advice fee (including amount being deducted)	2000
	1

Inclusion

Please review the following inclusion as part of the fee agreement.

Services included in your fee:	**account establishment and commencement**
Strategies included in your fee:	**superannuation investment portfolio advice,superannuation contribution strategy**

Inclusion

Please review the following inclusion as part of the fee agreement.

Services included in your fee:	**account establishment and commencement**
Strategies included in your fee:	**superannuation investment portfolio advice,superannuation contribution strategy**

Member declaration and acknowledgement

- I/we declare that all details in this form are true and correct. I/we consent to my/our adviser or my/our adviser's licensee, receiving the amount specified and to the deduction of this amount, via a redemption of units from my/our account. If signing under a power of attorney, I have not received notice of revocation of that power (please send a certified copy of the power of attorney if it has not been previously provided to Perpetual.)
- I/we confirm that the amount specified above is consistent with a fee arrangement that I/we have entered into with my/our adviser and solely relates to my/our interest in the Fund. The amount specified above is a reasonable amount for the advice services that have or will be provided to me/us. If I/we wish to withdraw my/our consent, I/we may do so at any time before the fee is deducted from the account by contacting Perpetual.
- I/we acknowledge and agree that by consenting to the above advice fee, my/our account balance and potential returns will reduce. Perpetual may in its absolute discretion decline to pay the advice fee and I/we understand that it may be an offence, including an early release of superannuation scheme, if the details and confirmation in this form are not true and correct.
- For Fixed Term fees I acknowledge that I have read the current Product Disclosure Statement (PDS) and agree to be bound by the provisions of the Trust Deed (as amended from time to time) and the terms and conditions in the PDS. I acknowledge and agree that the ongoing fee arrangement may continue where Perpetual is advised by the outgoing AFS licensee or financial adviser that the services under the ongoing fee arrangement are to be provided by a new AFS licensee or financial adviser and that I have consented to that transfer.

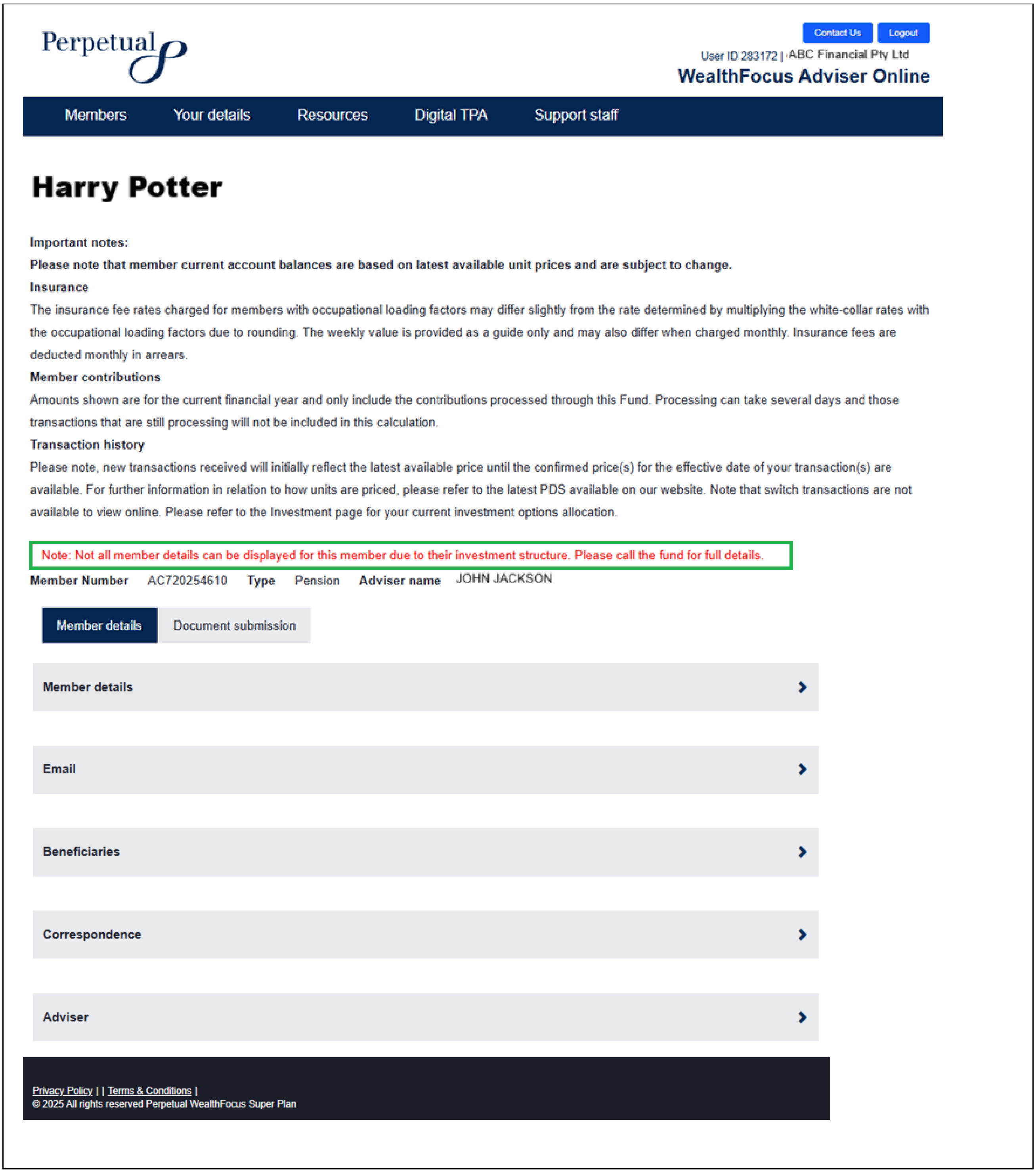
☑ Please accept terms and conditions.

Reject | Accept

Privacy Policy © 2025 Perpetual Wealth

10 TERM ALLOCATED PENSION MEMBERS

Please be advised that members of non-accumulation investment structure such as TAPs will only have basic member details displayed on Adviser Online. Benefit quotes and document generation are not available for these members. Please contact us for assistance.



11 SUPPORT & TROUBLESHOOTING

a. If you or your member did not receive the expected email(s) in your inbox in relation to Third-party authority or Adviser service fee, please check the Spam or Junk folders.

b. If a member clicking on the personal link within the TPA or adviser fee request email does not successfully redirect to the Adviser online microsite, please try copy and paste the link to new browser window.

c. If you're unable to create a fee request or experiencing error initiating a fee request, it may be due to:
   - adviser authority for the member is currently View-only access. Please contact your member to approve Transact level authority.
   - Dealer RCTI may not be in place. Please contact us for assistance.

d. Advisers and their support staff can initiate digital TPA, the member will have an option to elect for view-only or transact level authorities. Please note that currently the communications only mention view only access however, if Transact has been elected/ approved by the member, the Edit buttons will be enabled online.

e. Members have 5 days to respond to an online fee request. Advisers can re-submit request upon expiry.

f. Members have 5 days to respond to an online TPA request. Advisers can re-submit request upon expiry.

g. For XPlan subscription, if you encounter an issue entering the reference code generated on Adviser portal into IRESS XPlan, with the IRESS XPlan system more generally, or with the data being presented in XPlan, please contact or lodge a ticket with IRESS connect https://IRESS-connect.atlassian.net/servicedesk/customer/portals

h. For support and assistance, please call:

   Wealth Focus - 1800 011 022

   Select - 1800 677 442

   Email: advisersupport@apac.mpms.mufg.com

Please ensure you provide the below information to facilitate technical review and investigations.

1. What is your portal login ID and name?

2. **Which Adviser portal did you access?**

Product	Super Pension
WealthFocus	☐ https://adviser.aas.com.au/login/Pw
Select	☐ https://adviser.aas.com.au/login/Pk

3. What browser did you use?

☐ Microsoft Edge

☐ Google Chrome

☐ Safari

☐ Other

____

4. Is the issue or error reproduced after you have cleared browser cache?

Please visit [How to clear the cache and cookies in your web browser | Australian Taxation Office] for step-by-step guide on how to clear browser cache.

5. **Describe the issue or error you’re experiencing. Please include details of:**
   - Date and time (approx.) when error/issue experienced
   - steps or actions performed on the portal leading up to the issue/error.
6. **Provide relevant screenshot of error message displayed on page (if any).**