Perpetual Wealth

Traditional trustee company services

Financial Services Guide

Content

About this document 1

About us 2

Our traditional trustee company services 2

Additional information 6

Contact details 9

About this document

This Financial Services Guide (FSG) is an important document that provides you with information about Perpetual Trustees W.A. Ltd (PTWA) and our traditional trustee company services (Services), which PTWA is authorised to provide under its Australian Financial Services Licence 700028 (AFSL).

This FSG will help you understand the Services and determine whether or not you should use them. It includes details about:

- who we are
- the Services we will, or are likely to, provide
- the fees and costs for the Services
- how our representatives (and our associates) are remunerated
- our associations and relationships (including additional services)
- how you can provide instructions to us
- our procedure for handling complaints
- how you can contact us.

The information contained in this FSG is general information only and has been prepared without taking into account any particular individual's investment objectives, financial situation or needs.

FINANCIAL SERVICES GUIDE DATED 18 NOVEMBER 2026

Issued by Perpetual Trustees W.A. Ltd

ABN 98 008 666 886 AFSL 700028

About us

PTWA (also referred to as 'we', 'us' and 'our' in this FSG) is a wholly owned subsidiary of Perpetual Wealth Management Pty Ltd ABN 90 678 546 113 (Perpetual Wealth) and part of the 'Perpetual Wealth Management Group', which means Perpetual Wealth and its subsidiaries.

We act for ourselves in providing the Services to you. We do not act as a representative of any other licensee in relation to the Services we provide you.

As at the date of this FSG, Perpetual Wealth is a wholly owned subsidiary of Perpetual Limited ABN 86 000 431 827 (refer to statement below).

The following statement takes effect on the date notified to clients on our website confirming completion of the sale.

Perpetual Limited has sold the wealth management business to BCPE Barton BidCo Pty Ltd (ACN 694 979 041), an entity indirectly controlled by Bain Capital Investors, LLC. The wealth management and advice business is no longer owned or operated by Perpetual Limited and the products and services are not affiliated with or guaranteed by Perpetual Limited.

Not independent

We are part of the Perpetual Wealth Management Group which consists of other related entities that operate and/or administer financial products. We may recommend financial products operated or administered by PTWA or another Perpetual Wealth Management Group entity from time to time. As a result, we are not able to refer to ourselves or our advice as 'independent', 'impartial' or 'unbiased'.

Our heritage

Perpetual Wealth is built on a long heritage and has supported clients to protect and grow their wealth over generations. We bring a disciplined, long-term approach to financial advice, fiduciary and professional services that is shaped by what matters most to our clients.

Today, we comprise Perpetual Wealth alongside three specialist businesses – Fordham, Priority Life and Jacaranda Financial Planning. Together, we offer a distinctive combination of wealth management, tailored financial advice, philanthropy, risk insurance advice, investment solutions, business advisory, and trustee services.

We work with individuals, families, businesses, not for profits and First Nations communities across Australia, supporting them to navigate complexity, make informed decisions and build lasting outcomes over generations.

Our traditional trustee company services

Our Services include:

- trust and estate management
- applying for probate of a will, applying for grant of letters of administration, or electing to administer a deceased estate
- Perpetual Wealth Health and Personal Injury administration services (which includes acting as financial manager, administrator or trustee for represented persons).

Trust and estate management

In our role as the executor or administrator of a deceased estate, the trustee of a trust (including a charitable trust) and/or as the attorney, manager or administrator of a person's financial affairs, we hold custody of and deal in assets on our client's behalf.

This includes:

- acting as a trustee of any kind, or otherwise administering or managing a trust
- acting as executor or administrator of a deceased estate
- acting as agent, attorney or nominee
- acting as receiver, controller or custodian of property
- acting as manager or administrator of the estate of an individual
- acting in any other capacity prescribed by the regulations for the purpose of the Corporations Act 2001.

Fees and costs for the Services

Due to the personal and tailored nature of the Services, fees may be varied by agreement. For a personalised quote, please contact us directly on 1800 631 381.

The following fees and costs are the current standard amounts applicable for the Services unless the fees have been varied by agreement between us and (as applicable) the will maker, settlor, donor or, in the case of Health and Personal Injury, the client or their agent.

Unless otherwise stated, the following fees and costs are inclusive of the goods and services tax (GST), if applicable.

If we change the fees we charge you, we must give you 21 days' prior notice and we must disclose the change of fees on our website.

Probate and letters of administration

PTWA will generally charge the standard scale of costs applicable in each state or territory for work involved in obtaining a grant of probate or letters of administration for non-contentious matters.

PTWA will charge fees at the applicable hourly rate listed under 'Additional services' in this section in the following circumstances:

- where there is no standard scale of costs for the relevant state or territory
- for work relating to contentious matters or matters involving other complications in obtaining a grant of probate or letters of administration (eg an informal will).

Deceased estates

Fees for estate administration and executorial services

Gross value of assets[1] of the estate	Capital fee[2]	Income fee[3]
Up to $2,000,000	4.29%	5.775%
Next $3,000,000	2.80%	
Next $5,000,000	1.55%	
Amount over $10,000,000	0.88%	
Minimum fee	$19,800	Not applicable

1 For deceased estates, 'gross value of assets' means the gross amount of the assets (whether real or personal) of the estate without deduction of debts or liabilities (whether secured or unsecured), less any amount relating to a principal residence (if applicable - see below).

2 The capital fee is a once-only fee and is generally charged when the estate is finalised or when the majority of the assets are distributed, whichever occurs first.

3 The income fee applies to all income earned in the estate and is generally charged in the month that the income is received.

In certain circumstances an establishment fee may be negotiated when taking on administration of an estate as an agent for, or on behalf of, a named executor, or a person entitled to obtain a grant of administration.

Fee for administering a principal residence

When calculating our capital fee for administering a deceased estate, a flat capital fee of 1.10% of the gross market value of the deceased's interest in their principal residence applies where all of the following conditions are satisfied:

- the principal residence was the principal residence of the deceased, together with their spouse and/or their child or children at the date of death
- the surviving spouse and/or child or children continue to use the property as their principal residence until the administration of the estate is finalised
- the principal residence is transferred solely to the surviving spouse, child or children who occupied the residence at the date of death.

If all of these conditions are satisfied, the value of the principal residence is not counted toward the gross value of assets of the estate for fee calculation purposes.

If any of the above conditions are not satisfied, the full capital fee shown in the previous 'Fees for estate administration and executorial services' table will apply.

If the principal residence was owned in joint tenancy, then the deceased's interest in the principal residence does not form part of the estate and is not subject to fees.

Perpetual Wealth Health and Personal Injury

Fees for administration of assets under enduring powers of attorney, financial management/ administration orders and compensation trusts

Gross value of assets[1]	Establishment fee[2]	Ongoing fee
Up to $500,000	Up to 1.1%	1.925% pa
Next $500,000	Up to 1.1%	1.375% pa
Next $2,000,000	Up to 1.1%	0.825% pa
Amount over $3,000,000	Up to 1.1%	0.530% pa
Minimum fee	$3,300	$5,775 pa

1 'Gross value of assets' includes the value of real property or land.

2 See 'Establishment fees' for further information.

The ongoing fee is calculated daily and charged monthly to your account(s).

Trusts

Fees for trust services (excluding philanthropic trusts and Perpetual Wealth Health and Personal Injury trusts)

Gross value of assets[1]	Establishment fee[2]	Ongoing fee
Total amount	Up to 1.1%	1.375% pa
Minimum fee	$3,300	$4,125 pa

1 'Gross value of assets' includes all capital and income assets, including the value of real property or land.

2 See 'Establishment fees' for further information. This fee is not charged on a testamentary continuing trust where PTWA was the executor of the deceased's estate.

The ongoing fee, which is calculated daily and charged monthly to your account(s), is applicable to:

- testamentary continuing trusts, from the time the trust is established
- all other trusts, from the date when the trust is committed to PTWA's administration.

Philanthropic trusts

Fees for philanthropic trust services (excluding private ancillary funds and Perpetual Foundation endowments)

Gross value of assets[1]	Trustee fee
Total amount	1.056% pa
Minimum fee	Not applicable

1 'Gross value of assets' includes all capital and income assets, including the value of real property or land.

The trustee fee, which is calculated daily and charged monthly to your account(s), is applicable to:

- testamentary charitable trusts, from the time the trust is established
- all other charitable trusts, from the date when the trust is committed to PTWA's administration.

An amount of $550 is also charged annually to each philanthropic trust to cover the cost of preparing the Annual Information Statement which must be lodged with the Australian Charities and Not-for-profits Commission.

Fees for private ancillary fund trustee services

The fees outlined below are the standard trustee fees payable for Private Ancillary Fund (PAF) services. Due to the personal and tailored nature of PAFs, fees may be varied by agreement.

Gross value of assets[1]	Trustee fee
Up to $500,000	0.825% pa
Next $500,000	0.550% pa
Amount over $1,000,000	0.330% pa
Minimum fee	Not applicable

1 'Gross value of assets' includes all capital and income assets, including the value of real property or land.

The trustee fee is calculated daily and charged monthly to your account(s). An investment management fee may also be charged depending on the investment solution agreed with the client.

An amount of $550 is also charged annually to each PAF to cover the cost of preparing the Annual Information Statement which must be lodged with the Australian Charities and Not-for-profits Commission.

Fees for endowments within the Perpetual Foundation

Balance attributed to each endowment	Trustee fee
Total amount	0.70% pa[1]
Minimum fee	Not applicable

1 This amount is inclusive of the net effect of GST.

The trustee fee is calculated daily and charged monthly to your endowment.

Please also refer to 'Offset expenses' in this section for details about the arrangements applying to the Perpetual Foundation's cash balance, including the interest margin retained by us to offset operational costs.

Additional services

Additional services we may provide or arrange, for which we may charge include, but are not limited to:

- additional property services outside of our Property Management Service, including services relating to the purchase and sale of real estate (see 'Property services' for further information)
- management of interstate or foreign assets
- carrying on a business
- preparation and lodgement of tax returns or other required tax forms
- preparation of financial statements where required and lodgement with any applicable regulator
- reconstruction of capital gains tax records
- litigation (eg a family provision claim by a person contesting a will or an application for judicial advice)
- preparation of legal documents (eg deeds, funding agreements)
- company formation and re-structure
- arrangements resulting from beneficiary requests
- enquiries relating to missing or unnamed beneficiaries
- contentious business including internal legal advice and instructing external lawyers
- personal care arrangements associated with appointment as attorney, administrator or financial manager including payment of accounts, medical and insurance claims of any kind
- necessary additional attendances when assets cannot be held in PTWA's name
- necessary attendances with third parties which are required to give effect to PTWA's appointment
- the provision of information to external parties such as auditors, lawyers and regulators
- services relating to the management of philanthropic distributions, awards and scholarships
- services of an otherwise unusual nature
- staff travel costs associated with the estate administration.

Fees for additional services

The following fees apply for additional services (excluding additional property services – see 'Additional property services' in the 'Additional information' section for more information).

Role	Hourly service fees
Partner/director/national manager/senior legal manager	Up to $660 per hour
Senior manager/senior lawyer/state manager	Up to $550 per hour
Manager/lawyer/trust manager	Up to $511.50 per hour
Assistant manager	Up to $315 per hour
Senior accountant	Up to $315 per hour
Accountant	Up to $230 per hour
Administrative officer/assistant or paralegal	Up to $275 per hour, whenever charged

Other roles are charged at rates reflective of their professional experience within these bands.

Expense recovery

Professional expenses payable

If we engage any other service provider, including a related Perpetual Wealth entity, they may be paid fees, commission or brokerage (including GST). These may be in addition to any other fees that are payable to us.

These services include those provided by:

- a real estate or business agent
- a trustee or manager of a common fund or unit trust
- an asset investment manager
- an external legal counsel
- a registered tax agent
- an independent auditor
- any person(s) acting as a director of a private company.

Other expenses

We are entitled to reimbursement of all properly incurred expenses in the provision of services to you. These expenses include but are not limited to staff travel, postage, couriers, photocopying, bank charges, telecommunication charges, settlement fees and certain payments to third parties.

We offset all properly incurred expenses, disbursements and incidental third party expenses by retaining interest earned in respect of all monies held in PTWA's operating bank account before the money is allocated to the account.

We may be required in some estates or trusts to provide funding from our own funds to pay certain expenses associated with those matters (eg where there are no income producing assets, or prior to the grant of probate). We will recover an ongoing expense recovery from the particular estate or trust of approximately 0.25% per annum of the funding for the ongoing use of this facility. This rate is variable in accordance with the cash rate.

When the estate or trust is in a position to repay the funded amount, the expenses accrued to date will also be collected and paid to us.

Additional expenses may apply to international transactions.

Offset expenses

Any cash balance held by us in your account is invested in a Perpetual Private Cash Account (Cash Account) established for clients. Your Cash Account is held through PTWA with a banking institution as determined by or on behalf of us from time to time. Currently, the required Cash Account is invested with Macquarie Bank Limited ABN 46 008 583 542 AFSL 237502 (MBL). Your Cash Account earns a return based on the interest payable by MBL. The rate of return varies from time to time. We retain a margin of up to 1.5% per annum of the return earned on your Cash Account to offset operational costs.

Establishment fees

An establishment fee is a once only additional fee that helps cover the costs associated with establishing the account and transferring assets into PTWA's administration. The fee is charged when the account is established or when additional assets are transferred into PTWA's administration.

Additional fees and costs for using other financial products

Fees and costs charged by issuers of other financial products, such as any applicable investment management fees and transaction costs where assets are invested in a managed investment product, are additional to the fees and costs we charge for our Services. These fees and costs will generally be set out in the product issuer's product disclosure statement or other disclosure document (as applicable).

Remuneration received

Perpetual Wealth representative remuneration

Your representative may be one or more of the staff working in our trustee services team who are authorised by PTWA to provide the Services. These staff are salaried employees of the Perpetual Wealth Management Group. Your representative may be eligible to receive additional remuneration, which may include performance-based bonuses. Any such remuneration is determined by a range of factors, including client satisfaction, quality of advice, compliance and risk related measures, business performance and revenue outcomes. These remuneration arrangements do not represent an additional cost to you. The level of remuneration payable to your representative is not determined by the particular financial products or services provided to you.

Financial adviser remuneration

If you also have a Perpetual Wealth financial adviser, that adviser is also a salaried employee of the Perpetual Wealth Management Group and may be eligible to receive the additional remuneration described above.

In some circumstances, your financial adviser may participate in a revenue share arrangement in addition to their base salary and superannuation, provided that:

- there is a valid client direction to make the payment in place, where required
- your financial adviser satisfies certain non-financial measures (including in relation to compliance).

We will pay an amount calculated as a percentage between 35% and 50% of the revenue received by Perpetual Wealth which is attributed to your financial adviser (net of certain costs and deductions and any other revenue which Perpetual Wealth is not permitted by law to pass on to its financial advisers). The amount paid takes into account adjustments for your financial adviser's salary and superannuation.

These remuneration arrangements do not represent an additional cost to you. The level of remuneration payable to your financial adviser is not determined by the particular financial products recommended to you.

Payment of part of your financial adviser's remuneration may be deferred for 12 months.

Further information about your financial adviser's remuneration is available in the 'Perpetual Wealth Adviser Remuneration Summary' available on request from your financial adviser or Perpetual Wealth.

From 30 November 2026, PTWA became the licensee responsible for providing financial advice services. Certain remuneration arrangements previously operated by Perpetual Trustee Company Limited (PTCo) transferred to PTWA. Any remuneration, including revenue share or deferred amounts, that accrued prior to 30 November 2026 may continue to be paid after that date in accordance with the applicable remuneration arrangements. Remuneration accruing from 30 November 2026 onwards is administered by PTWA. These arrangements do not result in any additional fees or charges to clients.

Perpetual Wealth Management Group remuneration

Any remuneration that a Perpetual Wealth Management Group entity will receive for products and services will be detailed in the product disclosure statement, financial services guide or other disclosure document you will receive for the relevant product or service.

Other benefits

PTWA, its representatives and related entities may receive non-monetary benefits from product issuers, service providers and other business partners, such as education and training, conference attendance and professional development opportunities. These benefits are subject to our conflict management framework and legal obligations. Where required, relevant benefits and any associated conflicts of interest will be disclosed to you.

Additional information

Other specialist services

Your representative can also arrange access to the following specialist services if you request them:

- personal financial planning advice
- personal and general advice and arranging services in relation to the following financial products and services:
  - deposit and payment products
  - managed investments
  - securities
  - superannuation and pensions
  - managed discretionary account services
  - investor directed portfolio services
  - life risk insurance
  - margin lending
- advice regarding self-managed super funds, trust and company structures
- charitable planning and philanthropic advice
- estate planning, including general estate planning advice and establishment of trusts
- investment management services as an adjunct to PAF trustee services
- property services (see below for separate fee details)
- tax planning, advice, return preparation and accounting services
- Lifestyle Assist.

If any of these services are provided, you will receive a separate financial services guide(s), where applicable, providing further information, including details of relevant fees and charges.

Property services

Property Management Service

Where property forms part of the assets of a trust, estate or portfolio, our in-house team of property specialists will undertake all aspects of management, administration, reporting and preservation of the properties as part of our Property Management Service, the cost of which is covered by the relevant ongoing fee(s) payable for the administration of those assets.

Fees and charges will be payable for services provided by third parties for property that forms part of the assets of a trust, estate or portfolio, eg project management, repairs and maintenance or compliance program.

Additional property services

Additional property services provided outside of the Property Management Service will incur the following additional fees:

Additional property service	Fee amount
Additional property service other than the sale or purchase of property	$440[1] per hour
Sale of a property	Up to $12,000[2,3]
Purchase of a property	Up to $15,000[3,4]

1 The hourly fee amount includes GST and is deducted directly from your account(s), in addition to any third-party costs which may also apply.

2 Properties sold for:
- less than $1,000,000 will be charged a fee of $6,000
- $1,000,000 or more will be charged a fee of $12,000.

3 These property service fees are charged at the time of the transaction.

4 Properties purchased for:
- less than $1,000,000 will be charged a fee of $12,000
- $1,000,000 or more will be charged a fee of $15,000

The fees for the sale of property, as outlined in the table above, do not apply to properties administered as part of our estate administration and executorial services. All other additional property service fees, excluding the fees for the sale of property, remain applicable.

Ancillary services

As we are a registered tax agent, we can provide tax advice and compliance services.

We can also arrange the preparation of a power of attorney or an agency arrangement.

These services are not provided under our AFSL.

Should you decide to use them, you will receive a separate letter of engagement about these services and how much they will cost.

Providing instructions to us

You can typically provide instructions to us by telephone, mail, email or other secure digital methods. Some financial products or transactions may require instructions to be provided in a particular form or manner. Where this applies, we will explain the relevant requirements to you.

For your protection, please do not send sensitive information by email or other electronic means unless we have specifically asked you to do so. If we require sensitive information, we will discuss the most appropriate and secure method for you to provide it.

Verification procedures may be undertaken when you contact us or provide instructions. You should be aware of the risk of email scams, phishing attacks and impersonation fraud, and take appropriate precautions when responding to communications. If you are unsure whether a communication has come from us, please contact us using a trusted phone number before acting on any request.

If we are acting as executor, trustee, attorney, manager or administrator, we will consider any request in accordance with our legal obligations.

Where you are also an executor, trustee, attorney, manager or administrator with us, we will make proposals to you and you will have to instruct us about these proposals. However, these proposals do not constitute the provision of personal or general advice to you.

Your privacy

We collect personal information from you to be able to provide services to you, establish your account(s) and comply with any relevant laws. If you do not provide us with your relevant personal information, we will not be able to do so. In some circumstances, we may disclose your personal information to our related entities or service providers that perform a range of services on our behalf and which may be located overseas.

Australian privacy laws apply to our handling of personal information and we will collect, use and disclose your personal information in accordance with our privacy policy, which includes details about the following matters:

- the kinds of personal information we collect and hold
- how we collect and hold personal information
- the purposes for which we collect, hold, use and disclose personal information
- the types of entities we usually disclose personal information to and the countries where they are likely to be located if it is practicable for us to specify those countries
- how you may access personal information that we hold about you and seek correction of such information (note that exceptions apply in some circumstances)
- how you may complain about a breach of the Australian Privacy Principles (APP), or a registered APP code (if any) that binds us, and how we will deal with such a complaint.

Our privacy policy is available at www.perpetualwealth.com.au or you can obtain a copy free of charge by contacting us.

Conflicts of interest

As we are part of the Perpetual Wealth Management Group, both real and perceived conflicts of interest may arise when providing the Services. We have policies and procedures in place to manage any conflicts of interest and to seek to ensure any related parties of PTWA, and PTWA's service providers and their related parties, perform their functions to the same standards as if the parties were not related.

When acting as trustee, executor, administrator, attorney or any other fiduciary capacity, we are required by law to act in the interests of the trust, estate or person for whom we act.

Any specific conflicts of interest, related party arrangements or material benefits relevant to the services we provide to you will be disclosed to you. We will also notify you of any material changes to those disclosures where required.

Professional indemnity insurance

Perpetual Wealth holds a professional indemnity insurance policy, which satisfies the requirements for compensation arrangements under section 912B of the Corporations Act. Subject to its terms and conditions, the policy provides cover for civil liability resulting from third party claims concerning the professional services provided by Perpetual Wealth, its subsidiaries and its employees and representatives. This policy covers professional services provided by employees and representatives of Perpetual Wealth and its subsidiaries while they are in our employment or engagement, even where that employee or representative has subsequently left our employment or engagement.

Complaints

If you have a complaint about our Services, you should take one of the following steps:

1. Contact your Perpetual Wealth representative and tell them about your complaint.
2. Email your complaint to mycomplaint@perpetualwealth.com.au.
3. Complete our online complaints submission form available at www.perpetualwealth.com.au/privacy-policy/making-a-complaint.
4. Put your complaint in writing and mail it to:
   Perpetual Wealth – Complaints
   Traditional trustee company services
   GPO Box 5404
   Sydney NSW 2001

We will endeavour to respond to your complaint fairly and as quickly as we can and by no later than the maximum response timeframe of 45 days. If we have not had a reasonable opportunity to respond to your complaint before the maximum response timeframe ends, we will write to you to let you know.

If, before the maximum response timeframe for your complaint has passed, you don't feel as though your concerns are being heard or have received our response and are not satisfied with the resolution that has been proposed, our Client Advocacy Team may be able to assist you – email client.advocacy@perpetualwealth.com.au for assistance.

If, at any time you are not satisfied with our response to your complaint, any aspect of our complaints handling process or if you have not received a response within the maximum response timeframe, the Australian Financial Complaints Authority (AFCA) might be able to assist you.

Australian Financial Complaints Authority

We are members of the AFCA external dispute resolution scheme.

AFCA has been established by the Commonwealth Government to provide consumers and small businesses with a free and independent dispute resolution service for complaints about financial firms.

Time limits may apply to complain to AFCA and so you should act promptly or otherwise consult the AFCA website to find out if or when the time limit relevant to your circumstances expires. Other limits may also apply, including eligibility requirements for AFCA to consider a complaint.

You can lodge a complaint with AFCA by:

1. using their online portal available at www.afca.org.au/make-a-complaint
2. email addressed to info@afca.org.au
3. calling 1800 931 678 (free call)
4. mail addressed to:
   Australian Financial Complaints Authority
   GPO Box 3
   Melbourne VIC 3001

Contact details

Website

www.perpetualwealth.com.au

Email

enquiries@perpetualwealth.com.au

Phone

During business hours (Sydney time)

1800 631 381

Postal address

GPO Box 5404
Sydney NSW 2001

Perpetual Wealth state offices

Australian Capital Territory

Nishi Building
Level 9, 2 Phillip Law Street
Canberra ACT 2601

New South Wales

(also registered company office)
Level 18, 123 Pitt Street
Sydney NSW 2000

Queensland

Until 28 February 2027:
Central Plaza 1
Level 15, 345 Queen Street
Brisbane QLD 4000

Queensland

From 1 March 2027:
Level 2, 12 Creek Street
Brisbane QLD 4000

South Australia

Level 12, 25 Grenfell Street
Adelaide SA 5000

Victoria

Rialto South Tower
Level 29, 525 Collins Street
Melbourne VIC 3000

Western Australia

Exchange Tower
Level 29, 2 The Esplanade
Perth WA 6000

www.perpetualwealth.com.au