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# Perpetual Diversified Private Debt Fund

## Significant event notice - Important changes

We are writing to inform you of important changes to the Perpetual Diversified Private Debt Fund.

Between May 8 and May 13, 2025, we are transitioning our registry services to a new external provider.

Below you'll find a summary of the changes and important information on limitations to services during the transfer period ("temporary limited-service period").

### What's changing?

In May, Perpetual Investment Management Limited will transition to a new external registry service provider, MUFG Pension & Market Services. This will affect managed investment schemes where we act as the responsible entity.

Importantly, there will be no changes to how your investments are managed. This change only affects the service provider administering your account.

In conjunction with this change, we are issuing a new Information Memorandum (IM), Perpetual Diversified Private Debt Fund IM, issue number 2 dated May 12, 2025.

### How will investors be impacted?

As a result of the transition the current investor online portal, myPerpetual, will be replaced with an online portal provided by MUFG Corporate Markets, a division of MUFG Pension & Market Services. Consequently, there will be changes to the way you engage, administer your investments/account and transact through the new online portal. There will also be changes to some of the product features of the affected funds.

We encourage you to read this document carefully and contact us if you have any further questions.

### What is a registry service provider?

A registry service provider manages a range of administrative functions for an investment fund, including (but not limited to) processing investor transactions, such as applications, withdrawals, transfers, and maintaining investor details.

### Why are we making this change?

As we approached the end of our arrangement with our current external registry service provider, a comprehensive review and due diligence process was undertaken to ensure we had a fit-for-purpose solution for our investors over the long term.

MUFG Pension & Market Services is a leading global financial services group, providing a range of investment and administrative solutions for clients across the globe.

Perpetual aims to provide the best possible outcomes and experiences for our investors. While we acknowledge this change may initially be disruptive, it is a crucial step to ensure a quality investor experience into the future.

## When will the transfer of registry services be complete?

Transitioning our investors across registry providers will take some time. During this period some of our service offerings will be temporarily limited or unavailable.

Here is a timetable of important dates:

Event	Date
Temporary limited-service period commences. MyPerpetual online portal will be 'view only' and unable to accept transaction requests or updates.	5 May 2025
Last day to transact or update account details before transition.	8 May 2025
Transition period where no investor transactions or updates will be completed.	9 May -13 May 2025
New registry welcome email/letter issued	Mailing to commence on, or shortly after, 13 May 2025
Transaction and account updates resume	14 May 2025
Adviser online portal becomes available	On or shortly after 13 May 2025
Investor online portal becomes available	On or shortly after 13 May 2025
Temporary limited-service period ends	19 May 2025

These dates may be subject to change. In the event of any major delays, Perpetual will notify you of any updated timings.

## What's next?

You and your adviser (if you have one), will receive further information including a welcome letter. This will contain information in relation to the new online portal and subsequent changes. This will be sent as per your current communication preferences by posted letter or email.

The pack will include information such as:

- Your new investor number
- Registration instructions for your new online portal account
- MUFG Pension & Market Services contact details

## Do you need to take any action now?

You should take the following action:

1. Read this notice in its entirety to understand the impacts of the transfer and the implications of the temporary limited-services period.
2. If you're planning to transact on your account (application, redemption or switch) or update your details, we encourage you to submit the request to us as soon as possible ahead of transition period, to avoid delays associated with the temporary limited-services period.
3. To ensure you receive the email or letter, we need your current email and postal address. Please ensure these are up to date by logging in to your myPerpetual account or contacting us on 1800 022 033 by 5 May 2025.

## Temporary limited-service period and contact changes

	During temporary limited-service period (Monday 5 May - Friday 16 May 2025 inclusive)	From Monday 19 May 2025 onwards
<b>Online portal access</b> (existing accounts)	View-only access in myPerpetual. No ability to submit transactions or update client/account details. <b>Account balances and transaction listings on myPerpetual will be frozen as at 8 May 2025.</b>	Your new online portal with current balances will be available on, or shortly after, <b>13 May 2025 with transaction access available a few days later.</b>  Portal registration details will be provided to you closer to the transition date 13 May 2025.
<b>Online portal access</b> (new accounts)	No new registrations will be established	Your new online portal will be available on or shortly after 13 May 2025. Registration will be online.
<b>Transaction processing requests</b> -new accounts, additional applications -withdrawals -investment switches -transfers	<b>Transaction processing requests received via form, BPAY, or Calastone between effective dates 8 May and 13 May 2025 will be delayed until after the transition. Withdrawal proceeds and requests submitted during this temporary limited-service period will also experience delays as the backlog is managed.</b> For details, refer to the PDS on the resources page of Perpetual's public website: <a href="http://www.perpetual.com.au/resources/">www.perpetual.com.au/resources/</a>  Applications and withdrawals will be processed for the day they were received and accepted during the temporary limited-service period, using the applicable entry or exit price for that day.	The new online portal will be available for transactions. Forms should be directed to <a href="mailto:PerpetualUTinstructions@cm.mpms.mufg.com">PerpetualUTinstructions@cm.mpms.mufg.com</a>  Note change of postal address for forms/written instructions to:  Perpetual Investments Unit Registry Locked Bag 5038 Parramatta NSW 2124
<b>Client account updates</b> -address, email and phone -distribution details -bank account updates	<b>No client or account updates will be processed between 8 May 2025 and 13 May 2025.</b>  All requests received between 8 May – 16 May 2025 will be subject to delays as we catch up.	The new online portal will be available for client account updates. Forms should be directed to <a href="mailto:PerpetualUTinstructions@cm.mpms.mufg.com">PerpetualUTinstructions@cm.mpms.mufg.com</a>  Note change of address for forms/written instructions to:  Perpetual Investments Unit Registry Locked Bag 5038 Parramatta NSW 2124
<b>Scheduled processes</b> -regular savings plans -regular withdrawal plans -member advice fees	No impact during temporary limited-service period.	
<b>Contact us - phone enquiries - investors</b> 1800 022 033	Normal operating hours <b>except for Monday 12 May and Tuesday 13 May 2025</b> where lines will close at 5pm.  No ability to accept account changes or process requests during temporary limited-service period.  Account balances will be static from 8 May 2025 until processing catch up is completed (on/around 14 May 2025).	Business as usual. You can contact us on 1800 022 033 during business hours.

	During temporary limited-service period (Monday 5 May - Friday 16 May 2025 inclusive)	From Monday 19 May 2025 onwards
<b>Contact us - phone enquiries - advisers</b> 1800 062 725	Normal operating hours <b>except for Monday 12 May 2025 and Tuesday 13 May 2025</b> where lines will close at 5pm.  No ability to accept account changes or process requests during limited-service period. Account balances will be static from 8 May 2025 until processing catch up is completed (on/around 14 May 2025).	Advisers can contact us on a new number - 1800 022 033 during business hours.
<b>Contact us - email enquiries</b> <a href="mailto:investments@perpetual.com.au">investments@perpetual.com.au</a>	Instructions received during the limited-service period will be aligned to the type of request (above). General enquiry responses will be available.	General enquiries should be directed to <a href="mailto:PerpetualUTqueries@cm.mpms.mufg.com">PerpetualUTqueries@cm.mpms.mufg.com</a>  Forms should be directed to <a href="mailto:PerpetualUTinstructions@cm.mpms.mufg.com">PerpetualUTinstructions@cm.mpms.mufg.com</a>

## Key changes to product features

Product features	To 12 May 2025	From 12 May 2025
<b>Applications / banking</b>	- Initial investment - cheque or direct debit - Additional investments - direct debit or BPAY	- Initial Investment - Electronic: BPAY or EFT - Initial Investment - Form: EFT - Additional investments: BPAY or EFT  For new BPAY and EFT codes, please refer to the Information Memorandum (IM).
<b>Phone instructions and changes</b>	Certain instructions can be made verbally by instructing the contact centre.	Transaction instructions will not be accepted via phone. Certain instructions to change account details can be given verbally by instructing the contact centre.  To make changes to your account, please use the new online portal or complete and submit our "change of instructions" form found in the resources section of <a href="http://www.perpetual.com.au">www.perpetual.com.au</a>

## Changes to online functions

You will have access to a new online portal which allows self-service including transaction capability and increased security. The table below outlines some of the changes to your online features.

Online features	To 13 May 2025	From 13 May 2025
<b>Online access - login</b>	Access to your account is available through myPerpetual online portal login, found on the Perpetual website <a href="http://www.perpetual.com.au">www.perpetual.com.au</a>	New online portal access available via <a href="http://www.perpetual.com.au">www.perpetual.com.au</a> or direct access is available at <a href="https://au.investorcentre.mpms.mufg.com/">https://au.investorcentre.mpms.mufg.com/</a>  We will send you new login information and registration instructions closer to the transition date to allow you to login to the new online portal. You will need to complete a short registration process to get started on the new online portal.  If you hold multiple Perpetual unlisted investment funds you have the ability to add your holdings into a single view within your investor account online.
<b>Online access - adviser</b>	If authorised, financial advisers can transact and maintain your account using myPerpetual online portal.	Your financial adviser will have "view only" access to your account. They will no longer have the ability to transact on your behalf electronically and be required to submit a form.

Online features	To 13 May 2025	From 13 May 2025
<b>Online access - authorised representative</b>	Authorised representatives can transact on your behalf using the myPerpetual online portal.	You can no longer approve transact access for your authorised representative.  You can enable view only access for your authorised representative on your account via the new online portal. We will provide instructions on how to do this using the information contained within the onboarding letter closer to 12 May 2025.  Your authorised representative can transact and make changes to your account by submitting a form.
<b>Online access - correspondence</b>	The current online portal correspondence section will be available as read-only until Friday 16 May 2025. All correspondence, letters, statements and email notifications are available to view and download.  See further information in the temporary limited-service period section.	When the new online portal is available on or after 13 May 2025 the correspondence section of the online portal will initially provide limited historical statements. We'll migrate all statements from 1 July 2020 to the investor online portal, but they won't all be available immediately after the transition date. Statements will be loaded gradually to your online account and fully available from 31 July 2025.  If you need access to statements that haven't yet been uploaded to the new online portal, please call us to request copies. Alternatively, you may wish to download all or important correspondence from the current myPerpetual online portal prior to 12 May 2025.
<b>Account numbers</b>	Your account identifiers are account number and client ID	After the transition is completed on or around 13 May 2025, you will receive a new account identifier called an investor number. We will advise the new account identifier in the welcome letter sent closer to the transition date. All your existing identifiers and the new account identifier can be used when calling the contact centre.

## Changes to our mailing address and contact details

Contact centre details	To 12 May 2025	From 12 May 2025
<b>Hours</b>	8:30am – 6:00pm Sydney time	8.00am – 8.00pm Sydney time
<b>Email address</b>	For all enquiries and forms: <a href="mailto:investments@perpetual.com.au">investments@perpetual.com.au</a>	For general enquiries: <a href="mailto:PerpetualUTqueries@cm.mpms.mufg.com">PerpetualUTqueries@cm.mpms.mufg.com</a> For all forms: <a href="mailto:PerpetualUTinstructions@cm.mpms.mufg.com">PerpetualUTinstructions@cm.mpms.mufg.com</a>
<b>Phone number</b>	1800 022 033 for investors 1800 062 725 for advisers	1800 022 033 for investors and advisers
<b>Postal address</b>	Perpetual Investments Unit Registry GPO Box 4171 Sydney NSW 2001	Perpetual Investments Unit Registry Locked Bag 5038 Parramatta NSW 2124

## Further information

From 12 May 2025, please contact us to obtain a copy of the Perpetual Diversified Private Debt Fund IM, issue number 2. For updated product forms and further details about the changes that impact the Perpetual Diversified Private Debt Fund please visit ([www.perpetual.com.au/perpetual-diversified-private-debt-fund-updates](http://www.perpetual.com.au/perpetual-diversified-private-debt-fund-updates)).

Also, Perpetual has launched a dedicated registry transition support page which can be found here [www.perpetual.com.au/registry-changes](http://www.perpetual.com.au/registry-changes). On this page you can find helpful Frequently Asked Questions, more information on what to expect next and available support channels should you have any queries.

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We encourage you to review the above information about the transfer changes. If you have any questions or would like more information, please speak to your financial adviser, email [investments@perpetual.com.au](mailto:investments@perpetual.com.au), or phone us on 1800 022 033 during 8:30am - 6:00pm (Sydney time).

Thank you for your continued support in Perpetual.



**Daren Donnellan**  
Chief Operating Officer  
Operations & Technology

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