



24 October 2018

The Trust Company (RE Services) Limited  
ABN 45 003 278 831  
Australian Financial Services  
Licence No. 235150  
Level 18  
Angel Place  
123 Pitt Street Sydney  
GPO Box 4172  
Sydney NSW 2001  
Australia  
DX 365 Sydney  
Telephone 02 9229 9000  
Facsimile 02 8256 1458

Dear Investors:

**Bell Cash Trust  
("the Trust")**

**ARSN 164 391 119**

**Important Notice to Unitholders pursuant to section 1017B of the Corporations Act**

**RE: Investor Enquiries and Complaints**

The Trust Company (RE Services) Limited is the Responsible Entity of the Trust. The Administrator of the Trust is Bell Potter Capital Limited ("Bell Potter Capital").

**External complaints resolution scheme: Australian Financial Complaints Authority**

The Responsible Entity has established procedures for dealing with complaints. If an investor has a complaint, they can contact the Responsible Entity or the Administrator during business hours.

The Responsible Entity will use reasonable endeavours to deal with and resolve the complaint within a reasonable time but in any case, no later than 45 days after receipt of the complaint.

If an investor is not satisfied with the outcome, the complaint can be referred to the Financial Ombudsman Service (FOS), an external complaints resolution scheme of which the Responsible Entity and the Administrator are members. FOS's postal address is GPO Box 3, Melbourne, Victoria 3001 and the toll-free number is 1300 780 808. FOS' role and terms of reference are specified in FOS' Rules available from their website [www.fos.org.au](http://www.fos.org.au)

If you lodge a complaint on or after 1 November 2018, you can lodge it with the Australian Financial Complaints Authority (**AFCA**). From 1 November 2018, AFCA will be the new external dispute resolution scheme for complaints involving financial services and products and will replace FOS. On and after 1 November 2018, you can contact AFCA on 1800 931 678, or by writing to:

Australian Financial Complaints Authority  
GPO Box 3  
Melbourne VIC 3001  
Email: [info@afca.org.au](mailto:info@afca.org.au)  
Website: [www.afca.org.au](http://www.afca.org.au)

The FOS will continue for a further period to deal with any open disputes it has at the commencement date of AFCA.

If you have any questions about the above, please do not hesitate to contact your Account Manager at Bell Potter Capital 1800 061 327 or via email to [bpc@bellpotter.com.au](mailto:bpc@bellpotter.com.au).

Any escalation of questions can also be made to Saranya Balajeyagaran from the Responsible Entity on (02) 9229 9034 or via email to [Saranya.Balajeyagaran@Perpetual.com.au](mailto:Saranya.Balajeyagaran@Perpetual.com.au).

Yours sincerely

A handwritten signature in black ink, appearing to read 'S. Balajeyagaran', written in a cursive style.

Head of Responsible Entity Services  
Perpetual Corporate Trust