



31 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
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Dear Investors:

ARCO Absolute Return Fund
("the Fund")

ARSN 625 819 687

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

RE: Investor Enquiries and Complaints

We, The Trust Company (RE Services) Limited, are the responsible entity of the Fund ("Perpetual" or the "Responsible Entity"). The investment manager of the Fund is ARCO Investment Management Pty Ltd ("ARCO").

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 Investment Manager 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 is a member. 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

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
Website: 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.

All investors (regardless of whether you hold Units in the Fund directly or hold Units indirectly via a Platform) can access Perpetual's complaints procedures outlined above. If investing via a

Platform and your complaint concerns the operation of the Platform then you should contact the Platform operator directly.

If you have any questions about the above, please do not hesitate to contact Saranya Balajeyagaran from the Responsible Entity on (02) 9229 9034 or via email to Saranya.Balajeyagaran@Perpetual.com.au.

Your 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