

## Credit Suisse PL100 – World Water Trust

### Investor Notice – Financial Ombudsman Service

September 2009

Please be advised that the Responsible Entity was formerly a member of the Financial Industry Complaints Service and has become a member of the Financial Ombudsman Service (FOS).

Under Section 10.4 of the PDS, the Responsible Entity will seek to resolve any complaint and will acknowledge your complaint within 14 days of receiving the letter. If your complaint is not resolved within 45 days, you may be able to seek assistance from FOS. The Responsible Entity is a member of FOS, an external dispute resolution service which provides free advice and assistance to consumers to help resolve complaints in relation to financial services providers.

FOS' contact details are:

Financial Ombudsman Service  
GPO Box 3  
Melbourne VIC 3001  
Phone: 1300 78 08 08  
website: [www.fos.org.au](http://www.fos.org.au)

Please include our FOS membership number with your enquiry: 10395. Before you contact FOS, please first try to resolve your concern with the Responsible Entity.

For further information regarding complaints in respect of the Credit Suisse PL100 – World Water Trust please read the PDS and SPDS. Capitalised words in this notice have the meaning given to them in the PDS.

#### Contact Details

For more information please contact

**Lead Managers**

Macquarie Equities Limited 1800 808 001

or

**Credit Suisse**

Phone (02) 8205 4147

[www.credit-suisse.com/structuredetailproducts/](http://www.credit-suisse.com/structuredetailproducts/)

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