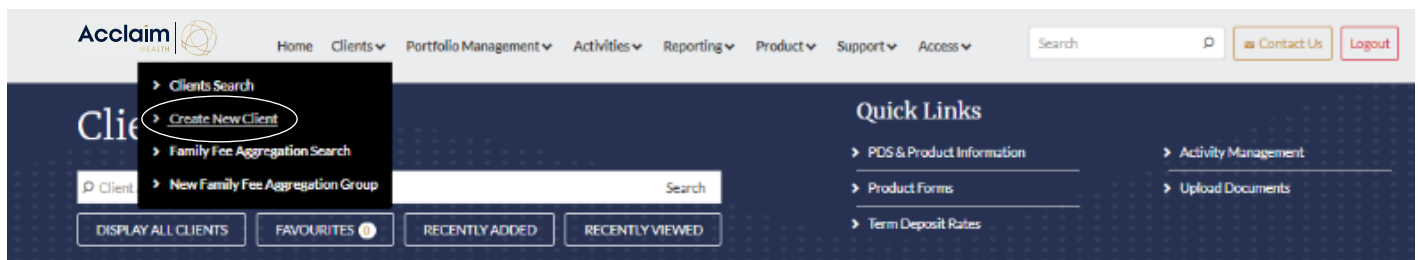




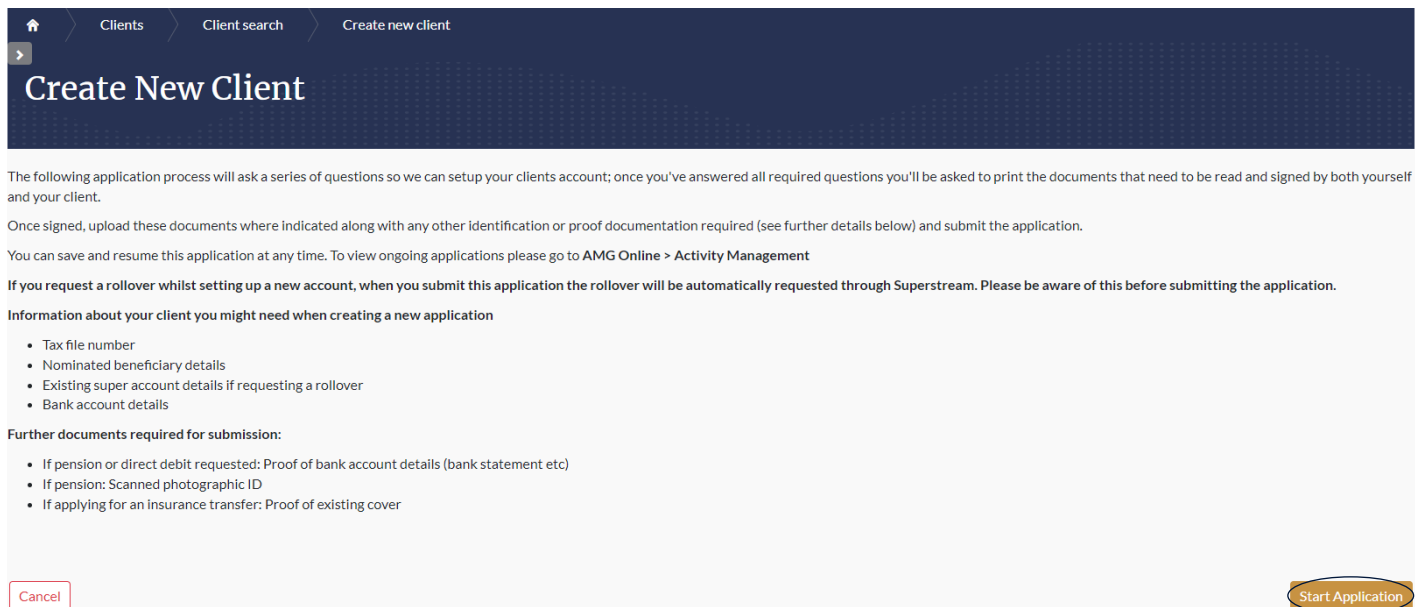
Open accumulation account Help Guide

This guide will take you through the process of opening a new **Client Account – Super (accumulation)**. If at any point you cannot complete the application, you can save and resume later by retrieving the application from the *Activities Management* section. The application pack with forms for client signature will produce at the end of this process.

1. On the top banner, under the *Clients* heading, click *Create New Client* and **[Start Application]**.



2. Please review the information required to complete the new member application. Please note that bank account details and tax file numbers are able to be added later if you do not have them to hand at time of application. The tax file number must be supplied prior to submitting the forms. Once you have the information required, please click **[Start Application]**.



3. Select 'Super' for account type and click [Next].

Acclaim
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Clients Client search Create new client

Create New Client

1 Type Of Application 2 Client Details 3 Account Details 4 Deposit Details 5 Pre-Submit Documentation

Product Line: Acclaim
Type Of Account: Please select (dropdown menu open with options: Please select, Paragon, Super, Investment)

Buttons: Cancel, Edit, Save To Resume, Submit, Next

4. On the next screen enter your clients details; all mandatory fields are marked with an asterix.

Address Details

Type Of Address: Home address
Country: Australia (selected), Another Country
Search Address (selected), Enter Manually
Search field: []

Buttons: Clear Details, Add Another Address

Callout: Use the *Add Another Address* button to add a postal address

Bank Account Details

Bank Account Details (Delete)

Account Name: []
Account Number: []
BSB Number: []
Branch Name: []

Buttons: Clear Details, Add Another Bank Account

Callout: Any bank details entered here will be used for direct debit and/or any payments out of the account

Tax Details

Input Later: Details to be added at the end of application
Tax File Number: [] [] []

Buttons: Clear Details, Add Another Bank Account

Callout: If you don't have your clients TFN to hand, you can tick this box to enter at a later stage



5. The next screen is the Account Details section.

Account Details

Account Name And Mailing Address

Account Name	<input type="text"/>	<p>The account name you enter here will appear on any letters addressed to your client. To enter a postal address, go back to the <i>Client Details</i> section</p>
Country Of Residence For Tax Purposes	<input checked="" type="radio"/> Australia <input type="radio"/> Another Country	
Mailing Address	HOME - 324 Queen Street , Brisbane QLD 4000, Australia <small>This address will be used to provide any written correspondence</small>	

[Clear Details](#)

Standing Investment Instructions

Trade Settings

Share Trading Account	<input checked="" type="radio"/> No <input type="radio"/> Yes	<p>If you require a share trading account, please select Yes. This will result in a CMA account being opened</p>
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Automatic Buy Instructions

When the cash account exceeds the target cash balance and trade minimums have been met, invest the excess cash as follows:

Select Automatic Buy Instruction	<input type="text" value="Leave excess funds in cash account"/>	<p>See 5. below for further explanation on buy instructions</p>
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Automatic Sell Instructions

When the cash account falls below the minimum cash balance, sell down investments to top up the balance

Select Automatic Sell Instruction	<input type="text" value="No Automatic Sell Instruction"/>	<p>Where a share trading account is requested, the automatic sell instructions will default to 'Replenish from Cash Management Account'. For managed fund portfolios, an automatic sell instruction can be added after account set up.</p>
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Account Rebalance Instructions

Automatically Rebalance	<input type="radio"/> No <input checked="" type="radio"/> Yes	<p>If you would like an automatic rebalance on the account, select yes and set frequency and first rebalance date. Please note that this is not an option where a share trading account is requested.</p>
Rebalance Frequency	<input type="text" value="Half-Yearly"/>	
Next Rebalance Date	<input type="text" value="1"/> <input type="text" value="03/2023"/>	

6. Automatic Buy instructions can be set on your clients account as follows:

- Invest as per buy profile:* If you select this, you must also set a buy profile in the *Automatic Buy, Sell and Rebalance Profiles* section using a selection of managed funds – see step 6 for more details. Any funds into the account will be invested according to this selection, subject to product and trade minimums.
- Leave excess funds in cash account:* Any funds that come into the account will stay in the system cash account and will not be invested until you instruct us to do so via an investment switch.
- Move excess cash to Cash management account:* Where a share trading account exists, you may request that all available cash above the minimum cash balance will be swept to the cash management account.



- To set an Automatic buy and/or rebalance profile select the **[Add/Modify Investment]** button, and a pop up will appear. Enter the investment you wish to select in the top search bar, and all relevant funds will appear. Tick the box under the *Code* column of the fund you want, then click **[Add to Selection]**. Once you have all the funds you need, click **[Accept]**.

Note: this automatic buy will be both your future investment selection, and initial investment selection. Any contribution or rollover included in this application will be invested as per the buy profile.

Fund Search

Filter Search By: Funds

Enter Investment: pen Clear

Code	Investment name
<input type="checkbox"/> RFA0815	Pendal Active Balanced Fund
<input checked="" type="checkbox"/> BTA0805	Pendal Active Conservative
<input type="checkbox"/> RFA0064	Pendal Australian Long/Short Fund
<input type="checkbox"/> RFA0025	Pendal Ethical Share Fund
<input checked="" type="checkbox"/> RFA0051	Pendal Global Property Securities Fund
<input type="checkbox"/> RFA0819	Pendal Smaller Companies Fund
<input type="checkbox"/> PCL0005	Pengana Australian Equities Fund
<input type="checkbox"/> HOW0002	PENGANA INTERNATIONAL FUND - ETHICAL

Remove **Add To Selection** « First Prev Page 1 of 1 Next Last »

Selected Investment(S)

<input type="checkbox"/> BTA0805	Pendal Active Conservative
<input type="checkbox"/> RFA0051	Pendal Global Property Securities Fund

Cancel Accept

- You can now set the splits you wish to apply across the funds selected. You must input a percentage that adds to 100% in both the Automatic buy profile % and Rebalance Profile columns. To exclude any funds from rebalancing, click the tick box in the Exclude column.

Note: unless you set an Automatic Rebalance in the previous step, no rebalance will occur. The Automatic buy profile you set here means any new funds into the account will be invested in these ratios, taking into account any trade or product minimums.

Automatic Buy, Sell And Rebalance Profiles

Code	Investment	Type	Automatic buy profile %	Rebalance		
				Profile	Exclude	
VAN0002	Vanguard Australian Shares Index Fund	Managed	100.00 %	75.00 %	<input type="checkbox"/>	
VAN0108	Vanguard Balanced Index Fund	Managed	0.00 %	25.00 %	<input type="checkbox"/>	

Add/Modify Investment

- You can request to invest in a term deposit at this step by clicking the *Add Term Deposit* button – noting that interest rate applied will be set when funds are received into the account. You may not receive the interest rate displayed on the website due to this time lag. You must open a CMA for your client if you wish to invest in a term deposit. See the Term Deposit guide for more information.



10. To set a regular contribution from your client's bank account, select from the details below. You must supply a bank account in the Client Details section to enable this direct debit to deduct from your client's account.

Regular Savings Plan

Regular Investment Type Please select ▼

Regular Investment Amount \$ 0.00

Frequency Please select ▼

Indexation

Annual Index
 None
 CPI
 Percentage

Bank Account

Bank details not supplied

Clear Details

11. Indicate on the next step if you wish to transfer insurance from your clients existing superannuation fund as part of a full rollover. An *Insurance Transfer Form* will produce as part of the application pack for your client to complete. You will be asked at the final stage to upload this form and proof of your clients existing cover.

Insurance

Do You Wish To Transfer Insurance As Part Of Setting Up This Account?
 No
 Yes

12. Click the *Add/New Beneficiary* button to add any type of beneficiary to the account. If you nominate a Binding Beneficiary, the form will be produced as part of the application pack for your client to sign and have witnessed. The original signed copy of this form is required to be posted to our administration services center. All other application documents can be accepted electronically.
13. Under the *Adviser Remuneration* section you can add any ad-hoc service fee, or ongoing service fee that your client has agreed to by using the radio buttons. Enter these amounts inclusive of GST. If you are entering an ongoing percentage based fee, you must also enter the expected annual dollar cost of the advice fee. For more information, see the *Adviser Remuneration Guide*.

On-going service fee ⓘ

None
 \$ Per Payment
 % Per Annum

\$ Per Payment \$ 0.00

Deduction Frequency
 Monthly with end date

Start Date 03/01/2023 📅 *

Anniversary Date 02/01/2024 📅 *

End Date 31/05/2024 *

Annual Fee Estimate \$ 0.00 *



14. Clicking Next will take you to the deposit / rollover screen. Here you can enter the details of any rollover in your client wishes to make. If you request a rollover, a Request to Transfer form will also produce as part of the application pack. You must indicate the exact rollover amount you require for a partial rollover, and the estimated rollover amount for a full transfer.

Deposit Details

Rollovers

Rollover 1 Delete

Enter Super Fund Details

Australian Business Number (ABN)

Note: ABN must be eleven digits

Amount To Be Transferred

Rollover Amount

Full transfer
 Partial transfer

Clear Details

Add Rollover

To add another rollover, select the *Add Rollover* button

15. To enable a one-off contribution, add details in the next screen. You can add either a Personal or Spouse contribution; for other types of contribution please contact Client Service on 1300 264 264. A Deposit Advice form will produce as part of the application pack with EFT and Bpay details should you require this method of payment.

Contributions

Contribution 1 Delete

Other Contribution Type

Please select \$

Total Contribution Amount \$0.00

Clear Details

Payment Method

Direct debit
The direct debit will be processed immediately. Please ensure there are sufficient funds in the nominated bank account to avoid bank dishonour fees being charged.

EFT
 BPAY®
 Cheque

Please note that a BPay limit of \$25,000 per transaction applies.

Bank Account - Direct Debit

Account Name	Deerdoff
Account Number	35815732
BSB Number	016-930
Branch Name	ANZ, Clarkson

Add Contribution

16. Clicking Next will take you to the Submission screen, here you can download the application forms for your client to sign, tick all acknowledgement boxes, and upload the signed application forms.



17. Clicking *Save to Resume* will store this application in your *Activities Management* section to retrieve at a later date.
18. Pressing the *Submit* button will immediately create your clients account, and the documentation you upload will be checked by our administration team. Any rollover or direct debit request will be actioned following submission. Please ensure the balance is available for a direct debit to take place.
19. You can now return to the home page of AMG Online, and search for your clients name in the search bar to bring up details of the newly created account.

Click here to download the Application Forms for your client to sign

All tick-boxes must be ticked before you can submit the application

Pre-Submission Documentation

You will need to take the following actions to submit this application:

Forms to be signed	Action required	Tick to confirm
Application forms	I confirm the client has requested for a new account to be established	<input type="checkbox"/>
	I confirm all completed application forms has been signed by the client and have been uploaded below	<input checked="" type="checkbox"/>
	Adviser declarations:	
	I confirm I have provided my client with the current PDS	<input type="checkbox"/>
	I confirm I have entered the expected dollar value of any ongoing and reviewed and are correct	<input type="checkbox"/>
	I confirm I have collected, validated and stored KYC data for this client	<input type="checkbox"/>

Things you need to know

- Retain a copy of any signed documentation for your records.
- All documentation and instructions above must be actioned and all check boxes ticked before you can submit this application.
- If direct debit has been selected the payment will be deducted from the nominated bank account immediately.
- If your client requires insurance, complete and return the application form found in the current insurance PDS located in the Insurance section of the Product Information tab.

Outstanding Client Details

You will need to take the following actions to submit this application:

Add tax details

Things you need to know

- You can track progress of this activity post submission in AMG Online > Activities Management.
- You will not be able to remove an uploaded document once Submit has been selected. If you require assistance to remove a document post submission, please contact the AMG Client Service Team on 1300 264 264.

Upload Application Forms And Know Your Customer Form/S

Upload here your clients signed Application Pack documents.

If you are completing a Pension Account application please also upload copy of your Client's photographic identification, and proof of their bank account details. This can be either a bank statement or a letter on bank letterhead showing your clients name, BSB and account number.

Things you need to know

- You can track progress of this activity post submission in AMG Online > Activities Management.
- You will not be able to remove an uploaded document once Submit has been selected. If you require assistance to remove a document post submission, please contact the AMG Client Service Team on 1300 264 264.

This tick box will only activate once you have uploaded the required signed forms below

If you chose to add the TFN later, enter it now here

Upload your clients signed application forms that you downloaded above by hitting *Browse*, selecting your document, then *Upload*. Note you don't have to supply ID for an accumulation account, but we will require a copy should your client wish to make a withdrawal at any time

The *Submit* button will activate once all tick boxes / uploads and mandatory fields are completed

