MACQUARIE

Frequently asked questions

Macquarie Wrap online application

For the use of licensed financial advisers only

We've streamlined our online application process to be more efficient for advisers and support staff and improved the client experience by providing fast account access.

What is the process for submitting an application?

Create and submit the application using our online application tool and you can provide your client two options for them to authorise the account to be opened.

1. Choosing online authorisation means the client(s) will be sent an email to view and electronically authorise the account to be opened.

   Once all signatories have authorised the application we'll receive it for account opening and verification.

2. Choosing client authorisation will allow your client to sign to the key elements of the account application and authorise you to complete the application on their behalf. Once all clients have signed the client authorisation form you'll need to upload this to the online application tool, complete any additional information and submit the completed application to us for account opening and verification.

You can track which clients have authorised their applications, as well as re-submit applications through the Wrap Online Application tool. You'll also have access to a PDF copy of applications submitted in the last 90 days.

Launch the online application tool, elect if application is to be emailed to clients or printed, signed and uploaded.

a Emailed to clients

Complete all fields within the application

1a Each signatory receives a personalised email with a link to finalise their application.

2a Each client will then need to open the application using their date of birth and email.

3a Clients will be able to view their application details and PDS.

4a Make relevant acknowledgements.

5a Submit the application to us to be processed.

b Printed, signed and uploaded

Complete all fields required for the client authority
(i.e. fields marked with red asterisks at a minimum)

1b Adviser prints a copy of the client authority form.

2b All account signatories sign client authority form.

3b Adviser uploads client authority and completes any remaining mandatory information before submitting to us to be processed.

Application processed and account opened subject to AML verification. Welcome kits via email sent to clients to view account information online.

6 Clients have the opportunity to reset their password via SMS.

Submission method - email to client

If your client wishes to authorise their account to be opened online, select the email submission option on the first page of the application and proceed to complete all questions in the application.

Once all questions are completed, submit the application and trigger a client authorisation email to be sent to your client(s).

1a

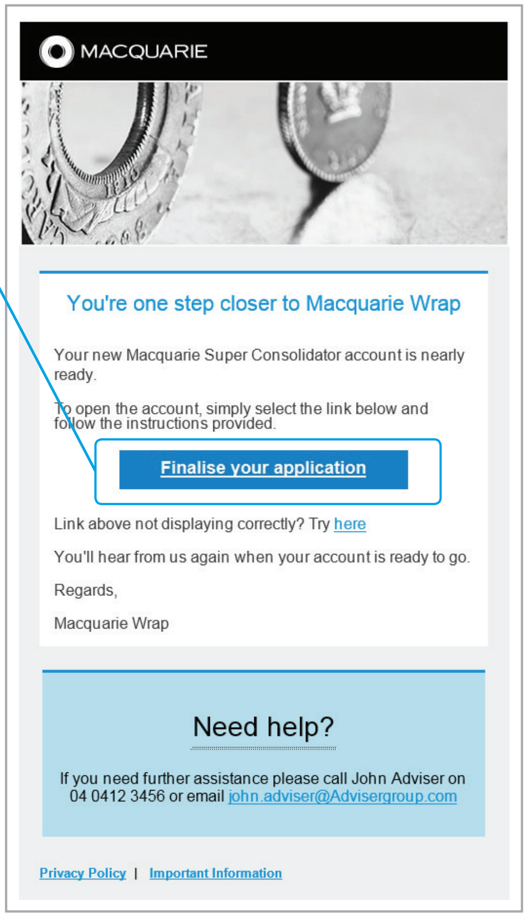
Each signatory will be required to finalise and submit the application before the account can be opened.

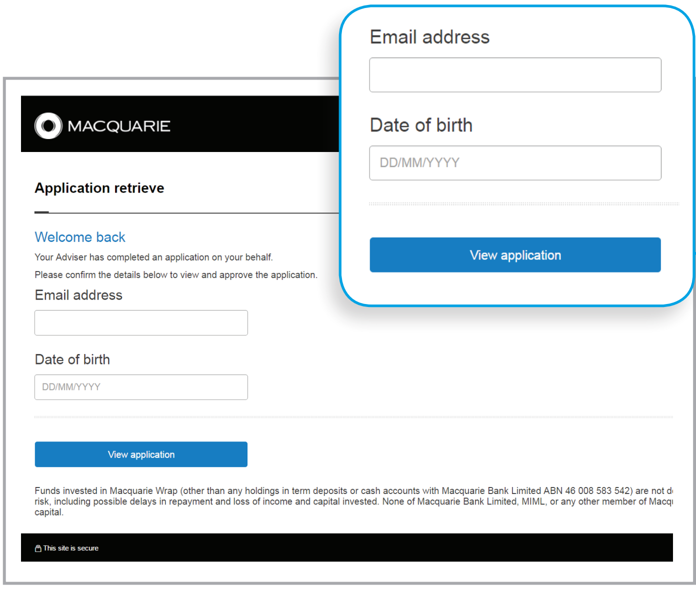
TIP

Ensure the client's email settings enable the email security settings to be received and read.

PLEASE NOTE

Joint accounts with the same email address will each receive a personalised email and will be required to authorise each of their applications by selecting the link.





2a

Clients will be directed to retrieve their application by logging in with their email address and date of birth (DD/MM/YYYY) that the adviser has entered into the application.

TIP

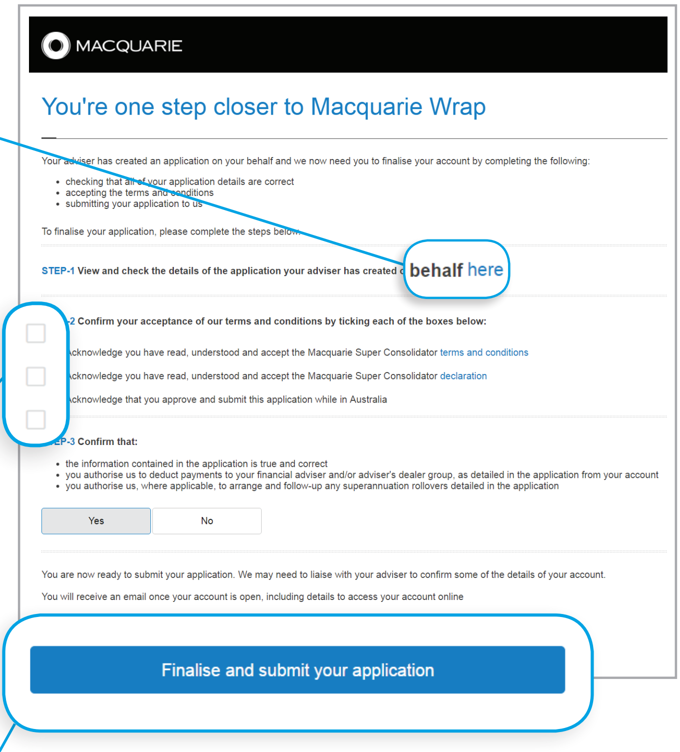
Your client may lock the application if they log in and out repeatedly or enter incorrect information, in which case they will receive an error message stating they can reaccess their application after 30 minutes. Joint signatories with the same email address will be able to access their unique application by entering their own date of birth.

3a

Your clients will be able to view a copy of the application you have created on their behalf. They will not be able to amend this form, but will be able to return it to you if they're not comfortable proceeding.

TIP

Clients may have issues with pop-up blockers. Please refer to the Online Portal user guide for more information on how to navigate through pop-up blockers.



4a

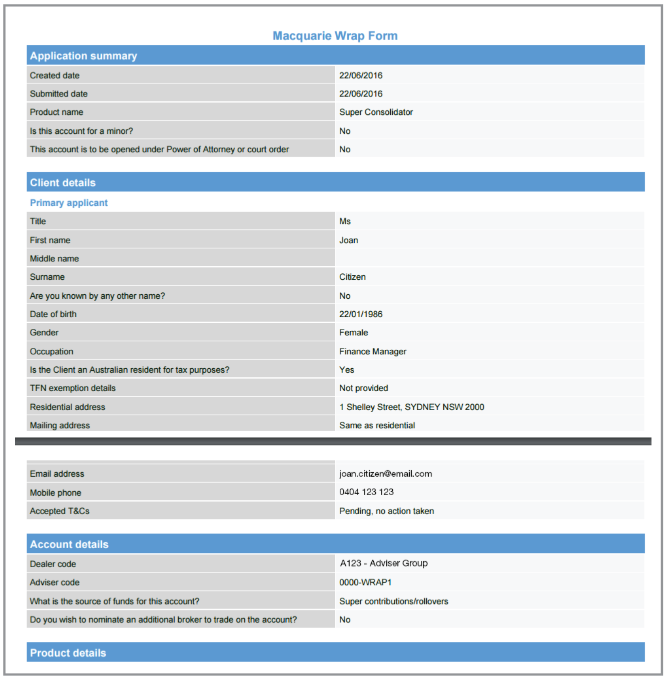
Your client will be required to acknowledge that they've read and understood the PDS, as well as read, understood and agreed to the declarations and acknowledge that the application has been signed in Australia.

TIP

Clients will be required to tick each of these boxes before they can proceed. Please ensure your clients use care when selecting these boxes if they're using mobile hand held devices.

5a

Clients have the option to finalise the application and submit it to us or decline it, and return it to the adviser for amendments. If the client notifies us that they do not want to proceed with the application, it will appear in the adviser's *Decline menu*.



Macquarie Wrap Form

Application summary	
Created date	22/06/2016
Submitted date	22/06/2016
Product name	Super Consolidator
Is this account for a minor?	No
This account is to be opened under Power of Attorney or court order	No
Client details	
Primary applicant	
Title	Ms
First name	Joan
Middle name	
Surname	Citizen
Are you known by any other name?	No
Date of birth	22/01/1986
Gender	Female
Occupation	Finance Manager
Is the Client an Australian resident for tax purposes?	Yes
TFN exemption details	Not provided
Residential address	1 Shelley Street, SYDNEY NSW 2000
Mailing address	Same as residential
Email address	joan.citizen@email.com
Mobile phone	0404 123 123
Accepted T&Cs	Pending, no action taken
Account details	
Dealer code	A123 - Adviser Group
Adviser code	0000-WRAP1
What is the source of funds for this account?	Super contributions/rollovers
Do you wish to nominate an additional broker to trade on the account?	No
Product details	

MACQUARIE

Welcome to Macquarie Wrap

Your new Macquarie Super Consolidator account is now open.

We hope you enjoy Macquarie Wrap

Getting started online

6a

New clients, or existing clients that have misplaced their passwords are able to reset them via SMS using the mobile number entered into the application.

Our online site allows you to view the details of your investments and transactions with ease.

To log in, simply enter your Macquarie Access Code (MAC) and password at **macquarie.com.au/personal.**

Your MAC is: **321 321 321**

Don't have a password?

You can generate a new password at **online.macquarie.com.au/register**

If you can't remember your password, you can set up a new one at **online.macquarie.com.au/forgot/pwd**

Need help?

For more information, please call John Adviser on 0404 123 123 or email john.adviser@Advisergroup.com

The adviser contact information that is loaded against the adviser code will be made available in the welcome email.

Privacy Policy | Important Information

Submission method - client authorisation

1b

If your client wishes to authorise their account to be opened by signing a client authorisation form, select the *Print sign and upload* submission option on the first page of the application and proceed to complete all questions in the application marked with a red asterisks to generate the Client Authorisation form.

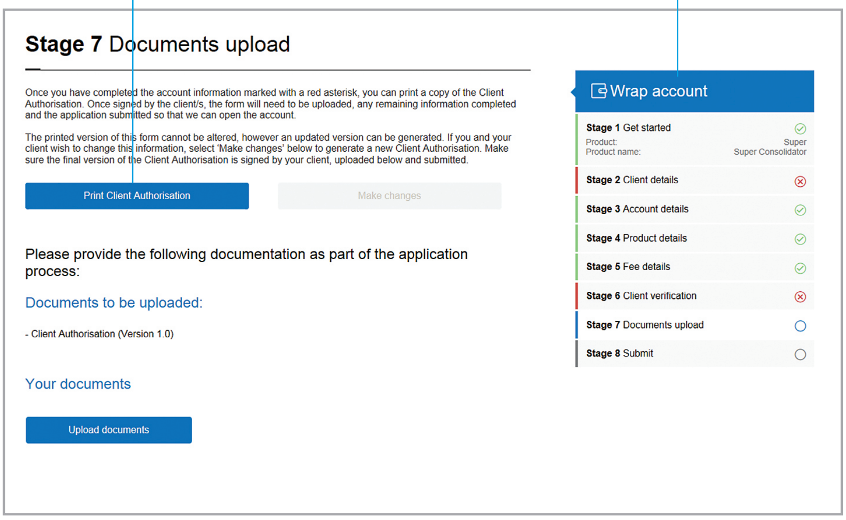
TIP
You can complete all questions at this stage but only the ones with the red asterisks will be displayed on the client authorisation form.

HINT
Providing an email address and mobile phone number for your client remains a mandatory requirement, regardless of the application authorisation option chosen. These details are critical for how we contact your clients with important account information.

2b

Once all application questions marked with a red asterisks have been completed you can click *Print client authorisation* to create a copy of the Cient Authorisation form.

The application progress bar will only mark a section complete once all the questions in that section have been answered. Even if some of these sections are incomplete you can still generate the client authorisation as long as you have completed all questions with the red asterisks.



Version: 1.0

Super Consolidator

This is your application to invest in the Macquarie Wrap Super and Pension Consolidator. Your adviser will complete and submit the Online Application Form on your behalf.

Before you submit this application, Macquarie Investment Management Limited (the Trustee) or your adviser, is obliged to give you the current Macquarie Wrap Super and Pension Consolidator Product Disclosure Statement (PDS). This document should be read in conjunction with the Macquarie Wrap Superannuation Investment Menu (available from macquarie.com.au/supermenu) which together form the PDS and any supplementary PDS. The PDS will help you understand the product and decide if it is appropriate for your needs. You must also consider each PDS and other disclosure documents for an investment option prior to placing your investment. Please note the Trustee has complete discretion whether or not to accept your application.

Please ensure the below details are correct before signing. The printed version of this form cannot be altered, however an updated version can be provided. If any details below need to be changed please notify your adviser so they can provide you an updated version to sign.

Additional information required to open your account will be provided by your adviser separately on your behalf. You can ask your adviser for a copy of these details or access the details through your secure online access once your account has been opened.

Application summary

Application ID	OAMQ100000000123456
Created date	13/02/2018
Dealer code	0123 Joan Adviser
Adviser code	0123 - ADV123
Product name	Super Consolidator
Is this account for a minor?	No

Client details

Primary applicant

First name	Jimmy
Middle name	
Surname	Smith
Mobile Phone	0404 123 123

Signature 1

Date: 11/11/2018

Name: Jimmy Smith

Documents to be uploaded:

- Client Authorisation (Version 1.0)

Your documents

Uploaded document	Document type
bfs-further-study-policy.pdf	Client Authorisation (Version 1.0)

3b

To ensure that the version the client signed is final, once you have generated the client authorisation form any items marked with a red asterisks will be locked down and won't be able to be changed unless you select *Make Changes*. **We will not accept any amendments to the signed document in pen or pencil under any circumstances.**

If you do want to make changes to the Client Authorisation after it has been printed, select 'Make changes'

HINT

Once you select *make changes* the previously generated version of the client authorisation form will be voided and a new version will need to be generated, signed by your client(s) and uploaded.

Have your client(s) sign this form and then upload the signed document to the online application. For accounts with multiple signatories, signature boxes for all clients will be provided on the one form. All clients must sign the one form and only one form can be uploaded.

Make sure the document is saved as a PDF, is of good quality so the QR code can be identified and the file size is less than 7MB.

TIP

All pages of the document must be uploaded and it must be the correct version (Version 1.0) Ensure that you are not uploading any blank pages. The version number can be found under the QR code on the client authorisation form. When saving the form as a PDF, please ensure you don't include additional full stops other than before the file type. For example 'Authorisation form V1.pdf' will be accepted 'Authorisation form V.1.pdf' will not be able to be uploaded.

4b

Ensure all remaining questions in the online application have been completed by viewing the right hand progress bar.

Once all have been completed you can submit the application for processing by selecting 'Finish application'. Once the account has been opened, you and your client(s) will receive an email confirmation.