

# ClearView Managed Investments - Change of Investment Details

All investors must complete 'Your investment number' and 'Signature(s) of investor(s)'.

Use the sections in this form to change your:

- Investor details Section A
- Distribution option details Section B
- Fixed Payment Plan details Section C
- Regular Savings Plan contributions Section D
- TeleAccess options Section E
- Financial institution account details Section F

## Section A: Investor details

### Investment number

 : : : : : : : : :

### Investor

 Mr  Mrs  Miss  Ms Other 

Surname

Given name(s)

Residential address

Postcode

Postal address (if different from above)

Postcode

Home phone number  ( ) Work phone number  ( )

### Joint Investor

 Mr  Mrs  Miss  Ms Other 

Surname

Given name(s)

Residential address

Postcode

Postal address (if different from above)

Postcode

Home phone number  ( ) Work phone number  ( )

If this investment is in joint names, who would you like your mail sent to?

 Investor or  Joint Investor

## OR Company, Trust or Partnership Name

ACN/ARBN/ABN (please circle)

Contact phone number  ( )

Principal place of business, if any (P.O. Box not accepted)

Postcode

Postal address (if different from above)

Postcode

## Section B: Distribution option details

Which distribution option would you like to change?  
Please note: any investment option(s) you do not select will keep their current distribution options.

- |                          |                          |                   |
|--------------------------|--------------------------|-------------------|
| Aggressive               | <input type="checkbox"/> | Re-investment; or |
|                          | <input type="checkbox"/> | Direct Credit     |
| <hr/>                    |                          |                   |
| Assertive                | <input type="checkbox"/> | Re-investment; or |
|                          | <input type="checkbox"/> | Direct Credit     |
| <hr/>                    |                          |                   |
| Prudent                  | <input type="checkbox"/> | Re-investment; or |
|                          | <input type="checkbox"/> | Direct Credit     |
| <hr/>                    |                          |                   |
| Cautious                 | <input type="checkbox"/> | Re-investment; or |
|                          | <input type="checkbox"/> | Direct Credit     |
| <hr/>                    |                          |                   |
| Conservative             | <input type="checkbox"/> | Re-investment; or |
|                          | <input type="checkbox"/> | Direct Credit     |
| <hr/>                    |                          |                   |
| Australian Shares Growth | <input type="checkbox"/> | Re-investment; or |
|                          | <input type="checkbox"/> | Direct Credit     |
| <hr/>                    |                          |                   |
| Diversified Growth       | <input type="checkbox"/> | Re-investment; or |
|                          | <input type="checkbox"/> | Direct Credit     |
| <hr/>                    |                          |                   |
| Diversified Balanced     | <input type="checkbox"/> | Re-investment; or |
|                          | <input type="checkbox"/> | Direct Credit     |
| <hr/>                    |                          |                   |
| Diversified Stable       | <input type="checkbox"/> | Re-investment; or |
|                          | <input type="checkbox"/> | Direct Credit     |
| <hr/>                    |                          |                   |
| Monthly Payment          | <input type="checkbox"/> | Re-investment; or |
|                          | <input type="checkbox"/> | Direct Credit     |

### Section C: Fixed Payment Plan details

Complete this section if:

- your distributions are paid to you AND you would like to receive a fixed amount rather than the actual distribution amount

OR

- you would like to receive a mid-monthly payment made from the proceeds of redeeming some of your units held in the relevant investment option(s).

	Monthly (around the 15th)	or	At Distribution Time
Aggressive	\$ .00		\$ .00
Assertive	\$ .00		\$ .00
Prudent	\$ .00		\$ .00
Cautious	\$ .00		\$ .00
Conservative	\$ .00		\$ .00
Australian Shares Growth	\$ .00		\$ .00
Diversified Growth	\$ .00		\$ .00
Diversified Balanced	\$ .00		\$ .00
Diversified Stable	\$ .00		\$ .00
Monthly Payment	\$ .00		\$ .00

### Section D: Regular Savings Plan contributions

Complete this section if you want to:

- start making contributions to the investment options below through the Regular Savings Plan

OR

- change your existing Regular Savings Plan contributions to the investment options below.

Aggressive	\$
Assertive	\$
Prudent	\$
Cautious	\$
Conservative	\$
Australian Shares Growth	\$
Diversified Growth	\$
Diversified Balanced	\$
Diversified Stable	\$
Monthly Payment	not available

Would you like the details above to override any previous instructions?

- Yes  No. These details are in addition to my existing instructions.

### Section E: TeleAccess Options

Please indicate if you would like the following TeleAccess options:

- Make additional investments over the phone  Yes\*  No
- Make partial withdrawals over the phone  Yes\*  No
- Make a switch over the phone  Yes\*  No

\* Please provide your financial institution account details in Section F. This will allow us to debit or credit money from and/or to your financial institution account upon request. When you use TeleAccess, you agree to be bound by the Conditions of Use. A copy of the Conditions of Use was provided in your welcome pack when you first elected/received TeleAccess. You can request a copy by calling us on 132 977 who can also provide you with details on other TeleAccess options that are automatically available to you.

### Section F: Financial Institution account details

Please provide the following information if you have completed/selected:

- Section B and you selected the Direct Credit option; or
- Section C; or
- Section D; or
- Section E.

AND

You have not previously given or wish to change your financial institution account details to us.

#### Request and authority to debit

ClearView Financial Management Limited ID 101077 may debit and/or charge any amount through the Bulk Electronic Clearing System from the account nominated on this form. Each debit or charge must be effected according to the Direct Debit Request Service Agreement.

#### Details of financial institution

Name and address of financial institution

Postcode

#### Details of account to be debited and/or credited

Name of account

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BSB number

:	:
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-

Account number

:	:	:	:	:	:	:	:	:	:
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Do you want to change the financial institution account details for all Trusts you have invested in?

- Yes  No. We will only change the details for investment options in section B where you have selected the Direct Credit option.

#### Please note:

- Direct debiting is not available on the full range of accounts. If in doubt, please refer to your financial institution.
- Some financial institutions charge a dishonour fee if there is not enough money in the account to meet the direct debit.
- We need at least 7 business days written notice if you would like to change any of your payment details.
- A fee may be charged to your account for use of the Direct Debit System. Ask your financial institution for details.

## Section G: Proof of Identity\*

I have attached a certified copy of my driver's licence or passport.

OR

I have attached certified copies of both:  
Birth/Citizenship Certificate or Centrelink Pension Card  
AND  
Centrelink Payment letter or Government notice  
(less than 1 year old) with name/address.

If you are unable to meet the above 'Proof of Identity' requirements please contact us on 132 977.

*\*If you have already provided complying Proof of Identity documents in the past five years, you need not resubmit this information with your change of details form.*

*If the expiry date on any of your Proof of Identity documentation previously provided has expired, you will need to resubmit current Proof of Identity information.*

### Signature(s) of investor(s)

#### Declaration

##### 1. Change of details

I/We acknowledge that I/we have received a copy of the current PDS and that I/we have considered all the different investment objectives of each investment option and the information contained in the PDS.

##### 2. Our Privacy Policy

I/We have read and consent to the collection, use and disclosure of my/our personal information as set out in Our Privacy Policy section on the back of this form.

##### 3. Direct Debit Authority

If you have completed section F, please read the Direct Debit Request Service Agreement before signing this form.

Your signature(s) at the end of this section will indicate that you accept the terms of the Direct Debit Request Service Agreement and confirm that the account details on this form have been checked and are correct.

If a joint account, please have all account holders sign. If the account is held by a company please have one director and the company secretary both sign.

If you are signing for and on behalf of another person or entity, please state the capacity in which you sign in the signature box.

##### 4. Individuals declaration and signature

I/We understand:

- that if I/we do not provide all required information, my/our request will not be actioned;
- my/our request will be deemed to be received and will be actioned on the day ClearView receives all required information.

If there is more than one investor, all investors must sign.

Where a company is an investor, a Company Seal must be used along with two signatures. These signatures can be from two directors or a director and a company secretary.

If signed under Power of Attorney, the Attorney verifies that no notice of revocation of that power has been received.

Company Seal  
(If applicable)

Signature 1

X

DATE / /

Signature 2

X

DATE / /

If you have completed section F:

Signature of account holder, if different to above

Signature

X

DATE / /

## Direct Debit Request Service Agreement

### Definitions

*account* means the account held at your financial institution from which we are authorised to arrange for funds to be debited.

*agreement* means this Direct Debit Request Service Agreement between you and us.

*business day* means a day other than a Saturday or a Sunday or a public holiday listed throughout Australia.

*debit day* means the day that payment by you to us is due.

*debit payment* means a particular transaction where a debit is made.

*Direct Debit Request* means the Direct Debit Request Service Agreement between us and you.

*us or we or our* means ClearView Financial Management Limited, the Debit User you have authorised by signing a Direct Debit Request.

*you* means the customer(s) who signed the Direct Debit Request .  
*your financial institution* is the financial institution where you hold the account that you have authorised us to arrange to debit.

### 1. Debiting your account

- 1.1 By signing a Direct Debit Request, you have authorised us to arrange for the funds to be debited from your account. You should refer to the Direct Debit Request and this agreement for the terms of the agreement between us and you.
- 1.2 We will only arrange for funds to be debited from your account:
  - (a) as authorised in the Direct Debit Request; and/or
  - (b) if we have sent to the address nominated by you in the Direct Debit Request, a billing advice which specifies the amount payable by you to us and when it is due.
- 1.3 If the debit day falls on a day that is not a business day, we may direct your financial institution to debit your account on the following business day. If you are unsure about which day your account has or will be debited, please check with your financial institution.

### 2. Changes by us

- 2.1 We may vary any details in this agreement or a Direct Debit Request at any time by giving you at least 14 days written notice.

### 3. Changes by you

- 3.1 Subject to 3.2 and 3.3, you may change the arrangements under a Direct Debit Request by contacting us on 132 977.

3.2 If you wish to stop or defer a debit payment you must notify us in writing at least 7 business days before the next debit day or alternatively, you may arrange it through your financial institution.

3.3 You may also cancel your authority for us to debit your account at any time by giving us 14 business days notice in writing before the next direct debit day. This notice should be given to us in the first instance or alternatively, you can arrange it through your financial institution.

#### 4. Your obligations

4.1 It is your responsibility to ensure that there are sufficient clear funds available in your account to allow a debit payment to be made in accordance with the Direct Debit Request.

4.2 If there are insufficient clear funds available in your account to meet a debit payment:

- (a) you may be charged a fee and/or interest by your financial institution;
- (b) you may also incur fees or charges imposed or incurred by us; and
- (c) you must arrange for the debit payment to be made by another method or arrange for sufficient clear funds to be in your account by an agreed time so that we can process the debit payment.

4.3 You should check your account statement to verify that the amounts debited from your account are correct.

4.4 If ClearView Financial Management Limited is liable to pay goods and services tax (GST) on a supply made in connection with this agreement, then you agree to pay ClearView Financial Management Limited on demand an amount equal to the consideration payable for the supply multiplied by the prevailing GST rate.

#### 5. Dispute

5.1 If you believe there has been an error in debiting your account, you should notify us on 132 977 and confirm that notice in writing with us as soon as possible so that we can resolve your query quickly.

5.2 If we conclude as a result of our investigations that your account has been incorrectly debited we will respond to your query by arranging for your financial institution to adjust your account (including interest and charges) accordingly. We will also notify you in writing of the amount by which your account has been adjusted.

5.3 If we conclude as a result of our investigations that your account has not been incorrectly debited we will respond to your query by providing you with reasons and any evidence for this finding.

5.4 Any queries you may have about an error made in debiting your account should be directed to us in the first instance so that we can attempt to resolve the matter between us and you. If we cannot resolve the matter you can still refer it to your financial institution which will obtain details from you of the disputed transaction and may lodge a claim on your behalf.

#### 6. Accounts

6.1 You should check:

- (a) with your financial institution whether direct debiting is available from your account as direct debiting is not available on all accounts offered by financial institutions;
- (b) your account details that you have provided to us are correct by checking them against a recent account statement; and
- (c) with your financial institution before completing the Direct Debit Request if you have any queries about how to complete the Direct Debit Request.

6.2 Warning: if the account number you have quoted is incorrect, you may be charged a fee to reimburse our costs in correcting any deductions from:

- an account you do not have authority to operate; or
- an account you do not own.

#### 7. Confidentiality

7.1 We will keep any information (including your account details) in your Direct Debit Request confidential. We will make reasonable efforts to keep any such information that we have about you secure and to ensure that any of our employees or agents who have access to information about you do not make any unauthorised use, modification, reproduction or disclosure of that information.

7.2 We will only disclose information that we have about you:

- (a) to the extent specifically permitted by law; or
- (b) for the purposes of this agreement (including disclosing information in connection with a query or claim).

#### 8. Notice

8.1 If you wish to notify us in writing about anything relating to this agreement, you should call 1800 265 744 to obtain our appropriate mailing address and/or fax number.

8.2 We will notify you by sending a notice in the ordinary post to the address you have given us in the direct debit request.

8.3 Any notice will be deemed to have been received two business days after it is posted.

#### Our Privacy Policy

Further information on how we handle your personal information is explained in our Information Handling Policy including:

- how to contact us regarding Privacy;
- how to inform us to change your marketing consent; and
- how to access your personal information.

You can obtain a copy of our Information Handling Policy by calling us on 1800 265 744 or by visiting our website at [www.clearview.com.au](http://www.clearview.com.au)



This form can be posted (no stamp required) to:

ClearView Retirement Solutions  
Client Administration  
Reply Paid 3382  
Sydney NSW 2001



If you have any questions about this form,  
please call us on

**132 977**