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# What this How to Guide is about

The purpose of this document is to provide you with information to assist in the opening and operation of your Account in the JBWere Multi-Asset Platform.

You should also read:

- the JBWere Multi-Asset Platform Service Guide (the first part of the JBWere Multi-Asset Platform Guide (Guide));
- the 'Fees and other costs' document (the second part of the Guide);
- the JBWere Multi-Asset Platform Financial Services Guide;
- the JBWere Multi-Asset Platform Core Terms and Conditions; and
- the JBWere Multi-Asset Platform IDPS – Custody Service Deed

These documents can be downloaded from [www.jbwere.com.au/MAP](http://www.jbwere.com.au/MAP). You can also obtain a paper copy by asking your JBWere Adviser or us.

If you still have questions, please contact your JBWere Adviser or JBWere directly.

This document is the How to Guide for the JBWere Multi-Asset Platform, including the JBWere Investor Directed Portfolio Service (IDPS), which are both operated by JBWere Ltd ABN 68 137 978 360, AFSL No. 341162 (JBWere, we, us, our). Applications can only be made using the Application Form given with the Guide.

In providing the information in this How to Guide, we have not taken account of your objectives, financial situation or needs. Before acting on this information, you should consult your JBWere Adviser as to whether it is appropriate with regard to your situation. Before making an investment through the JBWere Multi-Asset Platform, you should obtain the Product Disclosure Statement (PDS) and/or other disclosure documents for that investment. You can get a copy of the latest PDS for each managed fund by contacting your JBWere Adviser. Please read the latest PDS before making any investment in a managed fund.

Terms that are defined in the JBWere Multi-Asset Platform Core Terms and Conditions have the same meaning when used in this document.

# Opening your account

The JBWere Multi-Asset Platform makes the process of investing simpler and more efficient by providing you with:

- access to an extensive range of investments;
- streamlined execution and administration; and
- reporting to assist you and your JBWere Adviser with the management of your investments.

The types of investments, administration and reporting you have access to will depend on the advice option you choose.

Your Account will be opened after consultation with your JBWere Adviser, selecting the appropriate advice option for you and completing the JBWere Multi-Asset Platform Application Form.

## Your JBWere Adviser

Your JBWere Adviser is your primary point of contact and you should direct any queries about your Account to them.

## Changing advice options

Your circumstances, or investment preferences may change which means you may need to change the level of advice you receive. You are able to change your advice option at any time by speaking to your JBWere Adviser.

This may impact the investments accessible to you and the way you hold your investments.

## The JBWere Cash Account

To invest in the JBWere Multi-Asset Platform you will need a Cash Account. The JBWere Cash Account has been specifically chosen to be the cash hub of the JBWere Multi-Asset Platform.

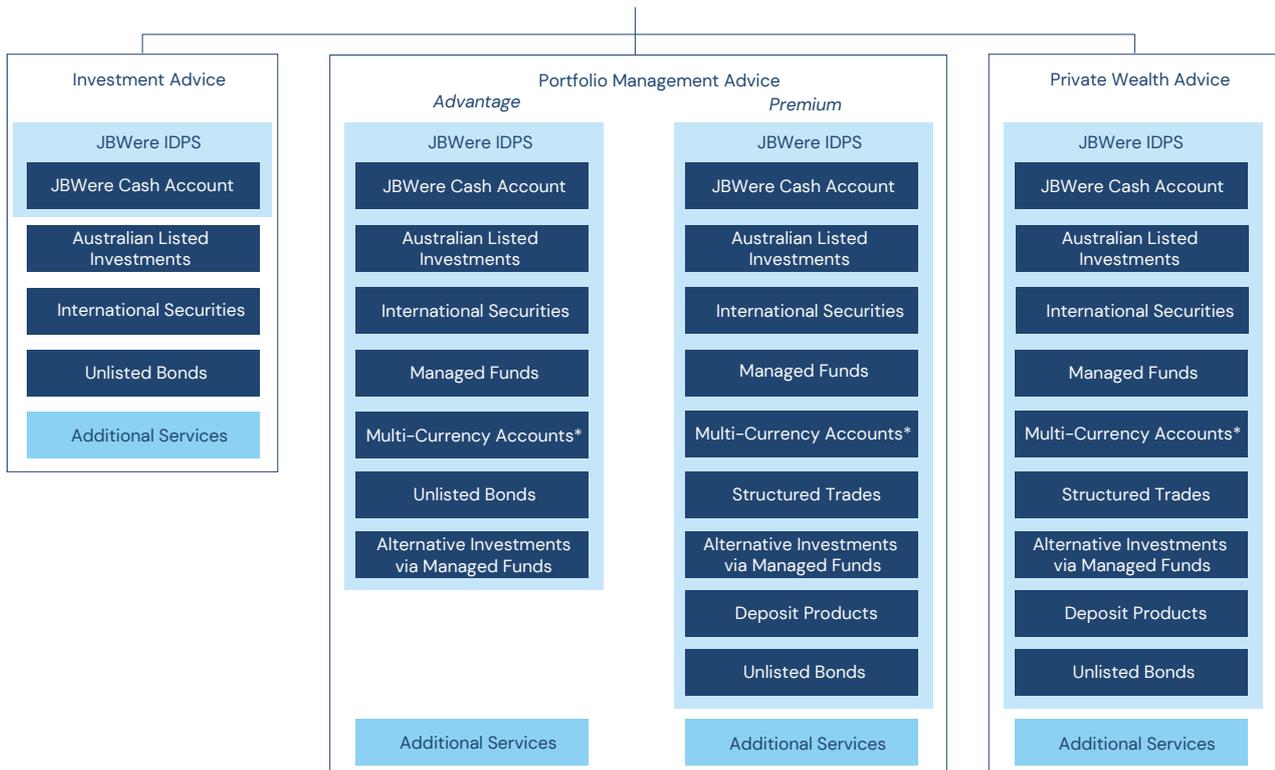
When you open a JBWere Multi-Asset Platform Account, unless we have specifically agreed otherwise, your Cash Account will be an interest in JBWere Cash Account (a basic deposit product issued to the Custodian by National Australia Bank Limited). The interest in the JBWere Cash Account will be held for you as an asset in your JBWere IDPS account. The Custodian will hold amounts in your JBWere Cash Account together with amounts held for other JBWere Multi-Asset Platform investors.

Your JBWere Cash Account allows you to:

- add or withdraw money by using a range of facilities;
- settle transactions within your JBWere Multi-Asset Platform Account;
- receive income and distributions from your investments; and
- pay any fees, charges and taxes relating to your Account.

You must ensure that your JBWere Cash Account has sufficient cleared funds to settle any instructions you give us to acquire, or transact in relation to, investments on your behalf.

## The JBWere Multi-Asset Platform



\*Available to certain Wholesale Clients only – see the JBWere MAP Service Guide for criteria.

# Operating your account

The way your Account operates will depend on the investments you select in consultation with your JBWere Adviser and within your chosen advice option.

## Domestic equities

Your JBWere Adviser will buy and sell ASX-listed securities via our Broker. We will use available funds in your Cash Account to settle any purchases of approved ASX-listed securities. The price you pay for ASX-listed securities will be the price at which the trade occurs on the ASX. We will withdraw funds to pay for the purchase on the date of settlement, usually three days after you place the trade.

Your instruction may not be executed immediately, particularly if you want to buy or sell listed investments at a specified price.

If your instruction is not executed on the ASX market within 20 business days of it being placed on the market, it will lapse and you will need to provide us with new instructions.

## Fixed income

### Term deposits

In accordance with your instructions, your JBWere Adviser will apply on your behalf for term deposits from our approved issuers for the term you request. Payment for your term deposit will be made from the available funds in your Cash Account. Prior to the maturity of your term deposit your JBWere Adviser will contact you to obtain your instructions for investing funds upon maturity.

If we do not receive instructions from you, upon maturity the proceeds of your term deposit and any applicable interest will be paid to your Cash Account.

Interest for term deposits is generally paid at maturity.

### Unlisted bonds

Instructions to buy or sell unlisted bonds may be given to your JBWere Adviser who will act on your instructions. Price quotes will be confirmed with you, prior to execution and transactions, will be settled within a day of the trade being placed.

## Multi-Currency

If you are a "Wholesale Client" because either:

- you have provided us with a current certificate given by a qualified accountant, concerning your net assets or gross income that meets the requirements applicable to wholesale clients in the Corporations Act 2001; or
- you are a "professional investor" (as defined in the Corporations Act 2001), you may instruct us to hold amounts of approved foreign currency in relation to your Portfolio for your ultimate benefit in a NAB Foreign Currency Account (FCA). The FCA is a deposit product issued by NAB, and will be held by the Custodian for us.

Foreign currency amounts held in relation to your Portfolio will be held in the FCA together with foreign currency amounts held for other JBWere MAP clients. Any interest earned on amounts held for you in the FCA will form part of your Portfolio. The FCA Terms and Conditions and the Interest Rate Flyer are available by contacting your JBWere Adviser. You may instruct us to transfer foreign currency into the FCA, trade foreign exchange spot contracts, receive a distribution in a foreign currency and settle transactions in foreign currency.

The costs you incur to exchange foreign currencies will depend on the exchange rate that the Custodian is able to negotiate with NAB and the Foreign Exchange Fee charged by JBWere. These are disclosed in Part 2 of the JBWere Multi-Asset Platform Service Guide – Fees and Other Costs.

The FCA is only accessible by those Wholesale Clients who meet the specific requirements described above, and who are Portfolio Management Advice or Private Wealth Advice clients invested in the JBWere IDPS service. The FCA may not be available to certain other wholesale clients as defined in the Corporations Act 2001. Your JBWere Adviser can give you information on your eligibility for this service.

Importantly, should you cease to be a Wholesale Client that satisfies the requirements listed above, we may, either immediately or at a later time, convert the balances held for you in the FCA into Australian Dollars and deposit the proceeds into your JBWere Cash Account, and you give us a standing instruction to do so. This may result in capital gains and losses being realised on the balances held in the FCA.

## International equities

In accordance with your instructions, your JBWere Adviser will buy and sell international equities via our International Stockbroker. We will use available funds in your Cash Account, or Foreign Currency Accounts if applicable, to settle any purchases of approved international equities. The price you pay for international listed securities will be the price at which the trade occurs on the relevant international exchange. We will withdraw funds to pay for the purchase on the same day, or within one day of being notified by the International Stockbroker of the trade and the price.

## Structured Trades

Structured Trades may be offered to you as part of a wider client offering or may be tailored to your individual needs. If you require further information on Structured Trades, including details of current opportunities, pricing and applications, please speak to your JBWere Adviser.

## Managed funds

Selecting either the Portfolio Management Advice or Private Wealth Advice option provides you with the opportunity to invest in managed funds you may not otherwise be able to access. Managed funds accessible via the JBWere Multi-Asset Platform are managed funds recommended by JBWere. Your JBWere Adviser will buy, sell or switch managed funds

in accordance with your instructions. The price you pay for purchasing units in a managed fund will be determined by the fund manager at the time the trade occurs in accordance with the terms of the relevant PDS or disclosure document. The rules relating to when applications and redemptions will be accepted and processed vary between different managed funds. Details of these rules and turnaround times can be found in the PDS and other disclosure documents for each managed fund.

### Minimum investment amounts and holdings

Minimum amounts for applications, transactions and holdings may apply. We will update this How to Guide from time to time when changes are effective.

Currently the following minimums (per fund) apply for applications, transactions and holdings in any of the recommended managed funds offered on the JBWere Investment Menu:

Amount	
Initial investment	\$5,000
Fund holding	\$1,000
Additional investment	\$1,000
Redemption	\$1,000
Regular investment plan	\$500 (per month)

### Applications

Payment for your managed fund applications will be deducted from your Cash Account on the day that we, upon your instructions, apply for units in the managed fund. We will process instructions from your JBWere Adviser as soon as practicable, depending on the application process of each fund manager.

If you are buying managed funds, a specified dollar amount must be provided to us.

We will generally act upon managed fund instructions within five business days of receipt. Please note it generally takes fund managers a number of days to complete an instruction.

### Redemptions

When you redeem units in a managed fund, the proceeds will be credited to your Cash Account.

### Timing

The unit price you receive for a managed fund is determined by the fund manager in accordance with the constitution of the managed fund. Where a transaction request is received by us from your JBWere Adviser prior to 10am Melbourne time on a Business Day, we will generally send instructions to the fund manager on the same day.

### Managed funds that do not transact daily

Some managed funds do not process applications or redemptions on a daily basis. If you instruct us to apply for, or redeem, a non-daily transacting investment or another illiquid investment, we will process this transaction in accordance with the fund manager's timetable. Your JBWere Adviser will notify you of when the fund manager is accepting redemptions for that managed fund.

### Regular investment plan

A regular investment plan allows you to make monthly additional contributions to managed funds held in your JBWere Multi-Asset Platform Account. The minimum additional contribution is \$500 per fund, per month. Sufficient available funds must be in your Cash Account prior to the placement of the investment which will take place on or about the 10th day of each month.

To establish your regular investment plan, please contact your JBWere Adviser.

### Termination and alteration of your regular investment plan

If you wish to cease your regular investments, please contact your JBWere Adviser. If we are notified before the 20th day of each month, your request to terminate your regular investment plan will take effect the following month. If we are notified after the 20th day of each month, your request will take effect in the next month after the following month. If the managed fund you are investing in is no longer available on the JBWere Investment Menu you will not be able to continue your regular investment plan for that investment. Your JBWere Adviser will let you know if this occurs.

Reinvesting income may mean that you obtain more units in a managed fund without having received the product's current disclosure document. If you are reinvesting income you will need to ensure you have a current disclosure document.

These are available by contacting your JBWere Adviser.

### Switching your investments

If you wish to switch an investment from one managed fund to another, we will, on your behalf, redeem the units in those funds you wish to sell. Once all proceeds have been credited to your Cash Account, an application, on your behalf, will be made to obtain units in your preferred fund.

In certain circumstances, if you wish to switch an investment from one managed fund to another that is managed by the same fund manager, it may not be necessary for the redemption proceeds to be credited to your Cash Account, as the redemption and application are netted out.

Switching your investments may have tax consequences and you should consult a tax professional. To switch your investments, please contact your JBWere Adviser.

### Illiquid investments

In certain circumstances an investment you are holding may become illiquid. If you hold an illiquid investment your ability to switch, sell or withdraw may be limited. In addition, withdrawal requests may be delayed and could take substantially longer than the industry standard of 30 days. The time it takes to process a withdrawal will depend on the relevant investment and fund manager.

For further information on illiquid investments, please contact your JBWere Adviser.

## Corporate Actions

Generally, Corporate Actions are actions taken, in respect of, or against, a security in which you have invested. These may affect the capital structure of the security, or the number or type of securities held on your behalf. These types of actions can be mandatory, such as share reconstructions, or voluntary, such as entitlement offers and share purchase plans.

### Responding on Corporate Actions

Your ability to participate in Corporate Actions depends on how your investments are held and administered.

### Non-custodial assets

Non-custodial assets are registered in your name and you will receive any Corporate Action notices via your JBWere Adviser.

You can choose how you would like to respond to any Corporate Actions relating to securities you hold in this capacity.

### Assets held in custody

We will generally ask you to make a decision regarding your preferred course of action for a Corporate Action. We may refuse to act on your instructions if to do so would result in an inconsistency with our other duties under the law, for example, if the governing documents of the JBWere Multi-Asset Platform or the general law forbids it.

When a Corporate Action occurs and we request instructions from you, unless otherwise specified you must provide those instructions at least five Business Days prior to the published closing date of the action.

Where notice is received after the specified closing date, or you have insufficient funds available in your Cash Account, you may not be able to participate in the Corporate Action.

The Custodian may exercise voting rights attached to your investments only if it received an authorised instruction to do so. If, upon receipt of authorised instructions, the Custodian considers it should not or would not be able to vote in accordance with your instructions, the Custodian will advise you via your JBWere Adviser as soon as practicable following receipt of the instructions. Where the Custodian attends a company meeting, as instructed by you, a reasonable fee may be charged for such attendance.

In limited circumstance, the Custodian may exercise voting rights attached to your investments without your instruction. The circumstances in which this may occur are described in the IDPS Voting Policy. You can obtain a copy of the policy by contacting your JBWere Adviser.

### Distributions from your investments

Distributions from your investments will be in the form of income such as dividends and distributions which may include a capital component. Distributions occur at different times dependant on the particular investment and the terms of the investments. Please refer to the relevant investment's disclosure document for details.

Distributions received are generally net of fees and charges. Distributions will initially be allocated to your Cash Account.

### ASX-listed securities

Dividends and distributions will either be credited to your Cash Account or a Dividend Reinvestment Plan (DRP) nominated by you to participate in.

You can make this election at the time of acquisition or at any other time through your JBWere Adviser. If you do not provide a specific instruction the issuer's default will apply.

If an issuer suspends a DRP, your participation in that plan will be suspended. If the issuer subsequently reinstates that plan, the Custodian will use its best endeavours to reinstate your participation in that plan unless you instruct otherwise.

### Managed fund distributions

You can elect to have your managed fund distributions:

- credited to your Cash Account; or
- reinvested in the relevant fund (where available).

If you do not make an election, we will credit all distributions to your Cash Account. If you wish to change your distribution preferences, please speak to your JBWere Adviser.

### Transaction confirmations

All transaction confirmations, including contract notes, will be added to the JBWere Client Portal where you will receive an email notification. Notifications of all transaction confirmations, will be issued to your email address, unless you request otherwise.

### Portfolio advice fee – borrowed amounts

If you select Private Wealth Advice or Portfolio Management Advice and invest in the JBWere IDPS, you will be charged a portfolio advice fee for financial advice given to you in relation to your Portfolio. Subject to a minimum fee, the portfolio advice fee that you agree to pay will generally be a tiered percentage amount per annum of the average value of your Portfolio.

However, if you are a retail client as defined in the Corporations Act, and it is reasonably apparent to us that you use (or will use) borrowed amounts to invest through the JBWere Multi-Asset Platform, you will not be charged a tiered percentage amount per annum on those borrowed amounts. Rather, subject to the minimum fee, the portfolio advice fee that you agree to pay will be a combination of:

- a flat dollar amount that is charged in respect of any borrowed amounts used to acquire financial products in your Portfolio; and
- a tiered percentage amount per annum of the average value of your Portfolio less any borrowed amounts<sup>1</sup> (that is, the non-borrowed component of your Portfolio).

Your JBWere Adviser will confirm with you at regular intervals the borrowed amounts you have used to invest through the JBWere Multi-Asset Platform.

Your portfolio advice fee will be set out in a JBWere Multi-Asset Platform Fee Schedule that is provided to you when you open your Account.

Please refer to the Fees and other costs document (Part 2 of the Guide) for more information about the fees and other costs of the JBWere Multi-Asset Platform.

<sup>1</sup> 'Borrowed amounts' means any borrowed amounts that it is reasonably apparent to us, at the time we calculate your fees, are outstanding and have been used to acquire financial products in your Portfolio.

## Margin lending

Margin lending, sometimes referred to as gearing, allows you to borrow using your existing investments as security for that loan.

Your JBWere Adviser can provide additional information on any approved margin lending products (including fees and charges), as well as how these products operate in conjunction with the JBWere Multi-Asset Platform. Your JBWere Adviser can also provide the necessary loan application documents for the margin lender.

## Changes to the Investment Menu

We regularly review and update the JBWere Multi-Asset Platform Investment Menu. There may be circumstances where an investment is no longer available on the JBWere Investment Menu. In relation to managed funds that cease to be included on the Investment Menu, you may not be able to buy additional units in this investment and any regular instructions may be cancelled.

Your JBWere Adviser will advise you if you are holding an investment that has been removed from the JBWere Investment Menu.

## In-specie transfers

You may transfer investments you hold elsewhere into your JBWere Multi-Asset Platform Account. This is referred to as an in-specie transfer and can assist you in consolidating and reporting on your investments.

### In-specie transfers into your Account

If you are an Investment Advice client you can transfer ASX investments held elsewhere to our Broker to be held as part of your Account.

If you are Portfolio Management Advice or Private Wealth Advice client you can transfer ASX investments and other holdings accessible on the Investment Menu to our Custodian to be held as part of your Account.

When transferring holdings you should provide your most recent statements or tax parcel history to ensure your consolidated reports accurately reflect their valuations and your cost base.

For further details on in-specie transfers please contact your JBWere Adviser.

### In-specie transfers out of your Account

In the event you wish to transfer your investments out of the JBWere Multi-Asset Platform, you should deal with your new service provider who will apply their transfer process to move your investments.

## Access to the JBWere Client Portal

The JBWere Client Portal is an online platform where you can securely view your account information and, depending on your access level, perform certain transactions.

There are two types of access available:

- **Transact:** View your account and cash perform transactions.
- **View account information only:** View your account details without the ability to transact.

For details on the functions available with each access level, please refer to the table below:

Transact
The user can: <ul style="list-style-type: none"><li>• View account and cash transaction details</li><li>• Download account information</li><li>• View portfolio and cash statements</li><li>• View contract notes</li><li>• Create watch lists</li><li>• Download market research</li><li>• Transfer funds electronically from your JBWere Cash Account</li><li>• Make BPAY payments from your JBWere Cash Account</li><li>• Add and remove payees from your JBWere Cash Account</li></ul>
View account information only
The user can: <ul style="list-style-type: none"><li>• View account and cash transaction details only</li><li>• Download account information</li><li>• View portfolio and cash statements</li><li>• View contract notes</li><li>• Create watch lists</li><li>• Download market research</li></ul>

To set up your JBWere Client Portal Access, you will need to provide your mobile number and email address upon account establishment. You will then be able to select the type of access required.

If you don't select an option, you'll receive 'View account information only' access by default.

## Closing your Account

You can request to close your JBWere Multi-Asset Platform Account at any time by providing us with written notification. Your written notification must:

- specify the JBWere Multi-Asset Platform Account number to be closed; and
- provide specific instructions for the disposal, redemption or transfer (where available) of each asset comprising your Account.

### What happens to income if you close your Account?

If you close your JBWere Multi-Asset Platform Account, you should continue to hold your investment in the Cash Account, as any additional income received after you have closed your Account will be paid to your Cash Account.

# Other information

## Changing personal details

To change your personal details including a change of name or address please notify us in writing by completing the Change of Personal Details Form.

To provide your Tax File Number (TFN) please notify us in writing by completing the Tax File Number Form.

## Forms

All relevant forms in relation to changing details or transacting on your account are available from your JBWere Adviser.

## How to contact us

Your first point of contact in relation to the JBWere Multi-Asset Platform is your JBWere Adviser.

However, you can contact us on the details below:

### Email:

investorservices@jbwere.com

**Telephone:** 1800 812 267 or +61 3 9906 5075

JBWere Ltd

Reply Paid 4595

MELBOURNE VIC 8060

## Deceased estates

### Individual Account

In the event of your death or incapacity:

- investments will continue to be invested in accordance with the current advice option. All instructions in relation to the Account will continue until we receive instructions (and appropriate certifications) from a properly authorised person. Upon receipt of these instructions your Account will be frozen; and
- the Account will remain frozen until a legal personal representative or any other person who we recognise as having a claim to your Account (for example, an executor or administrator appointed to manage your estate) provides further instructions. During this period we will continue to deduct applicable fees and expenses.

### Joint Account

In the event that a joint account holder passes away or becomes incapacitated:

- investments will continue to be invested in accordance with the current advice option; and
- we will continue to pay any income and distributions to your Cash Account and deduct applicable fees and expenses .

## Corporate directory

You can contact JBWere using the details below.

### Melbourne

Level 31, 405 Bourke Street  
Melbourne VIC 3000  
Telephone: +61 3 9906 5000

### Adelaide

Level 13, 60 King William Street,  
Adelaide SA 5000  
Telephone: +61 8 8407 1111

### Canberra

Level 10, 1 Constitution Avenue,  
Canberra ACT 2601  
Telephone: +61 2 6218 2000

### Sydney

Level 10, Brookfield Place,  
10 Carrington Street  
Sydney NSW 2000  
Telephone: +61 2 9325 2600

### Brisbane

Level 15, 259 Queen Street  
Brisbane QLD 4000  
Telephone: +61 7 3258 1111

### Perth

Level 14, 100 St Georges Terrace  
Perth WA 6000  
Telephone: +61 8 9212 7900