Shadforth Portfolio Service

23 March 2020

Change of Details

- **Shadforth Portfolio Service – Super**
- **Shadforth Portfolio Service – Pension**
- **Shadforth Portfolio Service – Investment**

Please use this form for Change of Client details, name, residential address and other details, postal address, financial institution details for ad hoc withdrawals, pension payment, and adviser details.

If you wish to renew or change your advice fees, nomination of beneficiaries, investment strategy, direct debit details, or insurance, please complete the relevant form available from your licensed financial adviser, from our website or by contacting Shadforth ClientFirst (where applicable).

Please complete these instructions in BLACK INK using CAPITAL LETTERS and ✓ boxes where provided.

Step 1: Client details

Account type ☐ Super ☐ Pension ☐ Investment Account number*

Title (Dr/Mr/Mrs/Ms/Miss) Surname*

Given name(s)*

Date of birth* / /

Email

* Indicates a mandatory field. If you do not complete all of the mandatory fields, there may be a delay in processing your request.

Step 2: Change of name

Only complete this section if your name has changed.

We require supporting documentation to action your request.

New name

Title (Dr/Mr/Mrs/Ms/Miss) Surname

Given name(s)

Please enclose one of the following proof of change of name documents (please tick appropriate box(es)):

☐ An **original certified copy** of your marriage certificate

☐ An **original certified copy** of your change of name certificate

☐ An **original certified copy** of your marriage certificate and Decree Nisi (Divorce Papers)

AND one of the following primary identification documents issued in your new name:

☐ An **original certified copy** of your driver's licence issued under State or Territory law

☐ An **original certified copy** of your passport

For name changes, an original certified copy of the original documents will need to be provided. Please refer to the 'Completing Proof of Identity' document on portfolio.sfg.com.au for a list of persons authorised to certify copies of original documents.

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Signature of client / Power of Attorney or Guardian

Date / /

Previous signature (where name has changed)

Date / /

Step 3: Change of residential address and other details

For a fast and convenient way to change your residential address simply log into Shadforth Portfolio Online and enter your user ID and password. If you have not registered for Shadforth Portfolio Online, please click on the 'Register for access' link and follow the instructions to gain access.

Alternatively, please contact Shadforth ClientFirst on 1800 931 792. Please note that you will need to satisfy an identification check of the mandatory fields in Step 1, to change your details.

If you are unable to change your residential address using the above methods please complete the details below.

If you are residing overseas you must complete and submit

- [ ] an Overseas Investor form (www.sfg.com.au/portfolio)
- [ ] Original certified copies of your identification documents

Address

Suburb State Postcode

Phone (home) Phone (work)

Mobile

Email

Are you a tax resident of Australia? Yes No

Are you a tax resident of any other Country? Yes No

Please answer both tax residency questions as you can be a tax resident of more than one country.

Foreign Residents only – Foreign Account Tax Compliance Act (FATCA) and Common Reporting Standard (CRS)

Under FATCA and CRS laws, we are required to ask all investors to provide additional information about their tax residency. Tax residency rules differ by country. Whether an individual is a tax resident of a particular country is often (but not always) based on the amount of time a person spends in a country, the location of a person's residence or place of work.

For all countries where you are a tax resident please provide a TIN (Tax Identification Number) which is the number assigned by each country for the purposes of administering tax laws such as a Social Security Number in the US. If a TIN cannot be provided, please list one of the three reasons specified (A, B or C) for not providing a TIN.

Country	TIN	Reason for no TIN

If there are more countries, provide details on a separate sheet and tick this box

Reasons for not providing a TIN – please select one reason below (if applicable)

- [ ] Reason A - The country of tax residency does not issue TINs to tax residents, OR
- [ ] Reason B - You have not been issued with a TIN, OR
- [ ] Reason C - The country of tax residency does not require the TIN to be disclosed.

Step 4: Change of postal address

Is your postal address the same as your residential address provided in Step 3? ☐ Yes ☐ No

Please provide postal address if different from the residential address in Step 3.

Address

Suburb State Postcode

Phone (home) Phone (work)

Step 5: Add or change financial institution details for ad hoc withdrawals

Financial institution

Branch

Account name

BSB – Account number

Please note that the account must be held either solely or jointly in your name.

Step 6: Change to pension payment (Shadforth Portfolio Service – Pension only)

Please change my pension payment to:

Frequency ☐ Fortnightly ☐ Monthly ☐ Quarterly ☐ Half-yearly ☐ Yearly

Pension amount

☐ Minimum

OR

☐ Maximum limit*

OR

Other amount $ per annum Indexation rate %

* Transition to retirement pension only.

Please note: We require five business days to action your request. If we have not received your request in time to alter your next scheduled payment, please be assured your alteration will take effect from the following payment.

If you are receiving pension payments and your bank details have changed, please complete the details below:

Name of financial institution

Branch address

Suburb State Postcode

Account name

BSB – Account number

Step 7: Change of adviser

Licensee name

Adviser surname

Adviser given name(s)

Phone Facsimile

AFS license number

Step 8: Client declaration

Please note: The Trustee / Service Operator collects the information in this form for the purpose of updating the information it holds about you. Any personal information provided in this form will be handled in accordance with the privacy policy at www.sfg.com.au/portfolio/privacy. If you do not provide all of the requested information, we may not be able to action your request.

- I/We will promptly notify Shadforth Portfolio Service if any of these details change and on request with any further information which is necessary or desirable for Shadforth Portfolio Service to comply with any obligations it may have in connection with FATCA/CRS.
- I/We consent to the collection and use of the above information by the Trustee / Service Operator for the purposes specified.
- I/We authorise the above changes to be made to my/our account details.
- I/We authorise provision of information regarding my/our account to the above adviser (where a new adviser has been nominated).
- I/We declare that the details given in this form are true and correct.

Please note: If this form is signed under Power of Attorney, the Attorney declares that they have not received notice of revocation of that power (a certified copy of the Power of Attorney should be submitted with this form unless we have already received it).

Individual Investor

Signatory 1 Date / /

Full name

Self Managed Superannuation Fund

Signatory 1 Date / /

Title (such as Director/Trustee)

Full name

Signatory 2 Date / /

Title (such as Director/Trustee)

Full name

Signatory 3 Date / /

Title (such as Director/Trustee)

Full name

Signatory 4

Date __ __ / __ __ / __ __ __ __

Title (such as Director/Trustee)

Full name

Common seal
(of company) if required

Please forward all correspondence and enquiries to

Post: Shadforth Portfolio Service
GPO Box 264, Melbourne VIC 8060

Email: portfolioservice@sfg.com.au

Telephone: 1800 931 792

Web: portfolio.sfg.com.au

Issued by IOOF Investment Management Limited ABN 53 006 695 021, AFSL 230524, as Trustee of the IOOF Portfolio Service Superannuation Fund ABN 70 815 369 818 and IOOF Investment Services Ltd ABN 80 007 350 405, AFSL 230703, as Service Operator of Shadforth Portfolio Service – Investment.

PLA-16810 (51730) 0320