

13 December 2024

# Investment Instruction

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

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

Use this form to:

- switch between existing investment options or re-weight your investment portfolio;
- change your Standing Instructions; or
- set an Automatic re-weight instruction to your portfolio.

Please note that when changing investment options you will not necessarily have the most recent product disclosure statement for that investment option and accordingly may not have information about material changes and significant events affecting that investment option. You can obtain a product disclosure statement from [portfolio.sfg.com.au](http://portfolio.sfg.com.au) or your licensed financial adviser.

To ensure the investment option selections are listed correctly please add the APIR code along with the name of the investment option. Please refer to the Shadforth Portfolio Service investment menu list for available APIR codes.

Any investment redemptions will be done in accordance with your existing tax optimisation method. To view and update your chosen method, please speak to your financial adviser or log into Shadforth Portfolio Online.

Fixed Term Annuities cannot be purchased using this form and can be purchased online or by contacting ClientFirst.

## Step 1: Client details

Account number

Account name

Date of birth  /  /

**Please refer to the below summary as a guide to which sections you may need to complete:**

- Step 2: Pending transactions
- Step 3: Investment redemptions
- Step 4: Investment purchases
- Step 5: Deposit Instruction
- Step 6: Re-weight portfolio (including establishing an automatic re-weight facility)
- Step 7: Cash Account preferences
- Step 8: Income Preferences
- Step 9: Client declaration and signature(s)

## Step 2: Pending transactions

To provide you with an efficient service we will not wait for pending transactions to complete before we process your instructions.

If you have a pending transaction (a redemption or purchase) currently in progress at the time we receive new instructions (Step 3: Investment redemptions, Step 4: Investment purchases or Step 6: Re-weight portfolio) it may result in a variance to your instruction and your request may not be fully completed. This may result in a balance remaining in an investment where you intended to redeem 100%.

By ticking the box below you can instruct us to wait for all pending transactions on investment options included in your new instructions to complete before we process your instructions.

You acknowledge your request will not be actioned until all pending transactions on investment options included in my new instructions are completed.

### Step 3: Investment redemptions

#### Managed investments and SMA Model Portfolios

Please specify either a percentage, unit or dollar allocation. Unless otherwise stipulated, we will process the switch as a dollar value. If you wish to sell a specific asset and use the proceeds to purchase another asset, indicate this by placing corresponding numbers in the boxes provided. When not specified, we will sell all assets detailed in Step 3 and use the proceeds as per the instructions in Step 4.

**Please note:** Your Deposit Instruction and Cash Account preferences will not be automatically updated to reflect the purchase or redemption of a managed investment option from your account. If you want to change your Deposit Instruction and/or Cash Account preferences, please ensure you complete Steps 5 and 7 respectively.

No	APIR code	Investment option	\$ or units (please specify) of investment option	OR	% of investment option
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>		<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>		<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>		<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>		<input type="text"/>
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<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>		<input type="text"/>
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<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>		<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>		<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>		<input type="text"/>

#### Listed investments

Minimum trade is \$500 per listed investment.

ASX code	Investment option	Units	OR	Investment amount
<input type="text"/>	<input type="text"/>	<input type="text"/>	\$	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	\$	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	\$	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	\$	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	\$	<input type="text"/>

**Please note:** Whilst you can enter a dollar amount, the trade will always be converted to units so the amount requested may be more or less.

## Step 4: Investment purchases

### Managed investments and SMA Model Portfolios

Please specify either a percentage, unit or dollar allocation to be invested as a result of the Investment Redemptions in Step 3. Unless otherwise stipulated, we will process the switch as a dollar value.

**Please note:** Your Deposit Instruction and Cash Account preferences will not be automatically updated to reflect the purchase or redemption of a managed investment option from your account. If you want to change your Deposit Instruction and/or Cash Account preferences, please ensure you complete Steps 5 and 7 respectively. You can only purchase a Separately Managed Account (SMA) Model Portfolio if you have already acquired an interest in that SMA Model Portfolio via your financial adviser.

No	APIR code	Investment option	\$ or units (please specify) of investment option	
			OR	% of investment option
<input type="checkbox"/>				
<input type="checkbox"/>				
<input type="checkbox"/>				
<input type="checkbox"/>				
<input type="checkbox"/>				
<input type="checkbox"/>				
<input type="checkbox"/>				
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<input type="checkbox"/>				
<input type="checkbox"/>				
<input type="checkbox"/>				
<input type="checkbox"/>				
<input type="checkbox"/>				

## Listed investments

Minimum trade is \$500 per listed investment.

ASX code	Investment option	Units	OR	Investment amount
<input type="text"/>	<input type="text"/>	<input type="text"/>	\$	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	\$	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	\$	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	\$	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	\$	<input type="text"/>

**Please note:**

- If additional investments are required, attach a separate signed sheet.
- Whilst you can enter a dollar amount, the trade will always be converted to units so the amount requested may be more or less.

## Term deposits

Term Deposit Provider	Term (months)	Amount	Maturity Instructions			
			Pay to cash account	Re-invest principal	Re-invest partial principal	Re-invest principal and interest
<input type="text"/>	<input type="text"/>	\$ <input type="text"/>	<input type="checkbox"/>	OR <input type="checkbox"/>	OR <input type="checkbox"/>	OR <input type="checkbox"/>
<input type="text"/>	<input type="text"/>	\$ <input type="text"/>	<input type="checkbox"/>	OR <input type="checkbox"/>	OR <input type="checkbox"/>	OR <input type="checkbox"/>
<input type="text"/>	<input type="text"/>	\$ <input type="text"/>	<input type="checkbox"/>	OR <input type="checkbox"/>	OR <input type="checkbox"/>	OR <input type="checkbox"/>
<input type="text"/>	<input type="text"/>	\$ <input type="text"/>	<input type="checkbox"/>	OR <input type="checkbox"/>	OR <input type="checkbox"/>	OR <input type="checkbox"/>

**Note:** A minimum of \$5,000 per term deposit applies.

For a list of available term deposits, please visit [sfg.com.au/portfolio/portfolio-information](http://sfg.com.au/portfolio/portfolio-information)

## Step 5: Deposit Instruction

Please advise us of your Deposit Instruction.

100% Cash Account

OR

Deposit Instruction (please complete section below)

**Please note:**

- Please ensure that the Deposit Instruction includes at least the default minimum allocation of 1% against the Cash Account. The percentages allocated to the Cash Account and your selected investment option(s) must add up to 100%.
- For a full list of investment options available for selection within Shadforth Portfolio Service go to our website to view the **Shadforth Portfolio Service investment menu** and list your selections in the space provided.
- To ensure the investment option selections are listed correctly please add the APIR code along with the name of the investment option.
- Maturing investments (term deposits and fixed-term annuities) and listed investments cannot form part of your Deposit Instruction. Please refer to Step 4 to specify these instructions.
- Your financial adviser can add a Separately Managed Account (SMA) Model Portfolio to your deposit instruction online once they have acquired an interest in that SMA Model Portfolio on your behalf.

APIR Code	Investment option	Allocation (%)
	Cash Account (Mandatory)	
<b>Total (must = 100%)</b>		

### Step 6: Re-weight portfolio

Please specify the type of re-weight you wish to occur.

One-off re-weight

OR

Automatic re-weight facility

OR

Re-weight now and update Automatic re-weight instruction

If establishing an Automatic re-weight facility please specify the re-weight frequency and commencement date.

#### Automatic re-weight frequency

Use this to automate a re-weight of all the investments in your portfolio, according to a percentage-based instruction at a set frequency.

(Choose one)

Quarterly

Half yearly

Yearly

#### Commencement date

(will commence on the 20th of the chosen month).

/

### Re-weight preference

Deposit Instruction: re-weight my portfolio in accordance with my deposit instruction in **Step 5**.

OR

Re-weight instruction: re-weight my portfolio in accordance with the re-weight instructions specified in the table below.

If you have selected the Re-weight Instruction option, please specify which investments are to be used and the respective allocations. Please list all investments in your portfolio below.

APIR Code or ASX Code	Investment option	Allocation (%)
<input type="text"/>	Cash Account (Mandatory)	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>
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<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<b>Total (must = 100%)</b>	<input type="text"/>

**Important note:**

- Maturing investments (and investments that be sold) cannot be traded as part of you re-weight; however they need to be included in your re-weight instructions to ensure your portfolio allocation equals 100%. The re-weight preference submitted will be applied to the remaining investments within the portfolio. In some instances, investment options that cannot be redeemed on a daily basis will not be able to be included in your Automatic Re-weight Facility.
- If your portfolio currently has investments held in a Managed Discretionary Account (MDA) model, then you cannot use the automatic re-weight facility for your account.
- You can only include a Separately Managed Account (SMA) Model Portfolio if you have already acquired an interest in that SMA Model Portfolio via your financial adviser.

## Step 7: Cash Account preferences

### Cash Account limits

You must maintain a minimum percentage allocation to the Cash Account.

Please specify one of the following options:

**Cash Account minimum of 1%**

OR

**Cash Account percentage nominated in your Deposit Instruction**

OR

**Custom Cash Account minimum of**  %

### Cash Account dollar-based minimum (optional)

You may also nominate a dollar-based minimum on the amount held in your Cash Account (subject to a \$5,000 minimum) that will be used in conjunction with your percentage-based minimum stated above.

If your Cash Account falls below zero, we will then top-up your Cash Account to the lower of your dollar-based minimum or percentage-based minimum.

To set a Cash Account dollar-based minimum, please specify the amount here

\$

### Cash Account top-up

If the balance in your Cash Account is zero or below, the Trustee/Service Operator will top up the balance to the lower of

- the percentage allocated to the Cash Account (1% default amount),
- the percentage nominated in your Deposit Instruction, or a percentage nominated by you; or
- your nominated dollar-based minimum amount.

We will top up your Cash Account balance by redeeming the necessary amount from your managed investments (without prior notice to you) in accordance with the method you have selected below:

**Pro-rata (default option)** – Redeem funds across all managed investments according to the proportion of the portfolio that they represent.

OR

**Redemption instruction – percentage** – Redeem funds from managed investments, SMA Model Portfolios and MDA Models according to the percentage allocation nominated below.

OR

**Pecking Order** – Redeem funds from managed investments, SMA Model Portfolios and MDA models according to a prioritised list specified below.

**If you don't indicate a top-up method, the default option of pro-rata will be applied.**

### Redemption Instructions – percentage and pecking order.

APIR Code	Investment option	Allocation Instruction (%)	Pecking Order
			1
			2
			3
			4
			5
			6
			7
			8
			9
			10
<b>Allocation Instruction % total (must = 100%)</b>			

**Please note:**

- If you selected the pecking order option, please specify which managed investments are to be used and the pecking order in which the funds are to be redeemed, one at a time.
- Where you have selected to have a percentage redemption instruction, the percentages allocated for your selected investment option(s) must add up to 100% not including the Cash Account.
- To ensure the investment option selections are listed correctly, please add the APIR code along with the name of the investment option.
- Restricted investments, listed investments, investment options with extended redemption periods and maturing investments cannot form part of your redemption instruction – percentage.



## Step 8: Income preferences

I direct the Trustee/Service Operator to manage income distributions that I receive from managed investments and SMA Model Portfolios as follows:

**Re-invest (default option)** – Re-invest the income distributions back into the same managed investment or SMA Model Portfolio that made the income distribution.

OR

**Retain in Cash Account** – Leave all income distributions to accumulate in my Cash Account.

OR

**Income Instruction – percentage** – reinvest the income into the managed investments selected below.

If you have selected the Income Instruction – Percentage, please specify which managed investments are to be used and the respective allocations. Please ensure that the Income Instruction does not contain SMA Model Portfolios, listed or maturing investments.

**If you don't indicate your income preference, the default option of re-invest will be applied.**

APIR Code	Investment option	Allocation (%)
<input style="width: 100%; height: 20px;" type="text"/>	Cash Account (Mandatory)	<input style="width: 100%; height: 20px;" type="text"/>
<input style="width: 100%; height: 20px;" type="text"/>	<input style="width: 100%; height: 20px;" type="text"/>	<input style="width: 100%; height: 20px;" type="text"/>
<input style="width: 100%; height: 20px;" type="text"/>	<input style="width: 100%; height: 20px;" type="text"/>	<input style="width: 100%; height: 20px;" type="text"/>
<input style="width: 100%; height: 20px;" type="text"/>	<input style="width: 100%; height: 20px;" type="text"/>	<input style="width: 100%; height: 20px;" type="text"/>
<input style="width: 100%; height: 20px;" type="text"/>	<input style="width: 100%; height: 20px;" type="text"/>	<input style="width: 100%; height: 20px;" type="text"/>
<input style="width: 100%; height: 20px;" type="text"/>	<input style="width: 100%; height: 20px;" type="text"/>	<input style="width: 100%; height: 20px;" type="text"/>
<input style="width: 100%; height: 20px;" type="text"/>	<input style="width: 100%; height: 20px;" type="text"/>	<input style="width: 100%; height: 20px;" type="text"/>
<input style="width: 100%; height: 20px;" type="text"/>	<input style="width: 100%; height: 20px;" type="text"/>	<input style="width: 100%; height: 20px;" type="text"/>
<input style="width: 100%; height: 20px;" type="text"/>	<input style="width: 100%; height: 20px;" type="text"/>	<input style="width: 100%; height: 20px;" type="text"/>
<input style="width: 100%; height: 20px;" type="text"/>	<input style="width: 100%; height: 20px;" type="text"/>	<input style="width: 100%; height: 20px;" type="text"/>
<input style="width: 100%; height: 20px;" type="text"/>	<input style="width: 100%; height: 20px;" type="text"/>	<input style="width: 100%; height: 20px;" type="text"/>
<input style="width: 100%; height: 20px;" type="text"/>	<input style="width: 100%; height: 20px;" type="text"/>	<input style="width: 100%; height: 20px;" type="text"/>
<b>Total (must = 100%)</b>		<input style="width: 100%; height: 20px;" type="text"/>

OR

**Automatic Income Distribution Facility (Shadforth Portfolio Service - Investment Only)** – Transfer accumulated income distributions to the nominated account and frequency specified below:

Quarterly       Half-yearly

If you would like to update your nominated financial institution, please refer to the **Nomination of Financial Institution Form** available from our website or by contacting Shadforth.

**Please note:** for further information on income preferences for Managed Discretionary Accounts please refer to the Product Disclosure Statement or IDPS Guide.

## Step 9: Client declaration and signature(s)

**Important note:** The Trustee/Service Operator collects the information in this form in order to process your investment instructions. Any personal information provided in this form will be handled in accordance with the Trustee/Service Operator’s privacy policy, available at [www.sfg.com.au/portfolio/privacy](http://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.

- **Managed investments and SMA Model Portfolios** – You confirm that all investment information, including the objectives and relative risk of each of the strategies, has been made available to you. You are fully informed of the range of investment strategies that can be chosen and the circumstances in which they can be changed.
- **Listed investments** – You hereby authorise that the designated investments be traded on your behalf and acknowledge that this authority is provided on the basis that the Trustee/Service Operator will effect the trade according to the terms and conditions within the Product Disclosure Statement/Offer Document.
- **Maturing investments** – You understand these investments are fixed term and penalties will be incurred if terminated prior to maturity.
- **Automatic Re-weight Instructions** – You acknowledge that re-weighting my investments may trigger capital gains and/or losses and understand that this may impact your tax position or benefit in the Fund.
- You also acknowledge these assets will be held in the name of the custodian, IOOF Investment Services Ltd ABN 80 007 350 405, AFSL 230703.
- You consent that where you have chosen an investment with a long withdrawal period (illiquid investments) or there are delays receiving proceeds from selling the investments, any withdrawal or transfer request may be delayed for more than 30 days.
- You understand that the Trustee/Service Operator may, in its discretion redeem some of your other investment options in order to fund fees, expenses, taxes, regular payments and to restore Cash Account minimum requirements.
- You confirm that you have received and considered the product disclosure statement for each of the investment options selected.
- You consent to the collection and use of the above information by the Trustee/Service Operator for the purposes specified in the Product Disclosure Statement/Offer Document.

### Investment Suitability (mandatory)

To assess which investment options are right for you, please refer to the relevant disclosure documents for each investment option selected for investment objectives and timeframes, and risk measures. Please respond to the following questions for all investment products you’ve selected (excluding shares):

You have received personal financial advice in relation to the investments selected in this form;

**OR**

You are aware of the minimum suggested investment timeframes of the investments you have selected, and these investments have a risk measure you are prepared to accept.

*Please note: if your investment objective(s), timeframe and/or risk profile are inconsistent with those of the investment(s) you have selected, then we suggest you seek financial advice that takes into account your personal circumstances. There may be a delay processing your application if responses aren’t provided, while we contact you for more information.*

### Signature

Signatory 1 Role (such as Investor/ Director / Trustee as applicable)		Date <input style="width: 20px;" type="text"/> / <input style="width: 20px;" type="text"/> / <input style="width: 20px;" type="text"/>
Full name		

### Additional signatures (if required)

Signatory 2 Role (such as Investor/ Director / Trustee as applicable)		Date <input style="width: 20px;" type="text"/> / <input style="width: 20px;" type="text"/> / <input style="width: 20px;" type="text"/>
Full name		

Signatory 3	<input type="text"/>	Date <input type="text"/> / <input type="text"/> / <input type="text"/>
Role (such as Investor/ Director / Trustee as applicable)	<input type="text"/>	
Full name	<input type="text"/>	
Signatory 4	<input type="text"/>	Date <input type="text"/> / <input type="text"/> / <input type="text"/>
Role (such as Investor/ Director / Trustee as applicable)	<input type="text"/>	
Full name	<input type="text"/>	
Signatory 5	<input type="text"/>	Date <input type="text"/> / <input type="text"/> / <input type="text"/>
Role (such as Investor/ Director / Trustee as applicable)	<input type="text"/>	
Full name	<input type="text"/>	
Signatory 6	<input type="text"/>	Date <input type="text"/> / <input type="text"/> / <input type="text"/>
Role (such as Investor/ Director / Trustee as applicable)	<input type="text"/>	
Full name	<input type="text"/>	
Common seal (of company) if required	<input type="text"/>	

**Please forward all correspondence and enquiries to**

**Post:** Shadforth Portfolio Service  
Reply Paid 264, Melbourne VIC 8060

**Email:** [portfolioservice@sfg.com.au](mailto:portfolioservice@sfg.com.au)

**Telephone:** 1800 931 792

**Web:** [portfolio.sfg.com.au](http://portfolio.sfg.com.au)