

LifeFocus Private and LifeFocus Wholesale eWRAP Investment



Account closure request (for accounts without financial adviser)

Complete this form in **BLOCK LETTERS** by typing directly into the form or using black pen, print and sign it.

Send the completed form to us via one of the following methods:

- **email a copy** to asgardforms@asgard.com.au
- **submit a copy** via our secure Document Upload facility on Investor Online (accessed from Forms > Document Upload menu)
- **post to** Asgard, PO Box 7490, Cloisters Square WA 6850.

Use this form if you do not have a financial adviser and you wish to close your LifeFocus Private eWRAP Investment or LifeFocus Wholesale eWRAP Investment account (your account).

If you have a financial adviser linked to your account, we will not accept instructions provided to us in this form. Your financial adviser will need to submit your account closure request via AdviserNET.

BEFORE COMPLETING THIS FORM, WE RECOMMEND YOU SPEAK TO FINANCIAL, TAX AND LEGAL ADVISERS WHO CAN HELP YOU UNDERSTAND THE POTENTIAL IMPACTS THAT CLOSING YOUR ACCOUNT MAY HAVE ON YOU AND YOUR INVESTMENTS.

i To protect your investments, we may have to confirm your identity before we can process your closure request.

Questions? Call our Customer Relations team on 1800 731 812 or email ewrap@asgard.com.au

Privacy Statement

All personal information and credit-related information we collect about you is collected, used, and disclosed by us in accordance with our Privacy Statement which can be obtained at www.asgard.com.au/privacy or by calling us.

Our Privacy Statement also provides information about how you can access and correct your personal information and make a complaint. You do not have to provide us with any personal information or credit information but, if you don't, we may not be able to process your application.

Important information:

- Please read the Financial Services Guide and IDPS Guide (the Guide) relevant to your account for more information about closing your account. You can access the Guide via Investor *Online* or by calling our Customer Relations team on 1800 731 812.
- If your account holds investments (other than cash), we will generally initiate the sell-down of these investments (where possible) within 5 business days of us receiving your account closure request. Please refer to Section 2 in this form for more information. The processing will involve, where possible, us submitting the sell instructions via AdviserNET using the AdviserNET Online Transactions Facility. Hence, you need to read this form carefully, including the 'Online Transactions disclaimer' in Section 5 in this form.
- You will be able to track the progress of your sell instruction(s) via Investor *Online*. You will receive an 'Account Actions' message on Investor *Online* (Home > Transactions > Account Actions) at the time we process your sell instruction(s). It is your responsibility to monitor the status of your instruction once it has been submitted by us. When an instruction settles, you will be able to view the instruction on the Transaction details screen of Investor *Online*.
- The trading/unit price of investment options may change between when you send us your request and when we process your sell instruction(s). You accept that units/shares will be sold at the then prevailing trading/unit price (ie when we process your sell instruction(s)) and that we are not liable to you for any difference in the trading/unit price between when you send your request and when the request is processed, unless it is a direct result of the lack of good faith, dishonesty, or failure to act with reasonable care and diligence by us.
- You may incur transaction costs (e.g. buy/sell spread applicable to managed investment instructions and brokerage applicable to share orders) at the time we submit sell instructions on your behalf. You must ensure that you read the product disclosure statement relating to the managed investment you hold through your account for information on the costs applying to that managed investment and the time it takes for the investment manager to process your investment instruction.
- While your account holds investments, you will continue to be charged the ongoing fees and costs (e.g. administration fee). For information on the ongoing fees and other costs, please refer to the relevant Guide.
- All sell proceeds will be credited to your Cash Account (or Margin Loan Account, if applicable) as they are received by us. If you are also closing your Cash Account, any residual balances will be transferred to your nominated bank account.
- Your account will not be closed until all investments have been sold, reached maturity or been transferred out, and if you also wish to close your Cash Account, your Cash Account is left with a zero balance. Please refer to Sections 2, 3 and 4 in this form for more information.
- If your account has an external margin loan attached to it, we will not commence the closure process until we receive confirmation from the margin lender to proceed – you are required to arrange this.
- If your account has an eWRAP Margin Loan attached to it, the margin loan balance needs to be repaid in full before we can finalise the closure of your account.



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1. Account details

Account number

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Account name (as displayed on your statement)

[illegible]





- We ask you to provide your email address and telephone number in case we need to contact you to clarify information regarding your account closure request.
- If you want to close more than one account, you will need to provide a separate form for each account.

2. Selling investments held through your account

Fixed Term Deposits

All fixed term deposits will be redeemed at maturity. No forfeitures or breakages are possible.

Managed investments

- All managed investments held through your account will need to be sold to allow us to close your account.
- Withdrawal restrictions may apply to managed investments you hold through your account which may delay the time it takes to credit the proceeds from the sell instructions into your Cash Account (or Margin Loan Account, if applicable). Please refer to the relevant managed investment product disclosure statement for details on withdrawal restrictions.
- If you hold a frozen fund through your account, we will be unable to submit sell instruction for this fund. Accordingly, we will be unable to finalise your account closure request while the fund remains frozen.
 - However, you may be able to in-specie transfer this frozen fund out of your account to be held directly with the fund manager in order to allow us to close your account. You will need to check with the fund manager directly whether this option is available to you. Please note that we can only facilitate in-specie transfers that result in no change in beneficial ownership i.e. the managed investment with the fund manager will need to be held in exactly the same name as your account.
- **If there is a pending transaction in place (such as a previous buy or sell request), we will not be able to place your sell instruction with the investment manager until the pending transaction has cleared.**



2. Selling investments held through your account (continued)

Shares

If you hold shares through your account, we may not be able to sell these shares on your behalf. Our ability to submit share sell instructions is dependent on how your shares are held through your account (i.e. whether it is a custodial or sponsored arrangement) and who your broker is.

If you're unsure about how your account is set up for share trading, please contact our Customer Relations team and we can provide you with the details.

How do you hold the shares through your account?	Who is your Broker?	Options you have
☐ Custodial arrangement	n/a	☐ Asgard to sell the shares on my/our behalf (using Australian Investment Exchange Limited (AUSIEX) as the broker) OR ☐ Transfer shares out of my/our account into an issuer-sponsored arrangement
OR		
	☐ AUSIEX	☐ Asgard to sell the shares on my behalf (using AUSIEX as the broker) OR ☐ Transfer shares out of my/our account into an issuer-sponsored arrangement
☐ Sponsored arrangement	OR	
	☐ Other broker	☐ Transfer shares out of my/our account into an issuer-sponsored arrangement OR ☐ Convert my/our sponsored share account into a custodial share account and Asgard to arrange for the shares to be sold on my/our behalf (using AUSIEX as the broker) I/we acknowledge that a custodial share account fee of \$300p.a. applies to custodial share accounts. This fee will be charged, on a daily basis, from the day Asgard sets up my/our custodial share account until my/our eWRAP Investment account closure is finalised.

Notes:

Please contact us to request for the relevant transfer form to be sent to you. You will need to complete this form and send to us.

- Where you have a share trading account set up with a broker other than AUSIEX, we are unable to sell shares on your behalf with that broker.
- Where you request us to sell share(s), we will place (where possible) the sell order(s) with our default broker (AUSIEX) as an 'At Market' order. (An 'At Market' order is an order to sell shares at the best available current price.) The only exception is where the share price is less than \$0.50. In this instance, we will have to submit your order as an 'At limit' order. (As 'At Limit' order is an order to sell a share at a specified price or better.) We will contact you to confirm the 'At Limit' price you would like applied to your sell order(s).
- Where we are placing the sell order with AUSIEX, the brokerage applying to each share order will be \$25.00 (incl. GST) if the value of the order is less or equal to \$30,000 or 0.1025% (incl. GST) if the value of the order is greater than \$30,000.
- Illiquid shares and/or corporate actions may cause delays in us submitting and/or settling your share orders/trades.



3. Payment

All proceeds from the sale of your investments will be credited to your Cash Account or Margin Loan Account if applicable (generally within 5 to 10 business days of the investments being sold or reaching maturity, subject to withdrawal restrictions or any other limitations).

If you have an eWRAP Margin Loan account, we will transfer any excess cash in your Margin Loan Account (if applicable) after the margin loan has been paid back in full, into your Cash Account.

Once all remaining investments have been redeemed, reached maturity or transferred out (if required), we'll credit the final bank interest amount and deduct all outstanding fees and costs from your Cash Account.

You can access the monies held in your Cash Account using Phone and/or Internet banking. Alternatively, if you have a CASH Connect account linked to your account, you can withdraw the monies using your VISA Debit card, cheque book or from any St.George, BankSA or Bank of Melbourne branch.

4. Cash Account

You can keep and continue to operate your Cash Account independent of your **LifeFocus** Private eWRAP Investment or **LifeFocus** Wholesale eWRAP Investment Account.

☐ Yes, keep my/our Cash Account open.

☐ No, close my/our Cash Account and pay any residual balance to the nominated bank account that's linked to my/our Cash Account.

Note if you decide to close your Cash Account:

- If you do not have a nominated bank account linked to your Cash Account, we will contact you and request you to complete a 'Nominated Account and External Linked Account Amendment' form. Please note that your nominated bank account needs to be held in exactly the same name as your **LifeFocus** Private eWRAP Investment or **LifeFocus** Wholesale eWRAP Investment account (as applicable).
- **You should keep your nominated bank account open for at least 12 months following the closure of your LifeFocus Private eWRAP or LifeFocus Wholesale eWRAP Investment account so we can deposit any monies (eg. income distributions or dividends from investments held) received after closure of your account.**
- You should ensure that all cheques have been presented for your CASH Connect account. Any cheques presented after the account has been closed will be dishonoured.
- You should return your cheque book and VISA Debit Card (cut in half for your account protection) to St.George Bank, Perth Corporate Branch, PO Box 7664, Cloisters Square, Perth WA 6850.



5. Declaration and signatures

By signing this form, I/we instruct Asgard to sell all my/our investments (or where relevant, transferring managed investments and shares out of my account) as specified on this form and then close my/our account.

I/We acknowledge that Asgard:

- has not provided any advice in relation to selling any of my/our managed investments, shares or other financial products that have been acquired through my/our account and the taxation implications of my/our decisions; and
- is not liable for any direct or indirect losses in connection with this closure or the disposal of my/our financial products including in relation to, but not limited to, any delay in processing my/our request due to:
 - the need to clarify any of my/our instructions with me/us;
 - withdrawal restrictions imposed by investment managers;
 - corporate actions, market restrictions and/or any other legal limitations preventing investments to be sold down; and/or
 - any other reasons beyond our reasonable control.

except to the extent that those losses are a direct result of the lack of good faith, dishonesty or failure to act with reasonable care and diligence by Asgard (or its agent).

I/We acknowledge that I/we have read the current Guide relating to my/our **LifeFocus** Private eWRAP Investment or **LifeFocus** Wholesale eWRAP Investment account, and a copy of the current product disclosure statement (where applicable) for each managed investment being sold.

Online Transactions disclaimer

Where possible, Asgard will lodge sell instruction(s) relating to managed investments and shares held through your account to facilitate your account closure request electronically via AdviserNET (an online e-commerce facility), using AdviserNET Online Transactions Facility (Online Transactions). By instructing Asgard to do so, you agree to the following terms and conditions:

1. Despite anything else in this section, you may have remedies under either the Australian Securities and Investments Commission Act 2001 or the Australian Consumer Law if the services provided to you in connection with the Online Transactions are not of the appropriate standard.
2. Except to the extent required by law, or as set out in paragraph 1 above, Asgard makes no representations or warranties express or implied that Online Transactions is fault free or as to the continuity, functionality, reliability or efficiency of Online Transactions or the suitability of Online Transactions to you. You agree to Asgard lodging instructions in this manner at your own risk and solely in reliance on your own judgement and not upon any warranty or representation made by Asgard.
3. Except to the extent required by law, or as set out in paragraph 4 below, Asgard will not be liable to you in contract, tort or otherwise (whether negligent or not) and you will not have any cause of action against or right to claim or recover from Asgard for or concerning any loss or damage of any kind at all (including consequential loss or damage and including but not limited to loss of profits and business interruption) caused directly or arising indirectly out of:
 - a) Asgard's use of Online Transactions or any part of it;
 - b) any inaccuracy, defect, unintended inclusion, malfunction, default, error, omission, loss, delay or breakdown in Online Transactions;
 - c) any suspension of Online Transactions or Asgard's access to Online Transactions;
 - d) any delay in the lodgement of, or execution of instructions submitted electronically by Asgard due to systems faults, communication failures or any other circumstance outside Asgard's reasonable control relating to the use of or ability to operate Online Transactions;
 - e) any delay in the execution of instructions arising from Asgard following Asgard's standard procedures in the usual course of Asgard's business, including, without limitation, ensuring the instructions do not contravene any of Asgard's investment or other requirements;
 - f) any breach of the AdviserNET Online Transactions Agreement by Asgard or any error or omission made by Asgard with respect to the use of Online Transactions, including, but not limited to, the completion of instructions and their submission and the order in which Asgard submits them;
 - g) the order in which Asgard processes instructions;
 - h) the processing of any instruction submitted by you in another form which contradicts an instruction lodged in this form;
 - i) any failure by you to provide, update or correct any information about you displayed on AdviserNET, or any delay or error by Asgard in processing, updating or correcting any information about you that is provided to us;
 - j) the execution of transactions by or involving third parties;
 - k) Online Transactions not functioning in the manner contemplated by you where the instruction is complex or your **LifeFocus** account is complex;
 - l) Asgard rejecting or returning an instruction; or
 - m) any other act, matter, thing or condition beyond Asgard's reasonable control relating to the use of or ability to operate Online Transactions,

except where caused by Asgard's gross negligence, fraud or wilful misconduct.

4. Where liability may not be excluded at law (for example, as mentioned under paragraph 1 above, Asgard's liability is limited, in the case of the supply of services, to the re-supply of those services or to payment of the cost of re-supplying those services.



5. Declaration and signatures (continued)

If the account is in joint names, both people must sign.

Investor 1 ☐ Trustee 1 ☐ Director ☐ Sole Director ☐ Sole Secretary ☐

Signature

Date

Investor 2 ☐ Trustee 2 ☐ Director ☐ Secretary ☐

Signature

Date

Investor 3 ☐ Trustee 3 ☐

Signature

Date

Investor 4 ☐ Trustee 4 ☐

Signature

Date

