

BoardRoom InvestorServe

User Guide



www.investorserve.com.au



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InvestorServe is BoardRoom's online investor portal that provides fast, 24/7 access to view and manage your investments, link holdings and update personal information.

Key features include:

-  Dashboard
-  View and manage your personal information
-  Access online statements and advices
-  Cast direct proxy votes online
-  View information about your holdings
-  What's new in InvestorServe

Register for an InvestorServe Account



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If you are not a registered user with InvestorServe please follow the below steps:

1. Visit www.investorserve.com.au and select “**Register Now**”.
2. Complete the details including your holding type and reference number (SRN/HIN/Unitholder Number), as provided in your last holding, distribution or tax statement.
3. Select “**Register**” to set up your account.

Dashboard



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Here you can view your current holding balance, the value of your investment, update contact information and consolidate investments into a single portfolio.

The screenshot shows the BoardRoom InvestorServe Dashboard for user MARK TESTER. The interface includes a sidebar with navigation links: Home, History, Statements & Advices, Voting, Company Announcements, Payment Instructions, My Details, and What's New. The main content area displays the user's profile (MARK TESTER, 225 GEORGE STREET, SYDNEY NSW 2000) and a large blue box showing the portfolio value of \$416,208.45. Below this, the 'My Portfolio' section includes a table of holdings for 'Demo Limited 3'.

Security Class	Holdings	Close Price*	\$Value*
MARK TESTER (E94138116, I00080789777) - Primary Investor			
Demo Limited 3			
Fully Paid Ordinary Shares 000080789777 - Issuer Sponsored	49,965	8.3300 03-May-2016	\$416,208.45

* The 'Close Price' displayed for ASX listed securities is the closing price for that security on the ASX on the 'Close Price Date' and is supplied to BoardRoom by a third party. For unlisted securities, it is a price provided by the issuer. Boardroom Pty Limited does not guarantee the accuracy or timeliness of this information.



History

The History menu enables you to view:

Holdings Balance

Results	
PLEASE NOTE: The balances shown below may not be a complete record of your current holding as there may be transactions which are not yet registered.	
Demo Limited 3	
Fully Paid Ordinary Shares	
000080789777 - Issuer Sponsored	
Balance Details	
Holding Balance Date	
25-Mar-2019	
No of Securities	49,965
*All times are displayed in Sydney time.	

Transactions

Results	
PLEASE NOTE: The balances shown below may not be a complete record of your current holding as there may be transactions which are not yet registered.	
Download this report	
Transaction	Total Securities
Closing Balance	49,965
22-Sep-2017	
Distribution Plan Allotment	49,965
27-May-2016	
Adjustment	35
08-Mar-2016	
ESP Conversion	50
Displaying all transactions since 01/07/2012. No prior transactions exist.	

Payments

Results	
PLEASE NOTE: The balances shown below may not be a complete record of your current holding as there may be transactions which are not yet registered.	
Download this report	
Payment Type	Net Payment
25-May-2017	
Dividend	\$0.35
11-Nov-2016	
Dividend	\$3.50
22-Aug-2016	
Dividend	\$350.00
22-Aug-2016	
Dividend	\$350.00
25-Nov-2017	
UnitTrust	\$5,113.70

All results can be viewed online, printed or downloaded as a PDF or Excel report.

Statements & Advices



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Select the relevant Issuer to view your Statements & Advices.

Click “**View**” to print and download.

If you are unable to locate a past statement or advice, visit “**Payments**” under the History tab and make your selection to view your payment. If you require a historical statement that is unavailable, please contact BoardRoom on 1300 737 760 (within Australia) or +61 2 9290 9600 (outside Australia) or email enquiries@boardroomlimited.com.au.

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MARK TESTER CONTACT US LOG OUT

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Statements & Advices

☒ Include Historical Investments

Issuer: Demo Limited 3

Description	Security Class	Date Sent	Email Address	Email Elected?	
Employee Plan - Welcome Packs by Offer	All Securities	29-Sep-2017	uat@boardroomlimited.com.au	N	View
2016 Employee Share Scheme Tax Statement	2016 Employee Share Scheme Tax Statement	9-May-2017	demo@boardroomlimited.com.au	N	View
2015 Employee Plan Tax Statement - Share Purchase Plan	2015 Employee Plan Tax Statement - Share Purchase Plan	25-Aug-2015	demo1@boardroomlimited.com.au	N	View

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Voting

When a meeting is open, you can cast your vote online.

By clicking “**Vote**”, you will be prompted to enter your unique Voter Access Code (VAC), provided on the meeting proxy form, then proceed to cast your vote.

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Voting

Cast your vote online for upcoming meetings listed below. [Refresh Page](#)

PLEASE NOTE:
Voting Online will open in a new web browser window. If your web browser is running a pop up blocker, you may need to allow pop ups for this website, or use a different web browser. After allowing pop ups, you may have to click the "Vote" button again to access Voting Online.

Meeting	Meeting Date	Status
Demo Limited 3		
TEST Meeting ESP	Wednesday 30-July-2025 10:00 AM AEST	Received Reference Number: 281801362028

[Vote](#)

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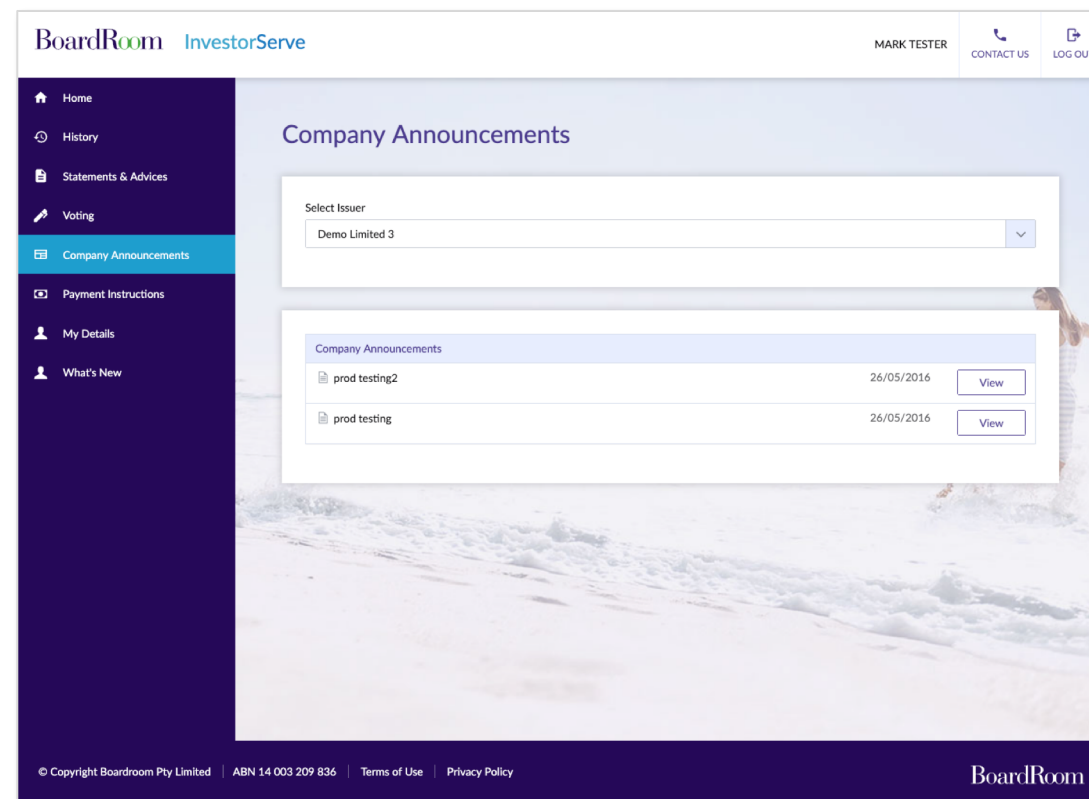
Company Announcements



You can view and download Company Announcements, including:

- Annual Report;
- Half Yearly or Quarterly Review; and
- Investor Updates.

Select from the list or click “**View**”.



Payment Instructions



This menu enables you to enter, delete or update:

- Banking information;
- Reinvestment plan elections (if available);
- Donation plan elections (if available); and
- Savings plans (if available).

1. Banking Information

The Banking information screen will display any existing banking instructions recorded for each Issuer.

To add, update or delete, simply follow the prompts and complete the relevant information.

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Banking Information

The banking details that you have recorded for each issuer will be used for all future electronic payments from that issuer.

☐ Include Historical Investments

Issuer	Currencies Available	Domicile	Payment Currency	Account Details	Account Name
☐ Demo Limited 3	Multiple	AUSTRALIA	AUD	Bank Code: 001-000 Account Number: 0009000	MARK

UPDATE REMOVE

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Payment Instructions



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2. Reinvestments & Donations

This menu enables you to reinvest all or a portion of a dividend/distribution payment, or to donate towards a donation plan.

All active elections will be visible on screen.

To add, update or delete, simply follow the prompts and complete the relevant information.

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Reinvestments & Donation Plans

Reinvestment & Dividend Donation Plans are available for the following issuers

Reinvestment plans allow you to reinvest some or all of your dividend payments to acquire new holdings. Some issuers also offer donation plans, allowing you to donate some or all of your dividend payments to one or more charities supported by the issuer. Participation in reinvestment and/or donation plans is optional. The participation details set here will apply to all future payments until you change them.

You can change your preferences online for some issuers below.

Alternatively, you can change your preferences by completing and posting a [new election form](#) to BoardRoom. If you need further information please [contact us](#).

☐ Include Historical Investments

Plan Type	Plan Name	Participation
Demo Limited 3		
Fully Paid Ordinary Shares		
Issuer Sponsored		
Reinvestment Plan:	Dividend Reinvestment Plan	Partial
Action		

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1. Linked Investors

This menu enables you to view and manage the administration of multiple holdings with a single login.

Add

Select either “**Registration**” or “**InvestorServe Details**” to identify the investor to be added to the portfolio.

Once an investor receives and approves a request, the investor's holdings will be added to your InvestorServe portfolio. You can remove the investor from your InvestorServe portfolio at any time.

Remove

Click the “**Remove**” button next to the investor's name in your portfolio.

Complete the investor's details below and send them an InvestorServe portfolio authorisation request.

Once they approve the request, the investor's holdings will be added to your InvestorServe portfolio. You can remove the investor from your InvestorServe portfolio at any time.

Please select one of the following options to identify the investor:

☒ Registration Details ☐ InvestorServe Details

To help us identify the investor, please enter their registrations details.

All the investments held under the investor will be included in this request.

Issuer Enter name or code	Holding Type Please Select
Reference Number Enter SRN/HIN/Unitholder Number	Name Enter all or part of registered name
Postcode (if Australian Holding Address)	Country (if outside Australia) Please Select

☐ I have read and accept the [terms and conditions](#).

VERIFY

CANCEL

Complete the investor's details below and send them an InvestorServe portfolio authorisation request.

Once they approve the request, the investor's holdings will be added to your InvestorServe portfolio. You can remove the investor from your InvestorServe portfolio at any time.

Please select one of the following options to identify the investor:

☐ Registration Details ☒ InvestorServe Details

To help us identify the investor, please enter their InvestorServe details.

InvestorServe Username	Name Enter all or part of registered name
Postcode (if Australian Holding Address)	Country (if outside Australia) Please Select

☐ I have read and accept the [terms and conditions](#).

VERIFY

CANCEL



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2. Contact Details

View and update your personal details, including email addresses and phone numbers.

Investor Name		
MARK TESTER		
Issuers	Registered Address	Email Address
Demo Limited 3	225 GEORGE STREET SYDNEY NSW 2000	demo@boardroomlimited.com.au
		Mobile Phone
		+61-401234567
<button>UPDATE</button>		

3. Communication Options

Elect a default option for your communication preferences in a category, or for specific communication types. Simply select your preference and update.

Default Communication Preferences	
Select your preferred communication option as default for all communications within each category.	
Category	Preference
Reports Includes annual, quarterly and financial reports.	None <button>Edit</button>
Notices Notice of Meeting documents, including proxy/voting forms for Annual General Meetings, General Meetings or Unitholder Meetings.	Post
Statements Includes holding statements, distribution or dividend statements, and annual tax statements.	Post
Announcements Marketing and general information	None

Individual Communication Preferences			
For each individual communication, you can apply default category settings or override them with your preferred communication option.			
<button>Set all to default</button>			
Issuer	Category	Communication	Preference
Demo Limited 3	Notices	Meetings	Your default (Post) <button>Edit</button>



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4. Tax File Number

Record your Tax File Number, update or remove your details.

Simply click the Issuer and either “**Update**” or select “**Remove**” to delete.

The Australian Tax File Number details that you have recorded for each issuer will be used for all future payments from that issuer.

☐ Include Historical Investments

☐ Issuer	Status
☐ Demo Limited 3	Quoted

[UPDATE](#)[REMOVE](#)

5. FATCA – CRS Information

Australia is one of many countries that has passed laws and entered into international agreements for the Automatic Exchange of Information (AEOI) to assist in ensuring the correct amount of tax is paid.

Click “**Update**” to provide or update your FATCA – CRS status for your investment.

Australia is one of many countries that has passed laws and entered into international agreements for the Automatic Exchange of Information (AEOI) to assist in making sure everyone pays the right amount of tax.

As a result, we are required to identify foreign tax residents and report their details and relevant financial account information to the Australian Tax Office (ATO). The ATO will then exchange this information with other countries who have passed similar laws.

There are two AEOI laws that may affect you: the Foreign Account Tax Compliance Act (FATCA) and Common Reporting Standards (CRS).

[What is FATCA?](#)[What is CRS?](#)

Please provide your FATCA-CRS status for your investment in the following issuers

☐ Include Historical Investments

Issuer	Investor Type	
Demo Limited 3	None	Update

Prior to 1 July 2017, we were only required to report your FATCA status to the United States government. To view historical information relating to your FATCA status, please [click here](#).



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6. Change Your Username

Simply enter your current username, new username and password to update your details online.

Current Username

New Username (6 to 32 characters long) ?

Current Password

UPDATE

7. Change Your Password

To update your current password, enter your current password, new password and confirm.

Current Password

New Password (8 to 32 characters long) ?

Confirm New Password

UPDATE



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What is my reference number and how do I obtain it?

For a SRN/HIN, your reference number can be found on a holding statement.

For Unitholders or Bonds, your reference number can be found on holding, distribution or tax statements.

I can't find my statement and need the reference number. What do I do?

Please contact BoardRoom on 1300 737 760 (within Australia) or call +61 2 9290 9600 (outside Australia).

I forgot my login details.

Visit www.investorserve.com.au, click “**Forgot Login Details**” and follow the prompts on screen.

Can I view my holdings without creating an account?

Yes. Click on the Individual Investment Access link and enter your details to view your personal details and holding information.

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InvestorServe UserGuide Video links

- InvestorServe Registration Process

<https://vimeo.com/282629072?share=copy>

- Updating communication preferences

<https://vimeo.com/282629165?share=copy>

- Improved Navigation

<https://vimeo.com/282628890?share=copy>

- Linking multiple holdings together

<https://vimeo.com/282949379?share=copy>

- Viewing Payment & Transaction History

<https://vimeo.com/282629120?share=copy>

- Optimal Viewing on Multiple Devices

<https://vimeo.com/282629211?share=copy>