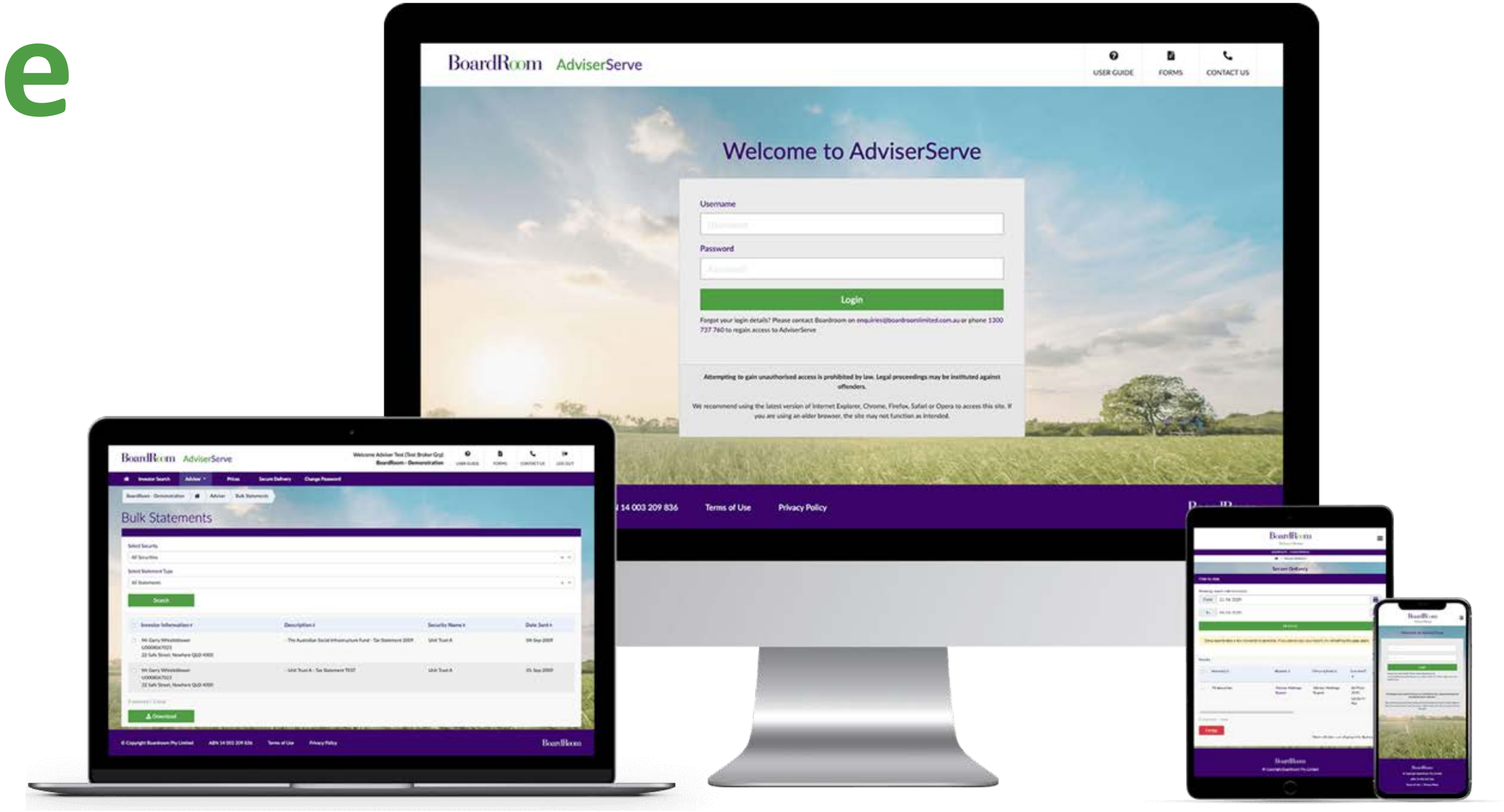
BoardRoom

AdviserServe



User Guide

www.adviserserve.com.au

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AdviserServe

AdviserServe

AdviserServe provides advisers and dealer groups the ability to search and access essential information regarding their client's investments, 24/7, anywhere you have an internet connection.

Benefits of using AdviserServe include:

- Quick and easy access to your investor's investment portfolio, transaction history and payment history;
- Real-time reports at your fingertips;
- Ability to download investor's distribution and annual tax statements;
- New bulk statement download facility allows you to download multiple statements of all your investors at the one time;
- View the offer application status of your investors; and
- View Adviser service fees and investment summary.

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Accessing AdviserServe

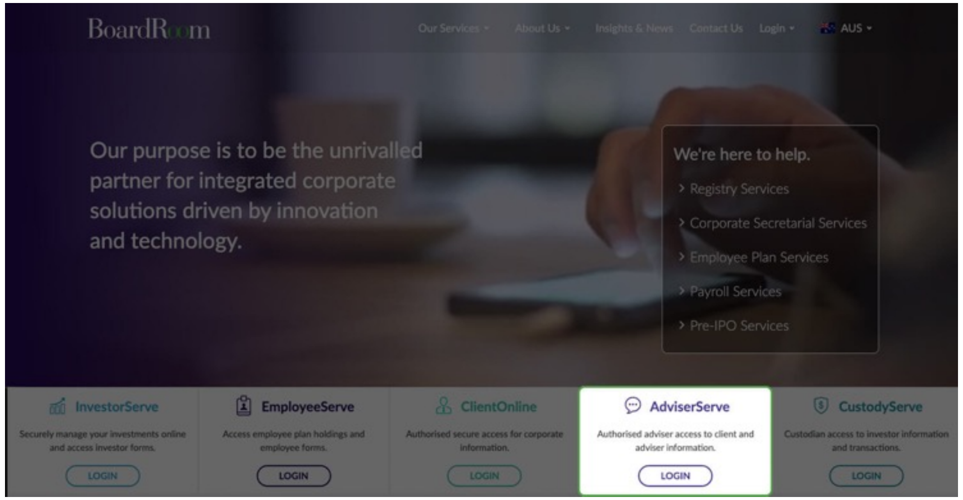
Step 1:

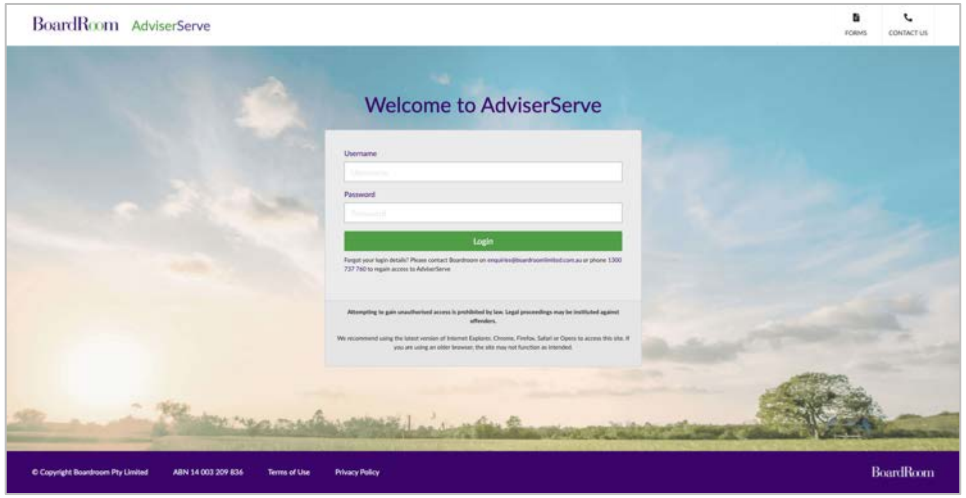
To arrange access to AdviserServe, please contact BoardRoom directly on adviserserveenquiries@boardroomlimited.com.au or phone 1300 737 760. You will be issued with a login ID (username) and temporary password.

Step 2:

Access AdviserServe via www.boardroomlimited.com.au or directly to www.adviserserve.com.au.

Note: If you are currently a registered user please log in to the new AdviserServe with your existing username and password. If you are currently a registered user but have forgotten your username or password, please contact BoardRoom via the contact details mentioned in Step 1.





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Accessing AdviserServe

Step 3:

Enter your username and password, then select "**Login**". At this point you can change your password to something more memorable.

Note: Passwords are case sensitive.

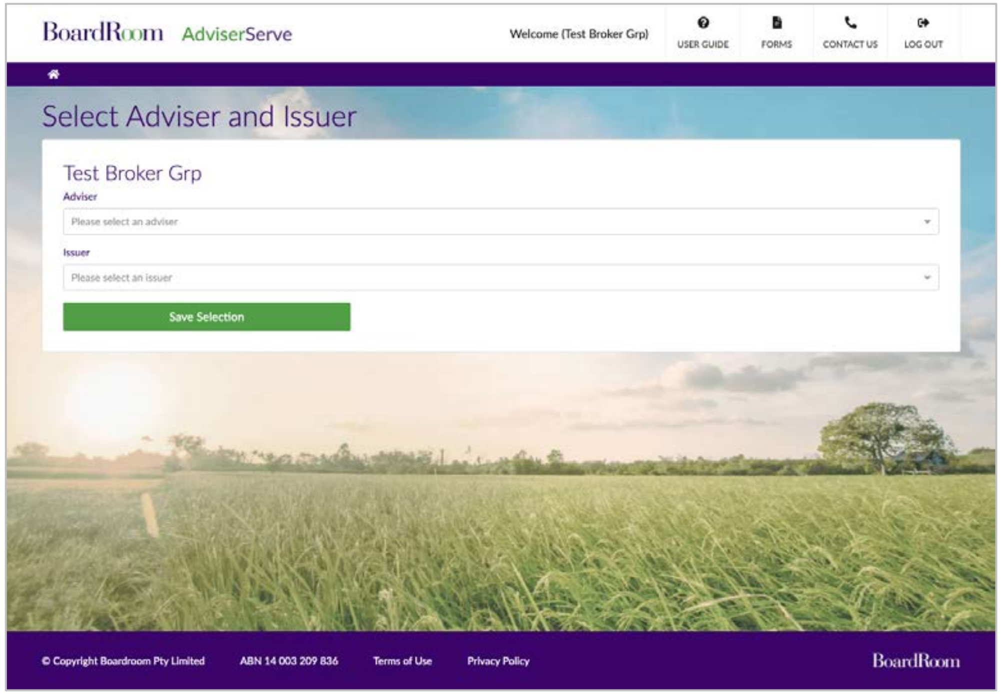
Step 4:

If you are a dealer group and have access to multiple issuers and advisers, select the issuer and adviser you would like to view.

After making your selection, select "**Save Selection**".

You are now able to use the navigation menu to view details and run reports on selected issuer and adviser(s).

Note: You can change issuers and advisers by selecting the "**Home**" button on the left of the menu bar.



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Investor Search

This tab is specific to your investors.

Step 1:

Click on the "**Investor Search**" tab after selecting the issuer and adviser on the homepage. All your investors will appear on the screen.

You can also select either "**Reference Number**" or "**Keyword**" to conduct a search for specific investor.

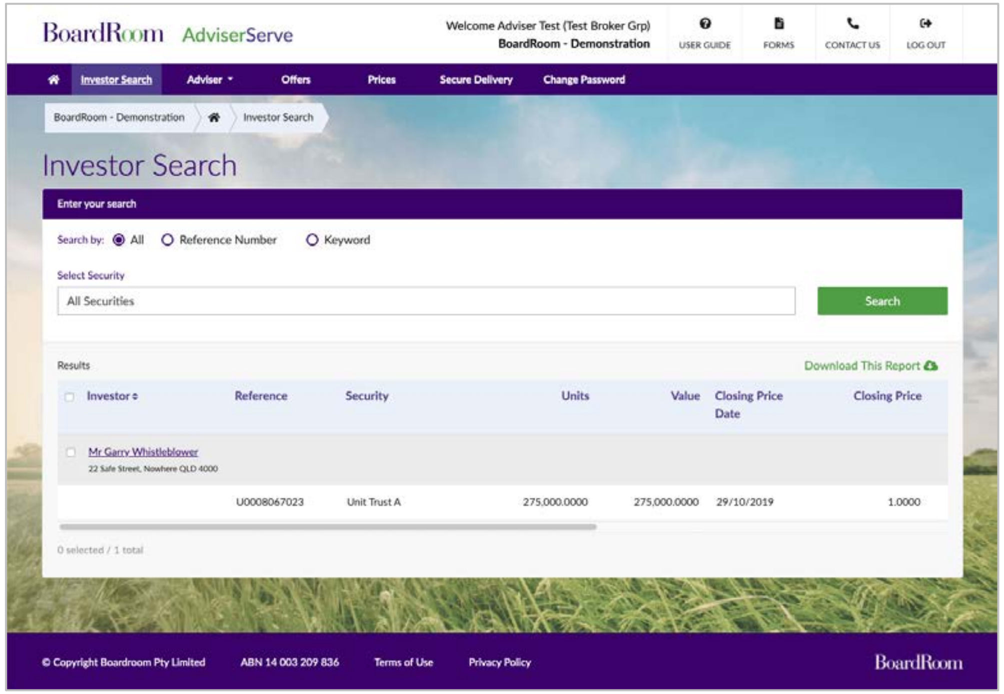
U Unitholder

B Bond Number

N Policy Number

Ensure the prefix letter is in upper-case.

Alternatively, you can enter part of the holding name in the keyword search option.



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Investor Search

Step 2:

You can select to search for the investor in all securities or a specific security if the search is conducted using the "**Keyword**" option.

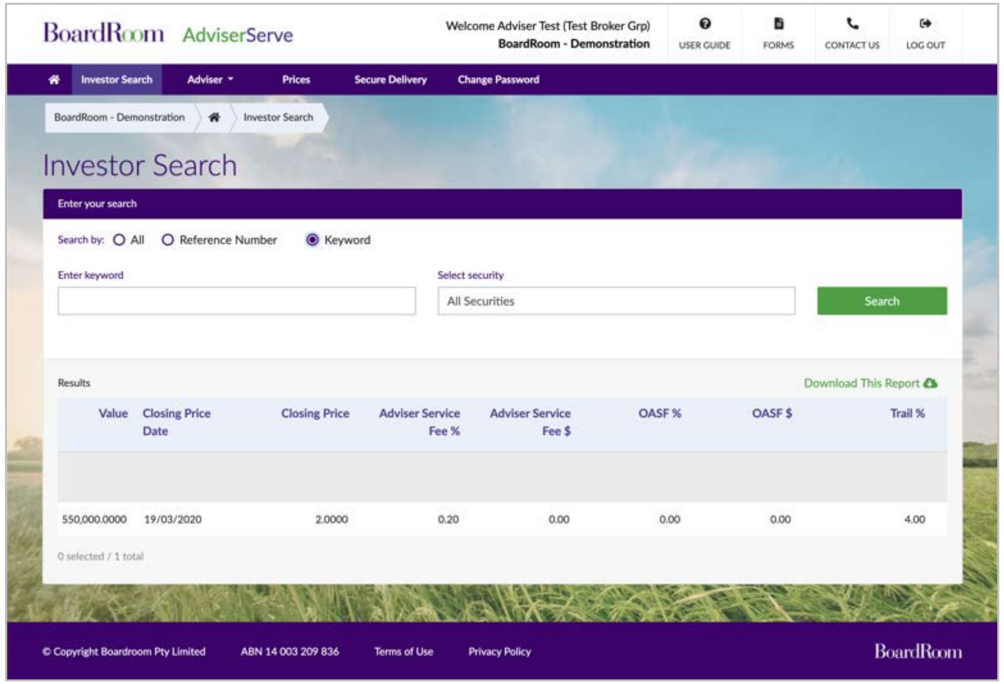
Step 3:

The results will display a brief summary of the investor and their holding balances.

Step 4:

You can view further information for each investor by selecting "**Investor Name**".

Note: You can also download the results into a PDF or Excel file.



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Investor Search

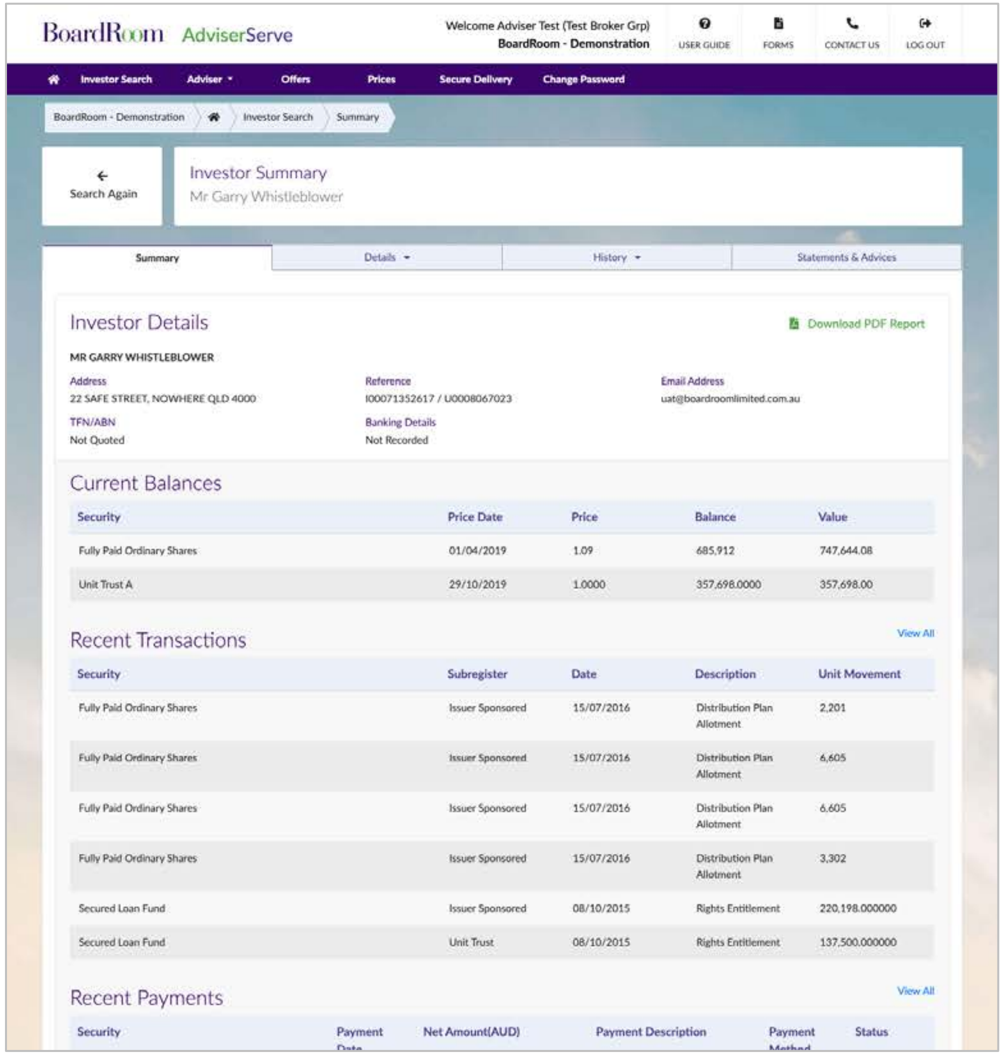
Once an investor is selected, a summary of their details with a navigation menu for further information is displayed.

Investor information is available in the navigation menu, categorised under:

- Summary;
- Details;
- History; and
- Statements & Advices.

Further options under these menus include:

- Investor Summary;
- Holding Balance;
- Tax Status;
- Contact Details;
- Transaction & Payment History; and
- Online Statement/Advices.



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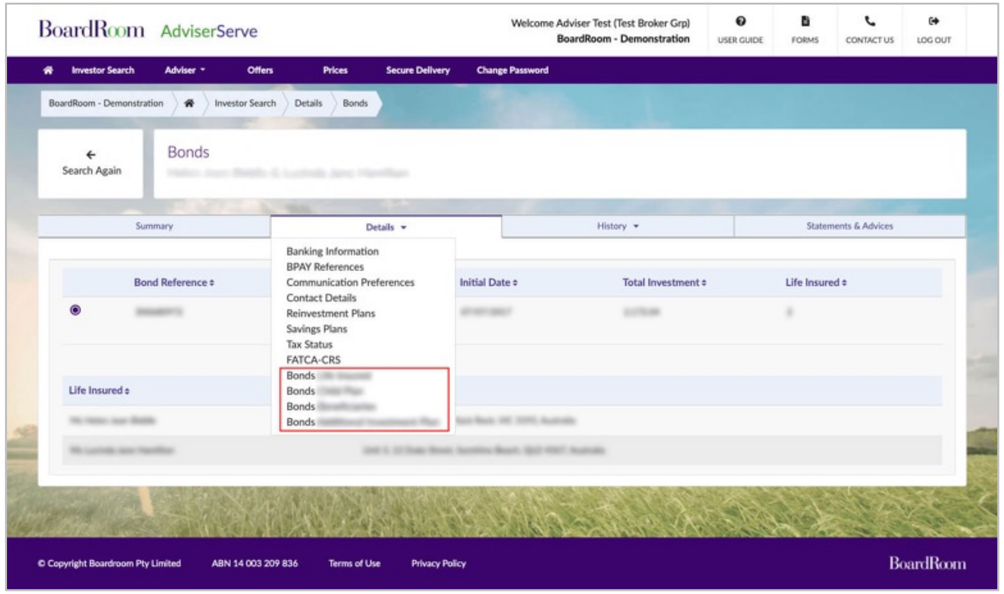
Bonds

This section will only be available if your clients hold Bond products.

You can access Bond details by selecting the “**Details**” tab in the navigation menu from the Investor Summary page.



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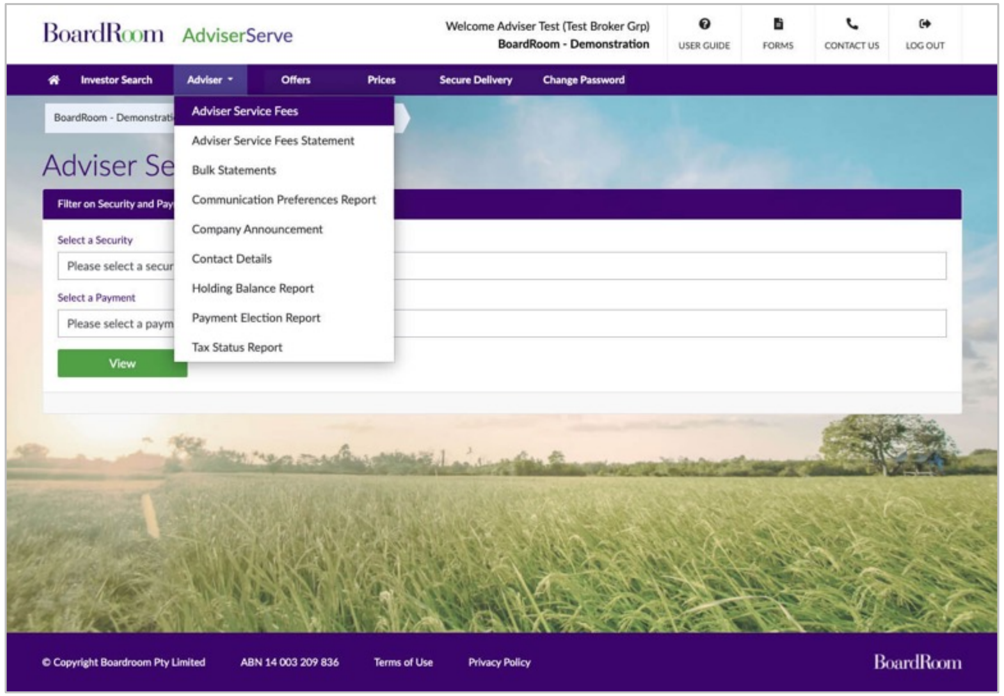
Adviser

This tab is specific to an adviser or dealer group linked to an investor in unlisted funds or bonds and assigned to the User.

Reporting functions related to advisers include:

- Contact details;
- Service fees;
- Fee statements;
- Bulk statements; and
- Investment summaries.



Note:

- Not all reports have the ability to run for multiple classes
- Not all reports can be exported into both PDF and Excel
- Selected reports can be viewed immediately on-screen without having to visit Secure Delivery

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Adviser Reporting

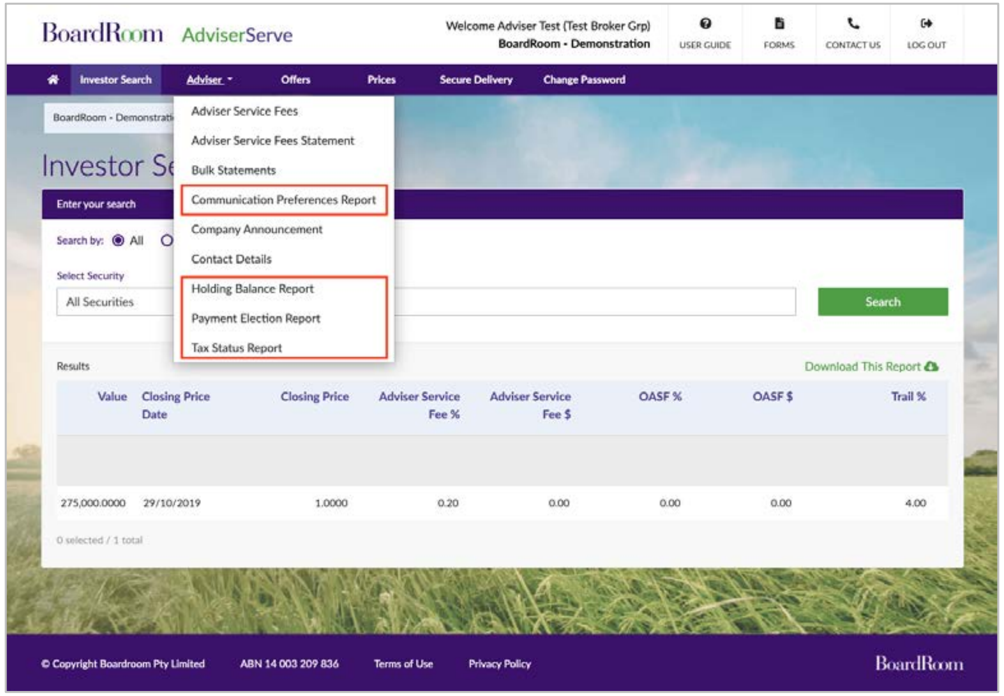
Step-by-step instructions and helpful on-screen tips are available to guide you through generating reports.

Further information is available using the help button.

Reports available on AdviserServe include:

- Holding balance report;
- Payment election report;
- TFN status report; and
- Communication preference report.

Selected reports have the ability to run per fund or for multiple funds.



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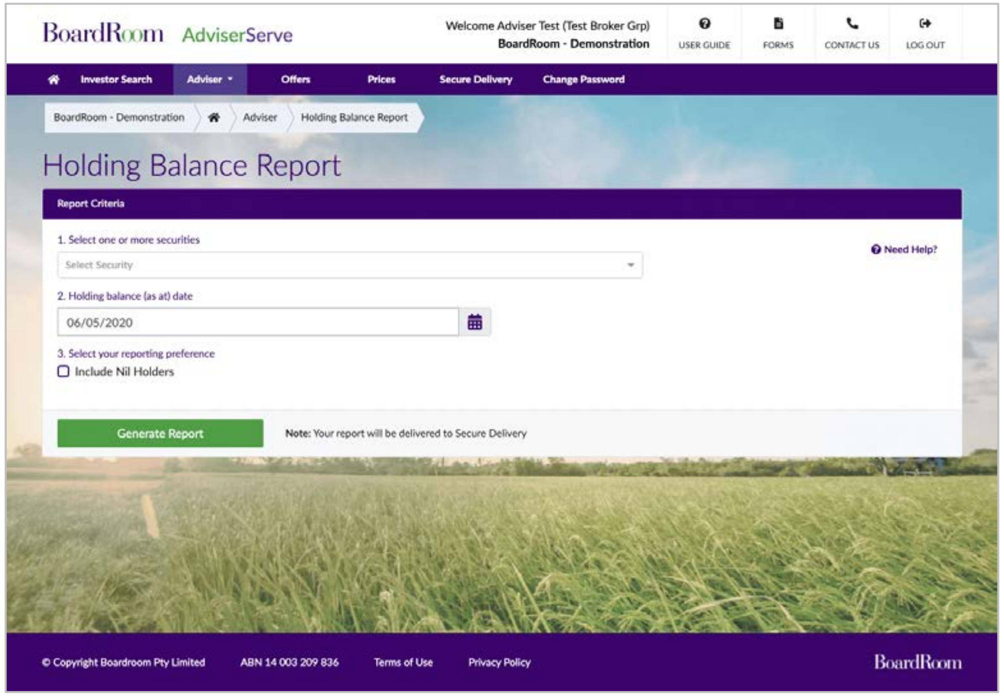
Adviser Reporting

Click “**Adviser**” and select a report you wish to run. (i.e. Adviser > Holding Balance Report)



Steps for generating reports:

Step 1: Select the fund(s)

Step 2: Select your reporting preference

Step 3: Click “**Generate Report**”. The report will then be available in Secure Delivery (see section about Secure Delivery)

Note:

- Not all reports have the ability to run against multiple funds
- Not all reports can be exported into both PDF and Excel
- Selected reports can be viewed immediately on-screen without having to visit Secure Delivery

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Offers

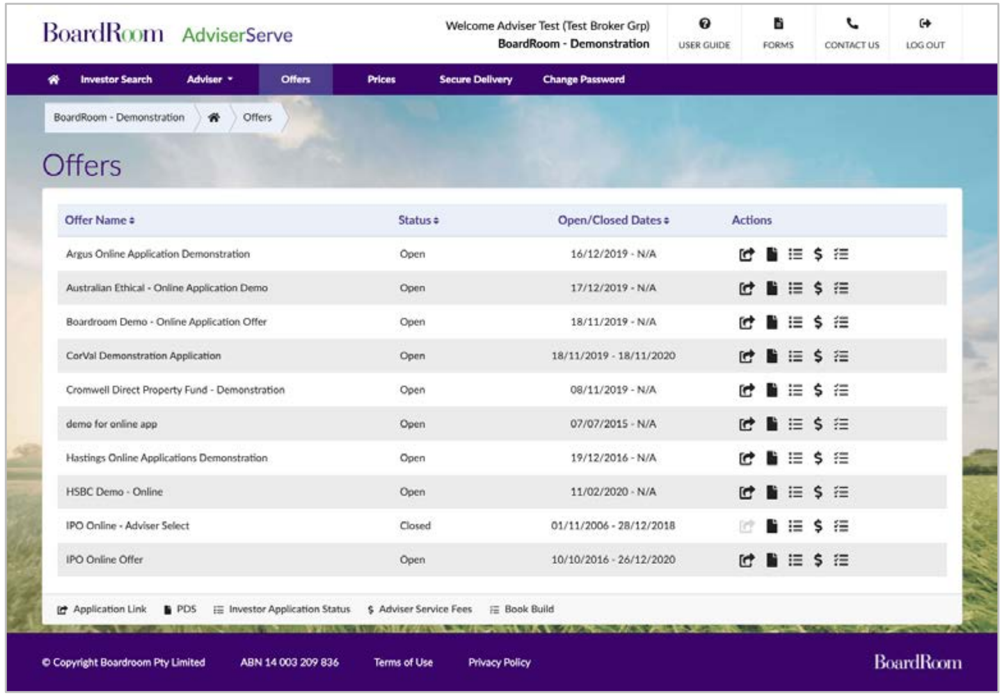
The **Offers** Menu shows all open and closed offers.

You can access the product disclosure statements (PDS) or information memorandums (IM) related to each offer.

If you wish to apply on behalf of an investor, select the apply icon and follow the prompts. A confirmation pop-up will appear and an email sent to confirm your application has been submitted.

You can also access the current status of the application.

For some Fund Managers, the bookbuild information details can be accessed.



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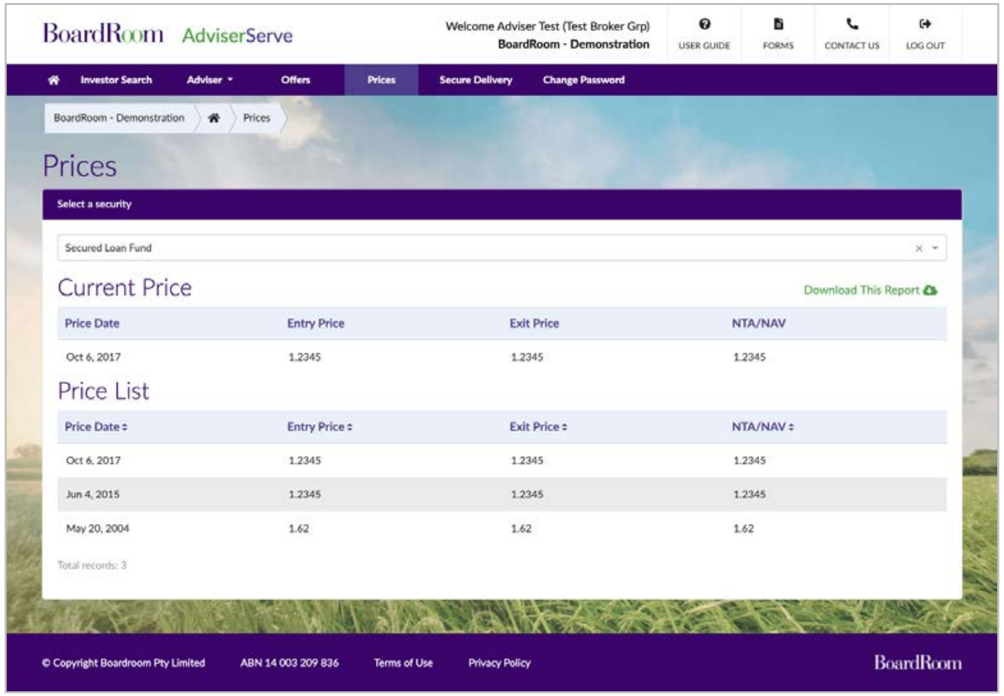
Prices

The tab enables you to:

- View current and historical prices of all funds/bonds; and
- Download the historical prices in Excel format.



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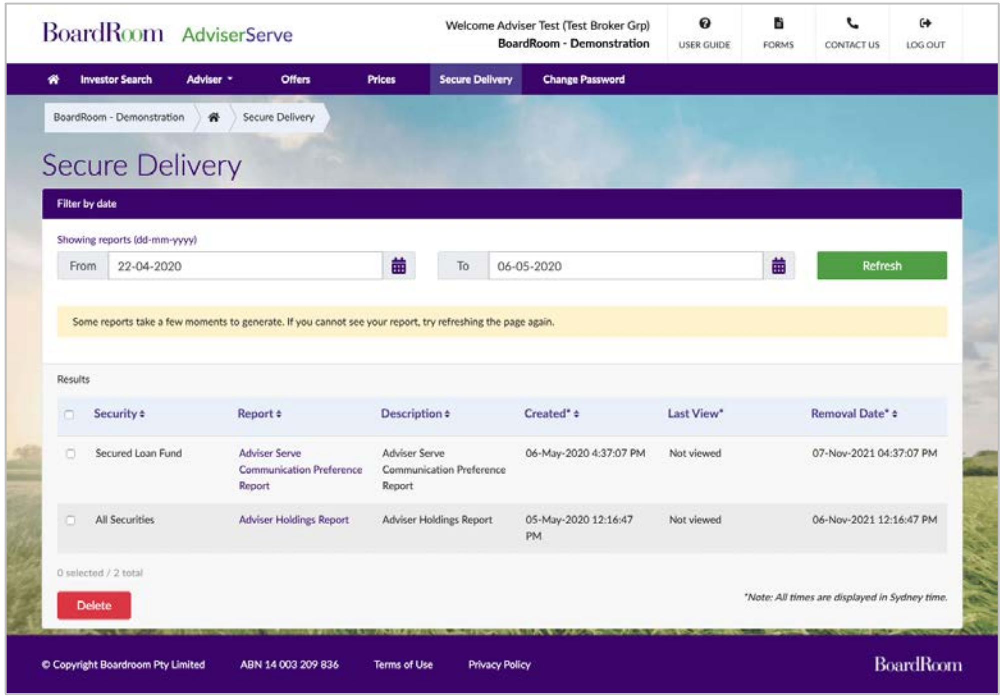
Secure Delivery

Many reports (i.e. Holding Balance Report, Bulk Statements, etc.) are sent to Secure Delivery.

Additionally, BoardRoom may send reports directly to your Secure Delivery. This is a secure portal and the preferred method of sending files between BoardRoom and the Adviser.

To search for a specific report, re-order the list by security name, report name or date created. You can also filter by date range.

Reports can be downloaded multiple times. You can delete reports manually or through automatic removal after 30 days.



FAQs

I forgot my password or I've lock myself out.
Contact BoardRoom to reset your password.

Can I make amendments to an Investors details such as phone number or email address?
No, only the investor can make changes online. All other details must come through the registry.

I can't see a particular Fund Manager as an Issuer when I log in.
This means you have not been set-up in the registry system as an adviser for that Fund Manager. Please contact BoardRoom. You'll need to supply: Adviser Name, Adviser Email, Adviser Phone Number, Adviser Code (if known) and Dealer Group.

I can't see one of my client's holdings when I log in.
This means you have not been set-up in the registry system as the adviser for that client. This could be because the original application form did not include those details. Please contact BoardRoom. You'll need to supply: Adviser Name, Adviser Email, Adviser Phone Number, Adviser Code (if known),Dealer Group AND a Signed Appointment of Authorised Representative form completed by the investor.

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