



Frequently asked questions

Macquarie Wrap online application

For the use of licensed financial advisers only

We've streamlined our online application process to be more efficient for advisers and support staff and improved the client experience by providing fast account access.

What is the process for submitting an application?

Create and submit the application using our online application tool and you can provide your client two options for them to authorise the account to be opened.

1. Choosing online authorisation means the client(s) will be sent an email to view and electronically authorise the account to be opened.

Once all signatories have authorised the application we'll receive it for account opening and verification.

2. Choosing client authorisation will allow your client to sign to the key elements of the account application and authorise you to complete the application on their behalf. Once all clients have signed the client authorisation form you'll need to upload this to the online application tool, complete any additional information and submit the completed application to us for account opening and verification.

You can track which clients have authorised their applications, as well as re-submit applications through the Wrap Online Application tool. You'll also have access to a PDF copy of applications submitted in the last 90 days.

Launch the online application tool, elect if application is to be emailed to clients or printed, signed and uploaded.

a Emailed to clients

Complete all fields within the application

- 1a Each signatory receives a personalised email with a link to finalise their application.
- 2a Each client will then need to open the application using their date of birth and email.
- 3a Clients will be able to view their application details and PDS.
- 4a Make relevant acknowledgements.
- 5a Submit the application to us to be processed.

b Printed, signed and uploaded

Complete all fields required for the client authority (i.e. fields marked with red asterisks at a minimum)

- 1b Adviser prints a copy of the client authority form.
- 2b All account signatories sign client authority form.
- 3b Adviser uploads client authority and completes any remaining mandatory information before submitting to us to be processed.

Application processed and account opened subject to AML verification. Welcome kits via email sent to clients to view account information online.

- 6 Clients have the opportunity to reset their password via SMS.

Submission method - email to client

If your client wishes to authorise their account to be opened online, select the email submission option on the first page of the application and proceed to complete all questions in the application.

Once all questions are completed, submit the application and trigger a client authorisation email to be sent to your client(s).

Stage 1 Get started

Adviser details

Dealer code

Adviser code

How would you like to submit this application?

Email your client's ☒ print, sign and upload ☐

Each of your clients will receive an email asking them to log in (using their email and DOB), review the application you have created, agree to terms and conditions and submit the application to us digitally.

Wrap account

- Stage 1 Get started ☐
- Stage 2 Client details ☐
- Stage 3 Account details ☐
- Stage 4 Product details ☐
- Stage 5 Fee details ☐
- Stage 6 Submit ☐

1a

Each signatory will be required to finalise and submit the application before the account can be opened.

TIP

Ensure the client's email settings enable the email security settings to be received and read.

PLEASE NOTE

Joint accounts with the same email address will each receive a personalised email and will be required to authorise each of their applications by selecting the link.

MACQUARIE

Application retrieve

Welcome back

Your Adviser has completed an application on your behalf. Please confirm the details below to view and approve the application.

Email address

Date of birth

DD/MM/YYYY

View application

Funds invested in Macquarie Wrap (other than any holdings in term deposits or cash accounts with Macquarie Bank Limited ABN 46 008 583 542) are not at risk, including possible delays in repayment and loss of income and capital invested. None of Macquarie Bank Limited, MIML, or any other member of Macq capital.

This site is secure

2a

MACQUARIE

You're one step closer to Macquarie Wrap

Your new Macquarie Super Consolidator account is nearly ready.

To open the account, simply select the link below and follow the instructions provided.

Finalise your application

Link above not displaying correctly? Try [here](#)

You'll hear from us again when your account is ready to go.

Regards,

Macquarie Wrap

Need help?

If you need further assistance please call John Adviser on 04 0412 3456 or email john.adviser@Advisergroup.com

[Privacy Policy](#) | [Important Information](#)

Clients will be directed to retrieve their application by logging in with their email address and date of birth (DD/MM/YYYY) that the adviser has entered into the application.

TIP

Your client may lock the application if they log in and out repeatedly or enter incorrect information, in which case they will receive an error message stating they can reaccess their application after 30 minutes. Joint signatories with the same email address will be able to access their unique application by entering their own date of birth.

3a

Your clients will be able to view a copy of the application you have created on their behalf. They will not be able to amend this form, but will be able to return it to you if they're not comfortable proceeding.

TIP

Clients may have issues with pop-up blockers. Please refer to the Online Portal user guide for more information on how to navigate through pop-up blockers.

4a

Your client will be required to acknowledge that they've read and understood the PDS, as well as read, understood and agreed to the declarations and acknowledge that the application has been signed in Australia.

TIP

Clients will be required to tick each of these boxes before they can proceed. Please ensure your clients use care when selecting these boxes if they're using mobile hand held devices.

5a

Clients have the option to finalise the application and submit it to us or decline it, and return it to the adviser for amendments. If the client notifies us that they do not want to proceed with the application, it will appear in the adviser's *Decline menu*.

MACQUARIE

You're one step closer to Macquarie Wrap

Your adviser has created an application on your behalf and we now need you to finalise your account by completing the following:

- checking that all of your application details are correct
- accepting the terms and conditions
- submitting your application to us

To finalise your application, please complete the steps below:

STEP-1 View and check the details of the application your adviser has created on behalf here

STEP-2 Confirm your acceptance of our terms and conditions by ticking each of the boxes below:

- ☐ I acknowledge you have read, understood and accept the Macquarie Super Consolidator terms and conditions
- ☐ I acknowledge you have read, understood and accept the Macquarie Super Consolidator declaration
- ☐ I acknowledge that you approve and submit this application while in Australia

STEP-3 Confirm that:

- the information contained in the application is true and correct
- you authorise us to deduct payments to your financial adviser and/or adviser's dealer group, as detailed in the application from your account
- you authorise us, where applicable, to arrange and follow-up any superannuation rollovers detailed in the application

Yes No

You are now ready to submit your application. We may need to liaise with your adviser to confirm some of the details of your account. You will receive an email once your account is open, including details to access your account online.

Finalise and submit your application

Macquarie Wrap Form

Application summary

| | |
|---|--------------------|
| Created date | 22/06/2016 |
| Submitted date | 22/06/2016 |
| Product name | Super Consolidator |
| Is this account for a minor? | No |
| This account is to be opened under Power of Attorney or court order | No |

Client details

Primary applicant


| | |
|--|-----------------------------------|
| Title | Ms |
| First name | Joan |
| Middle name | |
| Surname | Citizen |
| Are you known by any other name? | No |
| Date of birth | 22/01/1986 |
| Gender | Female |
| Occupation | Finance Manager |
| Is the Client an Australian resident for tax purposes? | Yes |
| TFN exemption details | Not provided |
| Residential address | 1 Shelley Street, SYDNEY NSW 2000 |
| Mailing address | Same as residential |


| | |
|---------------|--------------------------|
| Email address | joan.citizen@email.com |
| Mobile phone | 0404 123 123 |
| Accepted T&Cs | Pending, no action taken |

Account details

| | |
|---|-------------------------------|
| Dealer code | A123 - Adviser Group |
| Adviser code | 0000-WRAP1 |
| What is the source of funds for this account? | Super contributions/rollovers |
| Do you wish to nominate an additional broker to trade on the account? | No |

Product details

 **MACQUARIE**



Welcome to Macquarie Wrap

Your new Macquarie Super Consolidator account is now open.

We hope you enjoy Macquarie Wrap

Getting started online

Our online site allows you to view the details of your investments and transactions with ease.

To log in, simply enter your Macquarie Access Code (MAC) and password at **macquarie.com.au/personal**.

Your MAC is: **321 321 321**

Don't have a password?

You can generate a new password at **online.macquarie.com.au/register**

If you can't remember your password, you can set up a new one at **online.macquarie.com.au/forgot/pwd**

Need help?

For more information, please call John Adviser on 0404 123 123 or email john.adviser@Advisergroup.com

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New clients, or existing clients that have misplaced their passwords are able to reset them via SMS using the mobile number entered into the application.

The adviser contact information that is loaded against the adviser code will be made available in the welcome email.

Submission method - client authorisation

1b

If your client wishes to authorise their account to be opened by signing a client authorisation form, select the *Print sign and upload* submission option on the first page of the application and proceed to complete all questions in the application marked with a red asterisks to generate the Client Authorisation form.

TIP
You can complete all questions at this stage but only the ones with the red asterisks will be displayed on the client authorisation form.

Stage 1 Get started

Adviser details

Dealer code*

Adviser code*

How would you like to submit this application?

Email your clients

Print, sign and upload

Once you have completed the account information marked with a red asterisk, you can print a copy of the Client Authorisation. Once signed by the client/s, the Client Authorisation will need to be uploaded, any remaining information completed and the application submitted so that we can open the account.

Wrap account

Stage 1 Get started

Stage 2 Client details

Stage 3 Account details

Stage 4 Product details

Stage 5 Fee details

Stage 6 Submit

HINT
Providing an email address and mobile phone number for your client remains a mandatory requirement, regardless of the application authorisation option chosen. These details are critical for how we contact your clients with important account information.

2b

Once all application questions marked with a red asterisks have been completed you can click *Print client authorisation* to create a copy of the Client Authorisation form.

The application progress bar will only mark a section complete once all the questions in that section have been answered. Even if some of these sections are incomplete you can still generate the client authorisation as long as you have completed all questions with the red asterisks.

Stage 7 Documents upload

Once you have completed the account information marked with a red asterisk, you can print a copy of the Client Authorisation. Once signed by the client/s, the form will need to be uploaded, any remaining information completed and the application submitted so that we can open the account.

The printed version of this form cannot be altered, however an updated version can be generated. If you and your client wish to change this information, select 'Make changes' below to generate a new Client Authorisation. Make sure the final version of the Client Authorisation is signed by your client, uploaded below and submitted.

Print Client Authorisation

Make changes

Please provide the following documentation as part of the application process:

Documents to be uploaded:

- Client Authorisation (Version 1.0)

Your documents

Upload documents

Wrap account

Stage 1 Get started

Product: Super Consolidator

Stage 2 Client details

Stage 3 Account details

Stage 4 Product details

Stage 5 Fee details

Stage 6 Client verification

Stage 7 Documents upload

Stage 8 Submit



Version: 1.0

Super Consolidator

This is your application to invest in the Macquarie Wrap Super and Pension Consolidator. Your adviser will complete and submit the Online Application Form on your behalf.

Before you submit this application, Macquarie Investment Management Limited (the Trustee) or your adviser, is obliged to give you the current Macquarie Wrap Super and Pension Consolidator Product Disclosure Statement (PDS). This document should be read in conjunction with the Macquarie Wrap Superannuation Investment Menu (available from macquarie.com.au/supermenu) which together form the PDS and any supplementary PDS. The PDS will help you understand the product and decide if it is appropriate for your needs. You must also consider each PDS and other disclosure documents for an investment option prior to placing your investment. Please note the Trustee has complete discretion whether or not to accept your application.

Please ensure the below details are correct before signing. The printed version of this form cannot be altered, however an updated version can be provided. If any details below need to be changed please notify your adviser so they can provide you an updated version to sign.

Additional information required to open your account will be provided by your adviser separately on your behalf. You can ask your adviser for a copy of these details or access the details through your secure online access once your account has been opened.

Application summary

| | |
|------------------------------|--------------------|
| Application ID | OAMQ10000000123456 |
| Created date | 13/02/2018 |
| Dealer code | 0123 Joan Adviser |
| Adviser code | 0123 - ADV123 |
| Product name | Super Consolidator |
| Is this account for a minor? | No |

Client details

Primary applicant

| | |
|--------------|--------------|
| First name | Jimmy |
| Middle name | |
| Surname | Smith |
| Mobile Phone | 0404 123 123 |

Signature 1

Date: 11/11/2018

Name: Jimmy Smith

Documents to be uploaded:

- Client Authorisation (Version 1.0)

Your documents

Uploaded document

bfs-further-study-policy.pdf

Document type

Client Authorisation (Version 1.0)

3b

To ensure that the version the client signed is final, once you have generated the client authorisation form any items marked with a red asterisks will be locked down and won't be able to be changed unless you select *Make Changes*. **We will not accept any amendments to the signed document in pen or pencil under any circumstances.**

If you do want to make changes to the Client Authorisation after it has been printed, select 'Make changes'

HINT

Once you select *make changes* the previously generated version of the client authorisation form will be voided and a new version will need to be generated, signed by your client(s) and uploaded.

Have your client(s) sign this form and then upload the signed document to the online application. For accounts with multiple signatories, signature boxes for all clients will be provided on the one form. All clients must sign the one form and only one form can be uploaded.

Make sure the document is saved as a PDF, is of good quality so the QR code can be identified and the file size is less than 7MB.

TIP

All pages of the document must be uploaded and it must be the correct version (Version 1.0) Ensure that you are not uploading any blank pages. The version number can be found under the QR code on the client authorisation form. When saving the form as a PDF, please ensure you don't include additional full stops other than before the file type. For example 'Authorisation form V1.pdf' will be accepted 'Authorisation form V.1.pdf' will not be able to be uploaded.

4b

Ensure all remaining questions in the online application have been completed by viewing the right hand progress bar.

Once all have been completed you can submit the application for processing by selecting 'Finish application'. Once the account has been opened, you and your client(s) will receive an email confirmation.