



Providing digital and electronic instructions for Cash and Wrap products

Macquarie Cash and Macquarie Wrap

Adviser use only

Macquarie provides a number of methods that enable digital instructions to be sent. Our Help Centre provides details on many of these options: <https://help.macquarie.com/adviser/s/>

To further help you and your clients manage requests, we're currently supporting DocuSign® where client and/or adviser instructions are required and one of our digital solutions is not accessible.

Preferred methods for depositing and withdrawing cash

Online

Please complete your request where possible through the online portals.

Cash and Investment Wrap*

Deposits

- Electronic funds transfer
- BPAY®¹
- Direct debit

For more information, please see:

macquarie.com.au/investing/cash-management-account/deposit-cash-management-account.html

Withdrawals

- Electronic funds transfer
- BPAY
- Recurring payment
- Electronic payment to a nominated account

For more information, please see:

macquarie.com.au/investing/cash-management-account/withdraw-cash-management-account.html

* Not all options available for Investment Accumulator. Please refer to the Guide for more information

macquarie.com.au/assets/bfs/documents/adviser/macquarie-wrap/macquarie-investment-accumulator-idps-guide.pdf

Super and Pension (subject to regulatory conditions)

Deposits

- Direct Credit (Electronic Funds Transfer) – contribution type via this method must first be established
- BPAY
- Direct debit
- Superstream (can be instructed digitally at time of account opening when using our online application)

For more information, please see:

help.macquarie.com/article/How-do-I-deposit-funds-into-my-superannuation-account

Withdrawals

- Monthly pension payments can be adjusted online at any time

For more information, please see:

help.macquarie.com/adviser/s/article/How-can-I-amend-my-client-s-pension-payments-Increase-or-decrease

¹ Registered to BPAY Pty Ltd ABN 69 079 137 518.

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Other methods for depositing and withdrawing cash

DocuSign	<p>This allows you to electronically sign our forms and applications.</p> <p>By choosing DocuSign, we require the following to be submitted to Macquarie:</p> <ul style="list-style-type: none">electronically signed form, andthe certificate of completion issued by DocuSign, andsent from the client's or adviser's email address (or uploaded as part of our digital solutions). <p>If the email address used to send us the request is different to the one we have on file (or we don't have one on file), then a security phone call to the client will be required.</p>
Print and sign	<p>All Cash and Wrap products</p> <p>Traditional method where the original signature needs to match the authorised signatory information we have on file. This can be sent to us by:</p> <ul style="list-style-type: none">mail oremailed as a scanned attachment, oremailed as a photographed attachment. <p>Note: "original signature" means signature of the client that is scanned as part of the form/request or photographed on the form/request.</p>

Application forms

Cash and Wrap application forms can be completed online and authorised digitally. Wherever possible, we encourage this method of application as processing times and potential follow-ups are significantly reduced.

For Wrap, please also consider:

- Some forms still require original signatures such as Non-lapsing death benefit nominations and some transfer forms where another party relies on these documents. Please see "Some documents will still need an original signature" for more information.
- Online applications: The "email to clients" method should be used for clients to digitally authorise the application. Where using the "print, sign and upload" function, the DocuSign certificate of completion can be uploaded separately after uploading the client authorisation.
- Hardcopy applications with a margin loan: We will require the signatures of the margin lender on the application.

Cash withdrawals

If you have transactional authority on your clients' accounts, you can complete a number of transactions online, saving time and removing the need for submitting our paperwork. Even if you do not have this level of authority, Adviser Initiated Payments can help make sure client instructions to withdraw can be acted on and authorised easily. Please see our Help Centre for more information

help.macquarie.com/adviser/s/article/How-can-I-make-Adviser-Initiated-Payments-AIP-from-the-cash-account

Completed documentation is a must

Please note that partial documents will not be accepted (ie the whole form must be submitted). Please also consider the signing instructions (eg "any one to sign", "two to sign") before submitting any requests.

Some documents will still need an original signature

Documents that need witnessing, certification or that other parties may rely on, we may still need an original signature. The applicable forms are set out below.

- Transfer forms where these are required to be sent to another firm/institution (eg ASTF, Broker transfer request, Domestic fixed income securities in-specie transfer, External account closure and transfer letter template, In-specie transfer limited power of attorney, International listed securities in-specie transfer, Issuer transfer request).
- Early release of preserved superannuation benefits – financial hardship.
- Medical practitioner statement and Member declaration.
- Non-lapsing death benefit nomination.
- Security interest pledge/release (required margin lender's signatures but Macquarie will accept DocuSign where client signature is required).
- TFN Declaration.
- W8BEN.

Important: Where certification of documents is required, these will still require an original signature.

Need more help?

We understand that there may be some scenarios that require alternative solutions, please contact your Relationship Manager or our contact centre should additional options be needed. In these cases instructions may require a call back to the registered number we hold for the client (or authoriser where this is not the client) in order to verify the authenticity of the request which may cause delays.