



# ClearView Managed Investments

Additional Information Booklet

16 May 2022

# Important Information

Issued by ClearView Financial Management Limited,  
ABN 99 067 544 549 AFS Licence No. 227677.

The purpose of this Additional Information Booklet (**AIB**) is to give you more information and/or specific terms and conditions referred to in the ClearView Managed Investments Product Disclosure Statement (**PDS**) dated 16 May 2022.

We recommend you read this information together with the PDS before making an investment decision.

This AIB is publicly available on our website at **clearview.com.au/pds** or a printed copy of this document can be obtained free of charge by contacting ClearView on **132 977**.

The information in the AIB is deemed to be included in the PDS.

## Contact us

ClearView Managed Investments

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Sydney NSW 2001

**132 977**

**clearview.com.au**

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# Section 1: Distributions

## When do I receive my distribution?

The amount of the distributions from the Investment Options is determined by us and paid to investors at least annually. Generally, payments are made within 10 business days of the end of the distribution period. However, a June distribution may be paid up to 90 days after the end of June, as the Investment Options need to be audited. We may also delay payment of distributions at other times, generally in response to unusual market conditions.

## How is my distribution calculated?

The amount of distribution paid to you per unit is calculated by dividing the distributable income for the Investment Option by the number of units on issue in the Investment Option at the end of the distribution period. The size of the distribution (if any) will depend on, amongst other factors, the performance of the Investment Option.

In addition, we may determine that any amount, whether capital or income, of the Investment Option(s) be distributed to you as permitted by the relevant Constitution.

We do not guarantee to pay a distribution at the end of the distribution period.

A distribution is only paid to those investors registered in the relevant Investment Option on the last day of each distribution period.

## How is my distribution paid?

You can choose to have your distribution paid to your nominated financial institution account or to reinvest it. If you don't specify a financial institution account on the Application Form, we will reinvest your distribution into the relevant Investment Option. You can update this at any time, by updating your distribution instructions.

If you choose to reinvest your distributions, they will be reinvested on the last day of the distribution period. The reinvestment price will normally be the unit price at the end of the distribution period, adjusted for the amount being distributed for that period.

If you choose to have your distribution paid to your nominated financial institution account and your payments are rejected, we will convert this to the reinvestment option until we receive amended account details from you.

## Section 2: Fixed Payment Plan

### How does it work?

You can choose to receive a specified amount, paid monthly or twice monthly through our Fixed Payment Plan. Monthly payments will be received on or around the 15th of the month, while twice monthly payments will be paid on or around the 1st and 15th of the month.

The chosen amount will be credited to your nominated financial institution account. We make this payment by withdrawing units from the Investment Option(s) that you select for your regular payments.

Remember that by withdrawing units from your investment, the value of your investment will be reduced as we will be drawing on your account. For more information on 'Withdrawing your investment' go to Section 7.

**Note:** If you are entitled to a distribution this will be paid in addition to the Fixed Payment Plan amount.

For more information on 'How is my distribution paid?' go to 'Section 1: Distributions'.

No exit fees currently apply on your regular payments under the Fixed Payment Plan.

### How do I set up a Fixed Payment Plan?

To set up a Fixed Payment Plan when creating an account, just indicate in the Application Form the amount that you wish to receive and the financial institution account to which the payment should be paid.

If you already have an account with us and you wish to set up, change or cancel your Fixed Payment Plan, please complete the Change of Investment Details Form available from [clearview.com.au/forms](https://clearview.com.au/forms). You will need to give us 3 to 5 business days to make the required changes.

## Section 3: Taxation of Investment Options

Because the Australian taxation system is quite complex and different investors have their own specific needs and circumstances, we suggest you consider seeking professional taxation advice before investing, or when making changes to your investment.

Each financial year you will receive an Annual Tax Statement, which includes details of any distributions you have received, as well as any capital gains or losses if you have withdrawn, switched or transferred units during the year.

The following information is based on the tax laws that were current as at the date of this document. There is a risk with any investment that tax laws may change, and these may have an impact on your investment.

### GST and RITC

Under the current GST regulations, the Investment Options will be eligible for a RITC of between 55% and 75% of the GST depending on the types of services the fees are attributable to. All fees and costs disclosed in the PDS and this AIB are inclusive of GST, net of RITC and have been calculated on a reasonable estimate of the RITC that each Investment Option is expected to be able to claim. Accordingly, the actual costs and expenses inclusive of GST net of RITC may be subject to change without prior notice due to an Investment Option's ability to claim RITC on the expenses incurred.

### Tax on distributions

Generally, distributions may represent the income earned on the underlying assets of the Investment Options, including dividends, interest, capital gains when assets are sold, and other income. Income from your investments is to be included in your tax return for the year you become entitled to it, even if you receive the actual distribution after the end of the financial year.

Where the net income of the Investment Option is fully distributed, income tax is not paid within an Investment Option. The taxable components of distributions form part of your assessable income and are required to be included in your tax return, even if reinvested.

Please note that tax may be taken out of your distribution if you do not quote your Tax File Number or claim an exemption.

### Tax on capital gains/losses – when you withdraw, switch or transfer your investment

When you withdraw, switch or transfer your investment, you may make a capital gain or loss at that time.

If the investment has been held for less than 12 months, individuals are taxed on any capital gain at their marginal tax rate. If the investment has been held for more than 12 months, individuals are taxed on only half of any capital gain.

Any capital losses can be offset against capital gains from the disposal of other assets. If you have a capital loss, with no capital gains in that year to offset against, losses can be carried forward indefinitely to offset against capital gains in future years.

In preparing the Annual Tax Statement, we assume that units for withdrawals, switches and transfers are selected on a 'first in first out' basis.

## Potential tax benefits from managed investments

**Franking credits:** if your Investment Option is backed by investments in Australian shares, part of your distribution may include franked dividends. The credits attaching to the franked dividend reflect that the company has already paid tax at the company tax rate. If this applies to you we will give you details in your Annual Tax Statement.

If you are an Australian resident, you must include any franking credits as income in your tax return, but may claim a tax offset for the amount included. If your franking credits exceed the tax that you are due to pay, you may apply to the Australian Taxation Office (**ATO**) who will refund the excess to you once you lodge your tax return. If you are not required to lodge a tax return, you may apply to the ATO for a refund.

Under the current tax law, you may not be eligible for some or all of the franking credits if you have not owned your investment for at least 45 days.

**Foreign tax offsets:** if your Investment Option includes international investments, it may be subject to foreign tax on income, or capital gains from overseas. When this tax is paid, a share of the foreign tax offset will be passed on to you. This may be used to offset your Australian tax liability on foreign income or gains.

## What if I am not an Australian resident?

As required by the tax law, we will deduct withholding tax from the portion of the distribution that represents taxable Australian sourced income other than franked dividends.

Non-residents seeking to invest should obtain tax advice for their specific circumstances.

## Section 4: Investment Options

### The investment process

The Investment Options primarily invest in a number of common underlying funds, which enables the pooling of money within an asset class. Pooling the money within an asset class provides the opportunity for you to benefit from an increased level of diversification. One of the benefits of diversification is that it can potentially reduce your investment risk.

The investments of the underlying funds are managed by a number of different investment managers selected by us. Investments with each manager may be via a direct investment agreement, or through a fund.

### Selection and review of investment managers

Specialists are employed within ClearView to select and review investment managers on an ongoing basis.

Investment managers are carefully chosen for their expertise in a particular asset class. Selection of the investment managers is based not just on their individual merits, but also on their ability to complement each other's investment style to provide a consistent investment return in different market conditions.

Once selected, each investment manager is regularly monitored and evaluated on a number of criteria, including their ongoing performance, investment process, service levels and their overall financial stability, to ensure they continue to meet our selection standards.

We may add or remove investment managers at any time, or change the allocation between investment managers within an asset class without notice.

More information about our investment managers is available on our website at [clearview.com.au](https://clearview.com.au).

### Labour standards and environmental, social and governance considerations

ClearView believes that environmental, social and governance (**ESG**) principles should be applied to its investment process wherever practical. We understand and recognise that ESG and sustainability principles can reduce risk and may positively affect long-term performance.

Generally, our active investment managers are signatories to the United Nations' Principles for Responsible Investment. This demonstrates a commitment to responsible investment practices and the consideration of ESG issues in the investment decisions of our managers.

### Range of Investment Options

For the ClearView Managed Investments, we can change the objectives, strategies and benchmarks of any of the Investment Options at any time. We can also alter, close or withdraw Investment Options.

If units are held in an Investment Option that is closed, they may be switched to an alternative Investment Option. We will determine the Investment Option that most closely reflects the investment strategy of the one that has closed.

We will notify you of any significant changes to the Investment Options within the time required by law.

### Currency hedging

For the international shares component of our diversified funds, a currency hedging strategy will sometimes be employed, however, we will, from time to time, vary the amount of the investments that will be currency hedged. The rationale for having some currency hedging is to reduce some of the volatility associated with currency exposure. However, maintaining exposure to foreign currencies can also, under some circumstances, reduce risk in portfolios. When we judge it to be prudent the currency hedge ratio will be lowered substantially and the fund's international shares exposure will have only limited or no currency hedging in place.

For the international fixed interest component of our diversified funds, a fully hedged currency strategy will generally be employed. However, we may reduce or entirely eliminate currency hedging if we believe this would provide better risk and return characteristics.



## Investment Options

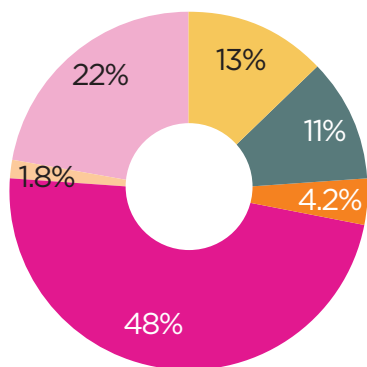
No single Investment Option is perfect for everyone, so there are four options to choose from that suit a range of risk profiles.

Every quarter we provide an update, including the current asset allocation and most recent performance returns for each of the Investment Options in our 'Viewpoint' magazine, which is sent to investors. You may also access the latest edition of 'Viewpoint' at any time at [clearview.com.au](http://clearview.com.au).

Below are the details of each Investment Option. This includes the investor profile, objective, suggested minimum time frame, target for assets and current asset class allocations for each Investment Option at the date of this document.

### Cautious 30

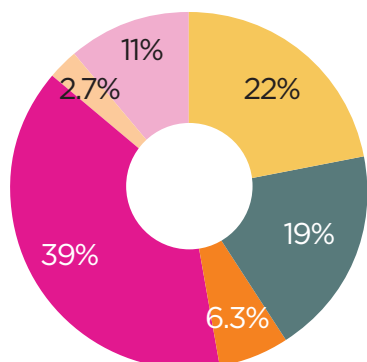
<b>Investor profile</b>	For investors who regard security and stability as more important than the level of returns.
<b>Objective</b>	To achieve a low to medium level of growth over the short to medium term of CPI + 2% p.a. over rolling 3-year periods (before fees and taxes).
<b>Minimum suggested time frame</b>	3 years
<b>Target asset allocations</b>	Growth 30%, Defensive 70%



Asset allocation	%
Property	4.2%
Infrastructure	1.8%
Australian Shares	11%
International Shares	13%
Cash	22%
Fixed Interest	48%

### Prudent 50

<b>Investor profile</b>	For investors who seek capital growth and are willing to accept some volatility.
<b>Objective</b>	To achieve a medium level of growth over the medium term of CPI + 3% p.a. over rolling 5-year periods (before fees and taxes).
<b>Minimum suggested time frame</b>	4 years
<b>Target asset allocations</b>	Growth 50%, Defensive 50%



Asset allocation	%
Property	6.3%
Infrastructure	2.7%
Australian Shares	19%
International Shares	22%
Money Market	11%
Fixed Interest	39%

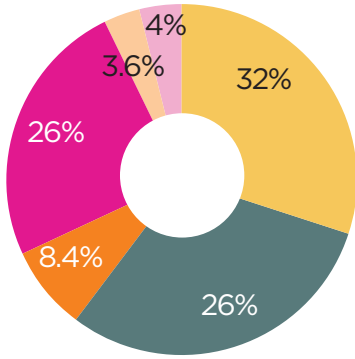
### Assertive 70

**Investor profile** For investors who desire the potential for higher returns and are comfortable with higher risks.

**Objective** To achieve a medium to high level of growth over the long term of CPI + 4% p.a. over rolling 7-year periods (before fees and taxes).

**Minimum suggested time frame** 5 years

**Target asset allocations** Growth 70%, Defensive 30%



Asset allocation	%
Property	8.4%
Infrastructure	3.6%
Australian Shares	26%
International Shares	32%
Money Market	4%
Fixed Interest	26%

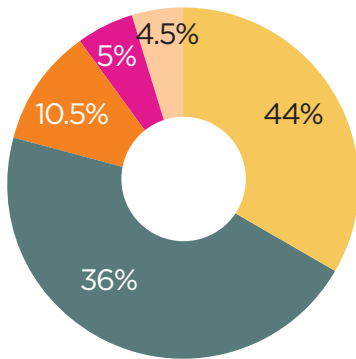
### Aggressive 95

**Investor profile** For investors who seek to maximise their return and are prepared to accept a significant level of risk on their investment.

**Objective** To achieve a high level of growth over the long term of CPI + 5% p.a. over rolling 9-year periods (before fees and taxes).

**Minimum suggested time frame** 9 years

**Target asset allocations** Growth 95%, Defensive 5%



Asset allocation	%
Property	10.5%
Infrastructure	4.5%
Australian Shares	36%
International Shares	44%
Fixed Interest	5%

## Section 5: TeleAccess

With the convenience of your own Security Access Number (**SAN**), TeleAccess allows you to:

- make additional investments;
- switch your money between the various Investment Options; and
- make partial withdrawals.

If you would like to register for this facility, please call **132 977** on any business day, and we will be able to help you with your request.

It is important that you keep your SAN safe and confidential, because any person who uses your SAN will have access to your investments. If you lose your SAN, or suspect that it is no longer confidential, please call us immediately on **132 977** to cancel your SAN and receive a new one.

For security reasons, we will ask for additional information to verify your identity, as well as your SAN, before processing a transaction.

By using the TeleAccess Service, you agree to be bound by the Conditions of Use. Also, you agree to indemnify us against all claims, costs and losses that may occur with TeleAccess, including the misuse of TeleAccess or misuse of your SAN. We are not liable for any incidents of this type.

### How to use TeleAccess?

It's easy – simply call **132 977**. You will be able to add additional investments via direct debit (provided you have completed the Direct Debit Request Service Agreement), switch between Investment Options or withdraw part of your account balance. The effective date for any transactions via TeleAccess will be the business day that you call us with your request prior to 3:00pm. If you call us after 3:00pm, the transaction request will be processed using the unit price calculated for the next business day.

You are unable to withdraw the full amount of your account balance via TeleAccess. For more information on withdrawing from your investment go to 'Section 7: Other information' under the heading 'Withdrawing your investment'.

### Change of TeleAccess details

If, at any time, you would like to change any of your details relating to the TeleAccess service for any of your investments, such as your nominated financial institution account, please download and complete the appropriate form on our website [clearview.com.au/forms](https://clearview.com.au/forms) or by calling **132 977**.

## Section 6: Unit prices

Each Investment Option is divided into units. A unit represents a proportion of an Investment Option.

The price of a unit is calculated by dividing the market value of the assets of an Investment Option by the number of units issued in the Investment Option.

The gross market value of the assets of an Investment Option is adjusted for the relevant investment expenses (which include management fees and costs, transaction costs, performance fees (if applicable) and government duties and charges deducted) before the unit price is declared. These allowances are indirectly borne by all investors in each Investment Option. They do not appear as a separate item on your statements. Further information on fees and costs is provided in the 'Fees and other costs' section of the PDS.

The number of units allocated to your investment depends on the size of your investment in the Investment Option and the unit price for that Investment Option on the particular business day.

$$\text{value of your investment} = \text{no. of units held in each Investment Option} \times \text{unit price for that Investment Option}$$

The number of units allocated to your account will change with each transaction performed on your account.

Unit prices may rise as well as fall. As unit prices fluctuate on a daily basis, up and down in line with changes in the market value of the assets held in the Investment Option, the value of your investment in an Investment Option will also fluctuate.

We do not guarantee the repayment of capital or any particular rate of return.

It is intended that unit prices will be calculated at least once each Sydney business day. We may suspend the calculation of unit prices and the processing of applications, withdrawals and other transactions, in relation to an Investment Option, for such a period as we determine, including where it is impossible or impractical to calculate the current value of a unit in that Investment Option.

If we are unable to determine the applicable unit price due to an unforeseeable event, we will take reasonable steps to make a determination as soon as reasonably practicable. We will not be liable to you for any loss or expenses suffered or incurred by you as a result of, and to the extent that we are unable to or are delayed in making a declaration of the unit price.

The latest unit prices are available through the ClearView Portal.

We may exercise any discretion that we have under the Constitution for each Investment Option in relation to unit pricing in accordance with our Unit Pricing Policy. We will provide you with a copy of our Unit Pricing Policy at any time on request, at no charge.

## Section 7: Other information

### How to invest

#### Investments made by direct debit

If you invest via direct debit, units will be issued at the unit price for the business day the money is obtained from your nominated financial institution. This money is usually obtained from the nominated financial institution on the second business day after the completed Application Form/request is received by 3.00pm (Sydney time) in our Head Office on any business day. Please note that where your correctly completed direct debit request is received after 3.00pm your request will be treated as though it was received on the next business day. Units may be allocated on another basis and we will notify you if this occurs.

#### Investments made by BPAY\*

The maximum amount of additional investment per BPAY\* transaction is \$50,000.

If you make additional investments by BPAY\*, units will be issued at the unit price for the business day the money is received by us. We will generally receive your payment before 3.00pm (Sydney time) on the business day after you request your financial institution to make the payment, provided the request is made before your financial institution's cutoff time (usually 5.00pm Sydney time). We will process your BPAY\* investment on the basis of your most recent transaction. Units may be allocated on another basis and we will notify you if this occurs.

You will need to quote the appropriate Biller Code, and the Customer Reference Number (**CRN**)<sup>1</sup>. The Biller code is 222794. If you are unsure of your CRN you can find the number and the Biller Code through the ClearView Portal, from your adviser or by calling us on **132 977**.

#### Investments made by cheque

If your correctly completed Application Form/form and cheque are received in our Head Office by 3.00pm (Sydney time) on any business day, your investment will be processed using the unit price for that business day. Applications received after 3.00pm on any business day will be processed using the unit price for the next business day. The unit price for a business day is generally calculated on the next business day in Sydney. For example, if we receive the

correctly completed documentation and cheque prior to 3.00pm on a Tuesday in Sydney, you will receive the unit price for that day. The unit price for Tuesday is generally calculated on the next business day, Wednesday. Units may be allocated on another basis and we will notify you if this occurs.

#### Regular Savings Plan

Regular investing can help to reduce investment risk because the highs and lows of the unit prices are averaged out over time. This is known as 'dollar cost averaging'.

With a Regular Savings Plan, you can nominate the amount you wish to regularly invest and have the flexibility of nominating the day of the month you'd like us to debit your bank account. You have the option of monthly or quarterly investments and the amount will be invested as per your Money In Choice, unless specified otherwise.

If you want to change the details of your Regular Savings Plan, please complete the Change of Investment Details Form available from [clearview.com.au/forms](https://clearview.com.au/forms). You will need to give us 3 to 5 business days to make the required changes.

### Moving your investment

#### Switching between Investment Options

Switch requests can only be made as a percentage. There is currently no minimum percentage switch, however, we may introduce one in the future.

If we receive your instruction by 3.00pm (Sydney time) on any business day, your switch application will be processed using the unit price for that day. Completed requests received after 3.00pm will be processed using the unit price for the next business day. Units may be allocated on another basis and we will notify you if this occurs.

We may suspend switches at any time if we deem that it is in the best interest of unit holders as a whole. We may also effect a switch in stages over several business days.

<sup>1</sup> Your Customer Reference Number is eight digits long and commences with a (1).

\* Registered to BPAY Pty Ltd ABN 69 079 137 518

## Withdrawing your investment

You can withdraw all or part of your investment at any time. Your withdrawal will usually be processed within 3 to 5 business days, and paid within 10 business days of us receiving your completed request.

To make a withdrawal, you must complete a Withdrawal Form available from our website at [clearview.com.au/forms](https://clearview.com.au/forms) or by contacting us on **132 977**. Partial withdrawals can also be made by using TeleAccess.

You must provide us with your account details when making a withdrawal request if you wish your funds to be paid into your financial institution account.

Alternatively, we will pay your funds by cheque.

In addition, we may also be required to identify you and verify your identity when you make a request to withdraw your investment.

The minimum withdrawal amount is \$500 or the balance of your account if it is less than \$500. The amount will be withdrawn as per your Money Out Choice, unless notified otherwise in writing.

If your completed written withdrawal request is received in our Head Office by 3.00pm (Sydney time) on any business day, your withdrawal request will be processed using the unit price for that business day. Completed written withdrawal requests received after 3.00pm will be processed using the unit price for the next business day.

We may suspend withdrawals at any time if we deem that it is in the best interest of the unit holders as a whole. For example, when there is a freeze on withdrawals, where accepting a withdrawal is not in the best interests of unit holders, including due to one or more circumstances outside our control or where the Investment Option is not liquid (as defined in the Corporations Act), we can deny or suspend a withdrawal request and you may not be able to withdraw your funds in the usual processing times or at all. When the Investment Option(s) is not liquid, a unit holder can only withdraw when we make a withdrawal offer to unit holders in accordance with the Corporations Act. We are not not obliged to make such offers. We may also effect a withdrawal from an Investment Option in stages, over several business days.

## Commonly used forms

Commonly used forms can be accessed via the ClearView Portal or downloaded from our website at [clearview.com.au/forms](https://clearview.com.au/forms). You may also request any form to be mailed to you by calling **132 977**.

## Identification Requirements

### Anti-Money Laundering and Counter-Terrorism Financing

We are bound by the Anti-Money Laundering and Counter-Terrorism Financing Act 2006 (**AML/CTF laws**). The AML/CTF laws require us to identify you and verify your identity when you purchase units in any of the Investment Options. Generally, if you have a financial adviser they will undertake these steps but to enable them to do so you will need to provide certain documents (such as your passport or current driver's licence) for sighting and verification.

If you are undertaking these transactions without a financial adviser you will need to submit 'certified copies' of these documents with your first transaction request. For more information about our identification requirements please go to [clearview.com.au/ID](https://clearview.com.au/ID).

You can also download the relevant Identification Form for individuals or non-individuals (e.g. company, trust, partnership, association) from [clearview.com.au/forms](https://clearview.com.au/forms).

If you do not provide identifying documents we will not be able to process your transaction.

We may also require existing investors to complete the relevant Identification Forms before we can;

- process your withdrawals;
- amend your personal details;
- amend details of, or in relation to, your investments; and/or
- in relation to any other transaction that we deem necessary.

By investing in an Investment Option, you agree that:

- we are required to carry out procedures that verify your identity before providing services to you, and from time to time thereafter;
- you are not investing under an assumed name;
- any money you invest is not derived from or related to any criminal activities;
- any proceeds will not be used in relation to any criminal activities;
- you will not initiate, engage in or effect a transaction that may be in breach of AML/CTF laws or sanctions (or the law or sanctions of any other country);
- if we ask, you will provide us with any additional information we may reasonably require for the purposes of AML/CTF laws or sanctions. This could include information about you, your estate, anyone acting on your behalf, or a holder of a beneficial interest in the investment, or the source of funds used in connection with the investment;

- we may obtain information about you, your estate, anyone acting on your behalf, a holder of a beneficial interest in the investment or the source of funds used in connection with the investment from third parties if we believe this is necessary to comply with AML/CTF laws or sanctions;
- in order to comply with AML/CTF laws and sanctions, we may be required to take action, including delaying or refusing the processing of any application or any transaction related to your account if we believe or suspect that the application or transaction may breach any obligation of, or cause us to commit or participate in an offence under any AML/CTF laws or sanctions. We will not incur any liability in doing so; and
- where legally obliged to do so, we may disclose the information gathered to regulatory and/or law enforcement agencies or other entities. We may share this information with other members of the ClearView Group.

We can close your investment without notice if we suspect that there is a breach of any of the conditions set out above. This includes unsatisfactory conduct by you or if you fail to provide required information and documentation as requested within a stipulated time period, or if we consider that we need to close your investment for any other reason in order to manage appropriately any risks to which we are exposed (including the risk of damage to our reputation).

If you have any questions with our requirements please call us on **132 977**.

### Reporting of financial account information on foreign tax residents

The United States of America (**U.S.**) enacted the Foreign Account Tax Compliance Act (**FATCA**) in 2010 to identify U.S. residents that invest in assets through non-U.S. entities. On 28 April 2014, the Australian government signed an intergovernmental agreement (**IGA**) with the U.S., which requires all Australian financial institutions to comply with FATCA, as modified by the IGA. Broadly, ClearView

Managed Investments is required to collect and review information to determine whether it has an obligation to report information about certain investors in ClearView Managed Investments to the ATO (which will pass that information onto the relevant regulatory body). Accordingly, ClearView Managed Investments may request certain information from you to enable ClearView Managed Investments to comply with its FATCA obligations.

ClearView Managed Investments will also provide information about its FATCA status where required so that FATCA withholding is not applied to payments received on its investments (e.g. dividends paid on U.S. listed securities). If ClearView Managed Investments suffers any amount of FATCA withholding and is unable to obtain a refund for such withholding, neither the Responsible Entity nor ClearView Managed Investments will be required to compensate you for any such withholding and the effects of these amounts will be reflected in the returns of the Investment Options in ClearView Managed Investments. A credit for FATCA withholding may be available in your jurisdiction of residence. Investors should seek their own advice in this regard.

In addition to FATCA, from 1 July 2017, the Common Reporting Standards (**CRS**) has implemented statutory reporting requirements for jurisdictions within the Organisation for Economic Co-operation and Development (**OECD**) which includes Australia. If you are an investor, we may pass your information on to the ATO for the purpose of meeting our obligations under these statutory requirements. If you are a foreign tax resident investing in ClearView Managed Investments we will request that you provide certain information about yourself, including your Taxpayer Identification Number.



# Privacy and your personal information

## Privacy

We are committed to ensuring the confidentiality and security of your personal information, including sensitive information. All personal information will be handled in accordance with the Privacy Act 1988 (Cth).

## Collection, use and disclosure of your personal information

We need to collect, use and disclose your personal information, including sensitive information, in order to consider your application and manage and administer your investment.

You can choose not to provide us with some or all of your personal information including sensitive information, but this may affect our ability to assess your application.

Sensitive information is personal information which includes, for example, information or opinions about your health, genetic information, sexual preferences or practices, and criminal history.

By providing your personal information including sensitive information, you acknowledge and declare that, and consent to the following:

- we can collect and use your personal information including sensitive information for the following purposes: to assess any application; issue units in the Investment Options; administer your investment and pay any withdrawals;
- for these purposes we can collect your personal information including sensitive information from, and disclose it on a confidential basis to: our related entities; outsource providers; government departments and agencies; investigators; lawyers; financial and tax advisers; medical and health service providers; reinsurers; other insurers; anyone acting on our behalf; and an agent of any of these; and
- where you provide personal information including sensitive information to us about another person (for example a nominated beneficiary), you are authorised to provide their information to us, and that you will inform that person who we are, how we use and disclose their information, and that they can gain access to that information (unless doing so would pose a serious threat to the life or health of any individual).

Further information on how we handle your personal information is explained in our Privacy Policy, including how you can access your personal information or make a complaint about the handling of your personal information. If you would like a copy of our Privacy Policy or have any questions regarding privacy, please call us on **132 977** or refer to our website at **clearview.com.au/privacy**.

## Marketing purposes

We are committed to providing you with access to a range of leading products and services. In order to do this we may use your personal information to offer you other products and services. We may disclose your personal information on a confidential basis to our related entities within ClearView and other organisations whose products and services we promote.

By providing your personal information to us you acknowledge that, and consent to:

- us collecting and using your personal information to contact you for market research and to provide you information and offers about products and services offered by us, our related entities within ClearView, and other organisations whose products and services we promote; and
- us disclosing your personal information on a confidential basis for these marketing purposes to our related entities and to any agent of them.

You may inform us if you do not want your personal information to be used, or disclosed for these marketing purposes, by telephoning us on **132 977** or emailing us at **client.wealth@clearview.com.au**.



# Direct Debit Request Service Agreement

By signing a direct debit request, you have authorised us to arrange for funds to be debited from your bank account for contributions into your ClearView Managed Investments account. You should refer to the direct debit request and this Direct Debit Request Service Agreement set out below for the terms of the arrangement between us and you.

The following is your Direct Debit Request Service Agreement with us. The agreement is designed to explain what your obligations are when undertaking a Direct Debit arrangement with us. It also details our obligations to you.

## Definitions

**Account** means the account held at your financial institution from which we are authorised to arrange for funds to be debited.

**Agreement** means this direct debit request Service Agreement between you and us.

**BECS** means Bulk Electronic Clearing System as managed by the Australian Payments Clearing Association Ltd.

**Business day** means a day other than a Saturday or a Sunday or a public holiday listed throughout Australia.

**Debit day** means the day that payment by you to us is due.

**Debit payment** means a particular transaction where a debit is made.

**Direct debit request** means the direct debit request between us and you.

**Us or we or our** means ClearView Financial Management Limited ABN 99 067 544 549, who you have authorised by signing a direct debit request.

**You** means the customer who signed the direct debit request.

**Your financial institution** is the financial institution where you hold the account that you have authorised us to arrange to debit.

## 1. Debiting your account

- 1.1 By signing a direct debit request, you have authorised us to arrange for funds to be debited from your account. You should refer to the direct debit request and this agreement for the terms of the arrangement between us and you.
- 1.2 We will only arrange for funds to be debited from your account as authorised in the direct debit request.

- 1.3 If the debit day falls on a day that is not a business day, we may direct your financial institution to debit your account on the following business day. If you are unsure about which day your account has or will be debited, you should ask your financial institution.

## 2. Changes by us

- 2.1 We may vary any details of this agreement or a direct debit request at any time by giving you at least fourteen (14) days' written notice.

## 3. Changes by you

- 3.1 Subject to 3.2 and 3.3, you may change the arrangements under a direct debit request (which may include requesting deferment or alteration of the request) by writing to us in accordance with the 'Notice' section of this agreement.
- 3.2 You may change or cancel your authority or your direct debit request (and may stop any debit payment before it occurs) by writing to us at least seven (7) business days before your next debit day in accordance with the 'Notice' section of this agreement.
- 3.3 You should direct all requests for such stops or cancellations to us in the first instance rather than to your financial institution.
- 3.4 Your authority and direct debit request will be cancelled if you close your ClearView Managed Investments account.

## 4. Your obligations

- 4.1 It is your responsibility to ensure that there are sufficient clear funds available in your account to allow a debit payment to be made in accordance with the direct debit request.
- 4.2 If there are insufficient clear funds in your account to meet a debit payment:
  - (a) you may be charged a fee and/or interest by your financial institution;
  - (b) you may also incur fees or costs imposed or incurred by us (provided that we have given you notice of any fees or costs imposed by us);
  - (c) you must arrange for the debit payment to be made by another method or arrange for sufficient clear funds to be in your account by an agreed time so that we can process the debit payment; and

(d) the settlement of an investment transaction may be delayed.

- 4.3 You should check your account statement to verify that the amounts debited from your account are correct.
- 4.4 If ClearView Financial Management Limited is liable to pay goods and services tax (**GST**) on a supply made in connection with this agreement, then you agree to pay ClearView Financial Management Limited on demand an amount equal to the consideration payable for the supply, multiplied by the prevailing GST rate.

## 5. Dispute

- 5.1 If you believe that there has been an error in debiting your account, you should notify us on **132 977** and confirm that notice in writing with us as soon as possible so that we can resolve your query.
- 5.2 If we conclude as a result of our investigations that your account has been incorrectly debited, we will arrange for your financial institution to adjust your account (including interest and charges) accordingly. We will also notify you in writing of the amount by which your account has been adjusted.
- 5.3 If we conclude as a result of our investigations that your account has not been incorrectly debited, we will respond to your query by providing you with reasons and any evidence for this finding.
- 5.4 Any queries you may have about an error made in debiting your account should be directed to us in the first instance so that we can attempt to resolve the matter between us and you. If we cannot resolve the matter you can still refer it to your financial institution, which will obtain details from you of the disputed transaction and may lodge a claim on your behalf.

## 6. Accounts

You should check:

- (a) with your financial institution whether direct debiting is available from your account as direct debiting through BECS is not available on all accounts offered by financial institutions;
- (b) your account details which you have provided to us are correct by checking them against a recent account statement; and

(c) with your financial institution before completing the direct debit request if you have any queries about how to complete the direct debit request.

## 7. Confidentiality

- 7.1 We will keep any information (including your account details) in your direct debit request confidential. We will make reasonable efforts to keep any such information that we have about you secure and to ensure that any of our employees or agents who have access to information about you do not make any unauthorised use, modification, reproduction or disclosure of that information. We will comply with any relevant privacy laws.
- 7.2 Subject to relevant privacy laws, we will only disclose information that we have about you:
- (a) to the extent specifically required by law;
  - (b) for the purposes of this agreement (including disclosing information in connection with any query or claim); or
  - (c) to your financial institution if your financial institution requires such information in connection with a claim made on it relating to an alleged incorrect or wrongful debit.

## 8. Notice

- 8.1 If you wish to notify us in writing about anything relating to this agreement, you should write to:
- ClearView Wealth  
Reply Paid 4232  
Sydney NSW 2001
- 8.2 We will notify you by sending a notice in the ordinary post to the address you have given us in the direct debit request.
- 8.3 Any notice will be deemed to have been received two business days after it is posted.

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**ClearView**

Reply Paid 4232  
Sydney NSW 2001

**132 977**

[client.wealth@clearview.com.au](mailto:client.wealth@clearview.com.au)

**[clearview.com.au](http://clearview.com.au)**