



Hostplus Self-Managed Invest

User Guide for Advisers

THAT'S
A PLUS+

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1. New account applications

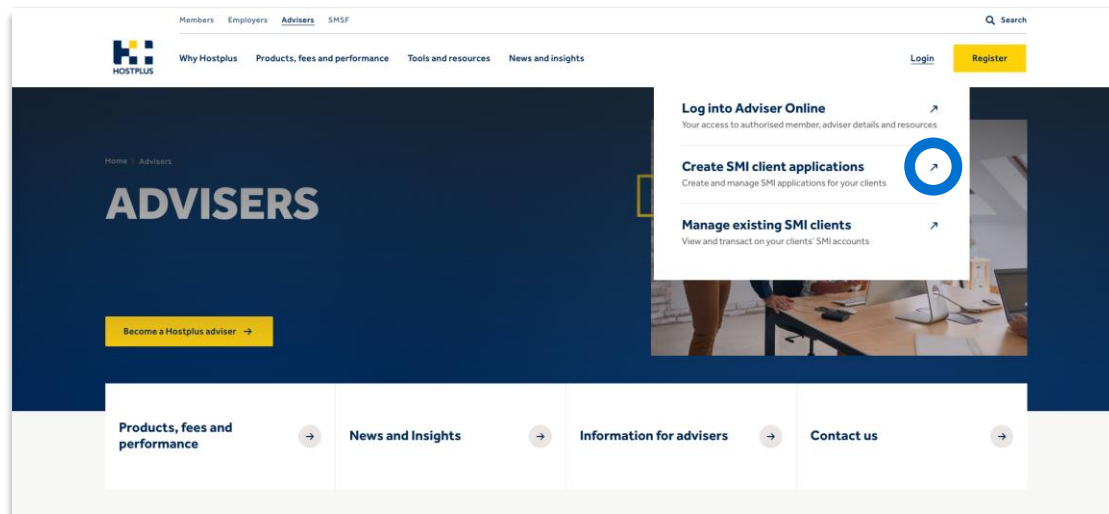


1.1 Individual trustee application

After successfully registering as a Hostplus SMI adviser, Advisers can access the Individual Trustee online application form by logging into the Hostplus SMI Application Portal:

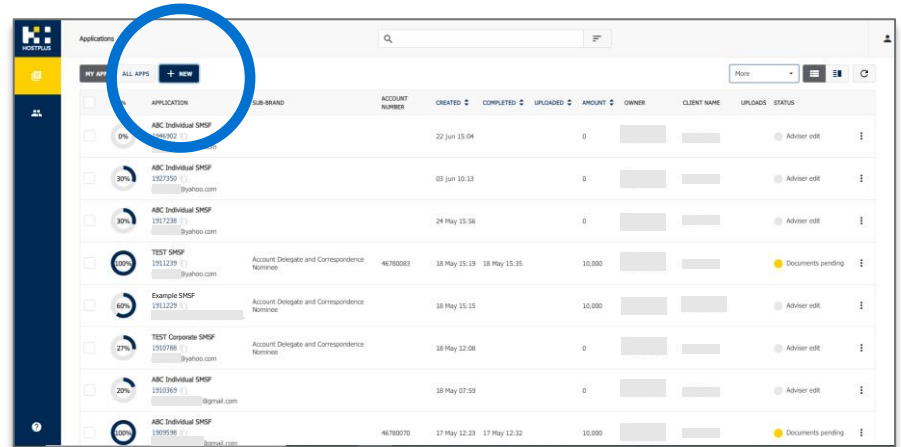
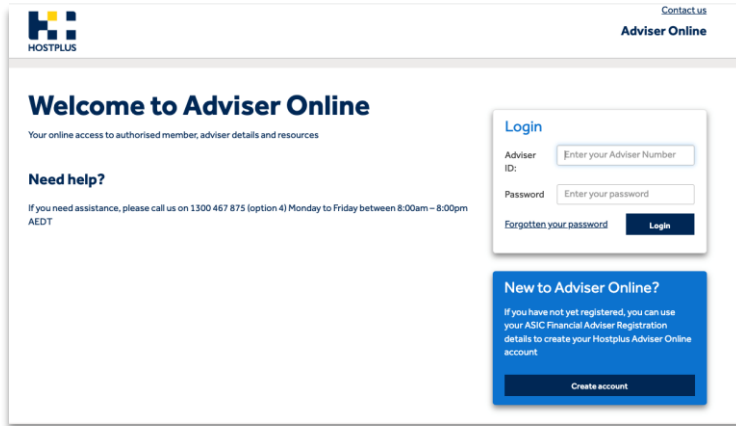
<https://hostplus.com.au/advisers>

1. To start a new application form, click on **Login**, then click on **Create SMI client applications**.



- 1. You will be directed to an adviser login screen. Enter your application creation login details to access the application portal.

- 2. Click on **+ NEW** to create a new application.



3. Select **Individual Trustee(s)** and click **Next**.

HOSTPLUS

Welcome to Hostplus Self-Managed Invest

It only takes a few minutes to apply.

To complete the online application, you will need access to the following information and documents:

- Access to the ABN, contact and banking details of the super fund (corporate trustee will also require details of the ACNI).
- Access to the contact details (phone and email) and identification details (driver's licence, passport or medicare) for each trustee/director.
- Please note, each applicant must have a unique Australian mobile number and email address. If these are not available, please contact us on **1300 350 819**.
- Individual trustee(s) will also need to upload a copy of the fully executed Trust Deed showing the names of all current individual trustees.

All applicants are also required to have read and understood all relevant compliance and disclosure documents including the **Financial Services Guide, Product Disclosure Statement, Privacy Policy and Data Handling Statement**.

If you don't have access to any of the required information or documents, or need assistance, please contact us on **1300 350 819**.

Account type

Select your trustee type from the two options listed below.

Corporate Trustee
I am a director of the company which is the trustee of the SMSF making this application

Individual Trustee(s)
I am a trustee of the SMSF making this application

4. Complete **Primary Applicant details** and click **Next**.

HOSTPLUS

Basic Details > Account Details > Submit >

Basic Details

Please nominate a primary applicant to complete this application.

The primary applicant will receive a link to resume the application and details of your Hostplus account.

Title * Please select v

First name (no abbreviations) * _____

Surname * _____

Date of birth * 📅 _____

Email address * _____

Confirm email address * _____

Mobile phone * _____

Home phone Area _____ - Number _____

Work phone Area _____ - Number _____

Rest... Next

5. Complete **Superannuation Fund** details, upload the trust deed, and click **Next**.

- 1 The Trust Deed can be uploaded at a later date if you do not have access to this at the time of application.

6. Complete **Individual Trustees Authority level** and click **Next**.

- 1 Click **Add a trustee** to add all additional Trustees.

The screenshot shows the 'Superannuation fund (SMSF) details' form. At the top, the HOSTPLUS logo is on the left, and navigation links for 'Individual Trustees >', 'Account details >', 'Personal details >', 'Review >', and 'Submit >' are on the right. The main heading is 'Superannuation fund (SMSF) details'. Below this, the 'Fund' section contains a text input field for 'Full name of the fund *' with a blue circle highlighting the cursor, and another text input field for 'Australian Business Number (ABN) *'. Below these is a grey box for uploading a 'Trust Deed' with a question mark icon and a yellow 'Upload trust deed' button. At the bottom right, there are two buttons: 'Save and continue later' and 'Next'.

The screenshot shows the 'Trustees' form. At the top, the HOSTPLUS logo is on the left, and navigation links for 'Individual Trustees >', 'Account details >', 'Personal details >', 'Review >', and 'Submit >' are on the right. The main heading is 'Trustees'. Below this, the text 'Please provide the names of all trustees.' is followed by a series of form fields for each trustee: 'Title *' (dropdown), 'First name (no abbreviations) *', 'Middle name', 'Surname *', and 'Authority level *' (dropdown with 'Account authority' selected). This set of fields is repeated for a second trustee. At the bottom, there is a dark blue 'Add a trustee' button. At the bottom right, there are three buttons: 'Back', 'Save and continue later', and 'Next'.

7. Complete **Investment instructions** and click **Next**.

- 1 Minimum investment is \$10,000, including a \$240 joining fee

A minimum of \$5,000 per investment applies

Be sure to select the correct units – Accumulation or Pension

Investment instructions


You will need a minimum initial investment of \$10,000 (including a \$240 joining fee) to set up your Hostplus Self-Managed Invest account. A minimum of \$5,000 per investment option also applies.

You can only select pension units if a member of your SMSF is in the pension phase. If you are currently in the Transition to Retirement (TTR) phase, you can only invest in accumulation units.

Fund	Investment amount	Joining fee	Net investment amount
Accumulation - Australian Shares - Indexed	\$ 10,000	\$ 160	\$ 9,840
Accumulation - Balanced	\$ 5,000	\$ 80	\$ 4,920
Accumulation - Diversified Fixed Interest - Indexed	\$	\$ 0	\$ 0
Accumulation - Indexed Balanced	\$	\$ 0	\$ 0
Accumulation - Infrastructure	\$	\$ 0	\$ 0
Accumulation - International Shares - Emerging Markets	\$	\$ 0	\$ 0
Accumulation - Property	\$	\$ 0	\$ 0
Pension - Australian Shares - Indexed	\$	\$ 0	\$ 0
Pension - Balanced	\$	\$ 0	\$ 0
Pension - Diversified Fixed Interest - Indexed	\$	\$ 0	\$ 0
Pension - Indexed Balanced	\$	\$ 0	\$ 0
Pension - Infrastructure	\$	\$ 0	\$ 0
Pension - International Shares - Emerging Markets	\$	\$ 0	\$ 0
Pension - Property	\$	\$ 0	\$ 0
Total amount to be invested	\$ 15,000	\$ 240	\$ 14,760

Back Save and continue later **Next**

8. Complete the **Product Suitability Questions**, then click **Next**.



Individual Trustee(s) > Account details > Personal details > Review > Submit >

Product Suitability Questions

Please answer the following questions in relation to the product(s) you have selected. All questions must be answered.

Has the investor received financial product advice provided in relation to this investment in Hostplus SMI?

Yes
 No

What percentage of the SMSF investment portfolio does the investment in Hostplus SMI comprise?

Greater than 75%
 Between 25% - 75%
 Less than 25%

What is the expected timeframe of the investor's investment in Hostplus SMI?

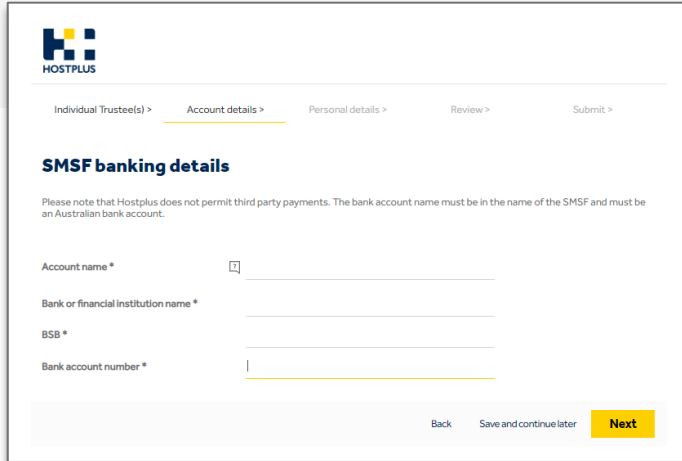
Greater than 7 years
 Between 5 - 7 years
 Less than 5 years

What is the investor's appetite for risk?

High - Very High
 Medium - High
 Low - Medium
 Very Low - Low

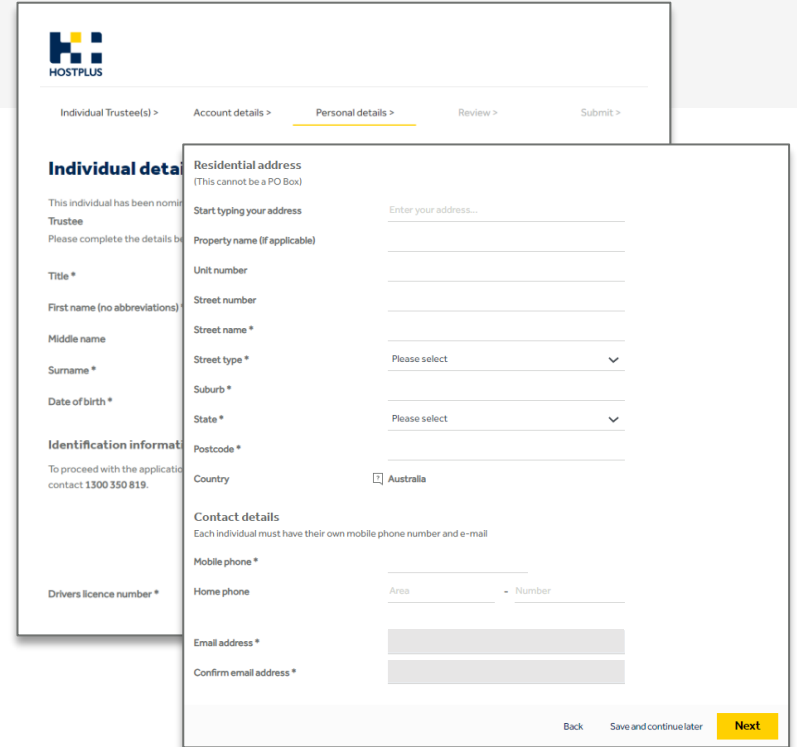
Back Save and continue later **Next**

9. Complete **SMSF banking details** and click **Next**.



The screenshot shows the 'SMSF banking details' form. At the top left is the Hostplus logo. A navigation bar contains five items: 'Individual Trustee(s) >', 'Account details >', 'Personal details >', 'Review >', and 'Submit >'. The 'Account details >' item is underlined. The main heading is 'SMSF banking details'. Below it is a note: 'Please note that Hostplus does not permit third party payments. The bank account name must be in the name of the SMSF and must be an Australian bank account.' The form has four input fields: 'Account name *', 'Bank or financial institution name *', 'BSB *', and 'Bank account number *'. At the bottom right are three buttons: 'Back', 'Save and continue later', and a yellow 'Next' button.

10. Complete the **Trustee details**, then click **Next**.



The screenshot shows the 'Individual details' form. At the top left is the Hostplus logo. A navigation bar contains five items: 'Individual Trustee(s) >', 'Account details >', 'Personal details >', 'Review >', and 'Submit >'. The 'Personal details >' item is underlined. The main heading is 'Individual details'. Below it is a note: 'This individual has been nominated as a Trustee. Please complete the details below.' The form is divided into three sections: 'Residential address', 'Identification information', and 'Contact details'. The 'Residential address' section includes fields for 'Start typing your address', 'Property name (if applicable)', 'Unit number', 'Street number', 'Street name *', 'Street type *' (with a dropdown menu), 'Suburb *', 'State *' (with a dropdown menu), and 'Postcode *'. The 'Identification information' section includes a 'Country' dropdown menu with 'Australia' selected. The 'Contact details' section includes fields for 'Mobile phone *', 'Home phone' (with 'Area' and 'Number' sub-fields), 'Email address *', and 'Confirm email address *'. At the bottom right are three buttons: 'Back', 'Save and continue later', and a yellow 'Next' button.

11. Review the application to ensure that information is correct and click **Next** to move to submit the application.

- 1 If information is incorrect, click **Edit** to update.
- 1 If the Trust Deed was not uploaded initially, this will be highlighted in red here but will not stop you from submitting the application. The main applicant (Trustee 1) will be asked to upload this in their confirmation email.

1 This screen will appear once you have successfully submitted the application for your clients.

Review application

Application details

Fund

Trustees

Investment instructions

SMSF banking details

Product Suitability Ques...

Nomination of an Author...

Trustee 1 Example

Trustee 2 Example

Application details

Reference number	1234567
Account type	Individual Trustee(s)
Date created	01/07/2022 11:33
Adviser name	Jenny Adviser

Fund


Example Super Fund (1 incomplete question) [Edit](#)

Full name of the fund *	Example Super Fund
Australian Business Number (ABN) *	1234567890
Upload a fully executed Trust Deed showing	<input type="text"/>

Submit application

When you submit this application it will be emailed to your clients for review and approval.

[Back](#) [Submit](#)



Thank you for submitting this application on behalf of your client(s).

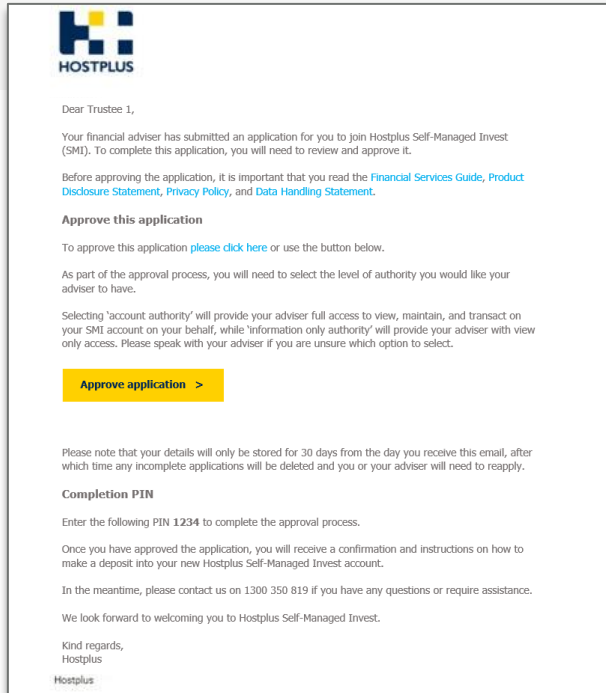
What happens next?

1. **Client application review** – we will email the application on your behalf to the primary applicant to review and accept the terms and conditions of the account. Then we will email the additional applicant(s) to approve the application.
2. **Track the application** – you can track the progress of the application in the application manager
You can **re-send the approval email** to the primary applicant.
3. **Confirmation** – once the application has been completed you will receive confirmation by email.

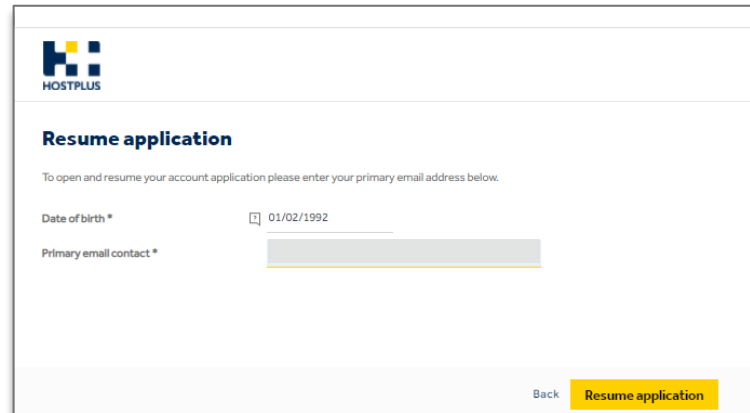


❶ The Applicant will be sent a four-digit completion **PIN** via email, which is required to approve their application.

❷ Example of PIN email that the primary applicant receives:



12. After clicking the link in the email, the applicant will need to verify their personal details, then click **Resume application**.



13. The primary applicant needs to complete the remainder of the application before clicking **Next**.

- ❗ In this example the Trust Deed has not been uploaded by the adviser, so the primary applicant will need to upload this to complete the application.

Individual Trustee(s) > Account details > Personal details > **Review** > Submit >

Review application

Application details

Reference number	1954485
Account type	Individual Trustee(s)
Date created	01/07/2022 11:33
Adviser name	Jenny Adviser

Fund

Example Super Fund (1 incomplete question)	Edit
Full name of the fund *	Example Super Fund
Australian Business Number (ABN) *	1234567890
Upload a fully executed Trust Deed showing	<input type="text"/>

Submit application

If all the application details are correct please proceed to the applicant declaration section to complete your application.

Back Save and continue later **Next**

14. The primary applicant will need to:

- **Key in the 4 digit PIN from their email**
- **Accept the terms, conditions, and electronic identity verification,**
- **Select the level of adviser authority,**

then click **Submit**.

Individual Trustee(s) > Account details > Personal details > **Review** > Submit >

Applicant declaration

Terms and conditions

As a condition of opening your Hostplus Self-Managed Invest account, I confirm that I have read, understood and accepted the terms and conditions as detailed in the Financial Services Guide, Product Disclosure Statement, Privacy Policy and Data Handling Statement.

Electronic identity verification

I accept the terms and conditions above.

Financial adviser authority level

Account authority – this will provide adviser full access to view, maintain and transact on your SMI account.
Information only authority – this will provide adviser a view / read only access to your SMI account.

I/We choose to grant our financial adviser:

Account authority
 Information only authority

Back Save and continue later **Submit**

- i** The primary applicant will be provided with this screen after submitting the application.

Thank you for submitting your application.

Your reference number is 1234567

Edit your application if required.*

[Edit](#)

* This will reset the approval process and any applicants who have already completed and approved the application will be required to re-approve it. You are unable to edit an application once it has been approved by all applicants.

Application status

APPLICANT	STATUS	EMAIL
Trustee 1 Example	✔ Completed	
Trustee 2 Example	⚠ Pending approval	Re-issue email
Trustee 3 Example	⚠ Pending approval	Re-issue email

What happens next?

- Additional account holders** - we will email the additional account holder(s) to review the application and accept the terms and conditions of the account.
- Next steps** - once all account holders have approved the application, we will review your application and provide you with instructions to make your initial investment. You may also be required to provide additional information.

Questions?

In the meantime, if you have any questions please contact us on 1300 350 819

- i** A confirmation email is sent to the primary applicant with instructions, similar to the original email they receive.

Hi Trustee 1,

Thank you for submitting your application to join the Hostplus Self-Managed Invest. Your application reference number is **1234567**.

If you've nominated additional account holders, we will email them to review and approve the application.

To track the status of your application, or to send reminder emails to additional account holders please click [here](#).

Once all account holders have approved the application, we will send you further instructions on the setup of your account.

Your details will only be stored for 30 days from the day you commence your application, after which time any incomplete applications will be deleted.

In the meantime, if you have any questions please contact us on 1300 350 819.

Kind regards,
Hostplus

[Approve application >](#)

i Example of PIN email that additional applicant(s) receive.



Hi Trustee 2,

Your financial adviser has sent an application on your behalf.

This has been reviewed and approved by Trustee 1.

Before we process the application further, we'll need you to review and approve the application using this link.

You will require the following four-digit PIN **5678** to complete the approval.

Before you approve, it's important you read the [Financial Services Guide](#), [Product Disclosure Statement](#), [Privacy Policy](#) and [Data Handling Statement](#).

If the details are incorrect, please decline the application and contact Trustee 1.

Your details will only be stored for 30 days from the day you commence your application, after which time any incomplete applications will be deleted.

In the meantime, if you have any questions please contact us on 1300 350 819. Your application reference number is **1234567**.

We look forward to welcoming you to the Hostplus Self-Managed Invest.

Kind regards,
Hostplus

- 1 All secondary applicants will need to follow the same process as the primary applicant.
- 1 Secondary applicants only have the ability to review the application details. If any details are incorrect, they will need to decline the application to have the details edited.
- 1 Upon completion, secondary applicants will see the following completion screen.



Thank you for submitting your application.

Your reference number is 1234567

What happens next?

Once all trustees/directors have approved the application and details are confirmed, the principal applicant will receive an email with payment instructions.

Questions?

In the meantime, if you have any questions please contact us on **1300 350 819**

15. Advisers can track the status of applications by logging into their application manager.

i Dashboard view.

%	APPLICATION	SUB-BRAND	ACCOUNT NUMBER	CREATED	COMPLETED	UPLOADED	AMOUNT	OWNER	CLIENT NAME	UPLOADS	STATUS
70%	Example Super Fund 1234567			01 Jul 11:03			10,000	Jenny Adviser	Trustee 1 Example		Adviser submit

i Detailed information when clicking on the application from the dashboard.

Applications 1234567

Example Super Fund **Actions** **VIEW** **EDIT** **Refresh** Activity

Application ID: 1234567

Trustee 1 Example (M): 0400 000 000 Example@email.com.au

PROGRESS

70% CREATED
01 Jul 2022 11:03

STATUS OWNER
Adviser submit Jenny Adviser

DETAILS

SUB-BRAND	TYPE	CHANNEL	ACCOUNT NUMBER
	Trust (individual trustee)	Adviser	

INVESTMENT AMOUNT
10,000

APPROVAL STATUS

APPLICANT	STATUS	DATE / ACTION
Mr Trustee 1 Example	Awaiting review	RESEND EMAIL
Mr Trustee 2 Example	Pending primary applicant approval	

DOCUMENTS

Activity

- Application started 1 Jul, 2022 11:03
- Adviser drafting and editing 1 Jul, 2022 11:03
- Submitted to primary applicant 1 Jul, 2022 11:26

Example email 1

- 1 Example of email sent to primary applicant with next steps, once all applicants have completed their reviews.

HOSTPLUS

Hi Trustee 1,

You're almost there. To finalise your application, you'll need to review the results of the Electronic Verification below.

APPLICANT / ENTITY	RESULT	ACTION REQUIRED
Trustee 1 Example	Failed ²	Upload a certification licence or pass
Trustee 2 Example	Failed ²	Upload a certification licence or pass
Trustee 3 Example	Failed ²	Upload a certification licence or pass
Example Super Fund	Successful	No further identification

¹ View [certification requirements](#) online.

² Hostplus was unable to electronically verify the applicant's identity via "Equifax IDMatrix".

Outstanding documentation

Outstanding documentation is required to complete your application as per the additional requirements above.

This can be uploaded directly to us using the link below.

[Upload your documents >](#)

Your advisor can also upload these documents on your behalf.


Payment Instructions

Once your identification requirements have been met, please use the following details to make your initial investment into your Hostplus Self-Managed Invest account.

Your initial investment amount due: \$10,000

Using the following payment details below please transfer your initial investment amount.

Make your payment with BPAY®

 **Billers Code:** 266684
Customer Reference Number: 98 46781804

Please refer to the [Additional Information Brochure](#) for alternative payment options.

In the meantime, if you have any questions contact us on 1300 350 819.

Kind regards,
Hostplus

Example email 2

- 1 Example of email sent to primary applicant with next steps, once all applicants have completed their reviews.



HOSTPLUS

Dear Jenny Adviser,

An online application submitted by you has now been reviewed by the investors and further action is required.

The details of the application are as follows:

Application status

Application status: Electronic Verification (EV) failed - upload documents

Application details

Application ID: 1234567
Started: 3/29/2022 8:00 AM
Completed: 3/29/2022 8:34 AM

Primary applicant details

Name: Trustee 1 Example
Contact number: 0400 000 000
Email address: Example@email.com.au

Investment Option(s) selected

Accumulation – Australian Shares – Indexed

Electronic Verification (EV) status

Trustee 1 Example **This individual failed the EV process**
Trustee 2 Example **This individual failed the EV process**
Trustee 3 Example **This individual failed the EV process**

Next Steps

1. Please log into your [SMI Adviser Portal](#) to upload certified copies of identification (ID) document for your clients who have failed the EV process. This can include a certified copy of driver license or passport.

You can upload your client's ID documents in the documents section of application, which is accessible by clicking your client listing in the adviser portal.

Alternatively, the primary applicant listed on this email can also upload a certified copy of the required ID documents.

2. Once the documents have been reviewed and approved, both you and your client will receive confirmation of the SMI account being set up. Upon receipt of that email, please instruct your client to immediately make the payment for the initial investment using the details below.

Make your payment with BPAY®



Bill Code: 266684
Customer Reference Number: 98 46781804
Investment Amount: \$10,000

Please refer to the [Additional Information Brochure](#) for alternative payment options.

In the meantime, if you have any questions contact us on 1300 350 819.

Kind regards,
Hostplus

® Registered to BPAY Pty Ltd ABN 69 079 137 518

This information contains general advice only and does not take into account your personal objectives, financial situation or needs. You should consider if this information is appropriate for you in light of your circumstances before acting on it. Please read the Hostplus Self-Managed Invest (SMI) Product Disclosure Statement (PDS), available at www.hostplus.com.au/smi before making a decision about Hostplus SMI.

Please don't reply to this email, if you have any questions, please call us on 1300 350 819.

Hostplus Self-Managed Invest (SMI) is issued by Host-Plus Pty Limited ABN 79 008 634 704, AFSL 244392 as trustee for the Hostplus Pooled Superannuation Trust (PST) ABN 13 140 019 340.

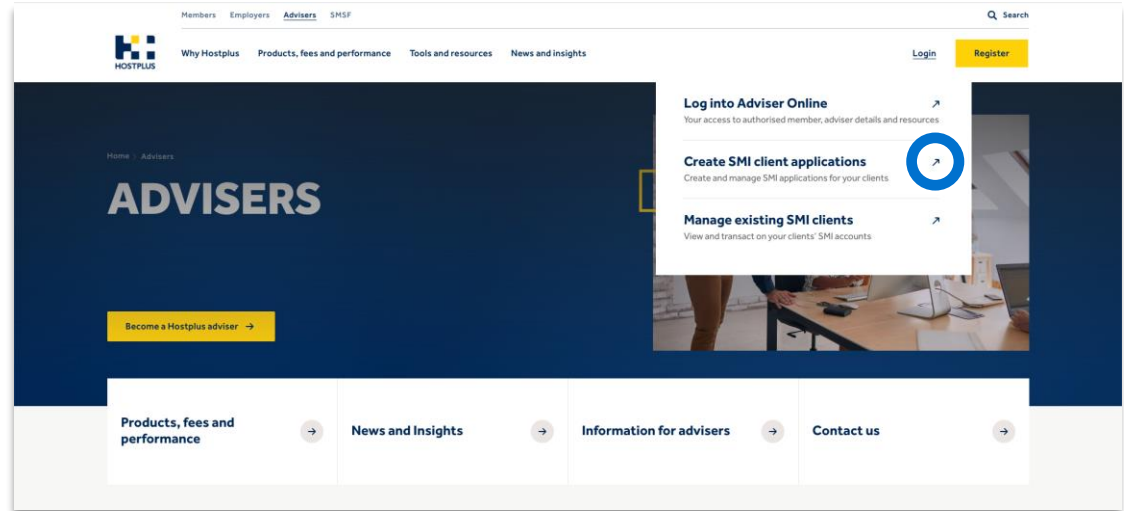


1.2 Corporate trustee application

After successfully registering as a Hostplus SMI adviser, Advisers can access the Corporate Trustee online application form by logging into the Hostplus SMI Application Portal:

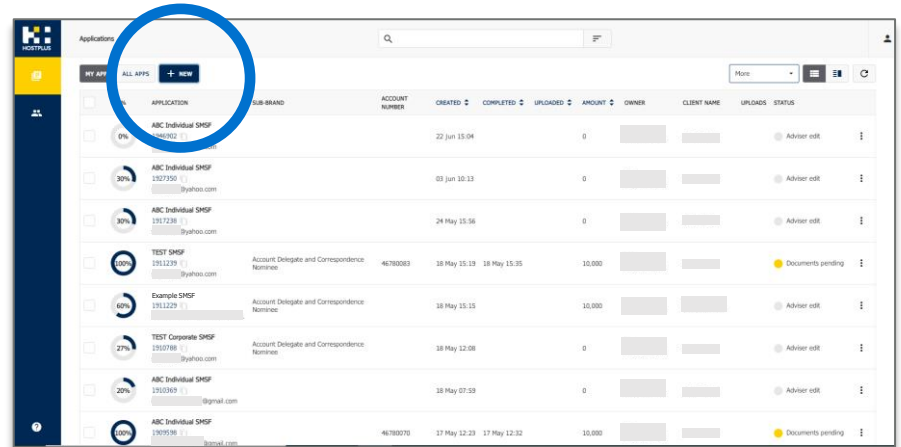
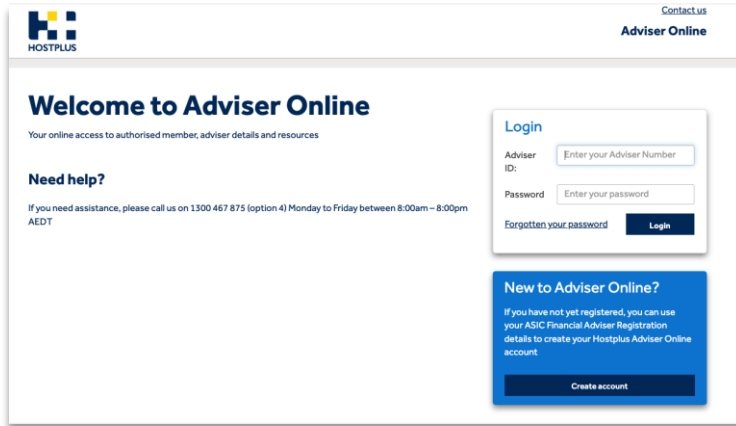
<https://hostplus.com.au/advisers>

1. To start a new application form, click on **Login**, then click on **Create SMI client applications**.



- 1. You will be directed to an adviser login screen. Enter your application creation login details to access the application portal.

- 2. Click on **+NEW** to create a new application.



3. Select **Corporate Trustee** and click **Next**.

HOSTPLUS

Welcome to Hostplus Self-Managed Invest

It only takes a few minutes to apply.

To complete the online application, you will need access to the following information and documents:

- Access to the ABN, contact and banking details of the super fund (corporate trustee will also require details of the ACN).
- Access to the contact details (phone and email) and identification details (driver's licence, passport or medicare) for each trustee/director.
- Please note, each applicant must have a unique Australian mobile number and email address. If these are not available, please contact us on **1300 350 819**.
- Individual trustee(s) will also need to upload a copy of the fully executed Trust Deed showing the names of all current individual trustees.

All applicants are also required to have read and understood all relevant compliance and disclosure documents including the [Financial Services Guide](#), [Product Disclosure Statement](#), [Privacy Policy](#) and [Data Handling Statement](#).

If you don't have access to any of the required information or documents, or need assistance, please contact us on **1300 350 819**.

Account type

Select your trustee type from the two options listed below.

Corporate Trustee
I am a director of the company which is the trustee of the SMSF making this application

Individual Trustee(s)
I am a trustee of the SMSF making this application

Cancel **Next**

4. Complete **Primary Applicant** details including the **ACN** and click **Find company**.

HOSTPLUS

Basic Details > Account Details > Submit >

Basic Details

Please nominate a primary applicant to complete this application.
The primary applicant will receive a link to resume the application and details of your Hostplus account.

Title * Mr

First name (no abbreviations) * Trustee 1

Surname * Example

Date of birth * 30/06/1982

Email address * Example@examplesuperfund.com.au

Confirm email address * Example@examplesuperfund.com.au

Mobile phone * 0400000000

Home phone Area - Number

Work phone Area - Number

Prepopulate your company trustee details

Company information for Australian companies can be prepopulated if the company is registered with the Australian Securities and Investments Commission (ASIC) and this information is available.

Australian Company Number (ACN) * 123456789

Find company

Restart **Next**

- After clicking **Find Company** the bottom part of the screen updates to this view.

5. Complete **Superannuation Fund** details, and click **Next**

Prepopulate your company trustee details


Company information for Australian companies can be prepopulated if the company is registered with the Australian Securities and Investments Commission (ASIC) and this information is publicly available.

Australian Company Number (ACN) *

Find company

Company found: EXAMPLE PTY LTD (registered)

[Restart](#) **Next**



[Corporate Trustee >](#) [Account details >](#) [Personal details >](#) [Review >](#) [Submit >](#)

Superannuation fund (SMSF) details

Fund

Full name of the fund *

Australian Business Number (ABN) *

[Save and continue later](#) **Next**

i The following screen pre-populates.

6. Click **Next** to continue.

Corporate Trustee > Account details > Personal details > Review > Submit >

Company Details

Company Details

Full name of company * EXAMPLE PTY LTD

Company type Proprietary

Australian Company Number (ACN) * 123456789

Australian Business Number (ABN) 9876543210

Foreign entity for tax purposes No

Registered office address
(This cannot be a PO Box)

Start typing your address Enter your address...

Street number and name * 1 Fictional Street

Suburb * Sydney

State * NSW

Post code * 2000

Country Australia

Principal place of business address
(This cannot be a PO Box)

Same as registered office address

Back Save and continue later Next

7. Complete **Director details** and click **Next** to continue.

i Click **Add another director** to add all directors.

Corporate Trustee > Account details > Personal details > Review > Submit >

Director details

Please provide the names of all directors.

Title * Mr

First name (no abbreviations) * Trustee 1

Middle name

Surname * Example

Authority level * Account authority

Title * Mr

First name (no abbreviations) * Trustee 2

Middle name

Surname * Example

Authority level * Information only authority

Add another director Remove last director

Back Save and continue later Next

8. Complete **Investment instructions** and click **Next**

- 1 Minimum investment is \$10,000, including a \$240 joining fee
- 2 A minimum of \$5,000 per investment applies
- 3 Be sure to select the correct units – Accumulation or Pension

Investment instructions


You will need a minimum initial investment of \$10,000 (including a \$240 joining fee) to set up your Hostplus Self-Managed Invest account. A minimum of \$5,000 per investment option also applies.

You can only select pension units if a member of your SMSF is in the pension phase. If you are currently in the Transition to Retirement (TTR) phase, you can only invest in accumulation units.

Fund	Investment amount	Joining fee	Net investment amount
Accumulation - Australian Shares - Indexed	\$ 10,000	\$ 160	\$ 9,840
Accumulation - Balanced	\$ 5,000	\$ 80	\$ 4,920
Accumulation - Diversified Fixed Interest - Indexed	\$	\$ 0	\$ 0
Accumulation - Indexed Balanced	\$	\$ 0	\$ 0
Accumulation - Infrastructure	\$	\$ 0	\$ 0
Accumulation - International Shares - Emerging Markets	\$	\$ 0	\$ 0
Accumulation - Property	\$	\$ 0	\$ 0
Pension - Australian Shares - Indexed	\$	\$ 0	\$ 0
Pension - Balanced	\$	\$ 0	\$ 0
Pension - Diversified Fixed Interest - Indexed	\$	\$ 0	\$ 0
Pension - Indexed Balanced	\$	\$ 0	\$ 0
Pension - Infrastructure	\$	\$ 0	\$ 0
Pension - International Shares - Emerging Markets	\$	\$ 0	\$ 0
Pension - Property	\$	\$ 0	\$ 0
Total amount to be invested	\$ 15,000	\$ 240	\$ 14,760

Back Save and continue later **Next**

9. Complete the **Product Suitability Questions** and click **Next**



Product Suitability Questions

Individual Trustee(s) > Account details > Personal details > Review > Submit >

Please answer the following questions in relation to the product(s) you have selected.

All questions must be answered.

Has the investor received financial product advice provided in relation to this investment in Hostplus SMI?

Yes
 No

What percentage of the SMSF investment portfolio does the investment in Hostplus SMI comprise?

Greater than 75%
 Between 25% - 75%
 Less than 25%

What is the expected timeframe of the investor's investment in Hostplus SMI?

Greater than 7 years
 Between 5 - 7 years
 Less than 5 years

What is the investor's appetite for risk?

High - Very High
 Medium - High
 Low - Medium
 Very Low - Low

Back Save and continue later **Next**

10. Complete **SMSF banking details** and click **Next**.

The screenshot shows the 'SMSF banking details' form. At the top left is the Hostplus logo. A navigation bar contains: Individual Trustee(s) > Account details > Personal details > Review > Submit >. The 'Account details' step is highlighted. The form title is 'SMSF banking details'. Below the title is a note: 'Please note that Hostplus does not permit third party payments. The bank account name must be in the name of the SMSF and must be an Australian bank account.' The form has four input fields: 'Account name *', 'Bank or financial institution name *', 'BSB *', and 'Bank account number *'. At the bottom are three buttons: 'Back', 'Save and continue later', and 'Next'.

11. Complete the Trustee details for all trustees, then click **Next**.

The screenshot shows the 'Individual details' form. At the top left is the Hostplus logo. A navigation bar contains: Individual Trustee(s) > Account details > Personal details > Review > Submit >. The 'Personal details' step is highlighted. The form title is 'Individual details'. Below the title is a note: 'This individual has been nominated as a Trustee. Please complete the details.' The form is divided into three sections: 'Residential address', 'Identification information', and 'Contact details'. The 'Residential address' section includes fields for: Title *, First name (no abbreviations), Middle name, Surname *, Date of birth *, Property name (if applicable), Unit number, Street number, Street name *, Street type * (Please select), Suburb *, State * (Please select), and Postcode *. The 'Identification information' section includes a note: 'To proceed with the application contact 1300 350 819.' and a field for Drivers licence number *. The 'Contact details' section includes a note: 'Each individual must have their own mobile phone number and e-mail' and fields for: Mobile phone *, Home phone (Area and Number), Email address *, and Confirm email address *. At the bottom are three buttons: 'Back', 'Save and continue later', and 'Next'.

12. Review the application to ensure that information is correct and click **Next** to move to submit the application.

i If information is incorrect, click **Edit** to update.

i This screen will appear once you have successfully submitted the application for your clients.

Review application

Application details

Fund

Company Details

Company authorisation ...

Investment instructions

SMSF banking details

Product Suitability Ques...

Nomination of an Author...

Trustee 1 Example

Trustee 2 Example

Application details

Reference number	1234567
Account type	Corporate Trustee
Date created	06/07/2022 17:45
Adviser name	Jenny Adviser

Fund

Example Super Fund	Edit
Full name of the fund *	Example Super Fund
Australian Business Number (ABN) *	1234567890

Company Details


EXAMPLE PTY LTD	Edit
Full name of company *	EXAMPLE PTY LTD
Company type	Proprietary
Australian Company Number (ACN) *	1234567890
Australian Business Number (ABN)	987654321
Foreign entity for tax purposes	No

Registered office address Edit

Submit application

When you submit this application it will be emailed to your clients for review and approval.

Back **Submit**



Thank you for submitting this application on behalf of your client(s).

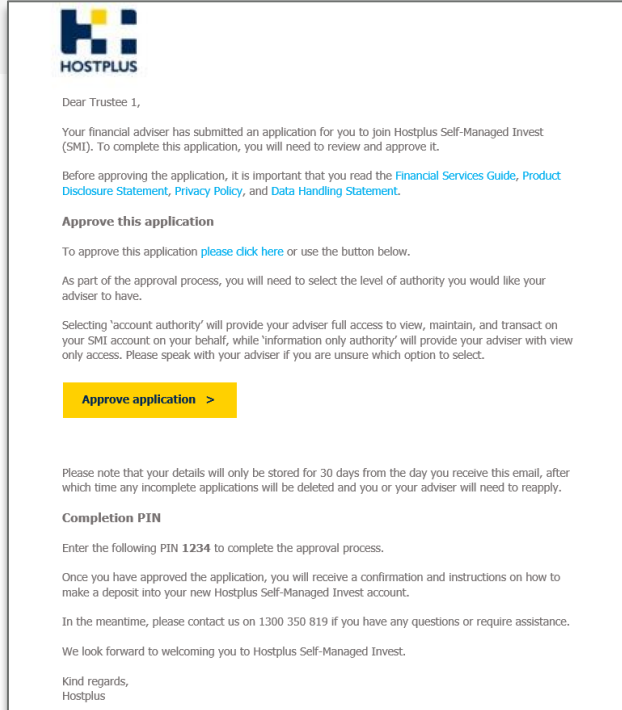
What happens next?

1. **Client application review** – we will email the application on your behalf to the primary applicant to review and accept the terms and conditions of the account. Then we will email the additional applicant(s) to approve the application.
2. **Track the application** – you can track the progress of the application in the application manager.

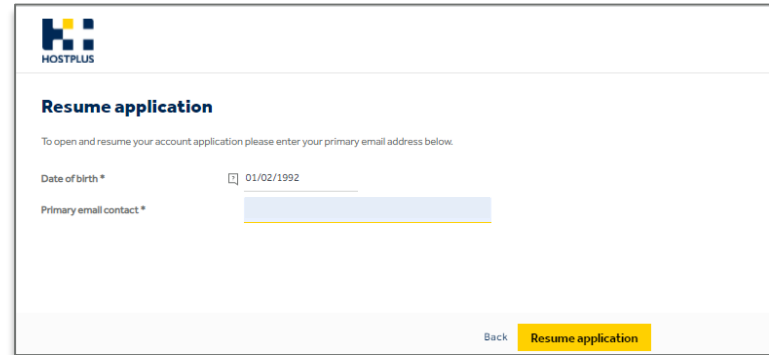
You can **re-send the approval email** to the primary applicant.
3. **Confirmation** – once the application has been completed you will receive confirmation by email.

i The Applicant will be sent a four-digit completion **PIN** via email, which is required to approve their application.

i Example of PIN email that the primary applicant receives:



13. After clicking the link in the email, the applicant will need to verify their personal details, then click **Resume application**.



14. The primary applicant needs to complete the remainder of the application before clicking **Next**.

Review application

Application details

Fund

Reference number	1234567890
Account type	Corporate Trustee
Date created	06/07/2022 17:45
Adviser name	Jenny Adviser

Fund

Example Super Fund [Edit](#)

Full name of the fund *	Example Super Fund
Australian Business Number (ABN) *	65562715967

Company Details

EXAMPLE PTY LTD [Edit](#)

Full name of company *	EXAMPLE PTY LTD
Company type	Proprietary
Australian Company Number (ACN) *	1234567890
Australian Business Number (ABN)	1234567890
Foreign entity for tax purposes	No
Registered office address	Edit

Submit application

If all the application details are correct please proceed to the applicant declaration section to complete your application.

[Back](#) [Save and continue later](#) [Next](#)

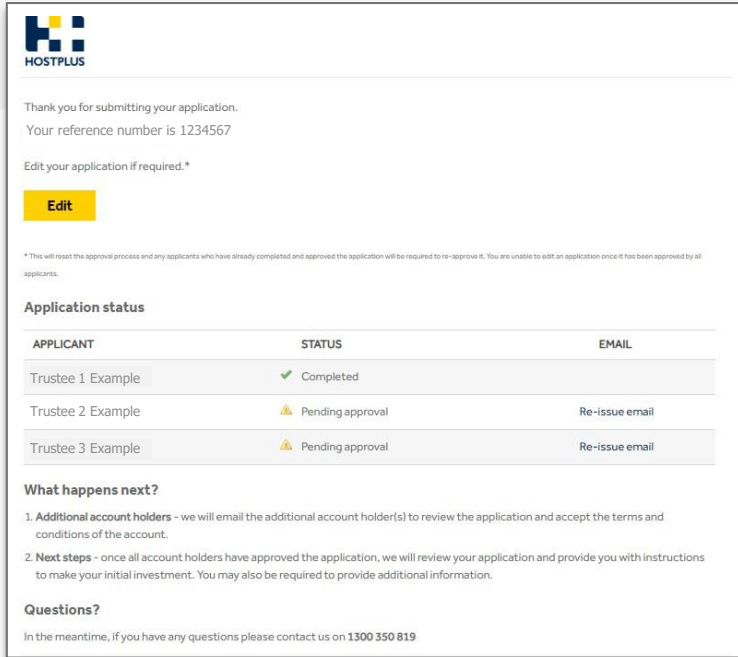
15. The primary applicant will need to:

- **Key in the 4 digit PIN from their email**
- **Accept the terms, conditions, and electronic identity verification,**
- **Select the level of adviser authority,**

then click **Submit**.

The screenshot shows two overlapping windows from the Hostplus application process. The background window is titled "Applicant declaration" and contains the following text: "An email was sent to your email address with important documents. This email also contains a completion PIN that you need to enter. Enter your completion PIN * [input field with '9526'] [Click here to re...]". The foreground window is titled "Terms and conditions" and contains the following text: "As a condition of opening your Hostplus Self-Managed Invest account, I confirm that I have read, understood and accepted the terms and conditions as detailed in the Financial Services Guide, Product Disclosure Statement, Privacy Policy and Data Handling Statement. If nominating an Authorised Representative, I authorise Hostplus to provide my Authorised Representative, their delegates and/or representatives, the requested level of authority to my Hostplus Self-Managed Invest account. This authority will remain in place until the SMSF Trustee provides Hostplus a written notification revoking this authority. Hostplus holds an absolute discretion to accept, reject or remove your nomination of an Authorised Representative (including their delegates and/or representatives). Hostplus is not obliged to provide reasons for rejecting your Authorised Representative nomination. Electronic identity verification To enable us to verify your identity, we may disclose personal information such as your name, date of birth, and address to a credit reporting agency (CRA) to obtain an assessment of whether that personal information matches information held by the CRA or accessed by the CRA (including as your agent) from its third party data sources to which your personal information may also be disclosed. The CRA may provide Hostplus, and may retain for its own use, a report on that assessment and to do so the CRA and third party data sources may use personal information about you and other individuals in their files. Alternative means of verifying you are available on request. If we are unable to verify your identity using information held by a CRA we will provide you with a notice to this effect and give you the opportunity to contact the CRA to update your information held by them or verify your identity using an alternative method acceptable to Hostplus. [checked] I accept the terms and conditions above. Financial adviser authority level Account authority - this will provide adviser full access to view, maintain and transact on your SMI account. Information only authority - this will provide adviser a view / read only access to your SMI account. I/We choose to grant our financial adviser: [checked] Account authority [] Information only authority. [Back] [Save and continue later] [Submit]

- The primary applicant will be provided with this screen after submitting the application.



HOSTPLUS

Thank you for submitting your application.
Your reference number is 1234567

Edit your application if required.*

Edit

* This will reset the approval process and any applicants who have already completed and approved the application will be required to re-approve it. You are unable to edit an application once it has been approved by all applicants.

Application status

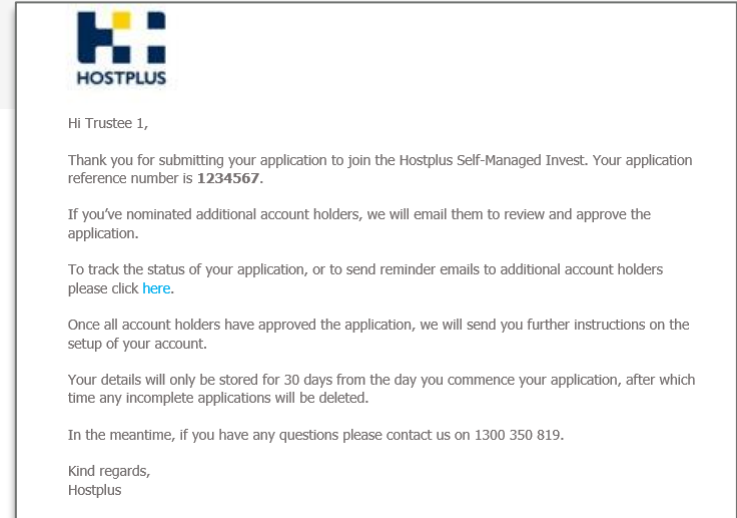
APPLICANT	STATUS	EMAIL
Trustee 1 Example	✔ Completed	
Trustee 2 Example	⚠ Pending approval	Re-issue email
Trustee 3 Example	⚠ Pending approval	Re-issue email

What happens next?

1. **Additional account holders** - we will email the additional account holder(s) to review the application and accept the terms and conditions of the account.
2. **Next steps** - once all account holders have approved the application, we will review your application and provide you with instructions to make your initial investment. You may also be required to provide additional information.

Questions?
In the meantime, if you have any questions please contact us on **1300 350 819**

- A confirmation email is sent to the primary applicant with instructions, similar to the original email they receive.



HOSTPLUS

Hi Trustee 1,

Thank you for submitting your application to join the Hostplus Self-Managed Invest. Your application reference number is **1234567**.

If you've nominated additional account holders, we will email them to review and approve the application.

To track the status of your application, or to send reminder emails to additional account holders please click [here](#).

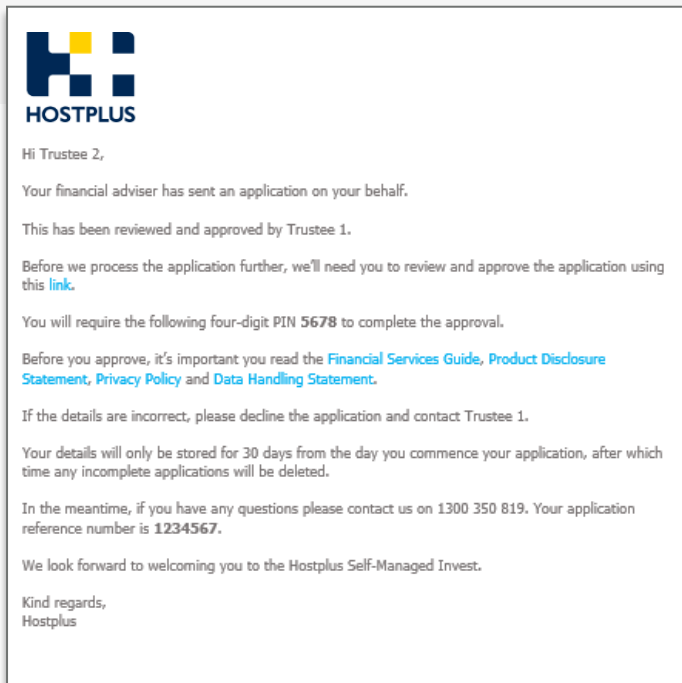
Once all account holders have approved the application, we will send you further instructions on the setup of your account.

Your details will only be stored for 30 days from the day you commence your application, after which time any incomplete applications will be deleted.

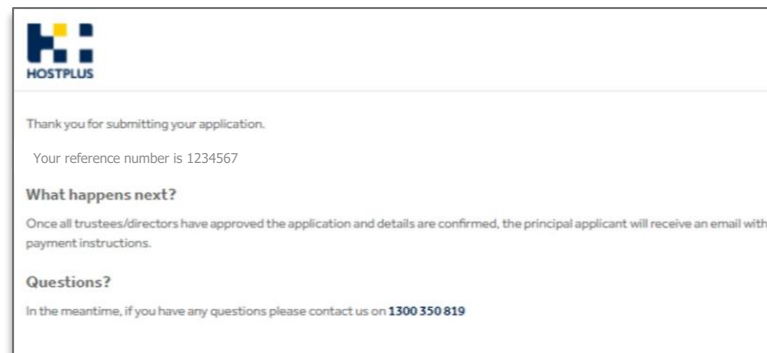
In the meantime, if you have any questions please contact us on 1300 350 819.

Kind regards,
Hostplus

i Example of PIN email that additional applicant(s) receive



- i** All secondary applicants will need to follow the same process as the primary applicant.
- i** Secondary applicants only have the ability to review the application details. If any details are incorrect, they will need to decline the application to have the details edited.
- i** Upon completion, secondary applicants will see the following completion screen.



16. Advisers can track the status of applications by logging into their application manager.

i Dashboard view

%	APPLICATION	SUB-BRAND	ACCOUNT NUMBER	CREATED	COMPLETED	UPLOADED	AMOUNT	OWNER	CLIENT NAME	UPLOADS	STATUS
70%	Example Super Fund 1234567 ...com.au			01 Jul 11:03			10,000	Jenny Adviser	Trustee 1 Example		Adviser submit

i Detailed information when clicking on the application from the dashboard.

Applications 1234567

Example Super Fund

Application ID: 1234567

Trustee 1 Example (M): 0400 000 000 Example@email.com.au

PROGRESS

70%
CREATED 01 Jul 2022 11:03

STATUS

OWNER
Adviser submit Jenny Adviser

DETAILS

SUB-BRAND	TYPE	CHANNEL	ACCOUNT NUMBER
	(corporate trustee)	Adviser	

INVESTMENT AMOUNT
10,000

APPROVAL STATUS

APPLICANT	STATUS	DATE / ACTION
Mr Trustee 1 Example	Awaiting review	RESEND EMAIL
Mr Trustee 2 Example	Pending primary applicant approval	

DOCUMENTS


Activity

- Application started 1 Jul 2022 11:03
- Adviser drafting and editing 1 Jul 2022 11:03
- Submitted to primary applicant 1 Jul 2022 11:26



Example email 1

- 1 Example of email sent to primary applicant with next steps, once all applicants have completed their reviews.



Hi Trustee 1

You're almost there. To finalise your application, you'll need to review the Verification below.

APPLICANT / ENTITY	RESULT	ACTION REQUIRED
Trustee 1. Example	Successful	No further
Trustee 2. Example	Successful	No further
Example Pty Ltd	Successful	No further
Example Super Fund	Successful	No further

¹ [View certification requirements online.](#)


Payment Instructions

Once your identification requirements have been met, please use the following details to make your initial investment into your Hostplus Self-Managed Invest account.

Your initial investment amount due: \$10,000

Using the following payment details below please transfer your initial investment amount.

Make your payment with BPAY®

 **Billers Code:** 266684
Customer Reference Number: 98 46781804

Please refer to the [Additional Information Brochure](#) for alternative payment options.

In the meantime, if you have any questions contact us on 1300 350 819.

Kind regards,
Hostplus

® Registered to BPAY Pty Ltd ABN 69 079 137 518


This information contains general advice only and does not take into account your personal objectives, financial situation or needs. You should consider if this information is appropriate for you in light of your circumstances before acting on it. Please read the Hostplus Self-Managed Invest (SMI) Product Disclosure Statement (PDS), available at www.hostplus.com.au/smi before making a decision about Hostplus SMI.

Please don't reply to this email, if you have any questions, please call us on 1300 350 819.

Hostplus Self-Managed Invest (SMI) is issued by Host-Plus Pty Limited ABN 79 008 634 704, AFSL 244392 as trustee for the Hostplus Pooled Superannuation Trust (PST) ABN 13 140 019 340.

Example email 2

- Example of email sent to the primary adviser with next steps, once all applicants have completed their reviews.



Dear Jenny Adviser,

An online application submitted by you has now been reviewed by the investors and further action is required.

The details of the application are as follows:

Application status
Application status: Electronic Verification (EV) successful

Application details
Application ID: 1234567
Started: 3/29/2022 8:00 AM
Completed: 3/29/2022 8:34 AM


Primary applicant details
Name: Trustee 1 Example
Contact number: (M): 0400 000 000
Email address: Example@email.com.au

Investment Option(s) selected
Accumulation – Australian Shares – Indexed

Electronic Verification (EV) status
Trustee 1 Example **This individual passed the EV process**
Trustee 2 Example **This individual passed the EV process**

Next Steps

Make your payment with BPAY®



Billers Code: 266684
Customer Reference Number: 98 46781804
Investment Amount: \$10,000

Please refer to the [Additional Information Brochure](#) for alternative payment options.

In the meantime, if you have any questions contact us on 1300 350 819.

Kind regards,
Hostplus

® Registered to BPAY Pty Ltd ABN 69 079 137 518

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Please don't reply to this email, if you have any questions, please call us on 1300 350 819.

Hostplus Self-Managed Invest (SMI) is issued by Host-Plus Pty Limited ABN 79 008 634 704, AFSL 244392 as trustee for the Hostplus Pooled Superannuation Trust (PST) ABN 13 140 019 340.



2. Investor portal and transacting



Investor portal and transacting

When a user logs in they have 4 options:

1

View Portfolio

2

**Transaction
History**

3

**Place
transaction**

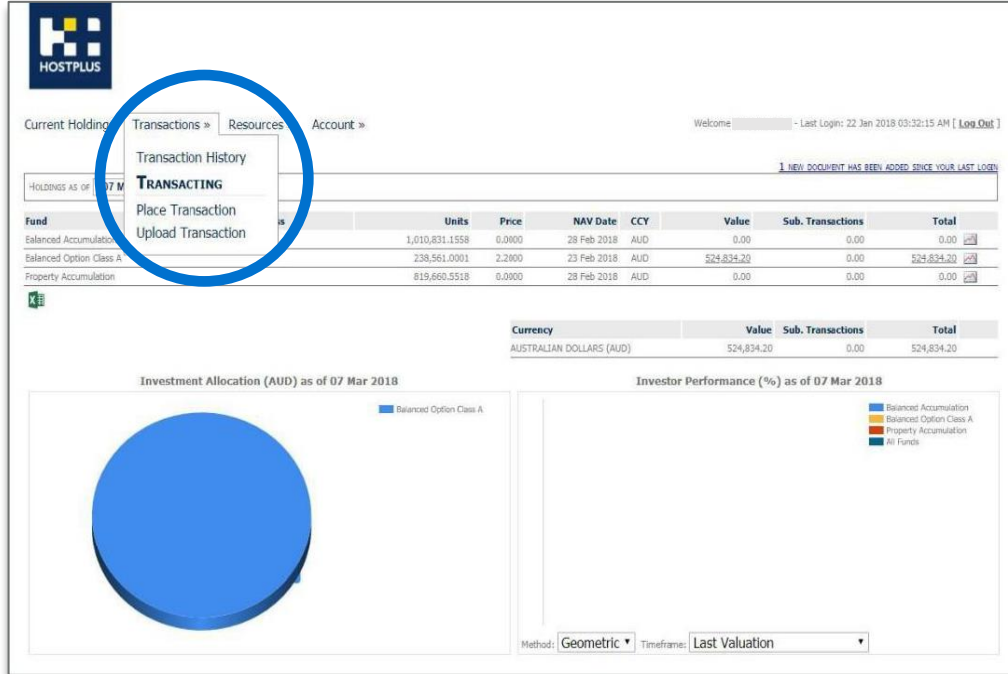
4

**Upload
transaction**
(designed for an adviser with
multiple clients and wants to do
a bulk switch)



2.1 Viewing more investment options

By clicking on the drop-down arrow, a list of available investment fund options will appear.



The screenshot displays the Hostplus investor portal interface. A blue circle highlights a dropdown menu that appears when the 'TRANSACTIONING' tab is selected. The menu options are: Transaction History, Place Transaction, and Upload Transaction. Below the menu is a table of fund holdings and a summary table.

Fund	Units	Price	NAV Date	CCY	Value	Sub. Transactions	Total
Balanced Accumulation	1,010,831.1558	0.0000	28 Feb 2018	AUD	0.00	0.00	0.00
Balanced Option Class A	238,561.0001	2.2000	23 Feb 2018	AUD	524,834.20	0.00	524,834.20
Property Accumulation	819,660.5518	0.0000	28 Feb 2018	AUD	0.00	0.00	0.00

Currency	Value	Sub. Transactions	Total
AUSTRALIAN DOLLARS (AUD)	524,834.20	0.00	524,834.20

Investment Allocation (AUD) as of 07 Mar 2018: A pie chart showing 100% for Balanced Option Class A.

Investor Performance (%) as of 07 Mar 2018: A line chart area with a legend for Balanced Accumulation, Balanced Option Class A, Property Accumulation, and All Funds. The chart area is currently empty.


Method: Geometric Timeframe: Last Valuation

2.2 Choose transaction type

The user selects an option from the drop-down list and a new prompt appears – **Transaction type.**

• There are 5 options:

- **Application** – apply for units in an option
- **Full Redemption** – full sale of all held units in an option
- **Redemption** – redeem a specified number of units or \$ value
- **Switch** – switch from one option to another nominating \$ or units
- **Full Switch** – full redemption from an option and reinvest funds into another option

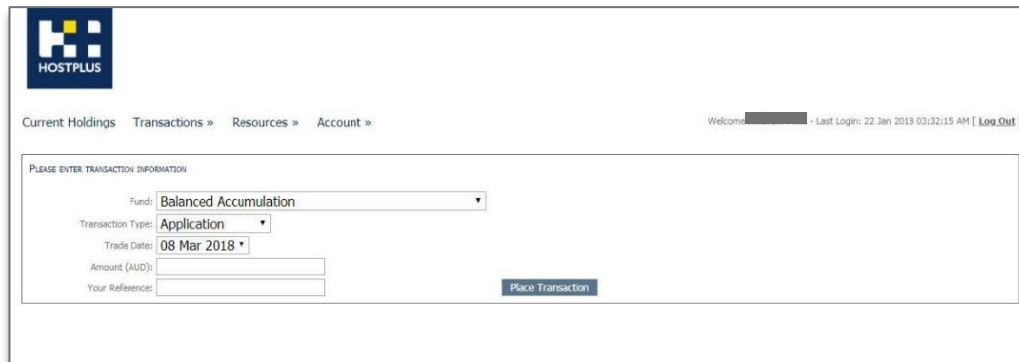


The screenshot shows the Hostplus user interface. At the top left is the Hostplus logo. Below it are navigation links: Current Holdings, Transactions >, Resources >, and Account >. On the top right, there is a user greeting: Welcome [redacted] - Last Login: 22 Jan 2018 03:32:15 AM [Log Out]. The main content area is titled "PLEASE ENTER TRANSACTION INFORMATION" and contains two dropdown menus. The first is labeled "Fund:" and is set to "Balanced Accumulation". The second is labeled "Transaction Type:" and is open, showing a list of options: Application, Full Redemption, Redemption, Switch, and Switch Full. The "Application" option is currently selected and highlighted in blue.

2.3 Application

Apply for units in an option.

- 1 Enter \$ amount to apply for unit
- 2 Once the application is placed, the investor will receive an email with funding instructions



The screenshot shows the HOSTPLUS web interface. At the top left is the HOSTPLUS logo. Below it are navigation links: Current Holdings, Transactions » (selected), Resources », and Account ». On the top right, there is a user greeting: Welcome [redacted] - Last Login: 22 Jan 2018 03:32:15 AM [Log Out]. The main content area is titled 'PLEASE ENTER TRANSACTION INFORMATION' and contains the following fields:

- Fund: Balanced Accumulation (dropdown menu)
- Transaction Type: Application (dropdown menu)
- Trade Date: 08 Mar 2018 (dropdown menu)
- Amount (AUD): [text input field]
- Your Reference: [text input field]

A 'Place Transaction' button is located at the bottom right of the form area.

2.4 Full redemption

Full sale of all held units in an option.

- Full redemption will prefill the units and current NAV value for the investor. The NAV is based on today's value and is not what the investor will receive as the full redemption value will be based on tomorrow's price.



The screenshot displays the HOSTPLUS web interface for a full redemption transaction. At the top left is the HOSTPLUS logo. Below it are navigation links: Current Holdings, Transactions » (selected), Resources », and Account ». On the top right, there is a user greeting: Welcome [redacted] Last Login: 22 Jan 2018 03:32:15 AM [Log Out].

The main form area is titled "PLEASE ENTER TRANSACTION INFORMATION" and contains the following fields:

- Fund:
- Transaction Type:
- Trade Date:
- Unit Holdings: Nav Value:
- Your Reference:

A "Place Transaction" button is located at the bottom right of the form.

2.5 Redemption

Redeem a specified number of units or \$ value.

- 1 For redemption the system will prefill the units and current NAV value for the investor. The user may nominate to redeem units or \$ amount by selecting from the drop down. The default (shown) is the amount option.
- 1 NAV is based on today's value and is not what the investor will receive, if they selected the units option as that redemption will be based on tomorrow's price.
- 1 For a \$ amount redemption the investor will receive the \$ amount requested.

The screenshot shows the HOSTPLUS web interface for a redemption transaction. At the top left is the HOSTPLUS logo. Navigation links include 'Current Holdings', 'Transactions >', 'Resources >', and 'Account >'. A user greeting 'Welcome [redacted]' and a login timestamp 'Last Login: 22 Jan 2018 03:32:15 AM [Log Out]' are visible on the right. The main form area is titled 'PLEASE ENTER TRANSACTION INFORMATION' and contains the following fields:

- Fund: **Balanced Accumulation** (dropdown menu)
- Transaction Type: **Redemption** (dropdown menu)
- Trade Date: **08 Mar 2018** (dropdown menu)
- Unit Holding: **1,010,831.1558** (text input)
- NAV Value: **1,288,809.72** (text input)
- Amount or Units: **Amount** (dropdown menu)
- Amount (AUD): (empty text input)
- Your Reference: (empty text input)

A 'Place Transaction' button is located at the bottom right of the form area.

2.6 Switch

Switch from one option to another nominating \$ or units.

- 1 For a switch the user selects a **“From”** fund. The system shows the available units and NAV for the investor. The user then nominates the **“To”** fund.
- 1 As for a redemption the user may nominate units or amount for the basis of the switch as the transaction is actually a redemption from the **“From”** fund and an application into the **“To”** fund.
- 1 The redemption comments (above) apply.



The screenshot displays the Hostplus website interface for a 'Switch' transaction. At the top left is the Hostplus logo. The navigation menu includes 'Current Holdings', 'Transactions >', 'Resources >', and 'Account >'. The user is logged in, with a welcome message and a 'Log Out' link. The main form is titled 'PLEASE ENTER TRANSACTION INFORMATION' and contains the following fields:

- Fund: **Balanced Accumulation** (dropdown menu)
- Transaction Type: **Switch** (dropdown menu)
- Trade Date: **08 Mar 2018** (dropdown menu)
- Unit Holdings: **1,010,831.1558** (text input) | Nav Value: **1,288,809.72** (text input)
- Switch Fund: **Indexed Balanced Accumulation** (dropdown menu)
- Amount or Units: **Amount** (dropdown menu)
- Amount (AUD): (text input)
- Your Reference: (text input)

A 'Place Transaction' button is located at the bottom right of the form.

2.7 Full switch

Full redemption from an option and reinvest funds into another option.

- 1 Full Switch works like a full redemption and reinvestment of the proceeds into a new fund. Note that the user is not prompted for amount or units.



The screenshot displays the HOSTPLUS web interface for a 'Full Switch' transaction. The page includes a navigation menu with 'Current Holdings', 'Transactions', 'Resources', and 'Account'. A user login bar shows 'Welcome [redacted] - Last Login: 22 Jan 2018 03:32:15 AM [Log Out]'. The main form area is titled 'PLEASE ENTER TRANSACTION INFORMATION' and contains the following fields:

- Fund: Balanced Accumulation
- Transaction Type: Switch Full
- Trade Date: 08 Mar 2018
- Unit Holding: 1,010,831.1558
- Nav Value: 1,288,809.72
- Switch Fund: Indexed Balanced Accumulation
- Your Reference: [empty field]

A 'Place Transaction' button is located at the bottom right of the form.

2.8 Placing a transaction

Once the user is satisfied with their request, they click on the **Place Transaction** button.

- 1 After clicking on the **Place Transaction** button, the following screen will display
- 1 The user is presented with a confirmation screen with three tabs:
 - **Details** – details of the requested trade
 - **Warnings**
 - **Errors** – trade cannot proceed because of these errors

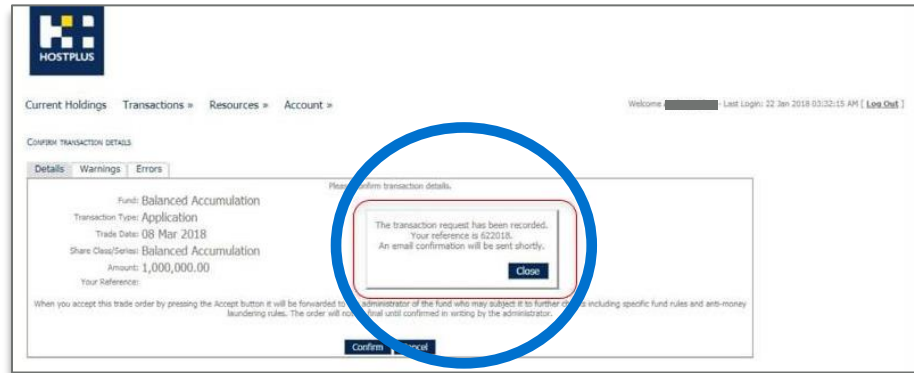
The top screenshot shows the 'PLEASE ENTER TRANSACTION INFORMATION' form. The fields are: Fund: Balanced Accumulation, Transaction Type: Application, Trade Date: 08 Mar 2018, Amount (AUD): 1,000,000.00, and Your Reference: [empty]. A blue circle highlights the 'Place Transaction' button.

The bottom screenshot shows the 'CONFIRM TRANSACTION DETAILS' screen. The 'Details' tab is active, displaying the transaction information: Fund: Balanced Accumulation, Transaction Type: Application, Trade Date: 08 Mar 2018, Share Class/Series: Balanced Accumulation, Amount: 1,000,000.00, and Your Reference: [empty]. A 'Confirm' button is visible at the bottom.

2.9 User confirmation

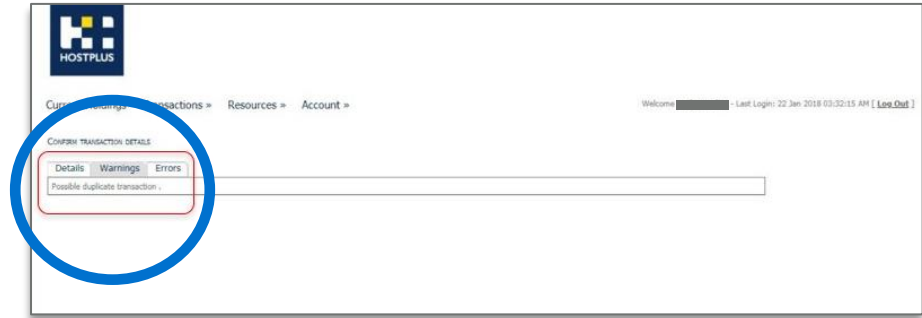
The user receives a **confirmation box** with a reference number and client receives an **email confirmation**.

- 1 For each transaction type a confirmation email will be generated to all beneficial owners and the Investor's Adviser if they have one set up.



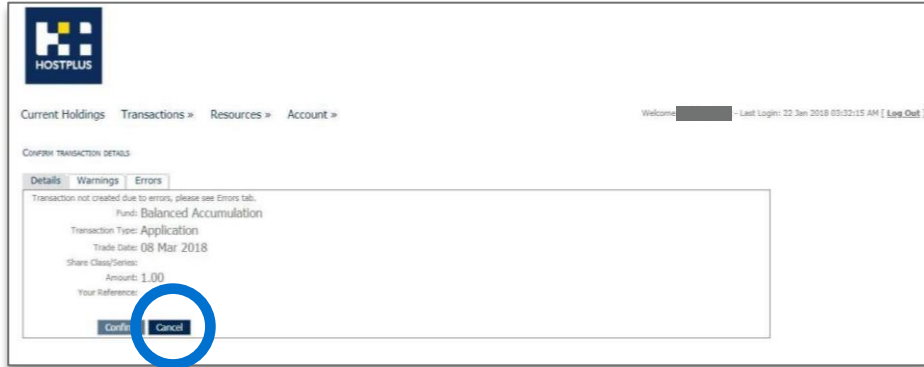
2.10 Warnings

For the purpose of this example, a second trade (the same as the first trade) has been placed for the investor. The system has issued a warning that this may be a duplicate trade, but you are able to proceed by clicking on the details tab, then clicking confirm.



2.11 Errors

- 1 If a user receives an error message, they will be unable to proceed with the trade. In this instance, the trade amount falls below the minimum trade size limit set for Hostplus.
- 1 To exit, the user clicks on the **Details** tab and then clicks on **Cancel**.



2.12 Cancelling Transactions

If you click cancel, the system will take you back to the Transaction screen.



The screenshot displays the HOSTPLUS web application interface. At the top left is the HOSTPLUS logo. Below it, a navigation menu includes "Current Holdings", "Transactions >", "Resources >", and "Account >". On the right side, there is a user greeting "Welcome [redacted]" and a "Last Login: 22 Jan 2018 03:02:15 AM [Log Out]" link. The main content area is titled "PLEASE ENTER TRANSACTION INFORMATION" and contains a "Fund:" label followed by a dropdown menu.

2.13 Upload Transactions

Upload Transactions enables users to upload an Excel file containing multiple trade instructions.



The screenshot shows the Hostplus web interface for uploading transactions. At the top left is the Hostplus logo. Below it is a navigation menu with links for 'Current Holdings', 'Transactions »', 'Resources »', and 'Account »'. On the top right, there is a user greeting 'Welcome [redacted]' and a login timestamp 'Last Login: 22 Jan 2018 03:32:15 AM' with a 'Log Out' link. The main content area is titled 'PLEASE UPLOAD TRANSACTION FILE' and contains the instruction: 'Upload file size is limited to 4MB, upload file format can be Excel (.xls, .xlsx), Comma separated (.csv) or Tab delimited text (.txt) file.' Below this instruction is a file selection area with a 'Choose File' button, the text 'No file chosen', and an 'Upload Transaction File' button. To the right of the file selection area is a 'Download Template File:' label, a dropdown menu, and a 'Download' button.



We're here to help.

Contact Hostplus:

Email info@hostplus.com.au

Phone 1300 467 875 (option 4)

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