



Colonial First State – Change of Details Form

Please phone Colonial First State Investor Services on **13 13 36** with any enquiries.

Please complete this form using **BLACK INK** and print well within the boxes in **CAPITAL LETTERS**. Mark appropriate answer boxes with a cross like the following **X**. Start at the left of each answer space and leave a gap between words.

1. INVESTOR DETAILS

Managed Investment Funds account number

0 9 0

Cash Management Trust/Premier CMT account number

0 8 2 1 5 4

INVESTOR 1 OR COMPANY/PARTNERSHIP

Title

Mr Mrs Miss Ms Other

Given name(s)

Surname/Company/Partnership name

INVESTOR 2

Title

Mr Mrs Miss Ms Other

Given name(s)

Surname

2. USE THIS SECTION TO UPDATE YOUR CONTACT DETAILS

Only complete items that require changing

Postal address

Unit number Street number P.O. Box Street name

Suburb State Postcode

Country

Work phone number Home phone number Fax number Mobile phone number

Email address

3. USE THIS SECTION TO PROVIDE YOUR TAX FILE NUMBER (TFN)

(Tax codes are explained in the important information)

Investor 1 or Company TFN

Code: TFN:

or Exemption (Please state full name of benefit – see back section)

or Exemption (Please state full name of benefit – see back section)

If not an Australian resident, what is the country of residence for tax purposes?

4. USE THIS SECTION TO PROVIDE YOUR INCOME AND DISTRIBUTION METHOD

Your nomination in this section overrides previous nominations. Only one method can be selected and this will apply to all funds you invest in. We automatically reinvest your income unless you tell us otherwise, please cross (X) one:

- Reinvested as additional units
- Credited to my Colonial First State Premier CMT, Colonial First State Cash Management Trust, Australian financial institution account shown in **section 5**

I/we acknowledge that direct deposits not accepted by my/our bank, building society or credit union will be reinvested as additional units.

5. USE THIS SECTION TO PROVIDE YOUR BANK ACCOUNT DETAILS

You can only nominate a bank account that is held in your name(s). If you wish to nominate a bank account that is held in different name(s) you will have to complete a separate direct debit authority form.

This nominated bank account will be credited with distribution and/or withdrawal payments if you have selected these options.

- Please also update my regular investment plan with these new bank account details.

Name of Australian financial institution

Branch name

Branch number (BSB)

Account number

 —

Account name

Please note that by providing bank details in this section you authorise Colonial First State to retain these details for all future transaction requests that you nominate. Please see the terms and conditions in the current Product Disclosure Statement (PDS).

6. USE THIS SECTION TO UPDATE OR CHANGE YOUR ACCOUNT NAME

INVESTOR 1

Title

Mr Mrs Miss Ms Other

Given name(s)

Surname

Date of birth

 / /

INVESTOR 2

Title

Mr Mrs Miss Ms Other

Given name(s)

Surname

Date of birth

 / /

If your name has changed, please attach a copy certified by a Justice of the Peace, solicitor or notary of the documentation by which you registered your change of name, such as marriage Certificate or Deed Poll, or in the case of a company, the Certificate of Change of Name. If a change of name results in transfer of ownership of the account, this advice will constitute a withdrawal of funds from the account, and a new application form must be completed and provided in the name of the new investor, together with a transfer form.

Important information about changing your account details

How do I change my account details?

As an investor with Colonial First State there are a number of ways you can make changes to your account including over the internet, by phone, letter, fax or by using the pre-printed form attached.

The following circumstances may constitute a change of account details:

- Updating your contact details (address, phone number etc)
- Changing or providing your Tax File Number
- Updating your income distribution method
- Changing your Australian financial institution account
- Updating or changing your account name

How do I provide my TFN?

This section will assist you in completing **section 3** of the attached form.

- Individual: Write **'I'** in the small box, then your TFN.
- Organisations not required to lodge a tax return: Write **'N'** in the small box, then the reason for exemption in the space.
- More than one person or organisation: Write **'J'** in the small box, then the TFNs of two investors only. Give details of people with a TFN before details of people who are exempt.
- Companies (C) or partnerships (P): Write **'C'** or **'P'** in the small box, then the company or partnership TFN.
- Super Funds (S) or Trusts (T): Write **'S'** or **'T'** in the small box, then the Super Fund or Trust TFN.
- Exemptions: Write the full name of the benefit you receive, eg Age Pension, Service Pension, Wife's Pension, Carer's Pension, Widow B Pension, Sole Parent's Pension, Special Benefit, Rehabilitation Allowance, Disability Support Pension or Special Needs Pension.

For further details on providing your tax file number, please refer to the current PDS.

Please phone Colonial First State Investor Services on 13 13 36 or send an email to contactus@colonialfirststate.com.au with any questions.

Direct debit customer service agreement

Our commitment to you

- We will send you regular transaction statements in addition to the initial confirmation of your drawings.
- Where the due date for a drawing falls on a non-business day, we will draw the amount on the next business day.
- We will provide written notice of any proposed changes to your drawing arrangement, providing no less than 14 days notice.
- We may charge you a dishonour fee for drawings that are returned unpaid by your financial institution, and may terminate your direct debit arrangement if drawings are returned unpaid three times in any 12-month period. Where drawings are returned unpaid we will arrange with you an alternate payment method.
- We will keep all information provided by you, and details of your nominated account at the financial institution, private and confidential.
- We will investigate and deal promptly with any queries, claims or complaints regarding debits, providing a response within 20 business days.

Your commitment to us

- It is your responsibility to check with your financial institution prior to completing the direct debit request, that direct debiting is available on that account.
- It is your responsibility to ensure that the authorisation on the direct debit request is identical to the account signing instruction held by the financial institution of the nominated account.
- It is your responsibility to ensure at all times that sufficient funds are available in the nominated account to meet a drawing on the due date for payment.
- It is your responsibility to advise us if the account nominated by you to receive the drawings is altered, transferred or closed.
- It is your responsibility to arrange with us a suitable alternate payment method if the drawing arrangements are stopped either by you or the nominated financial institution.
- It is your responsibility to meet any charges resulting from the use of the direct debit system. This may include fees charged by us as a result of drawings returned unpaid.

Your rights

- You may request to defer or alter the agreed drawing schedule, by giving written notice to us. Such notice should be received by us at least five business days prior to the due date for the next drawing.
- You may cancel the direct debit arrangement at any time by giving written notice to us. Such notice should be received by us at least five business days prior to the due date for the next drawing. Your nominated financial institution may also accept a request to cancel your direct debit arrangement with us.
- All transaction disputes, queries and claims should be raised directly with us. We will provide a verbal or written response within 20 business days from the date of the notice. If the claim/dispute is successful, we will reimburse you by way of cheque or electronic credit to your nominated account.

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