

Authorised Operator Form

This Authorised Operator Form can be used to appoint change or delete authorised operator access.

Adelaide Cash Management Trust (Trust) accounts opened through an adviser gives the adviser automatic limited access operator on your Trust account and they may receive information online or via the phone but are unable to perform any transactions. You may increase the level of authority of your financial adviser by appointing them as a full access operator on your investment.

You may wish to appoint an alternate person, partnership or company as an authorised operator. Full access authorised operators are required to complete the identification requirements in step 7. An authorised operator is able to act on behalf of an Investor in all or some (depending on their level of authority) matters relating to the Trust.

For further information on authorised operators and the terms and conditions associated you should read section 9 of the PDS and the terms and conditions in the Investor Acknowledgement – Authorised operator section on page 6 of this Form.

The types of functions your authorised operator(s) can perform on your investment will depend on whether they have limited or full access on your investment as per below table:

Function	Limited access	Full access*
Access personal and financial information relating to your Trust account	✓	✓
View commission details ¹	✓	✓
View your Trust account details online	✓	✓
Receive copies of periodic statements	✓	✓
Advise Sandhurst of your tax file number	✓ ¹	✓
Instruct Sandhurst to change your personal details	✓ ¹	✓
Withdraw some or all of your units	✗	✓
Order and incur charges for statements	✗	✓ ²
Close your Trust account	✗	✓

¹ This function is only available to your financial adviser

² Charges apply to requests for interim and duplicate statements, statements of interest, closing details and transaction summaries.

How to complete the Form

Use the table below as a guide on which sections to complete to appoint, change or delete access for, as it depends on who you are/aren't authorising.

Please contact us directly to appoint, change, or delete a company or partnership as a full access authorised operator.

Authorised operators may also cancel their own authorised operator status at any time by contacting us, however they cannot appoint or remove other authorised operators on your Trust account.

Complete sections below to appoint, change or delete authorised operator access for any of these entities:		Financial adviser	Individual(s)	Company / Partnership
1	Account holder details	✓	✓	✓
2	Financial adviser access	✓	✗	✗
3	Individual(s) access	✗	✓	✗
4	Company / Partnership access	✗	✗	✓
5	Account operation	✓	✓	✓
6	Declaration and Signature	✓	✓	✓
7	AML/CTF Identification Documents	✓	✓	✓

✓ Mandatory

✗ Not required to be completed

Completed original Form, initial investment and necessary identification documents to be forwarded to:

Sandhurst Trustees Limited
Adelaide Cash Management Trust
GPO Box 1048
Adelaide SA 5001

If you need assistance completing this Form please contact our Customer Call Centre on 1800 224 124.

Adelaide Cash Management Trust Authorised Operator Form

Please use BLOCK capital letters and tick ✓ boxes where applicable.

Step 1. Account holder details

The changes contained within this form are to be applied to the following Trust account:

Full legal name (given name, middle name(s), family name)

Account number

Step 2. Financial adviser access

To appoint, change or delete level of access of your financial adviser firm

Full access

- Yes, I/we wish to appoint my/our financial adviser firm/dealer group whose stamp appears on this form to fully operate this Trust account through their partners, officers, employees, agents and service providers.

Please have your financial adviser complete 'Adviser use only' section below

Limited access

- Please appoint/change my financial adviser firm/dealer group whose stamp appears on this form to have limited operator access.

Please have your financial adviser complete 'Adviser use only' section below

Delete access

- Please cancel the authority of my dealer group/financial adviser firm.

Please note: cancelling financial adviser authority means they will no longer be noted on your Trust account.

Estate of the late Trust accounts only – full access operator appointment

- Yes, I/we authorise my/our financial adviser/dealer group whose stamp appears on this form to act as my/our agent and to be appointed as a full access operator on this Trust account. I/We also acknowledge that by appointing an agent that I/we will no longer have access to this Trust account.

Please note: all executors must sign this form and will be removed from the Trust account. All future requests must be facilitated via the appointed agent.

Adviser use only – If you do not have a distribution agreement, please contact us on 1800 224 124.

Dealer group name

Dealer group AFSL

Adviser contact email

Adviser full name

Adviser contact phone number

By signing this section, I acknowledge and confirm that I have identified the applicants(s) in accordance with the applicable 'Know Your Customer' Identification Documentation requirements. Please note, unless the Dealer group has entered into an agreement with Sandhurst in respect of AML/CTF obligations, certified copies of identification documents need to be sent to us along with the completed Form.

Adviser Signature

Date

Dealer group/Adviser stamp

Step 3. Individual(s) access

To appoint, change or delete level of access of individual authorised operators

An individual must be 18 or older to be appointed as an authorised operator.

Name of authorised operator

Type of access (please ✓) Full* Limited Delete

Full legal name (given name, middle name(s), family name)

Residential address (PO Box is NOT acceptable)

Suburb

State Postcode Country

<input type="text"/>	<input type="text"/>	<input type="text"/>
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Date of birth Occupation

<input type="text"/>	<input type="text"/>
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Preferred contact phone number Other phone number

<input type="text"/>	<input type="text"/>
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Signature of authorised operator

Name of authorised operator

Type of access (please ✓) Full* Limited Delete

Full legal name (given name, middle name(s), family name)

Residential address (PO Box is NOT acceptable)

Suburb

State Postcode Country

<input type="text"/>	<input type="text"/>	<input type="text"/>
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Date of birth Occupation

<input type="text"/>	<input type="text"/>
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Preferred contact phone number Other phone number

<input type="text"/>	<input type="text"/>
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Signature of authorised operator

Identification documentation – refer to 'Documentation Required' in Step 7

- ▶ *Each full access authorised operator (non-titled signatory) must provide 'Individual ID documents'

Step 4. Company or partnership access

To appoint or delete a company or partnership as a limited access authorised operator

Appoint

- I/we wish to appoint the named entity as a limited access operator on this Adelaide Cash Management Trust account.

Delete

- I/we wish to cancel the named entity's limited access on this Adelaide Cash Management Trust account.

Full legal name

Preferred contact phone number

Address (PO Box NOT acceptable)

Suburb

State

Postcode

Country

<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
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(Office use only: limited access option only - Code 11)

Step 5. Account Operation

Account operating authority

Please indicate how you wish to operate your account One to sign Two or more to sign All to sign

If you do not select an option Sandhurst will assume that the 'one to sign' option will apply.

If you select 'one to sign', each of you (including any person you appoint as an authorised operator) will be able to transact on or otherwise operate your account independently of the others. Joint applications must be signed by all parties but withdrawals shall be permitted as authorised and indicated above.

If you select 'Two or more to sign' or 'All to Sign', you will not be able to operate your account using Express Line (phone banking), online banking or using a Card. You can change the account operating authority at any time by written request signed by all account holders.

Step 6. Declaration and Signature

General

You should read and understand the Adelaide Cash Management Trust Product Disclosure Statement (PDS), in particular section 9 'Authorised operators' and the terms and conditions on this form, which outline the powers of Trust account operators, including closing your Trust account and transferring monies to another Trust.

I/We:

- have read and understood the PDS and any other important information that forms part of the PDS,
- confirm that all details provided in this Form by me/us are true and correct,
- accept full responsibility for transactions conducted on my/our account by me/us and any authorised operator (authorised signatories) appointed by me/us. Upon signing this declaration I/we confirm that I/we have read, understand and agree to the authorised operator terms as set out in the Investor Acknowledgement on page 6 of this Form.

Privacy

I/We consent to providing Sandhurst and the Bendigo and Adelaide Bank Group with personal information and for Sandhurst and the Bendigo and Adelaide Bank Group to collect, use, disclose and store personal information in accordance with its privacy disclosure statement contained on page 7 in this Form.

Applicant 1 / Organisation signatory 1

Full Customer name (given name, middle name(s), family name)

Signature

(Individual or person authorised to sign on behalf of the organisation)

If signing on behalf of an organisation, please provide your title/position

Director Company Secretary Trustee Attorney

Sole Director Other, please specify:

Applicant 2 / Organisation signatory 2

Full Customer name (given name, middle name(s), family name)

Signature

(Individual or person authorised to sign on behalf of the organisation)

If signing on behalf of an organisation, please provide your title/position

Director Company Secretary Trustee Attorney

Sole Director Other, please specify:

Identification documentation – refer to 'Documentation Required' in Step 6

- ▶ Each signatory must provide 'Individual ID documents'. If signed under a Power of Attorney, you must provide a certified copy of the Power of Attorney and the 'donor' must also provide their 'Individual ID documents'

Step 7. AML/CTF Identification Documentation

Sandhurst needs to obtain identification information as required by law, including 'know your customer' requirements under anti-money laundering and counter terrorism financing legislation. For example, for an individual this will include documents that verify information such as name, residential address and date of birth.

Either original documents or certified copies can be accepted. A certified copy means a document that has been certified as a true copy of an original document by any one of the eligible certifiers listed below. The person certifying the documents must include a statement that "this is a true and complete copy of an original document which I have sighted", then print and sign their name, date, qualification number (if applicable), state category of certifier (refer to list below), years of service (if applicable) and a contact telephone number.

- a) A lawyer – a person who is enrolled on the roll of the Supreme Court of a State or Territory or High Court of Australia, as a legal practitioner (however described);
- b) A judge of a court of the Commonwealth of Australia;
- c) A magistrate of the Commonwealth of Australia;
- d) A Chief Executive Officer of a Commonwealth Court of Australia;
- e) A registrar or deputy registrar of a court of the Commonwealth of Australia;
- f) A Justice of the Peace in an Australian State or Territory;
- g) A Notary Public (for the purposes of the Statutory Declaration Regulations 1993);
- h) A police officer (Australian State or Territory or Commonwealth of Australia);
- i) A postal agent – an agent of the Australian Postal Corporation who is in charge of an office supplying postal services to the public;
- j) A post office employee – a permanent employee of the Australian Postal Corporation with two or more years of continuous service who is employed in an office supplying postal services to the public;
- k) An Australian Consular Officer or an Australian Diplomatic Officer (within the meaning of the Consular Fees Act 1955);
- l) An officer with two or more years continuous service with one or more financial institutions regulated in Australia (for the purposes of the Statutory Declaration Regulations 1993);
- m) A finance company officer with two or more years of continuous service with one or more financial companies regulated in Australia (for the purposes of the Statutory Declaration Regulations 1993);
- n) An officer with, or authorised representative of, a holder of an Australian Financial Services License having two or more years of continuous service with one or more licensees;
- o) A member of the Institute of Chartered Accountants in Australia, CPA Australia or the National Institute of Accountants with two or more years continuous membership;
- p) Commissioner for Affidavits or Declaration of Oaths; or
- q) A Pharmacist (within the meaning of the Statutory Declarations Regulations 1993)

Documentation required

Each document provided with this Form must be certified by an acceptable certifier. We will not accept photocopies or electronic transmissions of a certification. Please contact us if the documentation will not be certified in Australia.

Individual ID documents
<p>One primary photographic identification document:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Australian driver's licence (current) <input type="checkbox"/> Australian or foreign passport (current, or Australian Passport expired within preceding 2 years) <input type="checkbox"/> State or Territory issued proof of age card <input type="checkbox"/> Foreign national identity card
<p>OR</p> <p>One primary non-photographic identification document:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Australian birth certificate or foreign birth certificate <input type="checkbox"/> Birth extract issued by an Australian State or Territory <input type="checkbox"/> Australian citizenship certificate or foreign citizenship certificate <input type="checkbox"/> Pension or Government Health Care card issued by Centrelink or Department of Veterans' Affairs
<p>AND</p> <p>One secondary identification document:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Notice less than 12 months old issued by a Commonwealth, State or Territory Department which records provision of financial benefit (e.g. Centrelink statement). Must contain the individual's name and residential address <input type="checkbox"/> Notice less than 12 months old issued by the Australian Tax Office of debt or assessment that contains the name of the individual and residential address <input type="checkbox"/> Notice less than 3 months old issued by a Local Government Body or Utilities Provider that notes the provision of services to that address and/or that person (eg Council Rates, Water Rates, Electricity Bill, Gas Bill and Telephone Landline Bill). Must contain the name of the individual and residential address.

Investor Acknowledgement

Authorised operator

You may request us, in writing, to authorise one or more other persons to access and operate your account. This can be done via this Form or at any time in writing. Where you have appointed an authorised operator, you acknowledge that:

- You have read and understood section 9 of the Trust's PDS 'Authorised operators' and the terms and conditions on this form, which outline the powers of Trust account operators, including closing your Trust account and transferring monies to another Trust;

You authorise each operator in this form to operate my/our Trust account subject to the level of access specified for each operator;

- A full access operator can at any time request additional transaction services such as (but not limited to) a Card and cheque book;
- Sandhurst has your authority to provide your Trust account, personal and financial information to authorised operators;
- Where Sandhurst is authorised to provide a financial adviser with access to any personal or financial information about your application or Trust account and the financial adviser is a company or partnership, authorise Sandhurst to provide such information to any officer, employee, partner, agent (accepted by Sandhurst) or service provider of the company or partnership;
- If I/we appoint an authorised operator on my/our Trust account, agree that:
 - (a) I/we will notify my/our authorised operator of these terms and conditions, and any other terms contained in this PDS, and any amendments to them;
 - (b) I/we am/are liable for any use of my/our Trust account by an authorised operator, including for any fees and charges incurred;
 - (c) My/our authorised operator, whether a limited or full access operator, does not have the power to appoint another authorised operator;
 - (d) The authority of any limited access operator that I/we appoint is limited to:
 - (i) accessing my/our personal and financial information relating to my/our Trust account;
 - (ii) viewing commission details relating to my/our Trust account; and
 - (iii) receiving copies of periodic statements;
 - (e) Any full access operator that I/we appoint will have the authority to fully operate my/our Trust account (including the authority to perform all functions that can be exercised by a limited access operator as well as the authority to withdraw some or all of my/our units, change my/our personal details, order a Card or close your Trust account);
 - (f) Sandhurst may follow the authorised operator's instructions until Sandhurst receives written notification from me/us that the authorised operator's authority is revoked. To revoke Card access, refer to clause 32 of the Guide;
 - (g) If I/we appoint my/our stockbroker or financial adviser as an authorised operator, then they may place a trade hold on my/our Trust account. If the Payment is made in accordance with the request or instruction of the authorised operator, you shall have no claim against us or any company in the Bendigo and Adelaide Bank Group in relation to the Payment;
- Where there is more than one authorised operator any one of them may give instructions in relation to my/our Trust account, unless I/we specify otherwise;

- You understand and acknowledge that you are bound by the actions of the authorised operator in relation to the operation of your investment in the Trust;
- Where an authorised operator is a company, the powers of operation vested in the company shall be deemed to also be vested in any director, any employee and any agent (accepted by Sandhurst) of the company, and where the authorised operator is a partnership, the powers of operation shall be deemed to also be vested in any partner, any employee and any agent (accepted by Sandhurst) of the partnership;
- To the full extent permitted by law you will release, discharge, and indemnify Sandhurst and any company in the Bendigo and Adelaide Bank Group from and against any and all losses, liabilities, actions, proceedings, accounts, claims and demands arising from the appointment or exercise of powers by the authorised operator;
- A payment or purported payment (the Payment) made to your authorised operator, in accordance with the requests or instructions of the authorised operator shall be to the complete satisfaction of Sandhurst's obligation to you, to the extent of the Payment, notwithstanding any fact or circumstance including that the Payment was requested, made, or received without your knowledge or authority;
- Sandhurst may cancel this arrangement or vary these conditions on 14 days' notice;
- This arrangement will continue until you notify Sandhurst in writing that you cancel the appointment, or until Sandhurst exercises its right to cancel the arrangement as set out above; and
- Any variation, modification or cancellation of the appointment by you does not become effective until 14 days after Sandhurst has received written notice of the variation, modification or cancellation. If there is an urgent need to vary, modify or cancel the appointment, you will make every reasonable effort to notify Sandhurst as soon as possible. Any request to Sandhurst to delete or modify an operator's access will supersede any prior instruction.

Anti-Money Laundering and Counter-Terrorism Financing Act 2006 (AML/CTF)

To comply with Sandhurst's AML/CTF regulatory requirements Sandhurst will need to obtain identification information to establish your identity (and the identity of other persons associated with your account). Sandhurst may also do the following:

- require you to provide to us or otherwise obtain, any additional information documentation or other information;
- suspend, block or delay transactions on your account or refuse to make a payment or provide services to you. We will incur no liability to you if we do so; and/or
- report any, or any proposed transaction or activity to anybody authorised to accept such reports relating to AML/CTF or any other law.

By making an application for an authorised operator, you acknowledge and warrant to Sandhurst that:

- you have not knowingly done anything to put Sandhurst and the Bendigo and Adelaide Bank Group in breach of AML/CTF laws;
- you will notify Sandhurst if you become aware of anything that would put Sandhurst and the Bendigo and Adelaide Bank Group in breach of AML/CTF laws;
- if requested, you will provide additional information and assistance and comply with all reasonable requests to facilitate Sandhurst and the Bendigo and Adelaide Bank Group's compliance with AML/CTF laws; and
- if you fail to provide Sandhurst or the Bendigo and Adelaide Bank Group with additional information and documentation requested of

you, your application may be refused, any interests you hold may be compulsorily withdrawn, and/or a withdrawal request by you may be delayed or refused by Sandhurst.

You warrant that Sandhurst and the Bendigo and Adelaide Bank Group will not be liable for any losses arising as a result of those circumstances and you are not aware and have no reason to suspect that:

- the money used to fund the investment is derived from or related to money laundering, terrorism financing or similar illegal activities; and
- proceeds of investment made in connection with this product will fund illegal activities.

Trade Hold Authority

- Where Sandhurst, your financial adviser or stockbroker is an authorised operator on your Trust account you agree that:
 - Sandhurst, and any financial adviser or stockbroker who has full access operator status on your Trust account may place, maintain and remove a hold on units in your Trust account.
 - Sandhurst may instruct the Bank to place, maintain and remove a hold. When a hold is placed, whoever places the hold will nominate a release date for the hold.
 - A hold will make the units that are the subject of the hold unavailable to you for the duration of the hold and may thus affect the available balance of your Trust account. This may prevent transactions from being processed.
- Some transactions that could be prevented due to a hold being placed on units may incur a fee (e.g. cheque dishonours, direct debit dishonours) and neither; Sandhurst, your financial adviser or your stockbroker, takes any responsibility for fees incurred by you as a result. Refer to the Guide for details of dishonour fees.
 - A hold can only be placed on available units.
 - The hold will be removed and units will be available at the close of business on the last business day preceding the nominated release date.
 - A hold on units in the Trust account will be removed when:
 - (a) It is deleted by whoever is properly authorised to remove that hold;
 - (b) It is deleted by Sandhurst (Sandhurst will only remove a hold on units under instructions from you when accompanied by a written authority to also remove your financial adviser or stockbroker as a full access operator on the Trust account. The Bank will only remove a hold on units under instructions from Sandhurst);
 - (c) A transaction is processed during the hold period equal to the held amount; or
 - (d) The hold period elapses.
 - A statement of account will not provide a record of holds placed on units in the Trust account.
 - A record of elapsed holds/units is not kept by Sandhurst.

Privacy disclosure statement

1. Collection of your personal information

Sandhurst Trustees Limited ('Sandhurst', 'us', 'we' or 'our') collects your personal information to assess your application, to provide you with the product or service that you have requested and to assess any future applications for products or services you may make to us or our related entities. Collection of some of this information is required by the Anti-Money Laundering and Counter-Terrorism Financing Act 2006 Cth. If you provide incomplete or incorrect information we may be unable to provide you with the product or service you are applying for.

2. Collection of personal information about third parties

We may need to collect personal information about a third party from you as part of this application. If we do this, you agree you will advise that person that we have collected their information and that in most cases they can access and seek correction of the information we hold about them.

3. Use and disclosure of your personal information

We may use your personal information to perform our business functions (for example internal audit, operational risk, product development and planning). We may also use your personal information to confirm your details. We will treat your personal information as confidential and only disclose it to others where necessary. For example, we usually disclose your information to organisations to whom we outsource functions such as mailing and printing houses, IT providers, our agents and specialist advisers such as accountants and solicitors. Other disclosures usually include joint account holders, nominated representative, intermediaries and government authorities. Your information may also be disclosed to our related entities, our joint venture partners and Community Bank® companies where its confidentiality is maintained at all times.

4. Disclosure of personal information to overseas organisations

Some of the organisations we disclose your personal information to may be located overseas. Where an organisation is located overseas we will either take reasonable steps to ensure that it complies with Australian privacy laws or we will seek your consent to the disclosure.

5. Access to and correction of your personal information

In most cases you can gain access to and seek correction of your personal information. If you wish to do so, or if you have any queries about your information, please contact us on 1800 224 124.

6. Direct marketing

We may use your personal information to inform you about financial products and services that are related to those you have with us or other products and services we think you may be interested in. These may be products and services provided by us, our related entities or other entities we are associated with. If you do not wish to receive any marketing material from us please call us on 1800 634 969.

7. Privacy Policy

You should also read our Privacy Policy.

Our Privacy Policy contains information about:

- a. how you can access and seek correction of your personal information;
- b. how you can complain about a breach of the privacy laws by us and how we will deal with a complaint; and
- c. if we disclose personal information to overseas entities, and where practicable, which countries those recipients are located in.

Our Privacy Policy is available on our website www.sandhursttrustees.com.au or by telephoning on 1800 224 124.