PRIVATE WEALTH SERVICE

ADVISER FAQs

Answers to common questions, a glossary of terms, and support contacts – for Advisers and Dealer’s Assistants.

ABOUT THIS GUIDE

This guide answers the questions Advisers and Dealer’s Assistants ask most often about the Private Wealth Service (PWS). For strategic context and how to position PWS with clients, see the PWS - Adviser Introduction. For process detail, see the PWS - Onboarding Guide and the Investing in the Bell Potter Managed Investments IDPS guide.

CLIENT ACCESS & REPORTING

Why can't I access the Investor Portal?

There is no access to the Investor Portal in Praemium. PWS clients use their existing Client Access login to view their portfolio.

How will my client view their portfolio online?

Clients continue to log in and view their portfolio via the Client Access portal, as usual.

What time do the portfolio valuations update overnight?

Portfolio valuations update overnight and are refreshed by 10:30am.

Will there be changes to the reporting clients currently receive?

Clients continue to receive quarterly and annual reporting in the same way as under the Portfolio Administration Service (PAS). Over time you may notice enhancements to the way portfolio information is presented, including more consolidated reporting across a client's investments.

Will my client's reports be different?

FY26 Annual Reports are delivered via the IPS system, using the existing PAS process. FY27 reporting moves to the Praemium system and its reporting capability, which is available directly within Praemium and can be shared with clients.

WHAT'S CHANGING UNDER PWS

What doesn't change

- You continue to trade Australian and international equities as you do today.
- FUSION remains the primary interface for Advisers and DAs to manage their clients.
- The Client Access Portal continues to be the digital client portal for Bell Potter clients.
- For **existing PAS transitioned to PWS clients**: no change to fees (including the minimum fee), no change to assets held, no change to cash (though we strongly advise adding an approved cash account if the client doesn't already have one), and no forms to sign as a result of the change.

What does change

Pricing

New PWS clients use a rate card similar to the existing PAS rate card, with an increased minimum Private Wealth Service Fee of $4,000 (plus brokerage) or $6,000 (no brokerage) and some adjustments to the fee ranges. The rate for the balance over $7m is agreed with the adviser based on portfolio complexity.

Compulsory cash account

All new PWS clients must have an approved cash trading account: Bell Cash Account (BCA), Macquarie Cash Account (MCA) or Bell Financial Trust (BFT). We encourage you to add an approved cash account to any existing client that doesn't already have one.

Non-standard assets

Non-standard assets (i.e. not listed or registered) are not included unless approval is granted (via Dean Surkitt).

Application process

The application uses pre-populated forms (currently a fillable PDF) that the client signs and returns; in Q4 the application is expected to move online via Praemium.

Managed funds / managed accounts

Investment in managed funds or managed accounts now occurs through the Praemium Adviser Portal and can be actioned by a DA or adviser.

FEES

Are there any changes to fees?

No - there is no increase in fees for existing PAS transitioned to PWS clients, including no change to their minimum fee.
For new PWS clients, pricing uses a rate card similar to the existing PAS rate card, with an increased minimum Service Fee of $4,000 pa (Service Fee Plus Brokerage) or $6,000 pa (Full-Service Fee, no brokerage), and adjustments to the fee ranges shown below.

Are there additional fees if the client invests in the IDPS?

Yes - the Bell Potter Managed Investments IDPS has its own platform and transaction fees, separate from the PWS Service Fee. These are set out in the Investing in the Bell Potter Managed Investments IDPS guide and in the IDPS Guide within the PWS - Client Guide.

Portfolio Tier	Service Fee + Brokerage	Full-Service Fee (No Brokerage)
First $1 million	0.85% p.a.	1.25% p.a.
Next $2 million	0.55% p.a.	0.80% p.a.
Next $4 million	0.44% p.a.	0.55% p.a.
Balance over $7m	Agreed with adviser based on portfolio complexity	
Min. Service Fee	$4,000 p.a.	$6,000 p.a.

Fees include GST. Under the Service Fee + Brokerage option, brokerage is payable per trade (refer to the Financial Services Guide for rates). Applies to new PWS clients; existing PAS/PWS clients retain their current fee arrangements, including their existing minimum fee.

WORKED EXAMPLE

A $2 million portfolio under the Full-Service Fee option would incur a fee of $20,500 per annum: 1.25% on the first $1 million ($12,500) and 0.80% on the next $1 million ($8,000).

CLIENT COMMUNICATIONS

What communication have my clients that transitioned from PAS received?

Transitioned clients received an email advising that their Portfolio Administration Service has been upgraded to the Private Wealth Service, confirming that no action is required on their part and that their adviser, investments and existing service arrangements remain unchanged. The email included links to the PWS Client Brochure and the PWS Transition FAQs:

• Brochure: BPPW June 2026 Digital Brochure
• Client FAQs: Private Wealth Service Transition FAQs

Are there hard copy brochures of the PWS – Client Guide (the legal document)?

No — there are no hard copy versions of the PWS - Client Guide. Clients can request a copy from their adviser.

How can I order more hard copy PWS – Brochures (marketing document)?

Email sclugston@bellpotter.com.au to order more hard copy PWS - Brochures.

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ONBOARDING, APPLICATIONS & ELIGIBILITY

Is PAS still available?

No - PAS is closed to new investments. Advisers have not been able to create new PAS accounts since 15 June 2026, and nearly all eligible PAS clients have already been transitioned to PWS, apart from a small number still to move across.

What is the minimum portfolio value for PWS?

The minimum portfolio value is $500,000. This can be met collectively across a family group, so clients who don't individually reach the threshold may still qualify when grouped.

New product criteria

Applications need to consider and align with the following new product rules:

- Minimum portfolio value of $500,000, individually or combined across a family group.
- Approved cash trading account — an approved account (BCA, MCA or BFT) must be attached to each portfolio to allow daily reconciliation. Shared bank accounts can't be used, and the account must not already be linked to another portfolio. A default account must be selected for dividends, and Macquarie CMT and Accelerator accounts (if applicable) must be activated — applications may be delayed if this hasn't been actioned.
- Margin lending — limited to Bell Potter Portfolio Lending facilities only, effective 1 July.
- Non-standard assets — not supported (except by approval via Dean Surkitt).
- Fee exceptions — approved by Dean Surkitt (cc Nick Hamilton) before submission. Full field-by-field detail is in the PWS - Onboarding Guide.

What if I can't obtain full cost base information for a client?

Original acquisition dates and per-parcel cost base information are required for accurate reporting — averaged or total cost figures aren't sufficient to construct an accurate portfolio position. If you're having difficulty obtaining this information, liaise with the Private Wealth Adviser Service Team to agree a course of action.

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ONBOARDING, APPLICATIONS & ELIGIBILITY

Can I request an exception to a fee or product rule?

Yes, but any exception must be approved before you submit the application, to avoid delays. Praemium requires fees to match across a family group, so any fee exception must be applied consistently across the grouping. Fee exceptions are approved by Dean Surkitt (cc Nick Hamilton); full details and the approval path are in the checklist.

What's required for the Ongoing Fee Arrangement (OFA) ?

A valid, current OFA must be signed and approved by Financial Planning before the application can proceed. This is an ASIC compliance requirement — applications will not progress without it. An OFA is not required for Sophisticated Investors.

Why do I need to enter the client's account details three times?

Each entry serves a different legal purpose, and all three are required for the application to be processed: first on the Coversheet, second on the Application Form, and third on the Limited Power of Attorney (LPOA).

How is my application processed once submitted?

On receipt, we check that the application includes everything required. If anything is missing, we'll outline what's needed. Once the application is complete, it is allocated to an Adviser Services Team member.

TRAINING & SUPPORT

Will there be adviser training?

Yes. Kate Ingwersen (Head of Product) conducts adviser training from the week beginning 27 July, with face-to-face sessions in Brisbane, Perth, Sydney and Melbourne. Tasmania and Adelaide are delivered via video training. Training covers:

- The Bell Potter Managed Investments IDPS, and how to invest using the Praemium portal.
- Your compliance and disclosure requirements.
- How to get the most out of the reporting and portfolio analytics on Praemium.

Who do I contact if I have questions?

For onboarding, administration or reporting questions, contact Adviser Services using the contacts below.

CONTACT	ASSISTS WITH	PHONE	EMAIL
Private Wealth Adviser Service Team	Onboarding & operational enquiries	1800 961 412	privatewealthservice@bellpotter.com.au
Bell Potter Training Team	Praemium reporting enquiries	(03) 9235 1824	_training@bellpotter.com.au

PORTFOLIO VALUATIONS & YIELD

Why is the market valuation incorrect?

Check that the portfolio valuation date is correct — this is the most common cause of an apparent discrepancy.

How is the estimated yield calculated?

Estimated yield is calculated based on the last 12 months of dividends.

Is it possible to override the yield?

Yes, the yield can be overridden. Note that doing so updates the yield across every portfolio, not just the one being viewed.

SYSTEM SEARCH TIPS

I don’t have the client’s account number — how can I search for them?

Use an asterisk (*) as a wildcard in place of the missing details. For example, searching *Wren* returns all matching results containing “Wren”.

GLOSSARY

TERM	MEANING
PWS	Private Wealth Service
PAS	Portfolio Administration Service
IDPS	Investor Directed Portfolio Service
CTA	Cash Trading Account
MCA	Macquarie Cash Account
BCA	Bell Cash Account
BFT	Bell Financial Trust
SOA	Statement of Advice
PDS	Product Disclosure Statement
OFA	Ongoing Fee Arrangement
LPOA	Limited Power of Attorney
PWS Client Guide	Statutory documents
PWS Application	The Private Wealth Service application form
PWS Brochure	Marketing brochure for the Private Wealth Service

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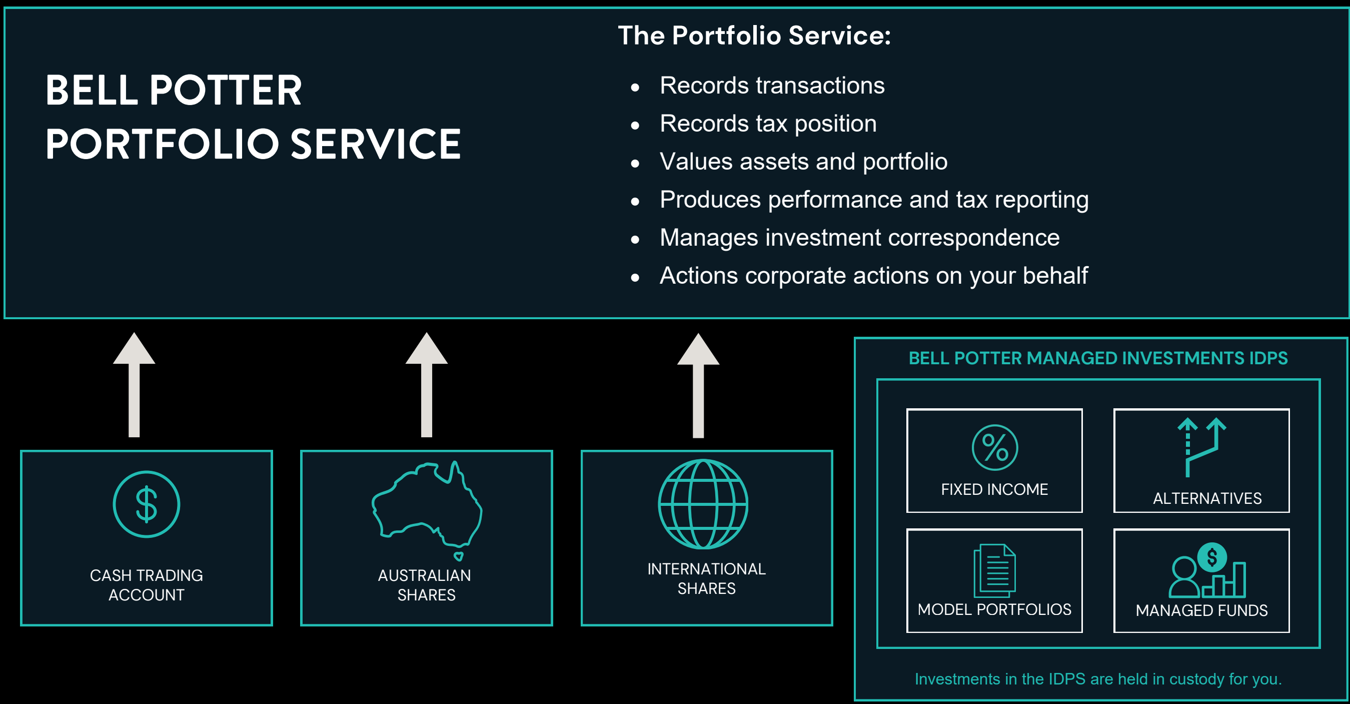
HOW DOES THE PRIVATE WEALTH SERVICE WORK?



PORTFOLIO SERVICE

A complete administration and reporting service for your investment portfolio. The service tracks your investment movements to accurately report on your portfolio's performance and tax position. In addition, the service actions events relating to your holdings in line with your instructions and handles your investment mailbox.

CASH TRADING ACCOUNT

The hub of your Private Wealth Service, the Cash Trading account facilitates investment transactions and the daily reconciliation of your portfolio.

AUSTRALIAN SHARES

Shares are held directly by you and sponsored by Bell Potter Securities.

INTERNATIONAL SHARES

Shares are traded through Bell Potter's partnership with CitiGroup and held in custody for you.

BELL MANAGED INVESTMENTS IDPS

Through our partnership with Praemium Australia, we can offer Bell Potter Managed Investments, an investor directed portfolio service (IDPS). The IDPS holds investments in custody on your behalf, simplifying investment administration and providing access to a broader universe of investment opportunities often only available to wholesale or institutional investors.

The IDPS provides access to:

Bell Potter Investments – an extensive range of managed funds, fixed income, approved unlisted investments and term deposits; and

Bell Potter Managed Accounts – a range of professionally managed model portfolios.

You can access more information about the IDPS by reading the Bell Potter Private Wealth Service Client Guide (Client Guide) which contains the Product Disclosure Statements for Bell Potter Investments and Bell Potter Managed Accounts. You can request a copy of the Client Guide from your adviser.