Q&A Cheat Sheet

Bell Private Wealth Adviser Services — Contact Centre

How to use this document
Find the query category below that matches the question. Use the answer column as a guide — you do not need to read it verbatim. If a query is not covered here, log it in ClickUp and escalate to your team leader. This document is to be updated as new scenarios present.

1. Praemium portal access

Question / scenario	Answer / action
How do I log in to the Praemium Adviser Portal?	Via Fusion: open a Private Wealth client account > click the Private Wealth tab > click Go to Praemium.
I can't see the Private Wealth tab in Fusion.	IT SSO access may not be provisioned. Ask them to email itsupport@bellpotter.com.au requesting Praemium SSO access in Fusion. Provide their full name, email address, and job title.
A new adviser / DA needs a Praemium login.	Their line manager should email you at privatewealthservice@bellpotter.com.au with the staff member's full name, email, job title, and required access level. You will then submit a new user request to bellsadmin@praemium.com using the template at S:\Private Wealth Middle Office\User access\User creation templates.
What access level does an adviser get?	Advisers are provisioned at Level 2. Dealer Assistants: Level 3.
A staff member has left — their Praemium access needs to be removed.	Line manager emails privatewealthservice@bellpotter.com.au. A member of the middle office team will thn email bellsadmin@praemium.com to deactivate. Also notify itsupport@bellpotter.com.au to remove Fusion SSO access.

2. Account maintenance

Question / scenario	Answer / action
How do I update a client's bank account details?	Client or adviser completes the change of bank details form (on Fusion Intranet) and emails it to privatewealthservice@bellpotter.com.au. Middle office reviews for completeness and forwards to tppoperations@thirdpartyplatform.com.au. Once confirmed by TPP, Praemium is also notified by email.
How do I change a client's address?	Complete the Bell Potter Change of Address and Contact Details form (Fusion Intranet), signed by all account holders. Email to privatewealthservice@bellpotter.com.au. Middle office forwards to TPPOperations@thirdpartyplatform.com.au. Note: Praemium does not need to be notified of address changes.
How do I update a client's TFN?	TFN should be quoted on a signed client instruction or application form — not via email. Submit to privatewealthservice@bellpotter.com.au. Middle office verifies and forwards to tppoperations@thirdpartyplatform.com.au. Once updated internally, Praemium is notified that a TFN has been quoted (Praemium does not require the actual TFN).
A client has passed away — what do I do?	Email deceasedestates@thirdpartyplatform.com.au and copy privatewealthservice@bellpotter.com.au immediately. Middle office will also notify Praemium at bellsadmin@praemium.com. The subject line

Question / scenario	Answer / action
	format is: 'Notification of Death of Mutual Client — A/C [NUMBER] [NAME]'.
How do I close a PAS / Private Wealth account?	Adviser or client completes the Account Closure Form (Termination of Portfolio Administration Service can be used for a grace period of 3 months go live, on BPS Intranet). Submit to privatewealthservice@bellpotter.com.au. Once reviewed, middle office notifies Praemium at bellsadmin@praemium.com with the effective closure date. Praemium does not require a copy of the closure form.
How long does an account maintenance change take?	TPP Operations processes changes within 48 business hours of receiving a complete request. Praemium is then notified by middle office who also have a 48 hour SLA for processing any updates on the Praemium platform.

3. Managed funds and unlisted assets

Question / scenario	Answer / action
How do I submit a managed fund redemption?	Adviser or DA emails the completed redemption form to privatewealthservice@bellpotter.com.au, or submits via the Managed Funds Instruction Form in Fusion (Menu > Managed Funds Instruction Form). Middle office will log in ClickUp and process.
How do I submit a managed fund application?	Same as redemption — email or submit via Fusion Managed Funds Instruction Form. A funds payment request is also required and should include bank details and reference codes.
How long does a managed fund redemption / application take?	Middle office follows up with the fund manager every 2 business days. Timeframes vary by fund manager — typically 5–10 business days. We will notify you once the fund manager confirms.
What is an unlisted / service asset?	An asset that does not have an APIR or ISIN code and is not priced via automated feeds. Examples: unlisted trusts, property funds, delisted securities, direct unlisted company investments. These require manual pricing updates and template uploads to Praemium via SharePoint.
An mFund has been delisted — what happens?	Notify middle office at privatewealthservice@bellpotter.com.au with the old code, new APIR code, and delisting date. Middle office will advise Praemium's corporate actions team to convert the holding. Investors will receive their units as issuer-sponsored holdings and must deal directly with the fund manager for future transactions.
I need to update a term deposit — who do I contact?	Email privatewealthservice@bellpotter.com.au with the account details, term deposit issuer, maturity date, and whether the client wishes to roll over or redeem. Include a copy of the term deposit statement.

4. Reporting

Question / scenario	Answer / action
Where can advisers access client reports?	Reports are available in the Praemium Adviser Portal at https://login.onpraemium.com. Log in > select the client > go to the

Question / scenario	Answer / action
	Reports tab. Reports can also be accessed via the Reporting and Administration portal.
When will a client's initial report be available?	Praemium publishes the initial report to the Adviser Portal once account setup is complete. Middle office will notify the adviser by email once the report is published, along with a Welcome email template for the adviser to send to the client.
A quarterly report is missing or delayed.	Check the Praemium Adviser Portal first. If not available, email bellsadmin@praemium.com with the account name, account number, and the reporting period required.
Can I request an ad hoc report?	Yes — log in to the Praemium Adviser Portal > Reports > Report Builder. Select the required report type and client. If you need assistance, email privatewealthservice@bellpotter.com.au.
A client's report shows zero cost base / unknown cost base.	This is a known scenario for accounts where cost base history was not available at setup. The account is still active and reporting. Contact privatewealthservice@bellpotter.com.au and we will follow up with the adviser to source the missing cost base information.
Can a report be sent directly to the client?	Reports are published to the Adviser Portal only (not the Investor Portal for BPS Private Wealth clients). The adviser reviews and forwards the report to the client via the Welcome email template or a PDF attachment. Daily valuation reports continue to be available for clients via Client Access.

5. Reconciliation and data feed issues

Question / scenario	Answer / action
A holding is showing incorrectly in the Praemium portal.	Email privatewealthservice@bellpotter.com.au with the account number, security code, and a description of the discrepancy. Middle office will investigate via the multi-account reconciliation and escalate/provide an update to Praemium as appropriate.
I received an URGENT ACTION REQUIRED security mapping alert.	This is an automated alert from DB_Alerts@BellPotter. Forward immediately to kpinjarla@bellpotter.com.au and privatewealthservice@bellpotter.com.au. Kiran will investigate the exchange code or ISIN mapping issue.
A cash balance is not reconciling in the Praemium portfolio.	Email privatewealthservice@bellpotter.com.au. Middle office will check the daily cash reconciliation and liaise with Praemium. Accounts without a linked cash account (e.g. CMA) are more prone to reconciliation exceptions — these are reviewed manually.
A data feed file has failed to process.	Daily processing confirmation emails are received at privatewealthservice@bellpotter.com.au each morning. Middle office monitors these from 8:00am. If you are aware of a failed record, email privatewealthservice@bellpotter.com.au with the account number and security code from the failure notification.