

NEW CLIENT ONBOARDING GUIDE

A how to guide for the PWS Application
and Coversheet for Advisers



WHO THIS GUIDE IS FOR

This guide walks Private Wealth Advisers through onboarding a new client to the Private Wealth Service (PWS): what to gather, how to complete the Coversheet and Application Form correctly the first time, and where each step happens. Work through the phases in order.

Use this guide alongside the Investing in the Bell Potter Managed Investments IDPS guide, which picks up once the account is established. The PWS account is administered on the Praemium platform.

THE ONBOARDING JOURNEY AT A GLANCE

Onboarding runs across six phases. Do not move to the next phase until the current one is complete; steps that gate the process are flagged as you go.

1

Gather

Adviser gathers all client information and documents upfront, including identity, AML/KYC, portfolio history, cost base, fees and cash account requirements.

2

Establish

Adviser establishes the Bell Potter Securities client account if required, then submits the completed PWS Application and supporting documents to Adviser Services.

3

Cash account

Adviser to confirm existing, or establish an eligible dedicated cash account under the LPOA authority.

4

Platform

Adviser Services establishes the PWS account, recreates FY26 portfolio history and follows up if more information is needed.

5

In-specie

Adviser Services completes QA and sends the initial report to the Adviser for review before it is mailed to the client.

6

Report

Once PWS is established, create the IDPS custody account if required and commence any in-specie transfer.

BEFORE YOU BEGIN

A few rules apply across the whole application. Getting these right up front prevents most avoidable rejections and delays:

- Complete forms in **blue or black ink only**.
- Use the client's **full legal name as registered with CHESS** throughout - never initials or shortened names. The registered name appears in Fusion under the Equities tab under Registration Address.
- Record the **date of signing** - not the client's date of birth.
- Gather everything in Phase 1 before sending any documents - one upfront effort removes repeated follow-up requests and speeds up onboarding.

WHY THE CLIENT'S DETAILS APPEAR THREE TIMES



Advisers often ask why the client's account details must be entered three times across the pack. Each entry serves a different legal purpose, and all three are required for the application to be processed:

1. **Coversheet** - confirms eligibility and the checks completed by the adviser.
2. **Application Form** - captures the account details and authorities.
3. **Limited Power of Attorney (LPOA)** - authorises the account to be operated.

PHASE 1 - GATHER CLIENT INFORMATION

Where possible, gather all information required for both the Bell Potter Securities (if required) and PWS applications in one client meeting. This includes AML/KYC, portfolio history, cost base information, fee details and cash account requirements.



Identity & personal details

Where relevant:

- **Certified copy of primary photo ID** - passport or Australian driver's licence, certified by an eligible certifier.
- **Secondary proof of identity** - Medicare card, or a utility bill or bank statement dated within three months (for AML/KYC).
- **Full legal name, date of birth and residential address** - must match the identification exactly.
- **Tax File Number (TFN) or ABN** - required for Bell Potter Securities client establishment.
- **Contact details** - primary email, mobile number and mailing address (if different from residential).



Portfolio & tax information

Where relevant:

- Complete list of current holdings to be transferred - security name, ASX code, units/shares, and current platform or custodian for each.
- Cost base / tax parcel information for all holdings - needed to recreate portfolio history and establish the current tax parcel position. Obtain brokerage confirmations, CHESS statements, or a platform export.
- FY26 transaction history for all holdings to be transferred - all buys and sells during the current financial year.
- External platform account details - account numbers and platform names for all holdings (e.g. Hub24, Crestone or other custodians). Confirm each holding is eligible for in-specie transfer.
- Supporting documents - include portfolio history, brokerage confirmations, CHESS statements and tax parcel information with the PWS submission so Adviser Services can recreate the FY26 portfolio history.



Fee arrangement & cash account

- Confirm whether standard PWS fee rates apply. Standard rates apply unless a fee exception is required.
- Confirm whether the client already holds an eligible dedicated cash account: **Bell Cash Account (BCA)**, **Macquarie Cash Account (MCA)** or **Bell Financial Trust (BFT)**. If not, the PWS Application Form includes client consent to establish one.



APPROVAL — FEE EXCEPTIONS

If fees are below standard rates, the exception must be approved by Dean Surkitt (cc Nick Hamilton) before proceeding. Do not prepare or send any client documents until written approval is received. Contact Dean Surkitt directly with the proposed fee schedule.

COMPLETING THE COVERSHEET

The Coversheet is an adviser-completed checklist submitted with the PWS Application.

It confirms the client is eligible and that the required approvals and documents are in place before submission to Adviser Services.



CHECK FIRST — BEFORE SUBMISSION

The account is an established client on FUSION, AML/CTF requirements are met, and the client has no trading restrictions). All of these conditions must be satisfied.

Ongoing Fee Arrangement (OFA) letter

An approved OFA letter is required for retail clients before the application is submitted. An OFA is not required for Sophisticated Investors.



Set up the Bell Potter trading account as ASIC requires the trading account number to be included on the OFA letter and cannot be handwritten afterwards.



If all documents are signed before the account is established, the OFA must be re-signed once the account number is available. Allow for a two-step signing process.

The OFA must be signed and approved by the Financial Planning team.



If relying on a Sophisticated Investor Certificate to waive the OFA, it must be processed on FUSION before submitting the application.

Cost Information & Signing

Where available, provide cost base information to support reconstruction of the client's portfolio. This can be sourced from a previous administrator, broker, accountant, share registry or client records.

Enter one adviser name, with the adviser's signature and contact details.

COMPLETING THE APPLICATION FORM

Work through the form in order. The notes below cover the points that most often need attention.

	SECTION 1 ACCOUNT DETAILS • Confirm who is required to sign - for a company, this is the director(s). • Capture tax residency here and on the checklist, applying the same guidelines as the FUSION Tax Information tab.
	SECTION 2 POSTAL ADDRESS • Enter the client's actual postal address - not their registered address.
	SECTION 3 OWNERSHIP STRUCTURE • For other structures - associations, charities, non-profits and NGOs - check with Adviser Services for the applicable client signing requirements.
	SECTION 4 TAX FILE NUMBER / ABN • The TFN must be consistent with the TPP set-up and the FUSION Tax Information tab. • An ABN is required only for a company. Verify it using ABN Lookup.
	SECTION 5 COUNTRY OF TAX RESIDENCE • Must be consistent with the FUSION Tax Information tab. • A client who is a non-resident for tax purposes must provide a foreign address.
	SECTION 6 MARGIN LENDING • External margin lending clients are not accepted. • A margin lending (ML) account must be set up first; the ML account number is sourced from Bell Potter Capital (BPC). • Fees and income (DR/CR) must be directed to either the margin loan or the cash account — not split across both.

COMPLETING THE APPLICATION FORM (CONT.)

Work through the form in order. The notes below cover the points that most often need attention.



SECTION 7 CASH TRADING ACCOUNT, INVESTMENT AMOUNT & COST HISTORY

- The cash trading account is the bank account nominated for DR/CR authority.
- It cannot be shared with other FUSION accounts and cannot be a joint account — Praemium requires one bank account per client.



SECTION 8 LIMITED POWER OF ATTORNEY (LPOA)

- The LPOA must be originally signed.
- Use the client's full name exactly as registered with CHESS. Abbreviating to initials is a common error.

WORKED EXAMPLE

Correct: Ms Mary Jane Northern

Incorrect: Ms M J Northern



SECTION 9 PORTFOLIO FEE STRUCTURE

REQUIRED – FEE APPROVAL

- The TFN must be consistent with the TPP set-up and the FUSION Tax Information tab.
- The application must be submitted with fee approval, or it will be rejected. Adviser Services will not source approval on your behalf. All custom fees, fee exceptions and family groupings are signed off by Dean Surkitt (cc Nick Hamilton).
- Enter custom fee rates inclusive of GST.
- Every account must carry a standard minimum. The minimum fee per quarter cannot be waived - the only exception is a family grouping with a grandfathered PAS account, which requires approval.
- For family groups, fee exceptions must be applied consistently across all accounts in the group.
- Confirm the family-grouped fee rates before submission — incorrect grouped rates will result in rejection. Grandfathered PAS groups have lower minimums, which must be specified on the custom fee table.
- No mark-ups will be accepted unless the client has signed or initialled the change.



SECTION 10 DECLARATION

- Signing requirements and applicant names must match Section 8.
- The "In Office Only" field must be completed and signed by the adviser - it cannot be left blank.

THE APPLICATION FORM

The current PWS application form is a fillable PDF. In Q4, the application form is expected to move online via Praemium. Until then, complete and submit the fillable PDF as set out above.

PHASES 2 & 3 - ESTABLISH THE CLIENT & CASH ACCOUNT

Complete Phases 2 and 3 together where possible. If the client is not already a Bell Potter Trading client, complete the Bell Potter Securities account setup and AML/KYC requirements first. The Bell Potter Securities Application, PWS Application, Coversheet can be prepared from the same information gathered in Phase 1.

- If required, provide the client with the Bell Potter Securities Application, pre-populated with client details and request AML/KYC and identity verification documents.
- Share the pre-populated PWS Application with the client, accompanied by the PWS Client Guide.
- Complete the Coversheet and check all signed documents are complete, dated and certified where required.
- Submit the Bell Potter Securities Application (if required), PWS Application, Coversheet and supporting documents to Adviser Services for account establishment, then wait for written confirmation.
- The client must be fully established as a Bell Potter Securities client before PWS onboarding proceeds - this is a mandatory gate.
- Confirm an eligible dedicated cash account is established and the BSB and account number are on file. If required, the Adviser establishes a cash account under the LPOA authority in the PWS Application.

PHASES 4 & 5 PWS ONBOARDING, PORTFOLIO HISTORY & QA

Once the full application pack is received, Adviser Services will establish the PWS account and recreate the client's FY26 portfolio history. They will liaise with the Adviser/DA if additional information or clarification is required.



PWS onboarding and portfolio history

- Adviser Services establishes the PWS account.
- Adviser Services recreates FY26 portfolio history using cost base and transaction information provided.
- Adviser Services liaises with Adviser for any missing or unclear information.



Internal QA and report preparation

- Portfolio is submitted through internal Quality Assurance (QA).
- The initial report is sent to the Adviser for review. Adviser to raise any discrepancies with Adviser Services before it is mailed to the client.
- Once adviser has approved the initial report, Adviser Services will mail it to the client.
- Adviser to file all signed documents and confirmations (AML/KYC, signed applications, Client Guide acknowledgement, and initial report) per Bell Potter compliance requirements.

PHASE 6 - IDPS CUSTODY ACCOUNT & IN-SPECIE TRANSFER

- Once the PWS account has been established, the Adviser can establish the Bell Potter Managed Investments IDPS custody account, if required.
- In-specie transfers can commence once the IDPS has been established.
- Refer to Investing in the **Bell Potter Managed Investments IDPS** for next steps.

PRODUCT RULES

All new PWS applications are subject to the following rules:

1. **New pricing.** All new PWS applications are subject to the current PWS pricing.
2. **Compulsory cash trading account.** Each account must have a cash trading account - Bell Cash Account (BCA), Macquarie Cash Account (MCA) or Bell Financial Trust (BFT).
3. **No non-standard assets.** The service does not accept non-standard assets except by approval (via Dean Surkitt).
4. **Fee exceptions.** Any fee exception is approved by Dean Surkitt (cc Nick Hamilton).
5. **Trade matching.** The trade match type is FIFO (first in, first out).

RELATED DOCUMENTS

The documents below are referenced in this guide.

- PWS Client Guide (PWS disclosure document, incl. IDPS PDS)
- Bell Potter Securities Application Form
- PWS Coversheet and Application Form (combined)
- Investing in the Bell Potter Managed Investments IDPS
- PWS Adviser Introduction
- PWS Adviser FAQs

SUPPORT & TRAINING

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

PWS ONBOARDING QUICK REFERENCE

Gather once, submit once. The Bell Potter Securities account must be established before PWS onboarding proceeds, and the IDPS custody account can only be created once the PWS account has been established.

STEP	WHAT TO DO	OWNER / CHECK
1. Gather	Collect client details, AML/KYC, portfolio history, cost base, FY26 transactions, fee details and cash account requirements.	Adviser
2. Establish	Establish Bell Potter Securities account if required, including AML/KYC, then prepare the PWS Application and Coversheet.	Adviser — mandatory gate
3. Cash account	Confirm or establish an eligible dedicated cash account: BCA, MCA or BFT.	Adviser under LPOA authority
4. Submit pack	Submit signed applications, Coversheet, AML/KYC, cost base information and portfolio history to Adviser Services.	Adviser
5. PWS setup	Establish PWS account and recreate FY26 portfolio history using the information provided.	Adviser Services
6. QA and report	Internal QA, initial report sent to Adviser for review, then mail to the client once approved.	Adviser Services/Adviser
7. IDPS custody	Once PWS is established, create the Bell Potter Managed Investments IDPS custody account if required and commence any in-specie transfer.	Adviser

SUBMISSION PACK

- Bell Potter Securities Application (if required)
- PWS Application and Coversheet
- AML/KYC and certified ID (if required)
- OFA or Sophisticated Investor Certificate (if applicable)
- Fee approval for any exception
- Cost base, FY26 transactions and portfolio history

COMMON REJECTION POINTS

- Client not fully established as a Bell Potter Securities client
- AML/KYC incomplete or ID not certified
- Names do not match CHESS registration
- Forms unsigned, undated, or signed in the wrong section
- Fee exception approval missing
- Cost base or FY26 transaction history incomplete