



Axis Investment Centre Pty Ltd | ACN: 107 287 874 | AFSL: 288 193 | T: 1800 507 060
PO Box 1682, Townsville QLD 4810 | 144 Charters Towers Rd, Hermit Park QLD 4812

Application Form.

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How to complete the Application Form.

Applications can be made by an individual, sole trader, joint applicants, company, a trustee of a trust or a superannuation fund.

Depending on your applicant type, please complete the Application form, the applicable Know Your Client (KYC) Schedule plus provide the required certified documentation to support your application.

To ensure your application is processed as quickly as possible, please ensure you:

- Complete all relevant sections
- Sign all signatory boxes
- Use a black or blue pen
- Write in block letters

If you have any queries, please call E*TRADE Broking Services on 1300 363 241.

APPLICANT TYPE	FORMS TO COMPLETE	ACCOUNT NAME MUST BE	WHO SIGNS THE APP FORM	IDENTIFICATION VERIFICATION REQUIRED
Individual	<ul style="list-style-type: none"> ■ Application form ■ KYC Schedule for Individuals, Joint Accounts and Sole Traders 	The Individual	The Individual	<ul style="list-style-type: none"> ■ Identification documents for the Individual (Account Holder One).
Joint Applicants	<ul style="list-style-type: none"> ■ Application form ■ KYC Schedule for Individuals, Joint Accounts and Sole Traders 	Both Individuals	Each Individual	<ul style="list-style-type: none"> ■ Identification documents for both Individuals (Account Holder One and Two).
Sole Trader	<ul style="list-style-type: none"> ■ Application form ■ KYC Schedule for Individuals, Joint Accounts and Sole Traders 	The Sole Trader	The Sole Trader	<ul style="list-style-type: none"> ■ Identification documents for the Sole Trader (Account Holder One).
Australian Companies (Pty Ltd & Ltd)	<ul style="list-style-type: none"> ■ Application form ■ KYC Schedule for Domestic Companies 	The Company	At least one Authorised Corporate Representative	<ul style="list-style-type: none"> ■ Identification documents for each Account Holder. ■ A current company extract as detailed in 'Company Details'.
TRUSTS (INCLUDING SUPERANNUATION FUNDS) – REFER BELOW				
If Trust is an Individual (to open an account for a minor you must open an account in trust for the minor)	<ul style="list-style-type: none"> ■ Application form ■ KYC Schedule for Trusts, Trustees & Beneficiaries 	The Individual Trustee (Account Designation must be the full name of the Trust or minor)	The Individual Trustee	<ul style="list-style-type: none"> ■ Identification documents for the Individual Trustee (Account Holder One). ■ A certified copy of the trust deed as detailed in the 'Trust Details' section. ■ The verification documents detailed in the 'Trust Details' section.
If trust is a Company	<ul style="list-style-type: none"> ■ Application form ■ KYC Schedule for Trusts, Trustees & Beneficiaries 	The Company Trustee (Account Designation must be the full name of the Trust)	At least one Authorised Corporate Representative	<ul style="list-style-type: none"> ■ Identification documents for each Account Holder. ■ A certified copy of the Trust deed as detailed in the 'Trust Details' section. ■ The verification documents detailed in the 'Trust Details' section. ■ A current company extract as detailed in 'Company Details'.
If trust is both an individual and a company	<ul style="list-style-type: none"> ■ Application form ■ KYC Schedule for Trusts, Trustees & Beneficiaries 	The Company Trustee & The Individual Trustee (Account Designation must be the full name of the Trust)	At least one Individual Trustee and at least one Authorised Corporate Representative	<ul style="list-style-type: none"> ■ Identification documents for each Account Holder. ■ A certified copy of the Trust deed as detailed in the 'Trust Details' section ■ The verification documents detailed in the 'Trust Details' section. ■ A current company extract as detailed in 'Company Details'.

CERTIFICATION

- Cannot be more than 3 months old
- Must confirm the applicants' full name and either date of birth or address. If the address on the Application Form does not match the identification document then the verification document must verify their date of birth
- Must appear on the same page as the identification document.

Non-photographic identification

When using non-photographic identification you must provide one of the following documents:

- Birth Certificate or Birth Extract
- Citizenship Certificate
- Pension Card issued by Centrelink

If the Centrelink Certificate is not in English, an accredited translator's translation must be attached

You must also provide at least one of the following documents to accompany the above:

- Financial Benefits Statement
- Income Tax Assessment Notice
- Rates or Utility Notice

The document must show the client's name and current residential address.

Authorised Persons who can verify your identity documents

- Justice of the Peace
- Police officer
- Chiropractor
- Dentist
- Medical practitioner
- Nurse
- Optometrist
- Pharmacist
- Physiotherapist
- Permanent employee with 2 or more continuous years of service with one or more Australian financial institutions
- Permanent employee of the Australian Postal Corporation (Australia Post) with 2 or more years of continuous service
- Teacher employed on a full-time basis at a school or tertiary education institution
- Member of the Institute of Chartered Accountants in Australia, the Australian Society of Certified Practising Accountants or the National Institute of Accountants

The above is a condensed list. For a complete list of Authorised Persons please go to etrade.com.au and click on the 'About Us' then 'Important Information' tab.



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PO Box 1682, Townsville QLD 4810 | 144 Charters Towers Rd, Hermit Park QLD 4812

Application Form.

Adviser use only

Adviser name:

Client's account no:

Brokerage scale:

Execution and Settlement through: ETRADE AUSTRALIA SECURITIES LIMITED
trading as E*TRADE Australia ACN 078 174 973 AFSL No. 238277,
Participant of the ASX Limited Group

This form must be completed for all new clients. Please send completed form and applicable KYC Schedule to E*TRADE Broking Services, PO Box 1346 Royal Exchange NSW 1224. If you have any queries please call 1300 363 241.

1. Type of Account (Please one only)

Individual Joint Company Superannuation Fund Trust Minors Registered Body

2. For Company or Registered Body Account only

ACN/ABN

or

ABRN

3. CHESS Registered Account Name

Account Name

Account Designation

The name you nominate here will be your CHESS Registered Name. Account Designation is the name of the superfund, trust or minor's name.

4. Account Holder 1 / Company Contact (Please provide the details for an individual, trustee, custodian or company director.)

Title Mr Mrs Ms Miss Other Gender Male Female

Family Name

Given Name/s

Date of Birth / /

Occupation

5. Account Holder 2 / Company Contact

Title Mr Mrs Ms Miss Other Gender Male Female

Family Name

Given Name/s

Date of Birth / /

Occupation

6. **Address** Individual, joint accounts or sole traders to provide a residential address. Company, super and trust accounts, to provide the registered address. This will be your CHESS registered address **unless** you provide an address in question 7 or 8.

Address

(not PO Box)

Suburb/City

State

Postcode

Country

7. **Client's Postal Address** (if different from above). This will be your CHESS registered address, **unless** you provide an address in question 8.

Address

Suburb/City

State

Postcode

Country

8. **Adviser Address.** If address is provided this will be the CHESS Registered Address

Address

Suburb/City

State

Postcode

Country

9. **Contact Details:** your preferred means of contact (Email address plus at least one phone number is required)

Phone (w)

Phone (h)

Phone (m)

Fax

Email

10. **Contract Notes:** please your preference: I/we would like to receive my/our contract notes by:

Email

Post

Email and post

11. Nominated Financial Institution Account

You must nominate a financial institution account into which we will credit any funds withdrawn from your ANZ Bank Account. On request, cleared funds are remitted to this financial institution account as cheque withdrawals are not available.

Account Holder Name

Branch

Financial Institution

BSB Number

-

Account Number

This nominated financial institution account must be in the name of, or include the name of, the party shown in Q3.

12. Tax File Number

Please include the Tax File Number (TFN) of each Account Holder signing. Or, in the case of a company, fund or trust account include that body's TFN. Collection of TFN is authorised by the Australian Taxation Office. It is not compulsory to quote a TFN however if you choose not to, you will be charged withholding tax at the highest rate. Should you choose to provide a TFN, we will pass it on to the E*TRADE Australia, ANZ Bank and share registries with whom you hold securities.

Tax File Number – Account Holder 1

Or Exemption Code

Tax File Number – Account Holder 2

Or Exemption Code

13. Direct Debit

I/We authorise and request E*TRADE Australia to arrange for funds to be debited from my/our account at the financial institution identified in Q11.

I/We understand and acknowledge that:

- 1) My financial institution has absolute discretion to decide the order in which it will pay money under this request, or any other request, authority or mandate;
- 2) My financial institution has absolute discretion to refuse to honour this request at any time;
- 3) You may vary the amount or frequency of future debits to meet amounts payable under the product;
- 4) This request operates on the terms of the attached Direct Debit Service Agreement.

Yes No

14. CHESS Sponsorship Transfer (Complete only when transferring sponsorship).

I/We am/are currently sponsored on CHESS by another broker or have issuer sponsored securities but would prefer to hold some or all of my/our securities with E*TRADE Australia Securities Limited (E*TRADE Australia) sponsorship. (Please read the Sponsorship Agreement and if you agree with the terms contained therein, complete this section).

Broker Sponsored Holdings (please attach a copy of your CHESS holding statement)

Name of Existing Sponsoring Broker HIN to be transferred
 CHESS Registered Account Name

Holding to be transferred: If 'All holdings' is selected, your HIN will be transferred from your existing broker. If you nominate to transfer 'selected holdings' your selection will be transferred to your HIN with E*TRADE Australia. Please note, this may require re-notification of DRP and Tax File Numbers. The Account name and address with your existing broker must be EXACTLY the same as your Account name and address with E*TRADE.

Please transfer: All holdings Selected holdings (If you wish to transfer selected holdings, please complete a CHESS Sponsorship Transfer Form)

15. Dividend Direction: Please ✓

- I/We hereby authorise and request E*TRADE Australia to instruct the share registries of any companies in which I hold shares to pay any dividends and other distributions directly into my/our E*TRADE Australia Settlement Account. These instructions apply for all existing holdings and future holdings. Please note:
- This dividend direction applies only to shares held in the account name below which are Broker Sponsored by E*TRADE Australia.
 - These instructions will override all previous instructions that you have provided to share registries regarding payment of dividends. Previous elections that you have made to participate in any dividend reinvestment plans will be maintained.
 - If you wish to use an account other than your E*TRADE Australia Settlement Account for the direct crediting of dividends, you will need to liaise directly with the relevant share Registries.
 - This form operates as a standing authorisation and instruction by you to E*TRADE Australia in relation to any shares that you purchase through E*TRADE Australia at any time after the date of this form. E*TRADE Australia will provide your E*TRADE Australia Settlement Account details to the relevant registry at the time of purchasing the stock for you.
 - You may cancel your Dividend Direction Request at any time by a written confirmation.

16. Acknowledgements/Declaration

- 1) I/We acknowledge having received, read and understood the CHESS Sponsorship Agreement, Financial Services Guide, Direct Debit Service Agreement (if applicable) and Privacy Statement
- 2) I/We have received, read and understood the CHESS Sponsorship Agreement and agree to be bound by its terms and conditions.
- 3) I/We enter into this agreement on the terms and conditions as updated from time to time or included within the account application package should it have been dispatched to me/us by mail. By signing this agreement I/we agree to be bound by these terms and conditions.
- 4) I/We authorise E*TRADE Australia to open a Bank Account as Account Holder and trustee of which I/we are beneficiaries for the purpose of settling share transactions on the Account.
- 5) I/We authorise Axis Investment Centre Pty Ltd to give effect to my instructions regarding execution and settlement of my/our securities transactions. I will be bound by all such instructions.

Anti-Money Laundering and Sanctions

The Client agrees that E*TRADE Australia may delay, block or refuse to process any transaction without incurring any liability if E*TRADE Australia suspects that:

- (a) the transaction may breach any laws or regulations in Australia or any other country;
- (b) the transaction involves any person (natural, corporate or governmental) that is itself sanctioned or is connected, directly or indirectly, to any person that is sanctioned under economic and trade sanctions imposed by the United States, the European Union or any country; or
- (c) the transaction may directly or indirectly involve the proceeds of, or be applied for the purposes of, unlawful conduct.

The Client must provide all information to E*TRADE Australia which E*TRADE Australia reasonably requires in order to manage money-laundering or terrorism-financing and economic and trade sanctions risk or to comply with any laws or regulations in Australia or any other country. Unless the Client has disclosed that it is acting in a trustee capacity or on behalf of another party, the Client warrants that it is acting on its own behalf in signing this Application Form. The Client declares and undertakes to E*TRADE Australia that the processing of any transaction by E*TRADE Australia in accordance with the Client's instructions will not breach any laws or regulations in Australia or any other country.

17. Signatory Requirements

Signature <input checked="" type="checkbox"/>	<input type="text"/>	Signature <input checked="" type="checkbox"/>	<input type="text"/>
Name <input type="text"/>	<input type="text"/>	Name <input type="text"/>	<input type="text"/>
Title (if company) <input type="text"/>	Date <input type="text"/> / <input type="text"/> / <input type="text"/>	Title (if company) <input type="text"/>	Date <input type="text"/> / <input type="text"/> / <input type="text"/>

For joint applicants, please indicate signatory requirements for all written instructions (please tick one): Either applicant to sign All applicants to sign

Adviser Use Only

18. Licensee Declaration

We have complied with the terms of the Trading Services Agreement with ETRADE Australia Securities Ltd and all relevant legislation. I acknowledge that I am authorised to sign this form on behalf of the intermediary.

I certify to E*TRADE Australia that I have collected and verified the client information in accordance with the Intermediary Identifying Agreement

Execution of Sponsorship Agreement by ETRADE Australia Securities Ltd
Signed for and on behalf of ETRADE Australia Securities Limited

Signature <input checked="" type="checkbox"/>	<input type="text"/>	Signature <input checked="" type="checkbox"/>	<input type="text"/>
Name <input type="text"/>	<input type="text"/>	Name <input type="text"/>	<input type="text"/>
Date <input type="text"/> / <input type="text"/> / <input type="text"/>	<input type="text"/>	Date <input type="text"/> / <input type="text"/> / <input type="text"/>	HIN <input type="text"/>

E*TRADE AUSTRALIA DIRECT DEBIT SERVICE AGREEMENT.

This agreement sets out the terms on which you have authorised E*TRADE Australia to arrange for amounts owing to E*TRADE Australia, to be made by deduction from your account at the **approved financial institution**.

1. You will need to complete the Direct Debit Request (DDR-Form) set out in the Application Form to use the E*TRADE Australia trading facility provided by us (the 'Service').
2. By the Direct Debit Request, you authorise us to arrange for amounts that become payable to E*TRADE Australia under the Service, to be made by deduction from your account at the **approved financial institution** written on your DDR-Form.
3. Your Direct Debit Request allows us to arrange for payment to us for the amounts on the trade day or other nominated times, as required by the E*TRADE Australia terms and conditions ('Conditions') of the Service including all amounts in relation to your trading instructions or your adviser's trading instructions to us.
4. You can cancel your Direct Debit Request by calling us on 1300 363 241 8am to 7pm EST weekdays, for the cost of a local call. We will require 6 working days to process your cancellation request (in some cases, we will also need your written confirmation). You or your adviser cannot, however, vary, defer or suspend it, or stop or suspend an individual debit from taking place under it.
5. Once you have asked us to cancel your Direct Debit Request:
 - We will cancel any outstanding buy orders that have been approved on the basis of accessing funds via direct debit;
 - We can still use the Direct Debit Request to process any filled, but unsettled, buy orders for another 6 working days; and
 - You will not be able to give further buy orders without cleared funds in your E*TRADE Australia ANZ bank account or until we have received a replacement Direct Debit Request.
6. Debits will be processed in accordance with the Conditions of the Service. If a due date for a debit falls on a weekend or public holiday, the debit will be processed on the next settlement day. Please contact us if you are uncertain when a debit will be processed to your account.
7. You must ensure that you have sufficient **cleared funds** available in the nominated account by the due date to permit the payments under the Direct Debit Request as required by the Conditions of the Service.

IMPORTANT Information: The funds will be drawn on trade day. Please ensure that when placing an at limit order that cleared funds are maintained in the account at the approved financial institution, during the entire life of the order. Insufficient cleared funds in your nominated financial institution account e.g. an uncleared cheque deposit will result in the drawing being unsuccessful.
8. If a drawing is unsuccessful:
 - Either you or your adviser will need to transfer cleared funds to the E*TRADE ANZ account by T+3; and
 - You will be charged the scheduled fail fee of \$25 of trade value for each day a contract remains unsettled.

IMPORTANT Information: If you deposit a cheque or some other uncleared funds into the ANZ Cash Investment Account and it does not clear in time to meet settlement the scheduled failed fees will apply.
9. Please contact E*TRADE Australia on 1300 363 241 if you have any questions about your Direct Debit Request, such as concerns about a debit that we make under it. We will reply to you within seven (7) days.
10. We can vary this Service Agreement at any time after giving you 14 days notice of the changes.
11. We will keep information about your financial institutions account confidential, except to the extent necessary to resolve any claim you might make relating to a debit which you claim has been made incorrectly.
12. Please ensure that your **approved financial institution** allows direct debits on your nominated account.

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KYC SCHEDULE FOR INDIVIDUALS, JOINT ACCOUNTS AND SOLE TRADERS

If the client is a resident outside Australia, the E*TRADE International Account Opening requirements will apply. Please contact E*TRADE for application assistance and terms and conditions.

If you have any queries, please call 1300 363 241

Account Holder One Details

Full name

Residential Address, if not provided on the Application Form (no PO Box)

Identification
Please provide either;

- ONE** of the below Type A documents; **OR**
- ONE** of the below Type B documents **AND** **ONE** of the below Type C documents.

Type A documents

Current Drivers Licence (must include a photo)
Number
Expiry date / /
State/Territory/Foreign authority

Australian passport (cannot be expired by more than 2 years)
Number
Expiry date / /

Current State Identification Card (must include photo and age/date of birth)
Number
Expiry date / /
State/Territory

Type B documents

- Birth Certificate or Birth Extract
- Citizenship Certificate
- Centrelink Benefits Card

Type C documents

- Financial Benefits Statement
- Income Tax Assessment Notice
- Rates or utility notice

Account Holder Two Details

Full name

Residential Address, if not provided on the Application Form (no PO Box)

Identification
Please provide either;

- ONE** of the below Type A documents; **OR**
- ONE** of the below Type B documents **AND** **ONE** of the below Type C documents.

Type A documents

Current Drivers Licence (must include a photo)
Number
Expiry date / /
State/Territory/Foreign authority

Australian passport (cannot be expired by more than 2 years)
Number
Expiry date / /

Current State Identification Card (must include photo and age/date of birth)
Number
Expiry date / /
State/Territory

Type B documents

- Birth Certificate or Birth Extract
- Citizenship Certificate
- Centrelink Benefits Card

Type C documents

- Financial Benefits Statement
- Income Tax Assessment Notice
- Rates or utility notice

Sole Trader Details (if applicable)

Full business name (if any)	<input type="text"/>
Nature of business	<input type="text"/>
Principal place of business address (if any)	<input type="text"/>
	<input type="text"/>

Certified Copies

Certified copy means a document that has been certified as a true copy of an original document by an Authorised Person. To produce a certified copy, you must make a photocopy of the original document and take the original and the copy of an Authorised Person. The Authorised Person must write 'I certify this to be a true copy of the document shown and reported to me as the original' along with their name, occupation/qualification, registration details (if any), the date and their signature. Certified copies must clearly show the Account Holder details and be dated within the last three months. A list of Authorised Persons is available on page 4 of this pack.

Example of certified identification document

I certify this to be a true copy of the document shown and reported to me as the original.

Clear photocopy of id to be shown	Certifier's details
	Name: Peter Doe
	Position: JP000000
	Date certified: XX/XX/20XX
	Signature:

Please note certified documents must be dated within 3 months of the application being submitted.

Adviser or adviser's delegate declaration

I declare to ETRADE Australia Securities Ltd that:

- I have collected the client information disclosed in this KYC Schedule for the above named client and have collected the disclosed information from the above named clients and
- I have verified the (tick the boxes):
 - Client's full name and either:
 - Address; and/or
 - Date of birth
- I have used original or certified copies provided by the client.
- Where photographic identification is used, I have confirmed in the presence of the client that the photograph of the client is a reasonable likeness of the client.

Adviser or adviser's delegate name

Position

Name of Employer

Signature

Date

Please ensure a copy or copies of the verified identification documents are attached to this form.

KYC SCHEDULE FOR DOMESTIC COMPANIES (PTY LTD & LTD)

This KYC Schedule does not apply to:

- Registered or unregistered foreign companies;
- Domestic listed public companies;
- The majority owned subsidiary of a domestic listed public companies; or
- Licensed companies that are subject to regulatory oversight of a Commonwealth, State or Territory statutory regulator in relation to its activities.

If the company is any of these please contact E*TRADE for additional requirements.

If you have any queries, please call 1300 363 241.

Account Holder One Details

Full name

Residential Address, if not provided on the Application Form (no PO Box)

Identification
Please provide either;

- ONE of the below Type A documents; OR
- ONE of the below Type B documents AND ONE of the below Type C documents.

Type A documents

Current Drivers Licence (must include a photo)
Number
Expiry date / /
State/Territory/Foreign authority

Australian passport (cannot be expired by more than 2 years)
Number
Expiry date / /

Current State Identification Card (must include photo and age/date of birth)
Number
Expiry date / /
State/Territory

Type B documents

Birth Certificate or Birth Extract
 Citizenship Certificate
 Centrelink Benefits Card

Type C documents

Financial Benefits Statement
 Income Tax Assessment Notice
 Rates or utility notice

Account Holder Two Details

Full name

Residential Address, if not provided on the Application Form (no PO Box)

Identification
Please provide either;

- ONE of the below Type A documents; OR
- ONE of the below Type B documents AND ONE of the below Type C documents.

Type A documents

Current Drivers Licence (must include a photo)
Number
Expiry date / /
State/Territory/Foreign authority

Australian passport (cannot be expired by more than 2 years)
Number
Expiry date / /

Current State Identification Card (must include photo and age/date of birth)
Number
Expiry date / /
State/Territory

Type B documents

Birth Certificate or Birth Extract
 Citizenship Certificate
 Centrelink Benefits Card

Type C documents

Financial Benefits Statement
 Income Tax Assessment Notice
 Rates or utility notice

Company details

Company name as registered by ASIC

Principal place of business address (if any)

Nature of business

Full name of all Directors

Company Identification

Please attach a certified copy of a current company extract showing the;

- Company Name;
- ACN; and
- That the company is registered by ASIC as either a proprietary or a public company.

Registered as a Proprietary Company by ASIC?

No

Yes, please provide the names and addresses of all beneficial owners with more than 25% ownership.

Certified Copies

Certified copy means a document that has been certified as a true copy of an original document by an Authorised Person. To produce a certified copy, you must make a photocopy of the original document and take the original and the copy of an Authorised Person. The Authorised Person must write 'I certify this to be a true copy of the document shown and reported to me as the original' along with their name, occupation/qualification, registration details (if any), the date and their signature. Certified copies must clearly show the Account Holder details and be

dated within the last three months. A list of Authorised Persons is available on page 4 of this pack.

Example of certified identification document

I certify this to be a true copy of the document shown and reported to me as the original.

Clear photocopy of id to be shown	Certifier's details	
	Name:	Peter Doe
	Position:	JP000000
	Date certified:	XX/XX/20XX
	Signature:	

Please note certified documents must be dated within 3 months of the application being submitted.

Adviser or adviser's delegate declaration

I declare to ETRADE Australia Securities Ltd that:

- I have collected the Account Holder and Company information disclosed in this KYC Schedule from an Authorised person of the Account Holder(s) and Company and:
- I declare that I have obtained:
 - A current company search from ASIC available free at www.search.asic.gov.au and have also verified the:
 - Full company name; and
 - ACN
 and verified whether it is a (tick one box)
 - Proprietary company (Pty); or
 - Public company (Not Pty)
- I have also verified the
 - Account Holder(s) full name and either:
 - Address; and/or
 - Date of birth
- I have used original or certified copies provided by the client.
- Where photographic identification is used, I have confirmed in the presence of the client that the photograph of the client is a reasonable likeness of the client.

Adviser or adviser's delegate name

Position

Name of Employer

Signature

Date

Please ensure a copy or copies of the verified identification documents are attached to this form.

KYC SCHEDULE FOR TRUSTS, TRUSTEES & BENEFICIARIES

If you have any queries, please call 1300 363 241.

Account Holder One Details

Full name

Residential Address, if not provided on the Application Form (no PO Box)

Identification
Please provide either;

- ONE** of the below Type A documents; **OR**
- ONE** of the below Type B documents **AND** **ONE** of the below Type C documents.

Type A documents

Current Drivers Licence (must include a photo)
Number
Expiry date / /
State/Territory/Foreign authority

Australian passport (cannot be expired by more than 2 years)
Number
Expiry date / /

Current State Identification Card (must include photo and age/date of birth)
Number
Expiry date / /
State/Territory

Type B documents

- Birth Certificate or Birth Extract
- Citizenship Certificate
- Centrelink Benefits Card

Type C documents

- Financial Benefits Statement
- Income Tax Assessment Notice
- Rates or utility notice

Account Holder Two Details

Full name

Residential Address, if not provided on the Application Form (no PO Box)

Identification
Please provide either;

- ONE** of the below Type A documents; **OR**
- ONE** of the below Type B documents **AND** **ONE** of the below Type C documents.

Type A documents

Current Drivers Licence (must include a photo)
Number
Expiry date / /
State/Territory/Foreign authority

Australian passport (cannot be expired by more than 2 years)
Number
Expiry date / /

Current State Identification Card (must include photo and age/date of birth)
Number
Expiry date / /
State/Territory

Type B documents

- Birth Certificate or Birth Extract
- Citizenship Certificate
- Centrelink Benefits Card

Type C documents

- Financial Benefits Statement
- Income Tax Assessment Notice
- Rates or utility notice

Trust details

Full name

Full business name (if any) of the trustee

Type of trust (i.e. discretionary, hybrid)

Country trust was established in

Full name and address of all trustee/s

Trust Identification

Please attach a certified copy of the trust deed (or extract of the trust deed) showing the trust execution date and signature and the name of the Trust, Trustee(s) and Beneficiary(s).

Verification (Option One)

If one of these features exists and is verified, then no further verification is required. If NONE of these features are applicable please complete 'Verification (Option Two)'.

Please attach a certified copy of a document that verifies ONE of the below;

a managed investment scheme registered by ASIC;

a managed investment scheme that is not registered by ASIC and that;

- only has wholesale clients; and
- does not make small scale offerings to which section 1012E of the Corporations Act 2001 applies.

registered and subject to the regulatory oversight of a Commonwealth statutory regulator in relation to its activities as a trust; or

a government superannuation fund established by legislation.

Verification (Option Two)

Is the Trust Class Defined? (Skip for Regulated Trusts)

Yes, provide the class and beneficiary names;

Class name (e.g. child)

Full name of beneficiary(s)
(with a 15% or greater interest in the trust assets)

No, provide all beneficiary(s) full names;

Is the trustee an (Select one):

Individual(s), verify at least ONE individual trustee by completing sections 1 below.

Company(s), verify at least ONE company trustee by completing sections 2 below.

Both individual(s) and company(s), verify at least ONE individual trustee and at least ONE company trustee by completing sections 1 and 2 below.

Section 1: Individual trustee details

If at least one Individual Trustee is an Account Holder please indicate which Account Holder they are

If at least one Individual Trustee is not an Account Holder please identify them below.

Full name

Date of birth
 / /

Residential Address (no PO BOX)

Individual Identification

Please provide either;

■ ONE of the below Type A documents; OR

■ ONE of the below Type B documents AND ONE of the below Type C documents.

Type A documents

Current Drivers Licence (must include a photo)

Number

Expiry date / /

State/Territory/Foreign authority

Australian passport (cannot be expired by more than 2 years)

Number

Expiry date / /

Current State Identification Card
(must include photo and age/date of birth)

Number

Expiry date

State/Territory

Type B documents

Birth Certificate or Birth Extract

Citizenship Certificate

Centrelink Benefits Card

Type C documents

Financial Benefits Statement

Income Tax Assessment Notice

Rates or utility notice

Section 2: Company trustee details

Company name as registered by ASIC

Principal place of business address (if any)

ACN

Full name of all Directors

Is the company registered as a proprietary Company by ASIC?

No

Yes, provide the names and addresses of all beneficial owners with more than 25% ownership.

Company Identification

Please attach a certified copy of a current company extract showing the;

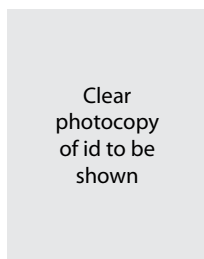
- Company Name;
- ACN; and
- That the company is registered by ASIC as either a proprietary or a public company.

Certified Copies

Certified copy means a document that has been certified as a true copy of an original document by an Authorised Person. To produce a certified copy, you must make a photocopy of the original document and take the original and the copy of an Authorised Person. The Authorised Person must write 'I certify this to be a true copy of the document shown and reported to me as the original' along with their name, occupation/qualification, registration details (if any), the date and their signature. Certified copies must clearly show the Account Holder details and be dated within the last three months. A list of Authorised Persons is available on page 4 of this pack.

Example of certified identification document

I certify this to be a true copy of the document shown and reported to me as the original.



Certifier's details

Name: Peter Doe
Position: JP000000
Date certified: XX/XX/20XX
Signature:

Please note certified documents must be dated within 3 months of the application being submitted.

Adviser or adviser's delegate declaration

I declare to ETRADE Australia Securities Ltd that:

- I have collected the Account Holder, Trust, Trustee and Beneficiary information disclosed in this KYC Schedule from an Authorised Representative of the named client in the Application Form and:
- I have satisfied the verification requirements in this KYC Schedule.
- I have verified the (tick the boxes):
 - Individual Trustee and/or Account Holder(s) full name and either:
 - Address; and/or
 - Date of birth
 - For Company Trustees I have verified the full name and ACN of at least one Company Trustee and I declare that I have obtained:
 - A current company search from ASIC available free at www.search.asic.gov.au and have also verified the:
 - Full company name
 - ACN

and verified whether it is a (tick one box)

- Proprietary company (Pty); or
- Public company (Not Pty)

- I have used original or certified copies provided by the client.
- Where photographic identification is used, I have confirmed in the presence of the client that the photograph of the client is a reasonable likeness of the client.

Adviser or adviser's delegate name

Position

Name of Employer

Signature

Date

Please ensure a copy or copies of the verified identification documents are attached to this form.

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Financial Services Guide.

About this Financial Services Guide.

In this Financial Services Guide ('FSG'), when the terms 'we', 'our' or 'us' are used, it means ETRADE Australia Securities Ltd ('E*TRADE Australia') (ACN 078 174 973), ETRADE Australia Nominees Pty Limited (ACN 080 523 217) and ETR Nominees Pty Limited (ACN 101 455 207) together, and each of them separately, unless otherwise specified.

This FSG is being provided to you as a result of the implementation of the Financial Services Reform Act which requires E*TRADE Australia to publish and distribute FSGs to retail clients to whom it provides financial services.

E*TRADE Australia provides limited financial services to you as a client of another Australian Financial Services Licensee (referred to in this FSG as your 'Authorised Agent') that utilises the execution, settlement and CHESS sponsorship services of E*TRADE Australia. This FSG will therefore only cover those services. Your Authorised Agent provides all other services for you and you must communicate your account and market-related instructions direct to your Authorised Agent, who will then on-forward those instructions to us. Your Authorised Agent will be providing you with its own FSG covering the services it provides to you.

This FSG contains general advice that has been prepared without taking into account your objectives, financial situation or needs. Accordingly, you should seek the advice of your Authorised Agent and consider the appropriateness of the advice having regard to your particular circumstances.

Purpose of the Financial Services Guide.

The FSG is an important document. We have designed this FSG to assist you in deciding whether to use any of the financial services we offer. This FSG must provide you with information about:

- Our name and contact details;
- The financial services we are authorised to provide and the products to which those services relate;
- The cost of any services we provide;
- Any remuneration, commissions or other benefits that we, or any relevant person, may be paid in relation to the financial services we offer;
- Any relationships we have with any other organisations affiliated with us or with product issuers, which might influence us in providing the services; and
- Details of our internal and external complaints handling procedures and how you access these.

Other documents you may receive from Us.

When we provide you with a financial service, we may also have to provide you with a Product Disclosure Statement. A Product Disclosure Statement ('PDS') is a document that provides you with information about a financial product and the entity that issues the financial product (the Issuer). We must provide you with a PDS about a financial product when:

- We recommend that you acquire the financial product; or
- We offer to issue, or to arrange to issue, the financial product to you.

The PDS must contain information about the financial products so that you can make an informed decision whether or not to acquire it. A PDS about a financial product must state, amongst other things:

- The name, licence number and contact details of the Issuer;
- The significant benefits and risks associated with holding the financial product;
- The fees, expenses or other costs associated with holding the financial product;
- Commission or other payments that may reduce any return from the financial product;
- Other significant characteristics of the financial product;
- The rights, terms, conditions and obligations of the financial product;
- Dispute resolution procedures covering complaints in relation to the financial product, and how you can process these dispute resolution procedures; and
- General information about the significant taxation implications (if any) of a financial product.

A PDS is not required to be issued by E*TRADE Australia where you are dealing in ASX-listed equity securities and warrants. Your Authorised Agent will be responsible for providing you with a PDS in relation to financial products.

Provider of the financial services.

ETRADE Australia Securities Ltd (ACN 078 174 973) and its representatives are the providers of the financial services offered below. E*TRADE Australia is authorised by the Australian Financial Services Licence (No 238277) issued under the Corporations Act to provide these services to you.

E*TRADE Australia is a wholly owned subsidiary of ETRADE Australia Ltd (ACN 003 042 082) and a Participant of the Australian Securities Exchange Limited Group.

E*TRADE Australia is authorised to:

- Provide financial product advice and deal in the following financial products:
 - Basic deposit products;
 - Derivatives;
 - Foreign exchange contracts;
 - Debentures, stocks or bonds;
 - Interests in managed investment schemes including the Investor Directed Portfolio Service (known as 'The ETRADE Australia Managed Funds Service');
 - Securities; and
 - Miscellaneous financial investment products limited to managed investment warrants.
- Underwrite interests in managed investment schemes, or
- issues of securities; and
- Provide and operate custodial and depository services.

As previously mentioned in this FSG, E*TRADE Australia provides you solely with execution, settlement and sponsorship services.

Providing entity (Provider Of Advice)

E*TRADE Australia does not provide financial product advice to you. Your Authorised Agent may, however, do so.

Fees payable for each service provided

E*TRADE Australia has an agreement with your Authorised Agent, under which the Authorised Agent determines the rate at which we will charge you brokerage on any trades (which we will deduct, from the settlement proceeds, the bank account nominated by you or the bank account which E*TRADE Australia opens as trustee for you). Please contact your Authorised Agent if you require further information on the rates to be charged. In addition to the brokerage we charge you, you will pay E*TRADE Australia the amounts set out in Appendix A.

E*TRADE Australia retains part of the brokerage and pays the balance to your Authorised Agent. It is not possible to ascertain the amount which E*TRADE Australia will retain. The amount retained by E*TRADE Australia varies depending on a number of matters which will be set out in the agreement with your Authorised Agent. These may include:

- The number of contract notes prepared for your Authorised Agent's clients during the month. Commonly, the more contract notes prepared for your Authorised Agent's clients, the lower the fee received by E*TRADE Australia and;
- The size of a trade.

Part 1 of Appendix A details the current list of other fees and charges that you may pay to us directly for our services.

How we are paid for services provided

E*TRADE Australia is remunerated by the brokerage we charge you. With certain products (such as margin lending products) we are also remunerated in the form of commissions (including trailing commissions) by product providers. Refer to Appendix A for more details.

How to use our services

If you wish to execute transactions using our execution, settlement and sponsorship services, you must provide your instructions to your Authorised Agent or by arrangement with

your Authorised Agent. The method by which E*TRADE Australia will accept your or your Authorised Agent's instructions will be subject to the terms and conditions of trading between your Authorised Agent, E*TRADE Australia and you (available from your Authorised Agent), and your authorisation for your Authorised Agent to open an account with E*TRADE Australia (which will result in us opening a bank account in our name, as trustee, which identifies you as a beneficiary). To use our sponsorship services, you will need to enter into a CHESS Sponsorship Agreement with E*TRADE Australia (which forms part of your account opening documentation with your Authorised Agent). If you require advice, please contact your Authorised Agent directly.

Associations with product providers

E*TRADE Australia may provide you with financial products and services from either related or non-related product providers, including Australia and New Zealand Banking Group Limited ('ANZ'). ANZ owns 100% of ETRADE Australia Limited.

E*TRADE Australia may receive a commission payment from product providers where you invest in one of their products or services. Refer to Part 2 of Appendix A for more details.

Complaints

You may advise of any complaint or dissatisfaction with the service provided to you by E*TRADE Australia. You should contact your Authorised Agent direct if you have any complaints about the advice or other services it provides to you. If you have any complaints in relation to E*TRADE Australia's execution, settlement or sponsorship services which could not be resolved by your Authorised Agent, the following dispute resolution procedure is in place to ensure that your enquiries and complaints are handled efficiently.

Contact E*TRADE Australia and advise us of your complaint. A representative of E*TRADE Australia will attempt to resolve your complaint and will notify you of any proposed resolution.

Call us on **02 8274 5577** or

Write to us at:

ETRADE Australia Securities Ltd
Reply Paid 1346
ROYAL EXCHANGE NSW 1224

If your complaint is not resolved to your satisfaction, please send a written complaint addressed to:

Compliance Manager
ETRADE Australia Securities Ltd
Reply Paid 1346
ROYAL EXCHANGE NSW 1224

If you are still not satisfied with the resolution of any complaint, you may complain in writing to the Financial Ombudsman Service (FOS), of which E*TRADE Australia is a member.

The FOS can be contacted as below:

Financial Ombudsman Service
GPO Box 3 Melbourne VIC 3001
Telephone: 1300 780 808
Facsimile: (03) 9613 6399
Email: info@fos.org.au
Internet: www.fos.org.au

Appendix A

Financial Services Guide – Fees, Charges, Benefits and Commissions

The current list of fees and charges that you may be required to pay to us directly for using our services, in addition to brokerage at a rate determined by your Authorised Agent are detailed below. Any fees and charges relating to specific products can be found in the relevant Product Disclosure Statement.

All fees and charges include GST unless stated otherwise. Commissions and benefits that may be paid to E*TRADE Australia are detailed in Part 2 of this Appendix.

> PART 1 – STANDARD FEES AND CHARGES

1. Execution, Settlement and Sponsorship Services.

1.1 Fees on Options

- All Exchange Traded Option trades incur an ASXC fee of \$0.143 per contract (including GST), in addition to any brokerage we charge you.
- Where an Exchange Traded Option is exercised, you will incur an ASXC exercise fee of \$0.055 multiplied by the number of contracts exercised, in addition to any brokerage we charge you.

2. Other Services

2.1 Banking Service Charges

CASH WITHDRAWAL Cash Withdrawal requests, where our manual intervention is involved	\$5.00
AUDIT REQUESTS When a Bank Audit Confirmation is requested, we will pass on any bank charges incurred	Nil
BANK STATEMENT REPRINT When a Bank Statement Reprint is requested, we will pass on any bank charges incurred	\$14.00
TELEGRAPHIC TRANSFERS When a telegraphic transfer request is received, E*TRADE may charge you a processing fee of \$5.00 per transfer request, together with any bank charges incurred.	\$5.00
As a guideline the fees currently charged by the banks are:	
■ Your E*TRADE ANZ account to another ANZ account	Nil
■ Your E*TRADE ANZ account to another bank account	\$28.00
■ Your E*TRADE ANZ account to an overseas bank account	\$30.00
■ Your E*TRADE Macquarie Bank account to any account	\$35.00
DISHONOUR FEE When a cheque deposited to your E*TRADE Australia bank account is dishonoured or a direct debit against your nominated bank account is dishonoured, we will pass on to you any bank charges incurred, together with the following fees:	
■ Cheque deposit dishonoured	\$9.00
■ Direct Debit is dishonoured	\$5.50

2.2 Fail Fees

Fail fees

The following fees may be charged against your account, in respect of a failure to settle transactions.

Sell transactions

When stock is not available to meet the market settlement obligation, the ASX fee is calculated at 0.11% of settlement consideration as per below plus any other fees or charges incurred by E*TRADE and advised from time to time.

- Minimum \$110 per day
- Maximum \$5500 per day

Buy transactions

When cash is not available to pay for stock purchased, a fee is calculated at the current ANZ bank overdraft rate of settlement consideration with a minimum and maximum fee.

- Minimum \$110 per day
- Maximum \$5500 per day

Buy transactions (Late Payment Fee)

When your E*TRADE ANZ account goes into overdraft after settlement, due to insufficient funds.

- \$27.50 per day.
- Overdraft interest charges in line with bank charges.

2.3 Transfers of Financial Products

Off Market Transfers	\$22.00
Request lost SRN	\$16.50
CHESS Statement reprints	\$16.50

2.4 Contract Note Delivery

SMS Alert	\$0.55
Oasys Message	\$13.20
IRESS ETC Message	\$5.50

> PART 2 – COMMISSIONS AND BENEFITS PAID TO E*TRADE AUSTRALIA

E*TRADE Australia receives commissions or other benefits from a number of institutions in respect of or attributable to the provision of financial services, which it may share with your Authorised Agent:

- Up to 0.30% per annum commission on the average daily balance of the bank account which E*TRADE Australia has opened as trustee, identifying you as the beneficiary, from the relevant bank;
- We maintain a trust account, the purpose of which is for, among other things, holding funds used for share trading. We will retain any interest that may be earned on this account.
- Between 0.25% and 0.55% per annum of the balance or loan balance of some margin lending loan accounts, from the provider of the margin loan;
- Up to 6% of an investment in an initial public offering or other offering of financial products and ongoing fees of up to 2% (of the initial investment), from the company undertaking the initial public offering, issuing the financial products or underwriter;

-
- Up to 1.1% of the amount of any instalment warrants that are rolled over by the issuer of the instalment warrants;
 - Up to 50% of the cost of amounts paid to research and/or education providers, from the research and/or education providers; and
 - Up to \$30 per month per account in relation to portfolio service fees and up to \$200 per quarter per account or portfolio administration fees from your Authorised Agent.

We may receive a commission from warrant issuers as part of trading promotions, or from product providers with whom we have an association, where you invest in one of their products or services. We may rebate these commissions to you or share these commissions with your Authorised Agent.

This FSG is dated: 10 March 2011

Privacy policy.

We Respect Your Privacy

ETRADE Australia Limited and ETRADE Australia Securities Limited (collectively described as E*TRADE) respect the privacy of all our customers and business contacts, and are committed to safeguarding the personal information that you provide to us. E*TRADE is subject to the National Privacy Principles (NPPs), which are contained in the Privacy Act 1988 (Privacy Act). The NPPs govern how organisations must handle personal information. As E*TRADE may collect personal information about you online through our website, this Privacy Policy also outlines our approach to online privacy issues (at clause 6 below). Please read this Privacy Policy carefully as usage of our website is conditional upon you agreeing to be bound by it.

This Privacy Policy has been prepared primarily for our customers and potential customers, who may have questions about how we handle personal information. However, E*TRADE may also handle information about people who are E*TRADE's 'business contacts'. E*TRADE's handling of personal information about business contacts is discussed at clause 7.

1. WHAT PERSONAL INFORMATION DOES E*TRADE COLLECT?

E*TRADE is an online financial services company that offers a combination of innovative value-added services through the use of leading-edge technology. We provide easy access to a secure, personalised trading environment. In the course of providing our products and service to you, E*TRADE may collect personal information about you. Personal information is information or opinion about an individual whose identity is apparent, or can reasonably be determined, from the information or opinion. The types of personal information that E*TRADE collects will depend on the nature of your dealings with us. E*TRADE collects personal information from:

Our customer

E*TRADE may collect personal information about you when you become an E*TRADE shareholder, when you open an account with us or if you apply for a margin loan. This personal information we collect will include your name and address, and if you open an account with us, other contact

details, the name of your bank and your bank account number and your tax file number (if you choose to provide it to us). As outlined at clause 2, E*TRADE needs this information in order to provide customers with its products and services. E*TRADE may collect other personal information from you (e.g. date of birth and occupation) in order to help E*TRADE establish whether you may need assistance to understand how to use our trading systems.

Potential customer

If you request information from E*TRADE (e.g. by using the E*TRADE website or call centre), we may collect your contact details, including your name, postal and email addresses and your telephone and fax numbers.

Business Contacts

E*TRADE may collect contact information from people with whom it does business (e.g. contact people in regulatory bodies, external service providers and the investment industry). If you are a 'business contact' of E*TRADE, we may collect business contact information about you including your name, your position and the organisation you work for, your business telephone and fax number and your email address. As noted above, E*TRADE's handling of business contact information is discussed at clause 7. E*TRADE only collects personal information if it is needed for the business purposes described in this privacy policy.

2. HOW IS PERSONAL INFORMATION USED?

If you are a customer, the personal information collected about you by E*TRADE is used for the purposes of establishing, administering, operating and maintaining your account with us. In addition, sometimes we will use personal information to establish a bank account for settlements relating to your E*TRADE trading account, and to create a CHESS Holder Identification Number. This will be explained in the terms and conditions you agree to when you open an account. If we don't collect personal information from you, we will not be able to provide our products and services to you, or provide you with other information you have requested. From time to time we may also use personal information about customers and potential customers to inform you about E*TRADE products, services or promotions. If at any time you no longer wish to be notified about new E*TRADE products, services or promotions, please let us know. Our contact details are set out in clause 8 of this Privacy Policy.

3. WILL PERSONAL INFORMATION BE GIVEN TO ANYONE ELSE?

Personal information may be disclosed by E*TRADE in the following circumstances:

For account-related purposes

If you are a customer, E*TRADE may disclose personal information about you to credit reporting agencies (with your consent), debt collecting agencies and payment system operators. These disclosures are necessary in order for us to establish and maintain your account.

With your consent, E*TRADE may disclose your personal information to other third parties who have an alliance with E*TRADE. If such alliances are entered into by E*TRADE, we will seek your consent prior to personal information about you being disclosed.

ANZ E*TRADE Customers

If you are a ANZ E*TRADE customer, please note that E*TRADE is obliged under the terms and conditions which apply to your account to disclose personal information about you to ANZ. You agree to comply with these terms and conditions when you open a ANZ E*TRADE account.

Outsourcing

Personal information collected by E*TRADE may be disclosed to third parties to whom E*TRADE contracts out specialised functions (e.g. IT systems support, share registry services or mail house functions). If E*TRADE does disclose personal information to third party contractors under outsourcing or contracting arrangements, E*TRADE takes reasonable steps to ensure that those third parties:

- comply with the NPPs when they handle your personal information; and
- are authorised only to use personal information in order to provide the services or to perform the functions required by E*TRADE.

Disclosures required or permitted by law

Otherwise, E*TRADE will only disclose personal information if you consent, or if this is required by law or otherwise permitted under the Privacy Act. E*TRADE does not sell, rent or trade personal information about you to or with third parties.

4. SECURITY OF PERSONAL INFORMATION

E*TRADE takes reasonable steps to ensure the security of your personal information from such risks as unauthorised access, loss or misuse.

Online security

All information transmitted to the E*TRADE website is stored securely (to the extent possible using existing technology). When you are trading online, your security is protected through your use of a User ID and a secure site Log On password. A Trading password must also be entered each time you place an order to buy or sell. When accessing or initiating your transactions over the Internet, all communications with E*TRADE are secured through user authentication and 128-bit enabled data encryption. To ensure ongoing security, we encourage customers to change their password regularly.

'Offline' security

We utilise 'state-of-the-art' technology and systems to prevent unauthorised access to the information we hold.

Our IT systems are password restricted and comply with relevant security standards. Personal information provided to us in 'hard copy' written form is usually imaged and stored electronically in our secure database (this enables the paper originals to be destroyed). If personal information is held in paper files prior to imaging, it is stored in locked compactuses or filing cabinets. In all cases, access to the personal information we hold about you is restricted to authorised personnel. We take steps to ensure that our staff understand that they must protect your privacy.

5. ACCESS AND CORRECTION

Access

If you are a customer, you already have the right to access your account information at any time, simply by logging into the website. However, you should be aware that there are now new rights of access to personal information under the Privacy Act.

Under NPP6, you have the right to request access to the personal information which E*TRADE holds about you (although there are some exceptions to this). You also have the right to ask us to update or correct your personal information when it is inaccurate, incomplete or out of date.

If you wish to exercise your right under the Privacy Act to seek access to the personal information that E*TRADE holds about you, we ask that you contact E*TRADE, using the contact details set out in clause 8 of this Privacy Policy.

To summarise, in the first instance, E*TRADE will generally provide you with a summary of the information we hold about you. We will assume (unless you tell us otherwise) that your request relates to our current records about you. These current records will include personal information about you which is included in our databases and in paper files (i.e. where the relevant documents have not yet been imaged), and which we may use on a day-to-day basis.

To provide you with access to your personal information, E*TRADE will ordinarily provide you with a copy of the relevant personal information (ordinarily, a print-out from a database or a photocopy of personal information recorded only in paper form). If personal information about you (for example, your name and address) is duplicated across different databases or paper files, we will generally only provide you with one printout of this information, rather than multiple printouts. E*TRADE will not charge you for the cost of providing this type of access to these current records. If the personal information we collected about you has been de-identified such that we can no longer identify this information as being about you, you will not be given access to the de-identified information.

Generally, E*TRADE will endeavour to acknowledge your request for access within 14 days, and to provide you with access within 30 days of the date of receipt of your request.

For legal and administrative reasons, E*TRADE may also store records containing personal information in its archives. These archives include the images of the hard copy documents described at clause 4 above. You may seek access to these records held by E*TRADE which are not current records, but if you do, please be aware that it may take time to locate these records and we may not be able to respond to your request within 30 days of its receipt by us. Also, in these circumstances we may charge you for the cost of providing access.

Please be aware that if the relevant personal information was collected before 21 December 2001, E*TRADE will only provide you with access in accordance with section 16C of the Privacy Act 1988. Section 16C states that access must only be provided to personal information collected before 21 December 2001 if we use and disclose that information after that date, and that providing access would not cause an unreasonable administrative burden or unreasonable expense.

E*TRADE's Privacy Officer will contact you to discuss how we will handle your request for access to non-current records.

Correction

After we have provided you with access, if you are of the view that the personal information we hold about you is not accurate, complete or up to date, please let our Privacy Officer know. Please use the contact details set out at clause 7 below.

6. ONLINE PRIVACY ISSUES

Online collection of personal and non-personal information

As outlined in the introduction to this policy, E*TRADE may collect personal information through our website. For example, if you ask us to send you an account opening kit by mail, we will collect your name, postal and email addresses, and telephone number. In addition, there are some services we only offer online, such as applications for access to managed funds and applications for margin lending services.

E*TRADE may collect non-personal information from you by your use of the website. For example, we might track information about the date and time you access our site, the type of web browser you use, and the website from which you connected to our site. Generally, we do not collect information which personally identifies you. Rather, this information is collected in an aggregate form, e.g. the number of users using different types of web browsers. E*TRADE does not match any personal information we have collected about you with the anonymous navigation and other non-personal information which we collect when you visit our website.

Use of information collected online

Generally, E*TRADE uses and discloses personal information collected online in the same way as it uses and discloses information collected offline. If we need to disclose personal information about you which we collect online, we will make this clear in the relevant online application form.

Links to other websites

Sometimes our website contains links to third party websites for your convenience and information. When you access a non-E*TRADE website, please understand that E*TRADE is not responsible for the privacy practices of that site. We suggest that you review the privacy policies of each site you visit.

7. BUSINESS CONTACT INFORMATION

Sometimes E*TRADE will need to collect personal information about individuals who are not customers. This will usually arise where we collect the name and business contact details of a person who is the contact in a government agency or company with which we deal, such as a stockbroker or financial adviser. E*TRADE's policy is to only use personal information collected from a non-customer for the main business purpose for which it was collected.

8. HOW TO CONTACT E*TRADE

The E*TRADE Privacy Policy may change from time to time. The E*TRADE Privacy Policy will be made available to anyone who requests it, whether at our offices or through our website.

If you have any questions or comments about the E*TRADE Privacy Policy, or if you wish to make a complaint about how E*TRADE has handled personal information about you, please contact E*TRADE:

- by telephone on 1300 658 355 between 8am to 7pm Monday to Friday; or
- by facsimile to (02) 9241 7954; or
- by email to privacy@etrade.com.au; or
- by letter to:
The Privacy Officer
E*TRADE Australia

Reply Paid 1346
Royal Exchange NSW 1224
Australia

9. CHANGES TO THIS PRIVACY POLICY AND ADDITIONAL INFORMATION

We strive to comply with the NPPs, and we intend to comply with any industry privacy codes as and when they are developed. If further privacy legislation and/or self-regulatory codes are introduced, or our Privacy Policy is updated, E*TRADE will summarise any modifications or enhancements in this section. Our Privacy Policy was last updated on 17 December 2001.

For further information about privacy issues and the protection of privacy visit the Australian Federal Privacy Commissioner's website at www.privacy.gov.au

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Terms and conditions.

By opening an account with E*TRADE Australia through ('the Licensee') the client agrees to the following terms and conditions.

Account Opening

- 1 The client warrants that if the client is:
 - (a) more than one person or entity, each such person or entity shall be jointly and severally liable under the Terms and the Sponsorship Agreement;
 - (b) acting as a trustee, the client has authority to be bound by the Terms and the Sponsorship Agreement both personally and as trustee;
 - (c) a corporation, the client holds a valid A.C.N. or ARBN under the Corporations Act and the principal place of business of the client is in Australia; or
 - (d) a natural person and 18 years of age or over.
- 2 The client undertakes to notify the Licensee immediately of any change to its identity, address or personal particulars and the client authorises the Licensee to convey such information to E*TRADE Australia.
- 3 The client shall provide such information as is requested by the Licensee to open an account with E*TRADE Australia and shall provide such identification information as the Licensee in its sole discretion considers necessary.
- 4 The client warrants and represents:
 - (a) that the information the client supplies is accurate, complete and truthful;
 - (b) that the client is constituted by no more than three persons;
 - (c) that the client will be at all times in a position to meet all commitments on the part of the client arising from transactions under these Terms;
 - (d) that the client is not a person with whom the Licensee or E*TRADE Australia is not lawfully entitled to deal pursuant to any statute, law, rule or regulation in or outside Australia; and
 - (e) that the Nominated Account is an account in the client's name.

Dealing

- 5 **Licensee acts as Agent**
 - 5.1 The client acknowledges that the Licensee acts as its agent and that the client acts as principal and not as agent for any other party.
- 6 **Customs Usages and Practices of ASX**
 - 6.1 The client acknowledges and agrees that all orders placed with the Licensee are placed subject to the customs, usages and practices of the ASX, the SCH Business Rules,

ASX Business Rules and the Corporations Act together with the terms and conditions set out in each contract note issued in respect to each transaction.

7 Non Advisory Accounts

- 7.1 A non advisory account is an account which the Licensee designates to be non advisory, and is intended to operate on an execution only (non advice) basis.
- 7.2 Clients who operate a non advisory T+0 account acknowledge that buy orders will only be accepted where sufficient Cleared Funds are available in the Account or Bank Account referred to in Clause 12 and that sell orders will only be accepted where adequate stock is registered on CHESS under the Sponsorship Agreement.
- 7.3 Clients who operate a non advisory account acknowledge and agree that they rely on their own skill and judgment when placing an order through the Licensee with E*TRADE Australia, that they may not have completed an investor profile and that the Licensee does not intend to or may be unable to identify their investment objectives, situation and needs and does not intend any advice to be provided or to be relied upon or warrant that such advice if provided is suitable for the client.

8 Advisory Accounts

- 8.1 Advisory accounts may be general or personal and advice provided in respect to each account shall be treated differently.
- 8.2 Personal advisory accounts shall only be opened by clients who have completed a client profile, which shall be relied upon to identify the client's investment objectives, financial situation and particular needs.
- 8.3 Any advisory account which is opened without receipt of a completed client profile shall be a general advisory account and the parties agree that any advice provided in respect to that account by the Licensee shall be treated as general advice and it is acknowledged and agreed that such advice may not be suitable for the client's investment objectives, financial situation and particular needs.
- 8.4 The client acknowledges that the Licensee cannot identify their investment objectives, financial circumstances and particular needs in the absence of a completed client profile and agrees that it is the client's obligation to complete such profile and advise the Licensee if any of its contents change.
- 8.5 The client acknowledges and agrees that it is their responsibility to ensure that they complete and that the Licensee receives a current financial profile of their financial position in the event that they wish to receive personal advice.

9 Trading Generally

- 9.1 The client may, or may instruct the Licensee to deal on behalf of the Account provided there are sufficient Cleared Funds or Cleared Financial Products in the Account (or, if a Loan Account, provided the Margin Lender authorises the sale or purchase of an amount of Margin Financial Products) and such amounts comply with the requirements set out in the E*TRADE Australia Website. The client also agrees that a Margin Lender may give the Licensee or E*TRADE Australia instructions to sell any Margin Financial Products, and that any such instruction will be taken to have been given by the client for all purposes. The client may not amend or withdraw any such instruction by the Margin Lender.
- 9.2 All Financial Products trading transactions between the client and E*TRADE Australia are subject to the Corporations Act, the ASX Business Rules, the SCH Business Rules, the customs and usages of the ASX and the SCH and the terms and conditions set out in the contract note issued by E*TRADE Australia and defined in ASX Market Rules 7.9.1(b) (i), (ii) and (iii), in relation to each transaction and the client acknowledges that any contract note is issued subject to the matters set out in those rules.
- 9.3 Each order instruction provided to, or through the Licensee to, E*TRADE Australia is given with the intention that it will be transmitted to the market for execution.
- 9.4 The client warrants that all orders placed and any trade conducted by it is lawful.
- 9.5 The Licensee and E*TRADE Australia reserve the right not to accept and/or to remove without notice any order that it in its sole discretion considers may detract from an orderly market or which it believes is manipulative.
- 9.6 The client acknowledges that any order placed will remain open until cancelled by the client, by the Licensee, by the Licensee's settlement and clearing agent in accordance with these Terms or purged by ASX SEATS. The client acknowledges that the Licensee and E*TRADE Australia do not accept responsibility for reinstating lapsed orders or for contacting the client to seek new instructions.

10 Cancellation of trades

- 10.1 The Licensee and E*TRADE Australia reserve the right to cancel trades pursuant to or as contemplated by ASX Business Rules, practices and procedures of the ASX and the relevant clearing house without the client's consent.

Execution and Settlement

11 Acknowledgements

- 11.1 The client acknowledges that
- (a) They wish to utilise the execution and settlement services of E*TRADE Australia Securities Ltd (ABN 93 078 174 973, Australian Financial Services Licence No. 238277) (referred to as 'E*TRADE Australia' and 'settlement and clearing agent').
 - (b) The client will execute a Sponsorship Agreement with E*TRADE Australia.
 - (c) E*TRADE Australia will not provide the client with any legal, tax, financial or accounting advice or advice regarding the suitability or profitability of any Financial Product or investment and, to the extent permitted by law, will have no liability (including for any negligence) with respect to the transactions (including any diminution in value) in or for the client, the Account and the client's investment decisions;

- (d) E*TRADE Australia does not operate discretionary accounts;
- (e) where the client has elected to receive contract note details by electronic means only, the client accepts that the conditions set out in ASX Market Rules 7.9.1(b) (i), (ii) and (iii) apply; and
- (f) where the client provides the Licensee or E*TRADE Australia with Tax File Numbers, these numbers may be passed on to the provider of the Bank Account, E*TRADE Australia and share registries with whom the client holds Financial Products;
- (g) E*TRADE Australia or the Licensee may at its sole and absolute discretion close the Account or refuse instructions to purchase or sell Financial Products on behalf of the client or cancel any order or trade or generally prohibit or restrict the Licensee's ability to trade Financial Products in or from the Account without providing any reason for doing so. E*TRADE Australia will notify the client of any such refusal or Account closure as soon as is practicable; and
- (h) Without limiting clause 11.1 (g) E*TRADE Australia may refuse to accept instructions from the client to buy or sell Financial Products unless the client has met the Account opening requirements set out in the Terms and on the E*TRADE Australia Website, and if the client has a Loan Account, unless the client has met the Margin Lender's requirements in relation to the margin loan facility.

- 11.2 The client acknowledges that certain orders at E*TRADE Australia's sole discretion may be subject to manual review and entry (and if the client has a Loan Account, approval by the Margin Lender) which may cause delays in the processing of the client orders. The client acknowledges that the order will be executed at the price available on the ASX (subject to any limit imposed by the client), which may be different from the price at which the Financial Product is trading when the client order was entered on to the Service.

- 11.3 The client acknowledges that E*TRADE Australia uses Automated Client Order Processing, which may involve the matching of the client's order with an opposite order from another of its clients or with E*TRADE Australia when it deals as principal. The client agrees that where a client order is matched with an opposite order from another of its clients, E*TRADE Australia is entitled to charge brokerage to both parties to the transaction.

- 11.4 The client authorises the accumulation and price averaging of two or more market transactions into a single confirmation/contract note.

12 Bank Account

- 12.1 The client may complete an Application, to request E*TRADE Australia to open a Bank Account. E*TRADE Australia reserves the right to refuse or decline any Application in its absolute discretion.
- 12.2 The client acknowledges that E*TRADE Australia will open a Bank Account as trustee of the client subject to these Terms and the client agrees that E*TRADE Australia is entitled to be indemnified from the Bank Account in respect of any Claim or Loss suffered by E*TRADE Australia as a result of any breach by the client of these Terms and E*TRADE Australia shall not be liable for any Loss suffered by the client as a result of the default of any financial institution or service provider in relation to or in connection with any transactions in respect of the Bank Account.

- 12.3 Unless transactions on the Account are to be settled by a Margin Lender, the client acknowledges that E*TRADE Australia will open a Bank Account.
- 13 Electronic Communications**
- 13.1 The client will be responsible for the confidentiality and use of any user ID, Log-on password, trading password and telephone password provided to them, and agrees that they will not disclose these to any other person.
- 13.2 The client agrees not to contest the validity or enforceability of Electronic Communications between the client and E*TRADE Australia in any legal proceedings between the parties and also irrevocably waive any right to raise any defence or waiver of liability based upon the absence of a memorandum in writing or of a failure of execution.
- 13.3 E*TRADE Australia may maintain a transaction log consisting of a copy of all instructions received from the client by Electronic Communications. In the event of a dispute, the log will be conclusive evidence of the details of the communications contained in it except in the case of a manifest error. To the extent permitted by law (including for any negligence) E*TRADE Australia is not liable for any Loss incurred by the client as a result, directly or indirectly, of any inaccuracies or lack of timeliness in the information appearing on the log.
- 13.4 The client must re-transmit any instruction to place an order contained in an Electronic Communication if the functional acknowledgment received indicates a malfunction or E*TRADE Australia notifies the client that the message was received in an incomplete or garbled form.
- 13.5 The client is responsible for establishing their own agreements with third party networks (including without limitation Internet service providers) involved in the transmission of Electronic Communications initiated by the Client to E*TRADE Australia including any connect time or other charges of those third parties.
- 13.6 Neither party is liable to the other for any Loss suffered by the other party due to a force majeure event.
- 14 Payments**
- 14.1 The client agrees to pay to E*TRADE Australia brokerage, commission, taxes and duties and other fees notified to the client from time to time and as they apply to all matters relating to the Application, the Account, the Bank Account and transactions on behalf of the client and services provided to the client. The client acknowledges that E*TRADE Australia is entitled to require the payment of different amounts of charges and expenses from its clients for the same services and may provide only some services to a select group or class of its clients from time to time in its sole and absolute discretion.
- 14.2 The client irrevocably authorises E*TRADE Australia to deduct all amounts in respect of purchase orders, brokerage, commission, fees, taxes and duties from Cleared Funds in the Account or in the Bank Account (or, if the client has a Loan Account, to direct the Margin Lender to draw on the client's loan facility with the Margin Lender and remit such amounts to E*TRADE Australia) as required for settlements or otherwise required by the ASX and SCH including brokerage (if any) payable to the Licensee and agree to reimburse to E*TRADE Australia upon request all amounts in respect of purchase orders, brokerage, commission, fees, taxes and duties or any other charges levied or imposed in relation to each transaction which remain unpaid.
- 14.3 The client authorises the Licensee in its own right and as agent of the client (by way of instructing E*TRADE Australia) to appropriate, transfer, credit, apply or pay monies that may be received or held by the client or on the client's behalf in payment of amounts that may be outstanding by the client to the Licensee or to E*TRADE Australia.
- 14.4 E*TRADE Australia may appropriate any payments, credits or other sums of money received by the client or on behalf of the client in reduction of any amounts owing by the client to E*TRADE Australia or by the client to the Licensee or otherwise (including for buy orders placed by the client), whether on the Account or any other account, and may apply monies held in the Bank Account to discharge any liability arising under the Terms, and may instruct the Banker to transfer monies from the Bank Account (or if the client has a Loan Account, may instruct the Margin Lender to transfer monies from the Loan Account) to E*TRADE Australia for that purpose.
- 14.5 E*TRADE Australia may charge interest on any debit balances in the Account and any other amounts outstanding by the client to E*TRADE Australia as disclosed to the client from time to time.
- 14.6 The client may not close any Account without E*TRADE Australia first receiving all Financial Products which the Account is liable to deliver for sale and all funds to pay in full for all Financial Products which have been purchased on the Account, including all amounts payable to E*TRADE Australia.
- 14.7 All client property other than Financial Products in which the client has an interest or which at any time are in the possession or control of the Licensee or E*TRADE Australia, shall subject to the ASX and SCH Business Rules be subject to a lien for the discharge of any and all indebtedness or any other obligation that the client may have to E*TRADE Australia or the Licensee. The client must pay E*TRADE Australia or the Licensee the costs and expenses of collection of any such indebtedness or debit balance, including but not limited to, legal costs and disbursements.
- 14.8 Subject to the SCH Business Rules, the client authorises E*TRADE Australia or the Licensee to sell Cleared Financial Products, as necessary to meet any unpaid debt the client owes E*TRADE Australia or the Licensee.
- 15 Settlement**
- 15.1 Where the client instructs the Licensee to buy Financial Products, the client agrees to pay and authorise payment for those Financial Products to be deducted from the Available Funds prior to settlement. E*TRADE Australia is not obliged to transfer Financial Products to the client where payment for those Financial Products has not been received and, until payment of all amounts outstanding from the client to the Licensee or E*TRADE Australia is made in full.
- 15.2 Where a contract for the purchase of Financial Products remains unpaid, after E*TRADE Australia has requested the client to pay for the Financial Products, E*TRADE Australia may sell those Financial Products that are the subject of that contract at the risk and expense of the client and that expense shall include all Loss suffered by E*TRADE Australia including brokerage, and any relevant fees and duties.
- 15.3 If E*TRADE Australia makes a sale of any Financial Products at the direction of the client, and the client has failed to deliver those Financial Products, then E*TRADE Australia is authorised to borrow or otherwise obtain the Financial Products necessary to enable E*TRADE Australia to make

delivery, and the client agrees to be responsible for any Loss E*TRADE Australia may incur, including the cost of borrowing and/or obtaining the Financial Products and/or other property. The client agrees that E*TRADE Australia is the client's agent to complete all such transactions and is authorised to make advances and expend monies as required.

16 Late and Corrected Reports

16.1 The client understands that E*TRADE Australia from time to time receives late reports reporting the status of transactions. Accordingly, the client will be subject to late reports relating to orders that were previously unreported to the client or reported to the client as being expired, cancelled, or executed. In addition, any reporting or posting errors, including in execution prices, will be corrected to reflect what actually occurred in the marketplace.

17 Confirmations, Account Statements, Notices and Other Communications

17.1 It is the responsibility of the client to review upon first receipt, whether delivered to the client by mail, Electronic Communication or otherwise all confirmations of transactions and all statements in relation to the Account (including the Bank Account). Transactions and all such information received by the client shall be binding upon the client, if the client does not object, either in writing or by Electronic Communication, within 48 hours after the confirmation or information is first received. In all cases, E*TRADE Australia reserves the right to determine the validity of client objections to the transaction or to the information contained in such statements.

17.2 Any notice, request, demand or other communication may be made personally, by Electronic Communication or by prepaid letter to the client at the client's last notified address or number, as the case may be, and the notice, request, demand or other communication shall be deemed to have been received by the client if made personally when made, if made by Electronic Communication when there is confirmation of receipt by whatever means, or if made by prepaid letter on the Business Day following transmittal or posting as the case may be.

General

18 Commission Disclosure

18.1 The client agrees that each of the Licensee and E*TRADE Australia may receive commissions from suppliers of information services, banking services and clearing services in respect to the services provided under this agreement to the client from time to time and that each or either of them is entitled to retain such commissions for its own benefit.

19 Information

19.1 The client expressly authorises the Licensee and E*TRADE Australia to obtain reports concerning the client's credit standing and business conduct from credit reference agencies or other sources and authorise the reporting of the client's credit standing and business conduct to those agencies. The client authorises the use and disclosure of information provided by the client to the Licensee and/or E*TRADE Australia to the extent required by law or any regulatory authority, to comply with these Terms and in any case where the client gives consent.

19.2 The client may not download or reproduce any material on the E*TRADE Australia website or any material accessed through the E*TRADE Australia website other than material which is intended to be downloaded by clients for personal use without the express written consent of E*TRADE Australia.

19.3 Without limiting Clause 19.2, the client may not use any of the information in the Company Profile service for the purpose of on-selling and may not replicate any of the data or information for any other person or company without the express written permission of the Service Provider. Such permission will not be unreasonably withheld however a fee will be payable for such purpose.

20 Fees and Charges

20.1 The client agrees to pay to the Licensee on demand all fees, charges and amounts which may have been incurred in consequence of the client's instructions or by reason of the client's default under these Terms, the ASX Business Rules, the SCH Business Rules or the Corporations Act including but not limited to interest on amounts outstanding as determined by the Licensee in its sole discretion or brokerage at the rate of 2% in the event of any late settlements or payment.

21 General Lien

21.1 Subject to the ASX Business Rules and SCH Business Rules the client agrees and acknowledges the Licensee's right to exercise a lien over all property within its possession or control or in the possession and control of its settlement and clearing agent in the event of non or late payment by the client.

22 Indemnity and Disclaimer

22.1 The client agrees to indemnify the Licensee and E*TRADE Australia, their employees, contractors and agents to the maximum extent possible at law in respect of all Loss arising in any way whether directly or indirectly from the client's conduct, instructions, orders, default or acquiescence and acknowledges that, to the maximum extent permitted by law, the Licensee and E*TRADE Australia accept no liability for any Loss of any kind for any act it lawfully completes or for any loss resulting from delay disadvantage or misinterpretation of instructions or which may arise from the malfunction or disruption of any system or service upon which it relies.

23 Liability and Indemnity

23.1 Subject to those provisions of the Trade Practices Act, the Corporations Act, the Australian Securities & Investments Commission Act, and any other rights implied by law, which cannot be excluded by agreement between the parties:

- (a) E*TRADE Australia makes no warranties, either express or implied, as to merchantability, fitness for a particular purpose or otherwise (including as to accuracy, currency, availability, completeness of quality) with respect to the goods and services supplied under these Terms, including the Service and the services provided to the client by the Service Providers;
- (b) E*TRADE Australia excludes all liability in contract, tort (including negligence) or otherwise relating to or resulting from use of the Service and for any Loss incurred by the client directly or indirectly including without limitation as a result of or arising out of:
 - (i) any inaccuracy, error or delay in or omission from any information provided to the client under the Terms including the Service and the service provided to the client by the Service Providers;
 - (ii) any delays or failures or inaccuracies in the transmission of the Service to the client or service provided to the client by Service Providers, transmission of client orders or instructions or any other communications;

- (iii) any misinterpretation of client orders or instructions which are unclear, ambiguous, incomplete or not specific;
 - (iv) any delay, fault, failure in or loss of access to the Service or service provided to the client by the Service Providers or the Licensee;
 - (v) government restriction, exchange or market rulings, suspension of trading, computer or telephone failure, unlawful access to the Service or the service provided to the client by the Service Providers, theft, sabotage, war, earthquakes, strikes, force majeure and without limitation, any other conditions beyond E*TRADE Australia's control.
- (c) in no event shall E*TRADE Australia be liable in contract, tort (including negligence) or otherwise for any loss of prospective profits, or expenses or special, indirect or consequential damages resulting from use of the goods or services supplied under these Terms, including the Service;
- (d) E*TRADE Australia's liability shall in any event be limited to:
- (i) in the case of goods, the replacement or repair of the goods; or
 - (ii) in the case of services, the re-supply of the services.

23.2 The client acknowledges that the ASX, other participating exchanges and Service Providers may assert proprietary interests in the information provided to the client from use of the Service and that neither the ASX, other participating exchanges or the Service Providers guarantee the timeliness, sequence, accuracy or completeness of the information provided to the client from use of the Service.

23.3 The client agrees to indemnify and keep indemnified E*TRADE Australia and all of its officers, employees, agents, related parties and associates against any Loss incurred by them as a result of client use of the Service, E*TRADE Australia relying upon and acting in accordance with any notice, demand or instruction contained in an Electronic Communication or otherwise received by E*TRADE Australia on behalf of the client by the Licensee or any failure by the client to strictly comply with these Terms.

23.4 The client acknowledges that the Bank Account into which funds are placed to enable trading using the Service does not constitute a trust account of E*TRADE Australia and that any deficiency or shortfall of moneys in the Bank Account is unlikely to be the subject of a claim upon the National Guarantee Fund pursuant to Part 7.5 Division 4 of the Corporations Act.

24 Severability

24.1 If any provision of these Terms are held to be invalid, void or unenforceable by reason of any law, rule, administrative order or judicial decision, that determination shall not effect the validity of the remaining provisions of these Terms.

25 Variation and Termination

25.1 E*TRADE Australia reserves the right to vary the Terms at any time and may vary the Terms or the terms of the Service by giving the client not less than 5 Business Days notice of the variation, in writing or by Electronic Communication.

25.2 E*TRADE Australia may make a variation without prior notice where such variation is necessary to restore or maintain the security of its systems or any accounts.

26 Privacy

26.1 The Licensee and E*TRADE Australia advise that they collect information about the client in order to act on the client's behalf, each as the holder of an Australian Financial Services License. Without this information they, each as a holder of an Australian Financial Services License, may not be able to act on behalf of the client and process and complete any transactions that they effect for the client. The Licensee and E*TRADE Australia advise they may:

- (a) use and disclose client information in relation to their internal administration and operations;
- (b) disclose client information to debt collectors, credit reporting agencies, contractors, service providers, parties authorised and/or required by law to collect client information, and each other as disclosed by the Application or otherwise as disclosed by the client in writing.
- (c) use client information to maintain their relationship with the client (and each other as disclosed by the Application or otherwise as disclosed by the client in writing); and/or
- (d) use client information for compliance with relevant legislation and regulations.

26.2 The client may request access to information about the client that E*TRADE Australia or the Licensee has collected and retained. Access will be granted in accordance with the *Privacy Act 1988* (Cth) and they may charge a reasonable fee for such access. If any client information is inaccurate, the client may request that it be corrected.

26.3 If the client is a company, and the client has provided personal information of an officer or employee of the client to us in respect of the Account, the client must show this disclosure statement to its officer or employee.

27 Complaints

27.1 The client has the right to have any complaints in relation to their dealings with E*TRADE Australia as execution and settlement agent or CHES Participant, considered in a timely manner. If the client has any complaint about the service provided by E*TRADE Australia, the client should take the following steps.

- (a) Contact the E*TRADE Australia Team on 1300 658 355 and tell E*TRADE Australia about the complaint.
- (b) If the complaint is not satisfactorily resolved, please forward the complaint in writing to the Compliance Officer at E*TRADE Australia.

28 Parties to the agreement

The client, the Licensee and E*TRADE Australia are each parties to the agreement constituted by these Terms and each may enforce any rights it has under these Terms against any other party.

29 Definitions and Interpretation

29.1 In these terms and conditions:

- Account means the client's trading account with E*TRADE Australia.
- Application means an offer by the client to open an Account and access the Service on the Terms.
- ASX means the Australian Securities Exchange Limited ACN 008 624 691.
- ASX Business Rules means the Business Rules of the ASX, the ASX Market Rules, the Australian Clearing House Pty Ltd ACN 003 435 014 ('ACH') Clearing Rules and the ASX Settlement and Transfer Corporation Pty Ltd ACN 008 504 532 ('ASTC') Settlement Rules as amended from time to time.
- Available Funds means, in connection with a Loan Account, funds which the Margin Lender has agreed to make available to settle the purchase of Financial Products, and in connection with a Bank Account, Cleared Funds.
- Bank Account means the bank account opened by E*TRADE Australia as Account Holder and trustee identifying the client as a beneficiary.
- Business Day means any day which is not a weekend or gazetted public holiday in New South Wales.
- Banker means the financial institution with which E*TRADE Australia opens a Bank Account as Account Holder and trustee identifying the client as beneficiary.
- Cleared Funds means funds available in the Account for the purposes of trading (which always must comply with the requirements set out in the E*TRADE Australia website and include brokerage, fees, taxes (including goods and services tax), and all other expenses payable) being the sum of funds in the Bank Account plus funds receivable from unsettled sales minus funds needed to pay for unsettled purchases and minus calculated amounts required to meet open purchase orders and minus funds needed to pay for any withdrawals and any uncleared deposits.
- Cleared Financial Products means the client's Holding of Financial Products in the Account in respect of which E*TRADE Australia is the Participant under the Sponsorship Agreement or Financial Products in respect of which E*TRADE Australia in its absolute and sole discretion recognises the client as the holder and in respect of which it will become the Participant under the Sponsorship Agreement. It does not include any Margin Financial Products.
- Electronic Communication means any notice, instruction, demand or other communication by telephone, facsimile transmission, electronic mail or electronic data interchange (including over the World Wide Web).
- E*TRADE Australia means ETRADE Australia Securities Ltd (ABN 93 078 174 973, Australian Financial Services Licence No. 238277).
- E*TRADE Australia Website means the E*TRADE Australia web site located at www.etrade.com.au or such other location as E*TRADE Australia nominates from time to time.

Financial Products means financial products (as defined in the *Corporations Act 2001* (Cth)) traded on ASX and any other exchange notified to you by E*TRADE Australia from time to time, interests in an unlisted managed investment scheme, Contracts for Difference and other derivatives which are not traded on the ASX or any other exchange; or any other financial product (as defined in the *Corporations Act 2001* (Cth)) notified to you by E*TRADE Australia from time to time.

- Loan Account means the account the Margin Lender establishes in the client's name, recording all drawings and payments under its margin lending facility with the client. The Loan Account is not a Linked Account or the Account or the Bank Account.
- Loan Portfolio means the Financial Products that are mortgaged, charged or otherwise secured in relation to the margin loan facility with the Margin Lender.
- Loss or Claim includes without limitation any expense, costs, liability, claims, damages, fees, taxes, duties, penalties, interest, legal costs (on a full indemnity basis), judgment, consequential, special or indirect loss or loss of prospective profits.
- Margin Lender means a provider of loan funds to enable approved E*TRADE Australia clients to purchase or sell Financial Products under a margin lending agreement which is acceptable to E*TRADE Australia.
- Margin Financial Products means Financial Products which are or are intended to be part of the client's loan portfolio with the Margin Lender
- Nominated Account means an account at a bank or financial institution nominated by the client which has been established in a name which includes the client's name.
- SCH Business Rules means the Business Rules of the Securities Clearing House operated by ATSC or ACH as amended from time to time.
- Service means the client trading and information service provided by E*TRADE Australia which includes the E*TRADE Australia Internet online and telephone services.
- Service Providers means suppliers of information related to the Service, by persons not controlled by E*TRADE Australia
- Sponsorship Agreement means the CHESS sponsorship agreement entered into between the client and E*TRADE Australia.
- Terms means the terms and conditions of the Licensee and set out herein as amended from time to time.

29.2 Headings are for reference only and do not in any way affect the meaning of the Terms. Words expressed in one gender include all genders. The singular includes the plural and vice versa. Unless the context requires otherwise, words defined in the *Corporations Act*, ASX Business Rules and the SCH Business Rules have the same meaning in these Terms.

CHESSE Sponsorship Agreement.

This Agreement applies when a person or entity ('The Client') agrees to be sponsored by ETRADE Australia Securities Limited (ACN 078 174 973; AFLS No. 238277) in the Clearing House Electronic Subregister System ('CHESSE').

1. Interpretation

- 1.1. Any term used in this Agreement which is defined in the ASX Settlement Operating Rules ('the Rules') has the meaning given in the Rules.
- 1.2. In this Agreement, ETRADE Australia Securities Limited is referred to as the 'Participant' and the Client is referred to as the 'Participant Sponsored Holder'. These terms are defined in the Rules.

2. Appointment

The Participant Sponsored Holder appoints the Participant to provide, and the Participant agrees to provide, transfer and settlement services as the Participant Sponsored Holder's agent in relation to Sponsored Holdings identified by the HIN notified to you in writing after the date of this Agreement, on the terms and conditions of this Agreement. The Participant Sponsored Holder authorises the Participant as its agent to do any act under CHESSE, relating to its Sponsored Holdings.

3. Participant and Participant Sponsored Holder's Rights

- 3.1. PARTICIPANT RIGHTS 3.1.1. Where the Participant Sponsored Holder authorises the Participant to buy Financial Products, the Participant Sponsored Holder will pay for those Financial Products within three (3) Business Days of the date of purchase.
 - 3.1.2. Subject to Clause 3.1.3, the Participant is not obliged to Transfer Financial Products into the Participant Sponsored Holding, where payment for those Financial Products has not been received, until payment is received.
 - 3.1.3. Where a contract for the purchase of Financial Products remains unpaid, the Participant will make a written demand of the Participant Sponsored Holder to pay for the Financial Products, and, after 2 Trading Days from Settlement Date, if the Financial Products remain unpaid, the Participant may sell Financial Products as necessary to cover the default at the Participant Sponsored Holder's risk and expense and that expense will include brokerage.
 - 3.1.4. Where the Participant claims that an amount lawfully owed to it has not been paid by the Participant Sponsored Holder, the Participant has the right to refuse to comply with the Participant Sponsored Holder's Withdrawal Instructions, but only to the extent necessary to retain Financial Products of the minimum value held in a Participant Sponsored Holding (where the minimum value is equal to 120% of the current market value of the amount claimed).
- 3.2. PARTICIPANT SPONSORED HOLDER'S RIGHTS 3.2.1 Subject to Clauses 3.1.3 and 3.1.4 the Participant will initiate any Transfer, Conversion or other action necessary to

give effect to Withdrawal Instructions within two (2) Business Days of the date of the receipt of the Withdrawal Instructions.

- 3.2.2 The Participant will not initiate any Transfer or Conversion into or out of the Participant Sponsored Holding without the express authority of the Participant Sponsored Holder.
- 3.2.3 The regulatory regime which applies to the Participant is the regime established under the Corporations Act and Corporations Regulations, and rules of the Australian Securities Exchange ('ASX') and the Australian Securities and Investment Commission ('ASIC'), including the ASIC Market Integrity Rules, the ASX Settlement Operating Rules and the ASX Clear Operating Rules. The Participant Sponsored Holder can obtain information as to the status of the Participant from the relevant regulatory authorities, including the ASIC, ASX, ASX Settlement Pty Limited ('ASXS') and ASX Clear Pty Limited ('ASXC').
- 3.2.4 The Participant Sponsored Holder may lodge a complaint against the Participant with ASIC, ASX, ASXS, ASXC or the Financial Ombudsman Service Limited ('FOS'). The Participant Sponsored Holder may lodge any claim for compensation with the Participant in the first instance, and if not satisfied with the Participant's response, may refer the claim to FOS. The Participant Sponsored Holder may lodge any claims in relation to the National Guarantee Fund with the Securities Exchange Guarantee Corporation Limited.

4. Other Rights and Duties

- 4.1. SUPPLY OF INFORMATION 4.1.1 The Participant Sponsored Holder will supply all information and supporting documentation which is reasonably required to permit the Participant to comply with the registration requirements, as are in force from time to time, under the Rules.
- 4.2. EXCHANGE TRADED OPTIONS, PLEDGING AND SUB-POSITIONS 4.2.1. Where the Participant Sponsored Holder arranges with ASXC to lodge Derivatives Cover in a Participant Sponsored Holding, and informs the Participant of the arrangement, the Participant Sponsored Holder authorises the Participant to take whatever action is reasonably required by ASXC in accordance with the Rules to give effect to that arrangement.
 - 4.2.2. Where the Participant Sponsored Holder arranges with any person to give a charge or any other interest in financial products in a Participant Sponsored Holding, the Participant Sponsored Holder authorises the Participant to take whatever action is reasonably required by the person in accordance with the Rules to give effect to that arrangement.

- 4.2.3. The Participant Sponsored Holder acknowledges that where, in accordance with this Agreement and/or the Participant Sponsored Holder's instructions, the Participant initiates any action which has the effect of creating a sub-position over financial products in the Participant Sponsored Holding, the right of the Participant Sponsored Holder to transfer, convert or otherwise deal with those financial products is restricted in accordance with the terms of the Rules relating to sub-positions.
- 4.2.4. Nothing in this Agreement operates to override any interest of ASXC in the financial products.
- 4.3. FEES 4.3.1. The Participant Sponsored Holder will pay all Brokerage fees and associated transactional costs within the period prescribed by the Participant.
- 5. Notifications and acknowledgments**
- 5.1 The Participant Sponsored Holder acknowledges that if the Participant is not a Market Participant of ASX, neither ASX nor any Related Party of ASX has any responsibility for supervising or regulating the relationship between the Participant Sponsored Holder and the Participant, other than in relation to the Rules relating to Sponsorship Agreements.
- 5.2 The Participant Sponsored Holder acknowledges that if a Transfer is taken to be effected by the Participant under Section 9 of the Rules and the Source Holding for the Transfer is a Participant Sponsored Holding under the Sponsorship Agreement, then:
- (a) the Participant Sponsored Holder may not assert or claim against ASXS or the relevant Issuer that the Transfer was not effected by the Sponsoring Participant or that the Sponsoring Participant was not authorised by the Participant Sponsored Holder to effect the Transfer; and
 - (b) unless the Transfer is also taken to have been effected by a Market Participant of ASX or a Clearing Participant of ASXC, the Participant Sponsored Holder has no claim arising out of the Transfer against the National Guarantee Fund under Part 7.5, Division 4 of the Corporations Regulations.
- 5.3 In the event that the Participant breaches any of the provisions of this Agreement, the Participant Sponsored Holder may refer that breach to any regulatory authority, including ASXS.
- 5.4 In the event that the Participant is suspended from CHESSE participation, subject to the assertion of an interest in Financial Products controlled by the Participant, or by the liquidator, receiver, administrator or trustee of that Participant:
- (a) the Participant Sponsored Holder has the right, within twenty (20) Business Days of ASXS giving Notice of suspension, to give notice to ASXS requesting that any Participant Sponsored Holdings be removed either:
 - (i) from the CHESSE Subregister; or
 - (ii) from the control of the suspended Participant to the control of another Participant with whom they have concluded a valid Sponsorship Agreement pursuant to Rule 12.19.10; or
 - (b) where the Participant Sponsored Holder does not give notice under clause 5.4(a), ASXS may effect a change of Controlling Participant under Rule 12.19.11 and the Participant Sponsored Holder will be deemed to have entered into a new Sponsorship Agreement with the substitute Participant on the same terms as the existing Sponsorship Agreement. Where a Participant Sponsored Holder is deemed to have entered into a Sponsorship Agreement, the new Participant must enter into a Sponsorship Agreement with the Participant Sponsored Holder within ten (10) Business Days of the change of Controlling Participant.
- 5.5 The Participant Sponsored Holder acknowledges that before the Participant Sponsored Holder executed the Sponsorship Agreement, the Participant provided the Participant Sponsored Holder with an explanation of the effect of the Sponsorship Agreement and that the Participant Sponsored Holder understood the effect of the Sponsorship Agreement.
- 5.6 The Participant Sponsored Holder acknowledges that in the event of the death or bankruptcy of the Participant Sponsored Holder, a Holder Record Lock will be applied to all Participant Sponsored Holdings in accordance with the Rules, unless the Participant Sponsored Holder's legally appointed representative or trustee elects to remove the Participant Sponsored Holdings from the CHESSE Subregister.
- 5.7 The Participant Sponsored Holder acknowledges that in the event of the death of the Participant Sponsored Holder, this Sponsorship Agreement is deemed to remain in operation, in respect of the legally appointed representative authorised to administer the Participant Sponsored Holder's estate, subject to the consent of the legally appointed representative, for a period of up to three calendar months after the removal of a Holder Record Lock applied pursuant to Clause 5.6.
- For joint holdings only**
- 5.8 The Participant Sponsored Holder acknowledges that in the event of the death of one of the Holders, the Participant will transfer all Holdings under the joint Holder Record into new Holdings under a new Holder Record in the name of the surviving Participant Sponsored Holder/s, and that this Sponsorship Agreement will remain valid for the new Holdings under the new Holder Record.
- 5.9 The Participant Sponsored Holder acknowledges that in the event of the bankruptcy of one of the Holders the Participant will:
- (a) unless the legally appointed representative of the bankrupt Participant Sponsored Holder elects to remove the Participant Sponsored Holdings from the CHESSE Subregister, establish a new Holder Record in the name of the bankrupt Participant Sponsored Holder, transfer the interest of the bankrupt Participant Sponsored Holder into new Holdings under the new Holder Record and request that ASXS apply a Holder Record Lock to all Holdings under that Holder Record; and
 - (b) establish a new Holder Record in the name(s) of the remaining Participant Sponsored Holder(s) and Transfer the interest of the remaining Participant Sponsored Holder(s) into new Holdings under the new Holder Record.
- 6. Change of controlling participant**
- 6.1 If the Participant Sponsored Holder receives a Participant Change Notice from the Controlling Participant of the Participant Sponsored Holding and the Participant Change Notice was received at least twenty (20) Business Days prior to the date proposed in the Participant Change Notice

- for the change of Controlling Participant, the Participant Sponsored Holder is under no obligation to agree to the change of Controlling Participant, and may choose to do any of the things set out in clauses 6.2 or 6.3.
- 6.2 The Participant Sponsored Holder may choose to terminate the Agreement by giving Withdrawal Instructions under the Rules to the Controlling Participant, indicating whether the Participant Sponsored Holder wishes to:
- (a) transfer its Participant Sponsored Holding to another Controlling Participant; or
 - (b) transfer its Participant Sponsored Holding to one or more Issuer Sponsored Holdings.
- 6.3 If the Participant Sponsored Holder does not take any action to terminate the agreement in accordance with clause 6.2 above, and does not give any other instructions to the Controlling Participant which would indicate that the Participant Sponsored Holder does not agree to the change of Controlling Participant then, on the Effective Date, the Agreement will have been taken to be novated to the New Controlling Participant and will be binding on all parties as if, on the Effective Date:
- (a) the New Controlling Participant is a party to the Agreement in substitution for the Existing Controlling Participant;
 - (b) any rights of the Existing Controlling Participant are transferred to the New Controlling Participant; and
 - (c) the Existing Controlling Participant is released by the Participant Sponsored Holder from any obligations arising on or after the Effective Date.
- 6.4 The novation in clause 6.3 will not take effect until the Participant Sponsored Holder has received a notice from the New Controlling Participant confirming that the New Controlling Participant consents to acting as the Controlling Participant for the Participant Sponsored Holder. The Effective Date may as a result be later than the date set out in the Participant Change Notice.
- 6.5 The Participant Sponsored Holder will be taken to have consented to the events referred to in clause 6.4 by the doing of any act which is consistent with the novation of the Agreement to the New Controlling Participant (for example by giving an instruction to the New Controlling Participant), on or after the Effective Date, and such consent will be taken to be given as of the Effective Date.
- 6.6 The Agreement continues for the benefit of the Existing Controlling Participant in respect of any rights and obligations accruing before the Effective Date and, to the extent that any law or provision of any agreement makes the novation in clause 6.3 not binding or effective on the Effective Date, then the Agreement will continue for the benefit of the Existing Controlling Participant until such time as the novation is effective, and the Existing Controlling Participant will hold the benefit of the Agreement on trust for the New Controlling Participant.
- 6.7 Nothing in this clause 6 will prevent the completion of CHESS transactions by the Existing Controlling Participant where the obligation to complete those transactions arises before the Effective Date and the Agreement will continue to apply to the completion of those transactions, notwithstanding the novation of the Agreement to the New Controlling Participant under this clause 6.
- 7. Claims for compensation**
- 7.1 With respect to compensation arrangements applying to the Participant Sponsored Holder, the Participant will rely, to the extent possible, on the cover which it has under the professional indemnity insurance policy relating to its activities as an Australian Financial Services licensee and as a Participant of the ASX.
- 7.2 If the Participant breaches a provision of this Agreement and the Participant Sponsored Holder makes a claim for compensation pursuant to that breach, the ability of the Participant to satisfy that claim will depend on the financial circumstances of the Participant.
- 7.3 If a breach by a Participant of a provision of this Agreement falls within the circumstances specified under Part 7.5, Division 4 of the Corporations Regulations, a Participant Sponsored Holder may make a claim on the National Guarantee Fund for compensation.
- (For more information on the circumstances in which a Participant Sponsored Holder may make a claim on the National Guarantee Fund or for information on the National Guarantee Fund generally, contact the Securities Exchange Guarantee Corporation Limited).
- 8. Termination**
- 8.1 Subject to the Rules, this Agreement will be terminated upon the occurrence of any of the following events:
- (a) by notice in writing from either the Participant Sponsored Holder or the Participant to the other party to the Agreement;
 - (b) upon the Participant becoming insolvent;
 - (c) upon the termination or suspension of the Participant; or
 - (d) upon the giving of Withdrawal Instructions by a Participant Sponsored Holder to a Controlling Participant in accordance with Rule 7.1.10(c).
- 8.2 Termination under Clause 8.1(a) will be effective upon receipt of Notice by the other party to the Agreement.
- 9. Renounceable rights**
- If any Renounceable Rights arise in relation to a Sponsored Holding, they will be held, renounced and transferred on the same basis under this Agreement as the Financial Products in the Sponsored Holding, with any modifications which the circumstances require.
- 10. Variation**
- 10.1 Should any of the provisions in this Agreement be inconsistent with the provisions in the Rules, the Participant will, by giving the Participant Sponsored Holder not less than seven (7) Business Days written Notice (including by email), vary the Agreement to the extent to which in the Participant's reasonable opinion is necessary to remove any inconsistency.
- 10.2 Subject to clause 10.1, the Participant reserves the right to vary this Agreement at any time by giving the Participant Sponsored Holder not less than 5 Business Days notice of the variation, in writing, by email or through a notice posted on the Participant's website.

Explanation of CHESSE sponsorship agreement

This explanation of the terms of the CHESSE Sponsorship Agreement provides you with an outline of the main terms of the CHESSE Sponsorship Agreement. Please also read the CHESSE Sponsorship Agreement. It is important that you read this document and understand its contents before agreeing to be bound by the Agreement. However if there is anything you do not understand after reading this explanation and the Agreement, we encourage you to ring us on 1300 658 355.

To be able to use CHESSE to facilitate settlement of your trades and to maintain details of your holdings on an ongoing basis, you need to be sponsored in CHESSE by a broker. Only certain persons may control Financial Products in CHESSE. E*TRADE Australia fall within this category.

E*TRADE Australia (also referred to as we or us) must be your sponsoring broker in respect of those Financial Products you wish to trade through us. We are also happy to sponsor you in relation to Financial Products not originally purchased through us. To do this, please complete the Transferring Securities section of the account application.

As a result of us being appointed as your sponsoring broker, only we can give instructions to CHESSE in relation to your holdings and the settlement of your trades for the Financial Products traded through us. We may also transfer Financial Products in and out of holding accounts to facilitate settlement of your dealings.

Within CHESSE, your financial products are identified by your Holder Identification Number (HIN). E*TRADE Australia reserve the right to pass on any costs associated with your sponsorship instructions.

You need to make sure that all information you have given to us is accurate and that you remember to advise us if there are any changes. We are allowed to use this information in certain circumstances.

If you fail to settle a financial product buy transaction within the period specified on the contract note issued to you, E*TRADE Australia is entitled to sell sufficient of your financial products to reimburse it for the amount owing.

Renounceable rights that relate to the financial products in your HIN will be treated in the same manner as the financial products themselves. You can give us instructions at any time to withdraw your financial products from those

CHESSE holdings. Provided you have met all your obligations, we will comply with your instructions. If you have not met all your obligations to pay money to us, we can retain your financial products to a maximum value of 120% of the amount owing.

Either of us can terminate the Sponsorship Agreement by notice in writing. Termination of the Agreement will be effective upon receipt of notice by the other party to the Agreement.

If we breach the Agreement, you can refer the breach to a regulatory authority. You also have certain rights if we are suspended from CHESSE participation.

Our ability to meet any claim you make on us will depend, amongst other things, on our financial circumstances at the time the claim is made. We will rely, to the extent possible, on the cover we have under our professional indemnity insurance policy. You may be entitled to make a claim on the National Guarantee Fund.

The Agreement also sets out what happens in the event of your death or bankruptcy, or that of the other Account Holders if your account is in joint names.

Under the Agreement, we are entitled to charge you the fees that CHESSE charges us or for information we obtain at your request.

The terms of the Agreement can be varied by us giving you notice.

The Agreement is subject to the Rules.

Should you require further explanation relating to the effect of the Sponsorship Agreement, please contact our customer services staff on 1300 658 355.