



Hostplus Self-Managed Invest

User guide for Advisers

Contents

New Account Applications

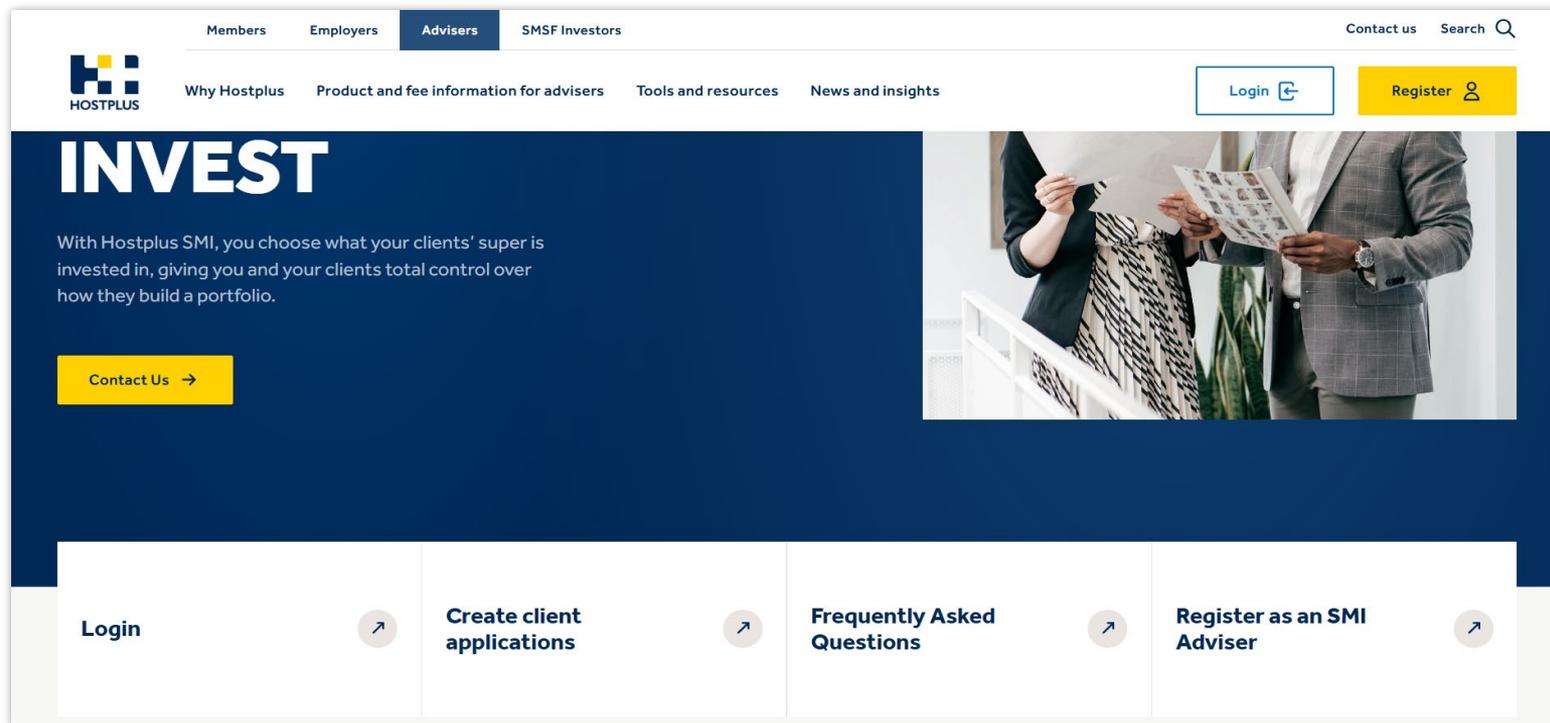
1. Individual Trustee Application	<u>3</u>
2. Corporate Trustee Application	<u>19</u>
Investor Portal and Transacting.....	<u>36</u>
3. Place Transaction	<u>38</u>
i. Application	<u>42</u>
ii. Full redemption	<u>43</u>
iii. Redemption	<u>43</u>
iv. Switch	<u>44</u>
v. Full switch	<u>44</u>
vi. Placing a transaction.....	<u>45</u>
vii. Warnings	<u>46</u>
viii. Errors	<u>47</u>
ix. Cancelling transactions.....	<u>48</u>



Individual Trustee Application

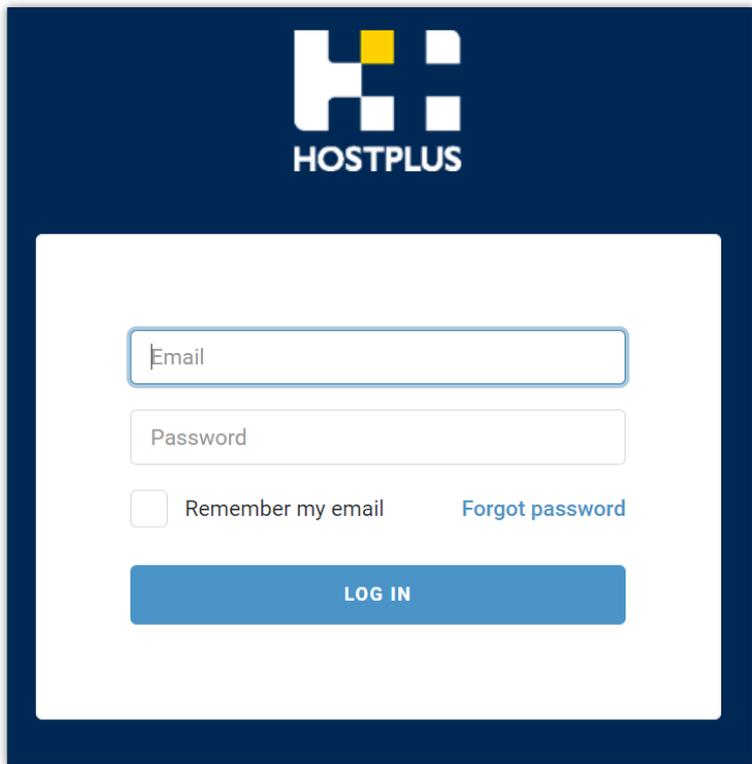
After successfully registering as a Hostplus SMI adviser, Advisers can access the SMI online application form by logging into the Hostplus SMI Application Portal: hostplus.com.au/advisers/products-fees-performance/smi

1. To start a new application form, click on **Create client applications**.



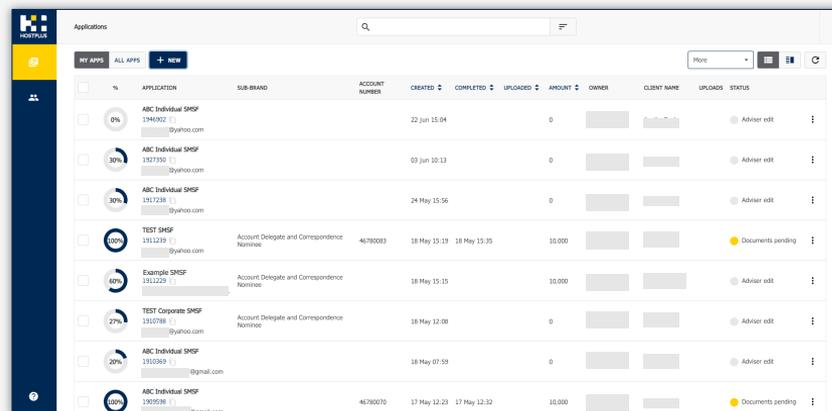
The screenshot displays the Hostplus SMI Advisers portal homepage. At the top, there is a navigation bar with tabs for 'Members', 'Employers', 'Advisers' (which is highlighted), and 'SMSF Investors'. On the right side of the navigation bar, there are links for 'Contact us' and 'Search' with a magnifying glass icon. Below the navigation bar, the Hostplus logo is on the left, followed by a horizontal menu with links: 'Why Hostplus', 'Product and fee information for advisers', 'Tools and resources', and 'News and insights'. To the right of this menu are two buttons: a blue 'Login' button with an external link icon and a yellow 'Register' button with a user icon. The main content area features a large dark blue banner with the word 'INVEST' in white. Below 'INVEST', there is a paragraph: 'With Hostplus SMI, you choose what your clients' super is invested in, giving you and your clients total control over how they build a portfolio.' A yellow 'Contact Us →' button is positioned below the text. To the right of the text is a photograph of two people, a man and a woman, looking at a document together. At the bottom of the page, there is a white horizontal bar containing four buttons with right-pointing arrows: 'Login', 'Create client applications', 'Frequently Asked Questions', and 'Register as an SMI Adviser'.

- i You will be directed to an adviser login screen. Enter your application creation login details to access the application portal.



The image shows the Hostplus Adviser login screen. At the top, the Hostplus logo is displayed in white on a dark blue background. Below the logo, there is a white login form with a blue border. The form contains two input fields: 'Email' and 'Password'. Below the 'Email' field, there is a checkbox labeled 'Remember my email' and a link labeled 'Forgot password'. At the bottom of the form is a blue button labeled 'LOG IN'.

2. Click on **+NEW** to create a new application.



The image shows the Hostplus Applications dashboard. The dashboard has a dark blue sidebar on the left with the Hostplus logo and a user profile icon. The main content area is white and features a table of applications. The table has columns for 'APPLICATION', 'SUB-BRAND', 'ACCOUNT NUMBER', 'CREATED', 'COMPLETED', 'UPLOADED', 'AMOUNT', 'OWNER', 'CLIENT NAME', 'UPLOADS', and 'STATUS'. The table contains several rows of application data, including 'ABC Individual SHSP' and 'TEST SHSP'.

	%	APPLICATION	SUB-BRAND	ACCOUNT NUMBER	CREATED	COMPLETED	UPLOADED	AMOUNT	OWNER	CLIENT NAME	UPLOADS	STATUS
<input type="checkbox"/>	0%	ABC Individual SHSP 1345092			22 Jun 15:04			0				Adviser edit
<input type="checkbox"/>	30%	ABC Individual SHSP 1327190			02 Jun 10:13			0				Adviser edit
<input type="checkbox"/>	30%	ABC Individual SHSP 1317238			24 May 15:56			0				Adviser edit
<input type="checkbox"/>	100%	TEST SHSP 1351239	Account Delegate and Correspondence Nominee	4679083	18 May 15:10	18 May 15:35		10,000				Documents pending
<input type="checkbox"/>	40%	Example SHSP 1311225	Account Delegate and Correspondence Nominee		18 May 15:15			10,000				Adviser edit
<input type="checkbox"/>	27%	TEST Corporate SHSP 1320768			18 May 12:08			0				Adviser edit
<input type="checkbox"/>	20%	ABC Individual SHSP 1310389			18 May 07:59			0				Adviser edit
<input type="checkbox"/>	100%	ABC Individual SHSP 1302206			17 May 12:25	17 May 12:30		10,000				Documents pending

3. Select Individual Trustee(s) and click **Next**

The screenshot shows the 'Primary Applicant' section of the Hostplus application. At the top, there are navigation links: 'SMSF details >', 'Account Details >', and 'Submit >'. The main heading is 'Primary Applicant'. Below this, there is a paragraph: 'Please nominate a primary applicant to complete this application. The primary applicant will receive a link to resume the application. The application must be completed within 30 days.' The form fields are as follows:

Title *	Mr	▼
First name (no abbreviations) *	Kevin	
Surname *	Ball	
Date of birth *	📅	01/01/2000
Email address *	labgroupautomation+HPDirT11@gmail.com	
Confirm email address *	labgroupautomation+HPDirT11@gmail.com	
Mobile phone *	0404123456	
Home phone	Area	- Number
Work phone	Area	- Number

At the bottom right, there are two buttons: 'Restart' (dark blue) and 'Next' (yellow).

4. Complete **Primary Applicant** details and click **Next**

The screenshot shows the 'Welcome to Hostplus Self-Managed Invest' section. At the top, there is a heading: 'Welcome to Hostplus Self-Managed Invest'. Below this, there is a paragraph: 'It only takes a few minutes to apply. To open a Hostplus SMI account, you'll need to have some information ready depending on whether your SMSF has a corporate trustee or individual trustee(s) structure.' There are two sections: 'Corporate Trustee' and 'Individual Trustee(s)'. Each section has a list of requirements:

- Corporate Trustee**
 - **Contact details** - Each director must provide a unique email address and Australian mobile number.
 - **Identification** - Each director must provide identification details (driver's licence, passport or Medicare).
 - **SMSF details** - You'll need to provide the ABN and bank account details for your SMSF.
 - **Corporate details** - You'll need to provide the ACN of the company that is trustee of your SMSF.
- Individual Trustee(s)**
 - **Contact details** - Each trustee must provide a unique email address and Australian mobile number.
 - **Identification** - Each trustee must provide identification details (driver's licence, passport or Medicare).
 - **SMSF details** - You'll need to provide the ABN and bank account details for your SMSF.
 - **Trust deed** - A copy or extract of your SMSF trust deed is required to validate the controlling trustees.

Below these sections, there is a paragraph: 'All applicants are also required to have read and understood all relevant compliance and disclosure documents including the **Financial Services Guide, Product Disclosure Statement, Privacy Policy and Data Handling Statement.** To assist you complete the online application, please refer to the relevant user guides found [here](#). If you don't have access to any of the required information or documents, or need assistance, please contact us on **1300 350 819**.' There is a heading: 'Select your trustee type from the two options listed below.' There are two radio button options:

- Corporate Trustee
I am a director of the company which is the trustee of the SMSF making this application
- Individual Trustee(s)
I am a trustee of the SMSF making this application

At the bottom right, there are two buttons: 'Cancel' (grey) and 'Next' (yellow).

5. Complete SMSF **Fund information** details, upload the trust deed, and click **Next**

The screenshot shows the 'Primary Applicant' form in the HOSTPLUS system. The breadcrumb trail is 'SMSF details > Account Details > Submit >'. The form title is 'Primary Applicant'. Below the title, there is a note: 'Please nominate a primary applicant to complete this application. The primary applicant will receive a link to resume the application. The application must be completed within 30 days.' The form fields are: Title * (Mr), First name (no abbreviations) * (Kevin), Surname * (Ball), Date of birth * (01/01/2000), Email address * (labgroupautomation+HPDirT11@gmail.com), Confirm email address * (labgroupautomation+HPDirT11@gmail.com), Mobile phone * (0404123456), Home phone (Area - Number), and Work phone (Area - Number). At the bottom right, there are 'Restart' and 'Next' buttons.

i The Trust Deed can be uploaded at a later date if you do not have access to this at the time of application.

6. Complete **Individual Trustees Authority level** and click **Next**

The screenshot shows the 'Trustees' form in the HOSTPLUS system. The breadcrumb trail is 'Individual Trustees(s) > Account details > Personal details > Review > Submit >'. The form title is 'Trustees'. Below the title, there is a note: 'Please provide the names of all trustees.' The form fields are: Title * (Please select), First name (no abbreviations) *, Middle name, Surname *, Authority level * (Account authority), Title * (Please select), First name (no abbreviations) *, Middle name, Surname *, and Authority level * (Please select). At the bottom right, there is an 'Add a trustee' button. At the bottom left, there are 'Back', 'Save and continue later', and 'Next' buttons.

i Click **Add a trustee** to add any additional Trustees.

7. Complete **Investment instructions** and click **Next**

- i** Minimum investment is \$10,000, including a \$240 joining fee
- i** A minimum of \$5,000 per investment applies
- i** Be sure to select the correct units – Accumulation or Pension

Investment instructions

You will need a minimum initial investment of \$10,000 (including a \$240 joining fee) to set up your Hostplus Self-Managed Invest account. A minimum of \$5,000 per investment option also applies.

You can only select pension units if a member of your SMSF is in the pension phase. If you are currently in the Transition to Retirement (TR) phase, you can only invest in accumulation units.

Fund	Investment amount	Joining fee	Net investment amount
Accumulation - Australian Shares - Indexed	\$ 10,000	\$ 60	\$ 9,940
Accumulation - Balanced	\$ 10,000	\$ 60	\$ 9,940
Accumulation - Capital Stable Option	\$ 10,000	\$ 60	\$ 9,940
Accumulation - Conservative Balanced Option	\$ 10,000	\$ 60	\$ 9,940
Accumulation - Diversified Fixed Interest - Indexed	\$	\$ 0	\$ 0
Accumulation - Indexed Balanced	\$	\$ 0	\$ 0
Accumulation - Infrastructure	\$	\$ 0	\$ 0
Accumulation - International Shares - Emerging Markets	\$	\$ 0	\$ 0
Accumulation - Property	\$	\$ 0	\$ 0
Accumulation - SRI Balanced Option	\$	\$ 0	\$ 0
Pension - Australian Shares - Indexed	\$	\$ 0	\$ 0
Pension - Balanced	\$	\$ 0	\$ 0
Pension - Capital Stable Option	\$	\$ 0	\$ 0
Pension - Conservative Balanced Option	\$	\$ 0	\$ 0
Pension - Diversified Fixed Interest - Indexed	\$	\$ 0	\$ 0
Pension - Indexed Balanced	\$	\$ 0	\$ 0
Pension - Infrastructure	\$	\$ 0	\$ 0
Pension - International Shares - Emerging Markets	\$	\$ 0	\$ 0
Pension - Property	\$	\$ 0	\$ 0
Pension - SRI Balanced Option	\$	\$ 0	\$ 0
Total amount to be invested	\$ 40,000	\$ 240	\$ 39,760

[Back](#) [Save and continue later](#) [Next](#)

8. Complete the **Product Suitability Questions**, then click **Next**



[Individual Trustee\(s\) >](#) [Account details >](#) [Identification details >](#) [Review >](#) [Submit >](#)

Product Suitability Questions

Please answer the following questions in relation to your investment in Hostplus Self-Managed Invest. All questions must be answered.

Have you received financial advice in relation to this investment? Yes No

What percentage of the SMSF investment portfolio does the investment in Hostplus SMI comprise?

Greater than 75%
 Between 25% - 75%
 Less than 25%

What is the expected timeframe of the investor's investment in Hostplus SMI?

Greater than 7 years
 Between 5 - 7 years
 Less than 5 years

What is the investor's appetite for risk?

High - Very High
 Medium - High
 Low - Medium
 Very Low - Low

[Back](#) [Save and continue later](#) [Next](#)

9. Complete the SMSF **bank account** details and click **Next**

The screenshot shows the 'Linked bank account' form in the Hostplus system. The navigation bar at the top includes 'Individual Trustee(s) >', 'Account details >' (which is underlined), 'Identification details >', 'Review >', and 'Submit >'. The Hostplus logo is in the top left corner. The main heading is 'Linked bank account'. Below the heading is a paragraph: 'Please provide your SMSF bank details to be linked for any withdrawals. The bank account name must be in the name of the SMSF and must be an Australian bank account.' The form contains four input fields: 'Account name *' with a dropdown menu showing 'Primary Applicant'; 'Bank or financial institution name *' with 'ANZ Bank'; 'BSB *' with '012003'; and 'Bank account number *' with '123456789'. At the bottom, there are three buttons: 'Back' (dark blue), 'Save and continue later' (grey), and 'Next' (yellow).

10. Complete the **Additional Information** questionnaire, then click **Next**

The screenshot shows the 'Additional Information' questionnaire form in the Hostplus system. The navigation bar at the top includes 'Individual Trustee(s) >', 'Account details >' (which is underlined), 'Identification details >', 'Review >', and 'Submit >'. The Hostplus logo is in the top left corner. The main heading is 'Additional Information'. Below the heading is a paragraph: 'Please answer the following questions in relation to your investment in Hostplus Self-Managed Invest.' The section is titled 'Source of Investment Amount' and includes the instruction 'Source of initial and additional investment amounts (select all that apply)'. There are five checkboxes: 'Accumulated superannuation savings' (checked), 'Ongoing employer contributions', 'Ongoing personal contributions', 'Sale of assets (e.g. shares, property)', and 'Windfall (e.g. inheritance, gift)'. Below these is an 'Other - please specify:' label followed by a grey text input field. At the bottom, there are three buttons: 'Back' (dark blue), 'Save and continue later' (grey), and 'Next' (yellow).

11. Complete the Trustee and identification details, then click **Next**

i Top half of page

HOSTPLUS

Individual Trustee(s) > Account details > **Identification details >** Review > Submit >

Identification details

This individual has been nominated for the following roles:
Trustee
Please complete the details below.

Title * Mr

First name (no abbreviations) * Kevin

Middle name

Surname * Ball

Date of birth * 01/01/2000

Electronic identification

To proceed with the application, please provide one of the following identification options. If you do not have access to these, please contact 1300 350 819.

Drivers Licence
 Passport
 Medicare

Drivers licence number * HP1DLNUM

State of issue * NSW

Card Number * HP1DLCARDNO

i Bottom half of the **Trustee and Identification details** page

Residential address

(This cannot be a PO Box)

Start typing your address Enter your address...

Property name (if applicable)

Unit number

Street number 10

Street name * Collins

Street type * Street

Suburb * SYDNEY

State * NSW

Postcode * 2000

Country Australia

Contact details

Each individual must have their own mobile phone number and e-mail

Mobile phone * 0404123456

Home phone Area Number

Email address * labgroupautomation+HPDirT11@gmail.com

Confirm email address * labgroupautomation+HPDirT11@gmail.com

Back Save and continue later **Next**

12. Review the application to ensure that information is correct and click **Next** to move to submit the application.

i If information is incorrect, click **Edit** to update.

Individual Trustee(s) > Account details > Identification details > **Review** > Submit >

Review application

Application details

Fund

Trustees

Investment instructions

Linked bank account

Additional information

Product Suitability Questions

Nomination of an Author

Kevin Ball

Sandro Silva

Application details

Reference number: 3481421

Account type: Individual Trustee(s)

Date created: 10/10/2025 20:57

Fund

LAB Fund [Edit](#)

Full name of the fund *: LAB Fund

Australian Business Number (ABN) *: 41440619430

Upload a fully executed Trust Deed showing the names of all current individual trustees *: **test.pdf**

Trustees

Trustees [Edit](#)

Trustee name *: Mr Kevin Ball

Authority level *: Account authority

Trustee name *: Ms Sandro Silva

Authority level *: Account authority

Submit application

If all the application details are correct please proceed to the applicant declaration section to complete your application.

[Back](#) [Save and continue later](#) [Next](#)

i This screen will appear once you have successfully submitted the application for your clients.

Thank you for submitting this application on behalf of your client(s).

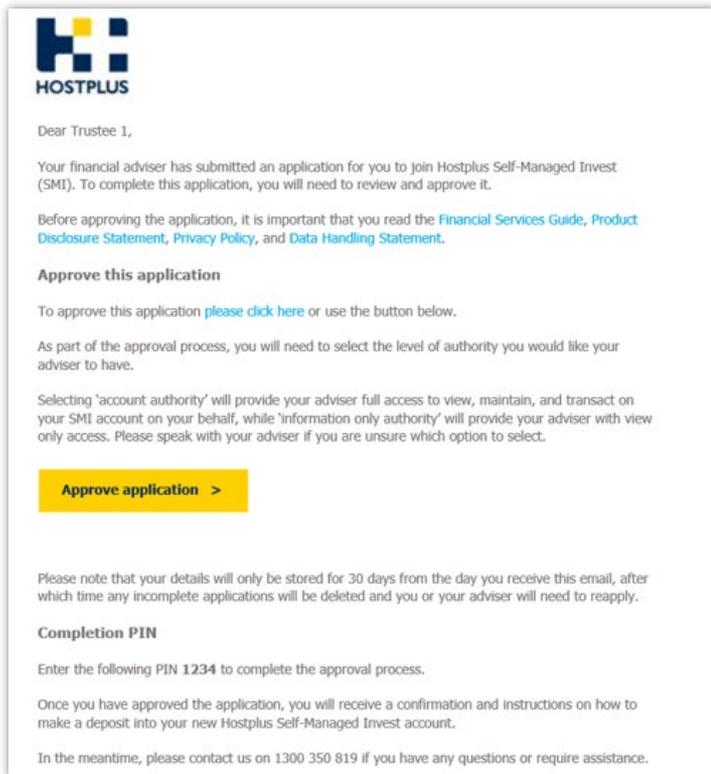
What happens next?

- Client application review** – we will email the application on your behalf to the primary applicant to review and accept the terms and conditions of the account. Then we will email the additional applicant(s) to approve the application.
- Track the application** – you can track the progress of the application in the application manager.
You can re-send the approval email to the primary applicant.
- Confirmation** – once the application has been completed you will receive confirmation by email.

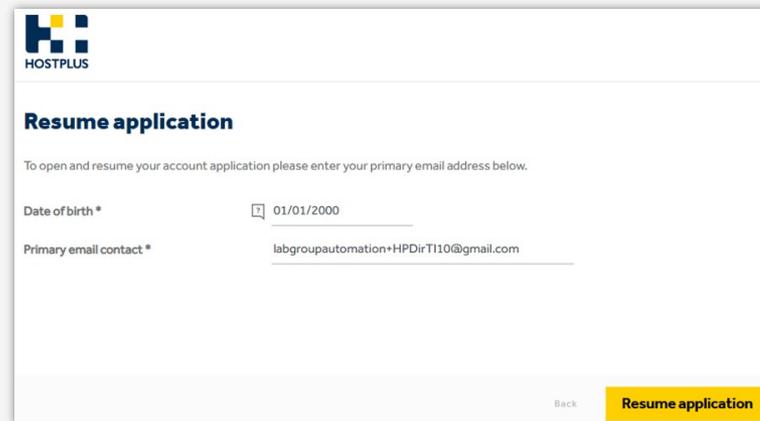
i

If the Trust Deed was not uploaded initially, this will be highlighted in red here but will not stop you from submitting the application. The main applicant (Trustee 1) will be asked to upload this in their confirmation email.

- 1 The Applicant will be sent a four-digit completion PIN via email, which is required to approve their application.
- 2 Example of PIN email that the primary applicant receives:



13. After clicking the link in the email, the applicant will need to verify their personal details, then click **Resume application**



14. The primary applicant needs to complete the remainder of the application before clicking **Next**

Application details	
Reference number	1954485
Account type	Individual Trustee(s)
Date created	01/07/2022 11:33
Adviser name	Jenny Adviser

Fund	
Example Super Fund (1 incomplete question)	Edit
Full name of the fund *	Example Super Fund
Australian Business Number (ABN) *	1234567890
Upload a fully executed Trust Deed showing	

i In this example the Trust Deed has not been uploaded by the adviser, so the primary applicant will need to upload this to complete the application.

15. The primary applicant will need to:

- Key in the 4-digit PIN from their email
- Accept the terms, conditions, and electronic identity verification,
- Select the level of adviser authority, then click **Submit**.

Applicant declaration

An email was sent to your email address with important documents relating to your account application (check your junk mail folder if this is not in your inbox).

This email also contains a completion PIN that you need to enter below to submit your application.

Enter your completion PIN

[Click here to resend PIN.](#)

Terms and conditions

As a condition of opening your Hostplus Self-Managed Invest account, you confirm that you have read, understood and accepted the terms and conditions as detailed in the [Financial Services Guide](#), [Product Disclosure Statement](#), [Privacy Policy](#) and [Data Handling Statement](#).

You confirm that monies invested are not associated with crime, money laundering and/or financing terrorism. We may decide to delay or refuse any request or transaction if we are concerned that the request or transaction may breach any obligation under AML/CTF laws.

We may collect additional information about you from time to time, from you or from third parties, for the purposes of satisfying AML/CTF obligations, and any such information may be used and disclosed as described in our [Privacy Policy](#).

If nominating an Authorised Representative, you authorise Hostplus to provide your Authorised Representative (including their delegates and/or representatives), the requested level of authority to my Hostplus Self-Managed Invest account. This authority will remain in place until the SMSF trustee provides Hostplus with a written notification revoking this authority.

Hostplus holds an absolute discretion to accept, reject or remove your nomination of an Authorised Representative (including their delegates and/or representatives). Hostplus is not obliged to provide reasons for rejecting your Authorised Representative nomination.

You will be responsible and liable for all SMI related activity undertaken by your nominated representative/s.

You must notify Hostplus in writing within 3 days of any changes to the employment of your representative/s or any other matter that is relevant to their registration as your nominated representative for SMI.

If signing under a Power of Attorney, you agree to: (a) provide a certified copy of the Power of Attorney instrument currently in force upon submitting this application, and (b) notify Hostplus in writing within one business day if you receive notice of any limitation or changes to, or revocation of, the Power of Attorney.

Electronic identity verification

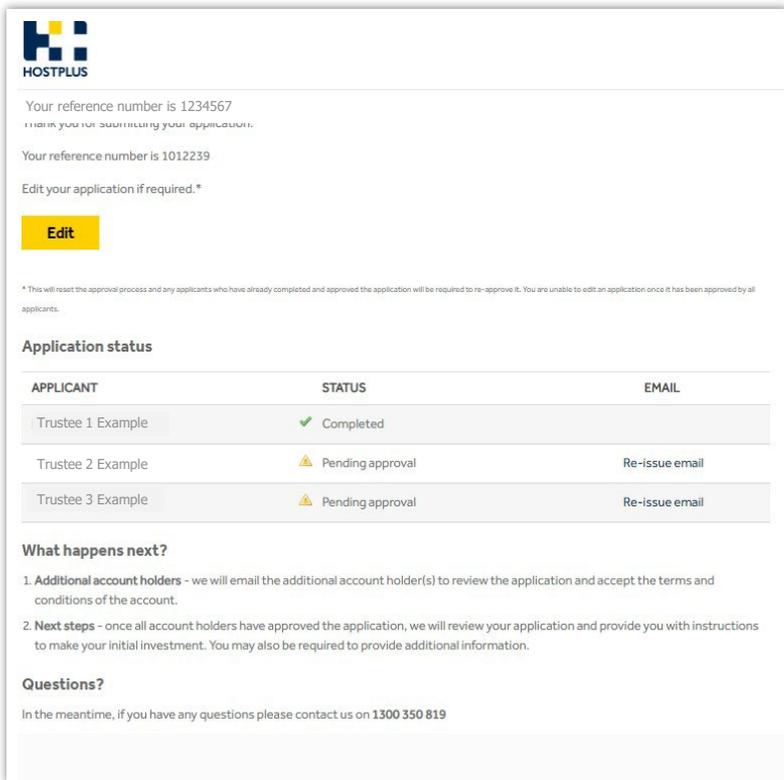
To enable us to verify your identity, we may disclose personal information such as your name, date of birth, and address to a credit reporting agency (CRA) to obtain an assessment of whether that personal information matches information held by the CRA or accessed by the CRA (including as your agent) from its third party data sources to which your personal information may also be disclosed. The CRA may provide Hostplus, and may retain for its own use, a report on that assessment and to do so the CRA and third party data sources may use personal information about you and other individuals in their files. Alternative means of verifying your identity are available on request. If we cannot verify your identity using information held by a CRA we will provide you with a notice to this effect and give you the opportunity to contact the CRA to update your information held by them or verify your identity using an alternative method acceptable to Hostplus.

I accept the terms and conditions above.

I/we confirm that I/we are authorised to provide the personal details presented and I/we consent to my/our information being checked with the document issuer or official record holder for the purpose of confirming my/our identity.

[Back](#) [Save and continue later](#) [Submit](#)

- i The primary applicant will be provided with this screen after submitting the application.



The screenshot shows the Hostplus application status page. At the top left is the Hostplus logo. Below it, there are two reference numbers: 'Your reference number is 1234567' and 'Your reference number is 1012239'. A yellow 'Edit' button is visible. A note states: '* This will reset the approval process and any applicants who have already completed and approved the application will be required to re-approve it. You are unable to edit an application once it has been approved by all applicants.' The 'Application status' section contains a table with three columns: 'APPLICANT', 'STATUS', and 'EMAIL'. The table lists three trustees: 'Trustee 1 Example' (Completed), 'Trustee 2 Example' (Pending approval, Re-issue email), and 'Trustee 3 Example' (Pending approval, Re-issue email). Below the table is a 'What happens next?' section with two numbered points: '1. Additional account holders - we will email the additional account holder(s) to review the application and accept the terms and conditions of the account.' and '2. Next steps - once all account holders have approved the application, we will review your application and provide you with instructions to make your initial investment. You may also be required to provide additional information.' A 'Questions?' section at the bottom states: 'In the meantime, if you have any questions please contact us on 1300 350 819'.

HOSTPLUS

Your reference number is 1234567
XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX

Your reference number is 1012239

Edit your application if required.*

Edit

* This will reset the approval process and any applicants who have already completed and approved the application will be required to re-approve it. You are unable to edit an application once it has been approved by all applicants.

Application status

APPLICANT	STATUS	EMAIL
Trustee 1 Example	✔ Completed	
Trustee 2 Example	⚠ Pending approval	Re-issue email
Trustee 3 Example	⚠ Pending approval	Re-issue email

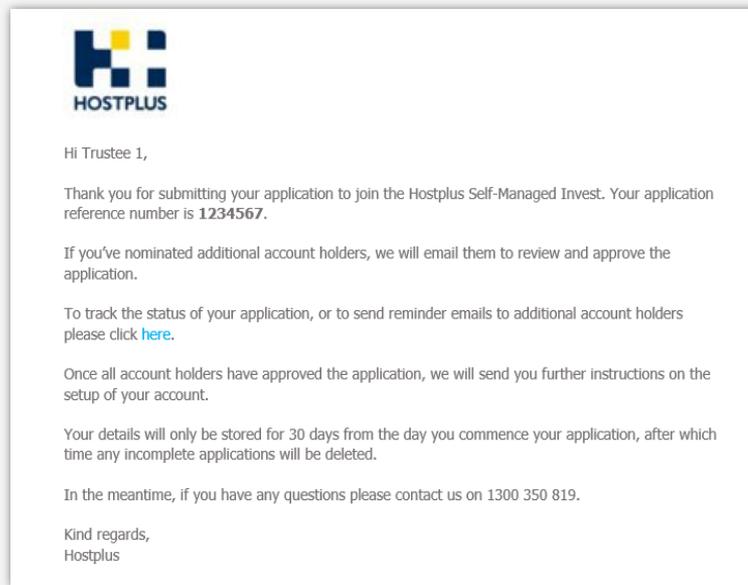
What happens next?

- Additional account holders** - we will email the additional account holder(s) to review the application and accept the terms and conditions of the account.
- Next steps** - once all account holders have approved the application, we will review your application and provide you with instructions to make your initial investment. You may also be required to provide additional information.

Questions?

In the meantime, if you have any questions please contact us on **1300 350 819**

- i A confirmation email is sent to the primary applicant with instructions, similar to the original email they receive.



The screenshot shows a confirmation email from Hostplus. It starts with the Hostplus logo and 'Hi Trustee 1,'. The main text says: 'Thank you for submitting your application to join the Hostplus Self-Managed Invest. Your application reference number is 1234567.' It then states: 'If you've nominated additional account holders, we will email them to review and approve the application.' A link is provided: 'To track the status of your application, or to send reminder emails to additional account holders please click [here](#).' The email continues: 'Once all account holders have approved the application, we will send you further instructions on the setup of your account.' It also mentions: 'Your details will only be stored for 30 days from the day you commence your application, after which time any incomplete applications will be deleted.' The contact information is: 'In the meantime, if you have any questions please contact us on 1300 350 819.' The email ends with 'Kind regards, Hostplus'.

HOSTPLUS

Hi Trustee 1,

Thank you for submitting your application to join the Hostplus Self-Managed Invest. Your application reference number is **1234567**.

If you've nominated additional account holders, we will email them to review and approve the application.

To track the status of your application, or to send reminder emails to additional account holders please click [here](#).

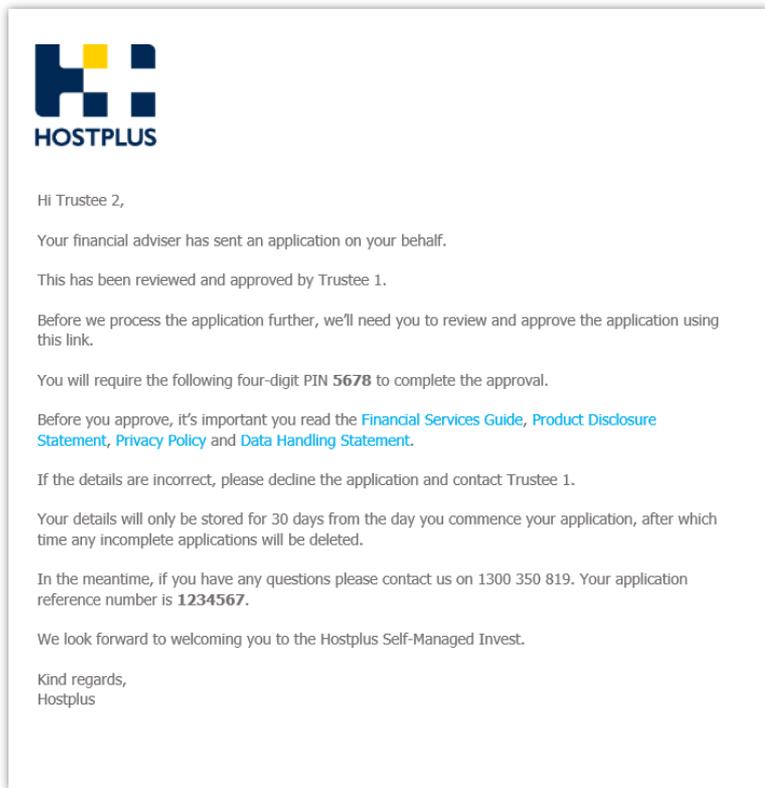
Once all account holders have approved the application, we will send you further instructions on the setup of your account.

Your details will only be stored for 30 days from the day you commence your application, after which time any incomplete applications will be deleted.

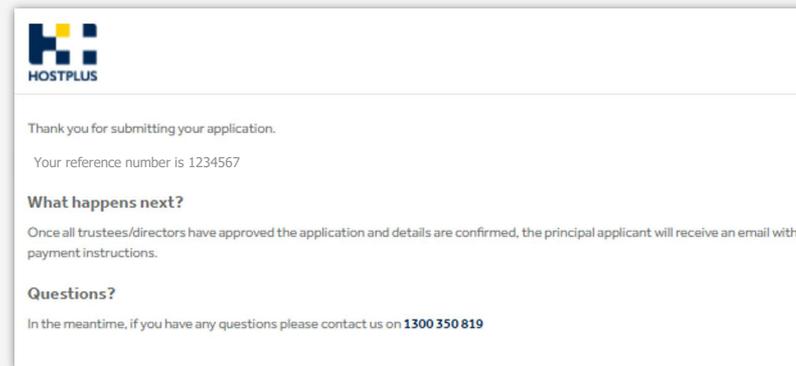
In the meantime, if you have any questions please contact us on 1300 350 819.

Kind regards,
Hostplus

i Example of PIN email that additional applicant(s) receive

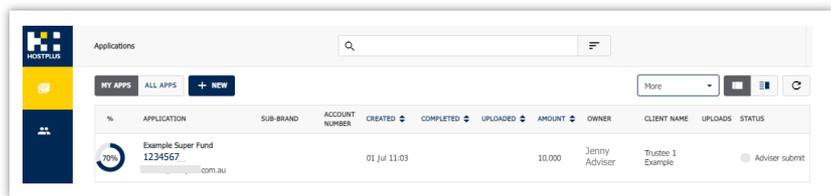


- i** All secondary applicants will need to follow the same process as the primary applicant.
- i** Secondary applicants only have the ability to review the application details. If any details are incorrect, they will need to decline the application to have the details edited.
- i** Upon completion, secondary applicants will see the following completion screen.



16. Advisers can track the status of applications by logging into their application manager.

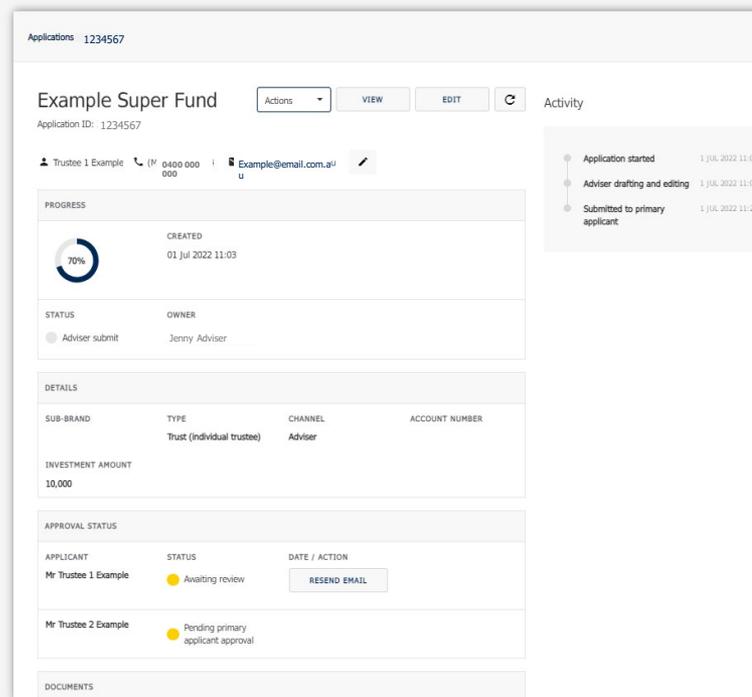
Dashboard view



The dashboard view shows a table of applications. The table has columns for %, APPLICATION, SUB-BRAND, ACCOUNT NUMBER, CREATED, COMPLETED, UPLOADED, AMOUNT, OWNER, CLIENT NAME, UPLOADS, and STATUS. A single application is listed with a 70% progress indicator.

%	APPLICATION	SUB-BRAND	ACCOUNT NUMBER	CREATED	COMPLETED	UPLOADED	AMOUNT	OWNER	CLIENT NAME	UPLOADS	STATUS
70%	Example Super Fund 1234567 Example.com.au			01 Jul 11:03			10,000	Jenny Adviser	Trustee 1 Example		Adviser submit

Detailed information when clicking on the application from the dashboard.



The detailed view for application ID 1234567 shows the following information:

- Trustee 1 Example** (M 0400 000 000 | Example@email.com.au)
- PROGRESS:** CREATED 01 Jul 2022 11:03 (70% progress)
- STATUS:** Adviser submit
- OWNER:** Jenny Adviser
- DETAILS:**
 - SUB-BRAND: Trust (individual trustee)
 - TYPE: Trust (individual trustee)
 - CHANNEL: Adviser
 - ACCOUNT NUMBER: [Redacted]
 - INVESTMENT AMOUNT: 10,000
- APPROVAL STATUS:**
 - Mr Trustee 1 Example: Awaiting review (Yellow dot) [RESEND EMAIL]
 - Mr Trustee 2 Example: Pending primary applicant approval (Yellow dot)
- ACTIVITY:**
 - Application started: 1 Jul, 2022 11:03
 - Adviser drafting and editing: 1 Jul, 2022 11:03
 - Submitted to primary applicant: 1 Jul, 2022 11:26
- DOCUMENTS:** [Empty section]

- i Example of email sent to primary applicant with next steps, once all applicants have completed their reviews.



Hi Trustee 1

You're almost there. To finalise your application, you'll need to review the results of the Electronic Verification below.

APPLICANT / ENTITY	RESULT	ACTION REQUIRED ¹
Trustee 1 Example	Failed ²	Upload a certified copy of drivers licence or passport.
Trustee 2 Example	Failed ²	Upload a certified copy of drivers licence or passport.
Trustee 3 Example	Failed ²	Upload a certified copy of drivers licence or passport.
Example Super Fund	Successful	No further identification required.

¹ View [certification requirements](#) online.

² Hostplus was unable to electronically verify the applicant's identity via 'Equifax IDMatrix'.

Outstanding documentation

Outstanding documentation is required to complete your application as per the additional requirements above.

This can be uploaded directly to us using the link below.

[Upload your documents >](#)

Your advisor can also upload these documents on your behalf.

Payment Instructions

Once your identification requirements have been met, please use the following details to make your initial investment into your Hostplus Self-Managed Invest account.

Your initial investment amount due: \$10,000

Using the following payment details below please transfer your initial investment amount.

Make your payment with BPAY®

 **Billers Code: 266684**
Customer Reference Number: 98 46781804

Please refer to the [Additional Information Brochure](#) for alternative payment options.

In the meantime, if you have any questions contact us on 1300 350 819.

Kind regards,
Hostplus

- i Example of email sent to primary applicant with next steps, once all applicants have completed their reviews.



Dear Jenny Adviser,

An online application submitted by you has now been reviewed by the investors and further action is required.

The details of the application are as follows:

Application status

Application status: Electronic Verification (EV) failed - upload documents

Application details

Application ID: 1234567
Started: 3/29/2022 8:00 AM
Completed: 3/29/2022 8:34 AM

Primary applicant details

Name: Trustee 1 Example
Contact number: (M): 0400 000 000
Email address: Example@email.com.au

Investment Option(s) selected

Accumulation – Australian Shares – Indexed

Electronic Verification (EV) status

Trustee 1 Example: **this individual failed the EV process**
Trustee 2 Example: **this individual failed the EV process**
Trustee 3 Example: **this individual failed the EV process**

Next Steps

1. Please log into your [SMI Adviser Portal](#) to upload certified copies of identification (ID) document for your clients who have failed the EV process. This can include a certified copy of driver license or passport.

You can upload your client's ID documents in the documents section of application, which is accessible by clicking your client listing in the adviser portal.

Alternatively, the primary applicant listed on this email can also upload a certified copy of the required ID documents.

2. Once the documents have been reviewed and approved, both you and your client will receive confirmation of the SMI account being set up. Upon receipt of that email, please instruct your client to immediately make the payment for the initial investment using the details below.

Make your payment with BPAY®



Billers Code: 266684

Customer Reference Number: 98 46781804

Investment Amount: \$10,000

Please refer to the [Additional Information Brochure](#) for alternative payment options.

In the meantime, if you have any questions contact us on 1300 350 819.

Kind regards,
Hostplus

® Registered to BPAY Pty Ltd ABN 69 079 137 518

This information contains general advice only and does not take into account your personal objectives, financial situation or needs. You should consider if this information is appropriate for you in light of your circumstances before acting on it. Please read the Hostplus Self-Managed Invest (SMI) Product Disclosure Statement (PDS), available at www.hostplus.com.au/smi before making a decision about Hostplus SMI.

Please don't reply to this email, if you have any questions, please call us on 1300 350 819.

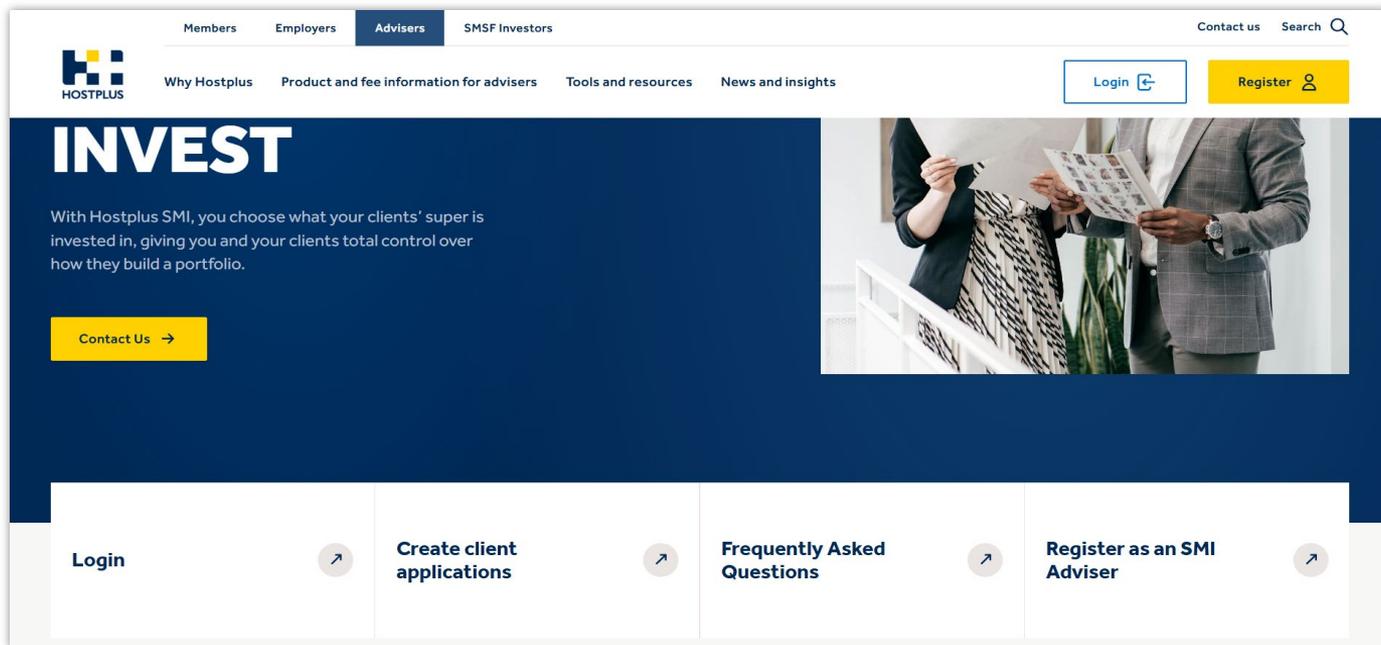
Hostplus Self-Managed Invest (SMI) is issued by Host-Plus Pty Limited ABN 79 008 634 704, AFSL 244392 as trustee for the Hostplus Pooled Superannuation Trust (PST) ABN 13 140 019 340.



Corporate Trustee Application

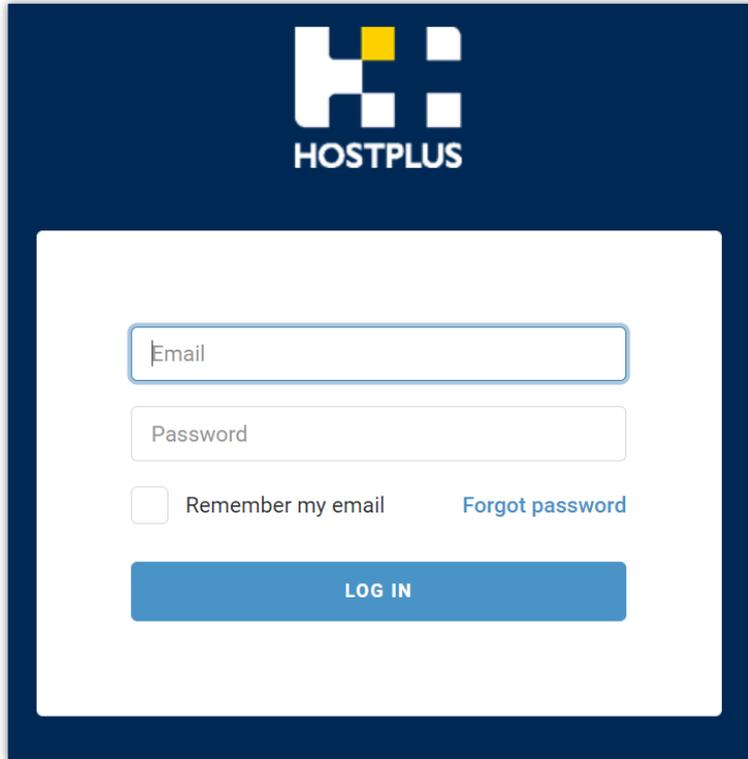
After successfully registering as a Hostplus SMI adviser, Advisers can access the SMI online application form by logging into the Hostplus SMI Application Portal: hostplus.com.au/advisers/products-fees-performance/smi

1. To start a new application form, click on **Create client applications**.



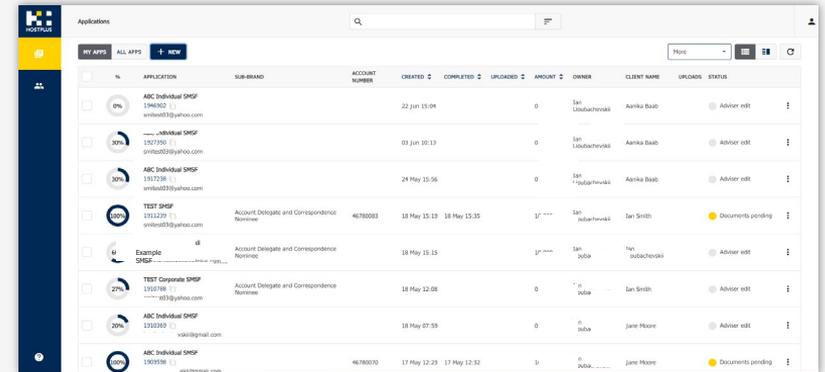
The screenshot shows the Hostplus SMI Adviser portal homepage. At the top, there is a navigation bar with tabs for 'Members', 'Employers', 'Advisers' (which is selected), and 'SMSF Investors'. To the right of the navigation bar are links for 'Contact us' and 'Search'. Below the navigation bar, there is a 'HOSTPLUS' logo and a row of links: 'Why Hostplus', 'Product and fee information for advisers', 'Tools and resources', and 'News and insights'. On the right side of this row are two buttons: 'Login' and 'Register'. The main content area has a dark blue background with the word 'INVEST' in large white letters. Below this, there is a paragraph of text: 'With Hostplus SMI, you choose what your clients' super is invested in, giving you and your clients total control over how they build a portfolio.' To the right of this text is a photograph of two people in business attire looking at documents. Below the main content area is a row of four white boxes, each with a dark blue header and a right-pointing arrow: 'Login', 'Create client applications', 'Frequently Asked Questions', and 'Register as an SMI Adviser'. A yellow 'Contact Us' button is also visible on the left side of the main content area.

- 1. You will be directed to an adviser login screen. Enter your application creation login details to access the application portal.



The image shows the Hostplus Adviser login screen. At the top, the Hostplus logo is displayed. Below the logo, there are two input fields: 'Email' and 'Password'. Below the password field, there is a checkbox labeled 'Remember my email' and a link labeled 'Forgot password'. At the bottom of the form, there is a blue button labeled 'LOG IN'.

- 2. Click on **+NEW** to create a new application.



The image shows the Hostplus Applications dashboard. The dashboard has a sidebar with a '+ NEW' button. The main area displays a table of applications with the following columns: APPLICATION, SUB-BRAND, ACCOUNT NUMBER, CREATED, COMPLETED, UPLOADED, AMOUNT, OWNER, CLIENT NAME, UPDATES, and STATUS. The table contains several rows of application data.

APPLICATION	SUB-BRAND	ACCOUNT NUMBER	CREATED	COMPLETED	UPLOADED	AMOUNT	OWNER	CLIENT NAME	UPDATES	STATUS
ABC Individual SHEP			22 Jun 15 04			0	Jan Liubachevski	Ashka Barb		Adviser exit
ABC Individual SHEP			03 Jun 16 13			0	Jan Liubachevski	Ashka Barb		Adviser exit
ABC Individual SHEP			24 May 15 56			0	Jan Liubachevski	Ashka Barb		Adviser exit
TEST SHEP	Account Delegate and Correspondence Nominee	46780003	18 May 15 13	18 May 13 35		1*	Jan Liubachevski	Jan Smith		Documents pending
Example SHEP	Account Delegate and Correspondence Nominee		18 May 15 15			1*	Jan Liubachevski	Jan Smith		Adviser exit
TEST Corporate SHEP	Account Delegate and Correspondence Nominee		18 May 12 08			0	Jan Liubachevski	Jan Smith		Adviser exit
ABC Individual SHEP			18 May 07 39			0	Jan Liubachevski	Jane Moore		Adviser exit
ABC Individual SHEP			17 May 12 23	17 May 12 32		3	Jan Liubachevski	Jane Moore		Documents pending

3. Select **Corporate Trustee** and click **Next**

HOSTPLUS

Welcome to Hostplus Self-Managed Invest

***IMPORTANT:** This is a test environment. Personally identifiable information (PII) should not be entered INTO this application. It only takes a few minutes to apply.

To open a Hostplus SMI account, you'll need to have some information ready depending on whether your SMSF has a corporate trustee or individual trustee(s) structure.

Corporate Trustee

- **Contact details** - Each director must provide a unique email address and Australian mobile number.
- **Identification** - Each director must provide identification details (driver's licence, passport or Medicare).
- **SMSF details** - You'll need to provide the ABN and bank account details for your SMSF.
- **Corporate details** - You'll need to provide the ACN of the company that is trustee of your SMSF.

Individual Trustee(s)

- **Contact details** - Each trustee must provide a unique email address and Australian mobile number.
- **Identification** - Each trustee must provide identification details (driver's licence, passport or Medicare).
- **SMSF details** - You'll need to provide the ABN and bank account details for your SMSF.
- **Trust deed** - A copy or extract of your SMSF trust deed is required to validate the controlling trustees.

All applicants are also required to have read and understood all relevant compliance and disclosure documents including the **Financial Services Guide, Product Disclosure Statement, Privacy Policy and Data Handling Statement**.

To assist you complete the online application, please refer to the relevant user guides found **here**

If you don't have access to any of the required information or documents, or need assistance, please contact us on **1300 350 819**.

Select your trustee type from the two options listed below.

Corporate Trustee
I am a director of the company which is the trustee of the SMSF making this application

Individual Trustee(s)
I am a trustee of the SMSF making this application

Cancel **Next**

4. Complete **Primary Applicant** details including the **ACN** and click **Find company**

HOSTPLUS

SMSF details > Account Details > Submit >

Primary Applicant

Please nominate a primary applicant to complete this application.
The primary applicant will receive a link to resume the application. The application must be completed within 30 days.

Title * Mr

First name (no abbreviations) * Kevin

Surname * Ball

Date of birth * 01/01/2000

Email address * labgroupautomation+HPDirTC1@gmail.com

Confirm email address * labgroupautomation+HPDirTC1@gmail.com

Mobile phone * 0404123456

Home phone Area - Number

Work phone Area - Number

Prepopulate your company trustee details

Company information for Australian companies can be prepopulated if the company is registered with the Australian Securities and Investments Commission (ASIC) and this information is publicly available.

Australian Company Number (ACN) * 123456789

Find company

Company found: AAI GROUP HOLDINGS PTY LTD (registered)

Restart **Next**

- 1 After clicking **Find Company** the bottom part of the screen updates to this view

Prepopulate your company trustee details

Company information for Australian companies can be prepopulated if the company is registered with the Australian Securities and Investments Commission (ASIC) and this information is publicly available.

Australian Company Number (ACN) *

Find company

Company found: EXAMPLE PTY LTD (registered)

Restart **Next**

5. Complete SMSF **Fund** details, and click **Next**



Corporate Trustee > Account details > Identification details > Review > Submit >

Fund information

Fund

Full name of the fund *

Australian Business Number (ABN) *

Save and continue later **Next**

i The following screen pre-populates.

6. Click **Next** to continue

The screenshot shows the 'Corporate Trustee Details' form. At the top left is the HOSTPLUS logo. A breadcrumb trail includes 'Corporate Trustee >', 'Account details >', 'Identification details >', 'Review >', and 'Submit >'. The form title is 'Corporate Trustee Details'. Below this, the 'Corporate Trustee Details' section contains several fields: 'Full name of company *' (Test Company Group Pty Ltd), 'Company type' (Proprietary), 'Austrian Company Number (ACN) *' (000164938), 'Austrian Business Number (ABN)' (98867732260), and 'Foreign entity for tax purposes' (No). The 'Registered office address' section includes a note '(This cannot be a PO Box)', a 'Start typing your address' field, and filled-in fields for 'Street number and name *' (1 Smith Street), 'Suburb *' (SYDNEY), 'State *' (NSW), 'Post code *' (2000), and 'Country' (Australia). The 'Principal place of business address' section has a note '(This cannot be a PO Box)' and a checked checkbox for 'Same as registered office address'. At the bottom are 'Back', 'Save and continue later', and 'Next' buttons.

7. Complete **Director details** and click **Next** to continue

i Click **Add another director** to add all directors

The screenshot shows the 'Director details' form. At the top left is the HOSTPLUS logo. A breadcrumb trail includes 'Corporate Trustee >', 'Account details >', 'Identification details >', 'Review >', and 'Submit >'. The form title is 'Director details'. Below this, the text 'Please provide the names of all directors.' is displayed. The form fields include: 'Title *' (Mr), 'First name (no abbreviations) *' (Kevin), 'Middle name' (empty), 'Surname *' (Ball), and 'Authority level *' (Account authority). A prominent 'Add another director' button is located below the form fields. At the bottom are 'Back', 'Save and continue later', and 'Next' buttons.

8. Complete **Investment instructions** and click **Next**

- i** Minimum investment is \$10,000, including a \$240 joining fee
- i** A minimum of \$5,000 per investment applies
- i** Be sure to select the correct units – Accumulation or Pension

Investment instructions

You will need a minimum initial investment of \$10,000 (including a \$240 joining fee) to set up your Hostplus Self-Managed Invest account. A minimum of \$5,000 per investment option also applies.

You can only select pension units if a member of your SMSF is in the pension phase. If you are currently in the Transition to Retirement (TTR) phase, you can only invest in accumulation units.

Fund	Investment amount	Joining fee	Net investment amount
Accumulation - Australian Shares - Indexed	\$ 10,000	\$ 60	\$ 9,940
Accumulation - Balanced	\$ 10,000	\$ 60	\$ 9,940
Accumulation - Capital Stable Option	\$ 10,000	\$ 60	\$ 9,940
Accumulation - Conservative Balanced Option	\$ 10,000	\$ 60	\$ 9,940
Accumulation - Diversified Fixed Interest - Indexed	\$	\$ 0	\$ 0
Accumulation - Indexed Balanced	\$	\$ 0	\$ 0
Accumulation - Infrastructure	\$	\$ 0	\$ 0
Accumulation - International Shares - Emerging Markets	\$	\$ 0	\$ 0
Accumulation - Property	\$	\$ 0	\$ 0
Accumulation - SRI Balanced Option	\$	\$ 0	\$ 0
Pension - Australian Shares - Indexed	\$	\$ 0	\$ 0
Pension - Balanced	\$	\$ 0	\$ 0
Pension - Capital Stable Option	\$	\$ 0	\$ 0
Pension - Conservative Balanced Option	\$	\$ 0	\$ 0
Pension - Diversified Fixed Interest - Indexed	\$	\$ 0	\$ 0
Pension - Indexed Balanced	\$	\$ 0	\$ 0
Pension - Infrastructure	\$	\$ 0	\$ 0
Pension - International Shares - Emerging Markets	\$	\$ 0	\$ 0
Pension - Property	\$	\$ 0	\$ 0
Pension - SRI Balanced Option	\$	\$ 0	\$ 0
Total amount to be invested	\$ 40,000	\$ 240	\$ 39,760

[Back](#) [Save and continue later](#) [Next](#)

9. Complete the **Product Suitability Questions** and click **Next**



[Corporate Trustee >](#) [Account details >](#) [Identification details >](#) [Review >](#) [Submit >](#)

Product Suitability Questions

Please answer the following questions in relation to your investment in Hostplus Self-Managed Invest.

All questions must be answered.

Have you received financial advice in relation to this investment? Yes No

What percentage of the SMSF investment portfolio does the investment in Hostplus SMI comprise?

Greater than 75%
 Between 25% - 75%
 Less than 25%

What is the expected timeframe of the investor's investment in Hostplus SMI?

Greater than 7 years
 Between 5 - 7 years
 Less than 5 years

What is the investor's appetite for risk?

High - Very High
 Medium - High
 Low - Medium
 Very Low - Low

[Back](#) [Save and continue later](#) [Next](#)

10. Complete the SMSF **bank account** details and click **Next**

The screenshot shows the 'Account details' step of a form. The Hostplus logo is in the top left. A navigation bar at the top contains: Corporate Trustee > **Account details >** (underlined), Identification details >, Review >, and Submit >. The main heading is 'Linked bank account'. Below it is a paragraph: 'Please provide your SMSF bank details to be linked for any withdrawals. The bank account name must be in the name of the SMSF and must be an Australian bank account.' The form fields are: 'Account name *' with a dropdown menu showing 'Primary Applicant'; 'Bank or financial institution name *' with 'ANZ Bank'; 'BSB *' with '012003'; and 'Bank account number *' with '123456789'. At the bottom are three buttons: 'Back' (dark blue), 'Save and continue later' (grey), and 'Next' (yellow).

11. Complete the **Additional Information** questionnaire, then click **Next**

The screenshot shows the 'Additional Information' step of a form. The Hostplus logo is in the top left. A navigation bar at the top contains: Corporate Trustee > **Account details >** (underlined), Identification details >, Review >, and Submit >. The main heading is 'Additional Information'. Below it is a paragraph: 'Please answer the following questions in relation to your investment in Hostplus Self-Managed Invest.' The section is titled 'Source of Investment Amount'. Below the title is the text: 'Source of initial and additional investment amounts (select all that apply)'. There is a list of options with checkboxes: Accumulated superannuation savings; Ongoing employer contributions; Ongoing personal contributions; Sale of assets (e.g. shares, property); Windfall (e.g. inheritance, gift); and Other - please specify: followed by a text input field. At the bottom are three buttons: 'Back' (dark blue), 'Save and continue later' (grey), and 'Next' (yellow).

12. Complete the Director details, then click **Next**

i Top half of page

HOSTPLUS

Corporate Trustee > Account details > **Identification details >** Review > Submit >

Identification details

This individual has been nominated for the following roles:
Authorised signatory
Sole Director & Company Secretary
Please complete the details below.

Title * Mr ▾

First name (no abbreviations) * Kevin

Middle name

Surname * Ball

Date of birth * 01/01/2000

Electronic identification

To proceed with the application, please provide one of the following identification options. If you do not have access to these, please contact 1300 350 819.

Drivers Licence
 Passport
 Medicare

Drivers licence number * HP1DLNUM

State of Issue * NSW ▾

Card Number * HP1DLCARDNO

i Bottom half of the **Individual Details** page

Residential address

(This cannot be a PO Box)

Start typing your address Enter your address...

Property name (if applicable)

Unit number

Street number 10

Street name * Collins

Street type * Street ▾

Suburb * SYDNEY

State * NSW ▾

Postcode * 2000

Country Australia

Contact details

Each individual must have their own mobile phone number and e-mail

Mobile phone * 0404123456

Home phone Area - Number

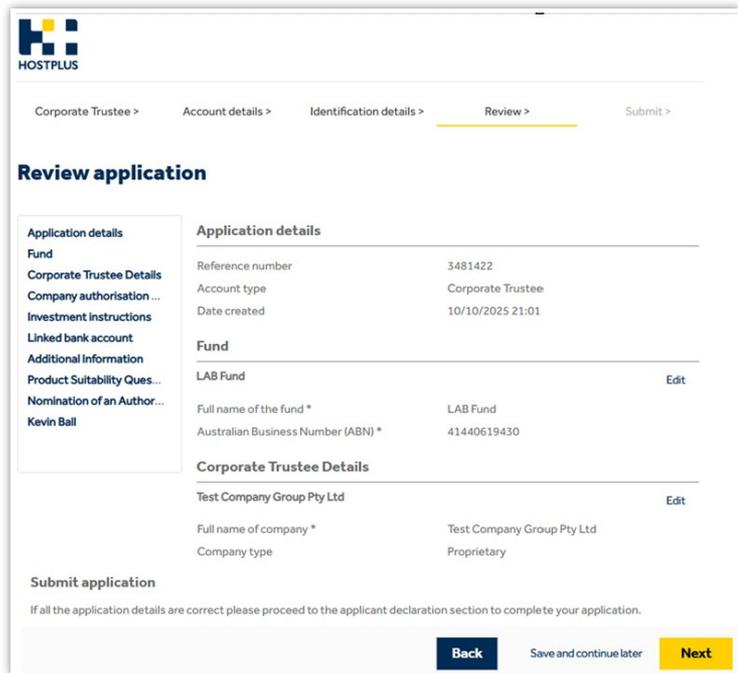
Email address * labgroupautomation+HPDirTC1@gmail.com

Confirm email address * labgroupautomation+HPDirTC1@gmail.com

Back Save and continue later **Next**

13. Review the application to ensure that information is correct and click **Next** to move to submit the application.

 If information is incorrect, click **Edit** to update.



Corporate Trustee > Account details > Identification details > **Review >** Submit >

Review application

Application details

Reference number	3481422
Account type	Corporate Trustee
Date created	10/10/2025 21:01

Fund

LAB Fund	Edit
Full name of the fund *	LAB Fund
Australian Business Number (ABN) *	41440619430

Corporate Trustee Details

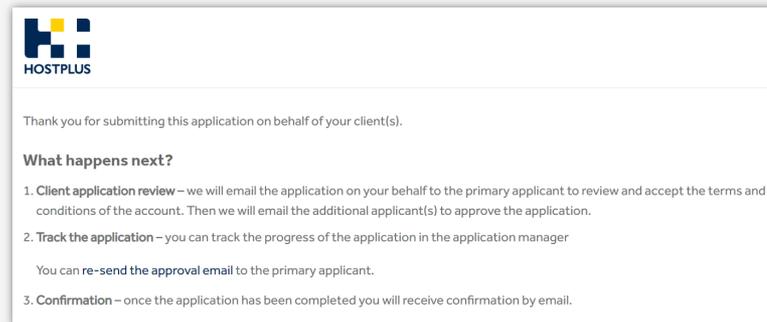
Test Company Group Pty Ltd	Edit
Full name of company *	Test Company Group Pty Ltd
Company type	Proprietary

Submit application

If all the application details are correct please proceed to the applicant declaration section to complete your application.

[Back](#) [Save and continue later](#) [Next](#)

 This screen will appear once you have successfully submitted the application for your clients.

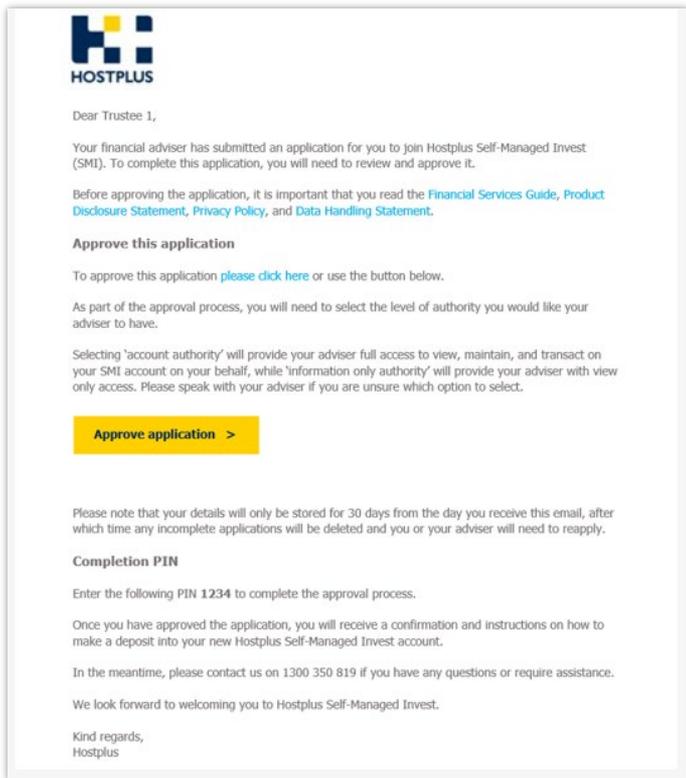


Thank you for submitting this application on behalf of your client(s).

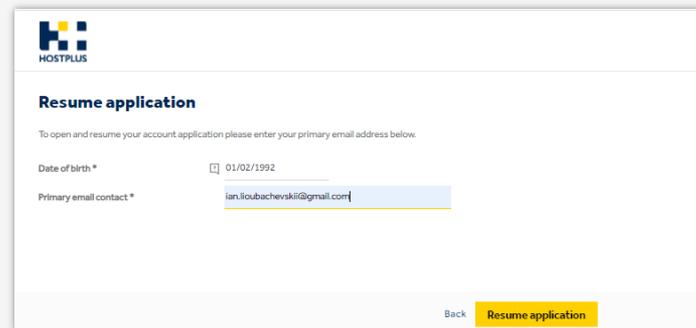
What happens next?

- Client application review** – we will email the application on your behalf to the primary applicant to review and accept the terms and conditions of the account. Then we will email the additional applicant(s) to approve the application.
- Track the application** – you can track the progress of the application in the application manager
You can re-send the approval email to the primary applicant.
- Confirmation** – once the application has been completed you will receive confirmation by email.

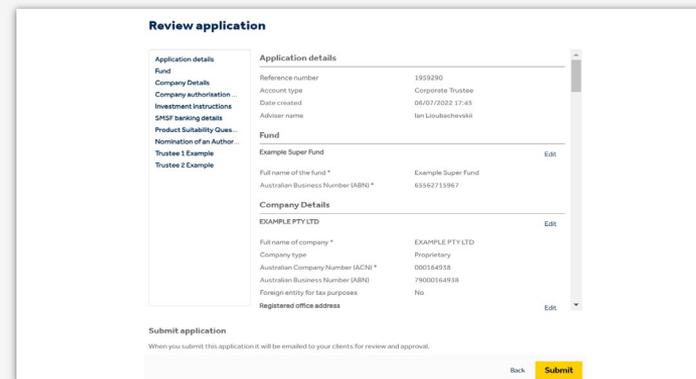
- 1 The Applicant will be sent a four-digit completion **PIN** via email, which is required to approve their application.
- 2 Example of PIN email that the primary applicant receives:



14. After clicking the link in the email, the applicant will need to verify their personal details, then click **Resume application**



15. The primary applicant needs to complete the remainder of the application before clicking **Next**



16. The primary applicant will need to:

- Key in the 4 digit PIN from their email
- Accept the terms, conditions, and electronic identity verification,
- Select the level of adviser authority,

then click **Submit**

i Top of the **applicant declaration** page

HOSTPLUS

Corporate Trustee > Account details > Identification details > Review > **Submit >**

Applicant declaration

An email was sent to your email address with important documents relating to your account application (check your junk mail folder if this is not in your inbox).

This email also contains a **completion PIN** that you need to enter below to submit your application.

Enter your completion PIN

[Click here to resend PIN.](#)

i Bottom of the **applicant declaration** page

Terms and conditions

As a condition of opening your Hostplus Self-Managed Invest account, you confirm that you have read, understood and accepted the terms and conditions as detailed in the [Financial Services Guide](#), [Product Disclosure Statement](#), [Privacy Policy](#) and [Data Handling Statement](#).

You confirm that monies invested are not associated with crime, money laundering and/or financing terrorism. We may decide to delay or refuse any request or transaction if we are concerned that the request or transaction may breach any obligation under AML/CTF laws.

We may collect additional information about you from time to time, from you or from third parties, for the purposes of satisfying AML/CTF obligations, and any such information may be used and disclosed as described in our [Privacy Policy](#).

If nominating an Authorised Representative, you authorise Hostplus to provide your Authorised Representative (including their delegates and/or representatives), the requested level of authority to my Hostplus Self-Managed Invest account. This authority will remain in place until the SMSF trustee provides Hostplus with a written notification revoking this authority.

Hostplus holds an absolute discretion to accept, reject or remove your nomination of an Authorised Representative (including their delegates and/or representatives). Hostplus is not obliged to provide reasons for rejecting your Authorised Representative nomination.

You will be responsible and liable for all SMI related activity undertaken by your nominated representative/s.

You must notify Hostplus in writing within 3 days of any changes to the employment of your representative/s or any other matter that is relevant to their registration as your nominated representative for SMI.

If signing under a Power of Attorney, you agree to: (a) provide a certified copy of the Power of Attorney instrument currently in force upon submitting this application, and (b) notify Hostplus in writing within one business day if you receive notice of any limitation or changes to, or revocation of, the Power of Attorney.

Electronic identity verification

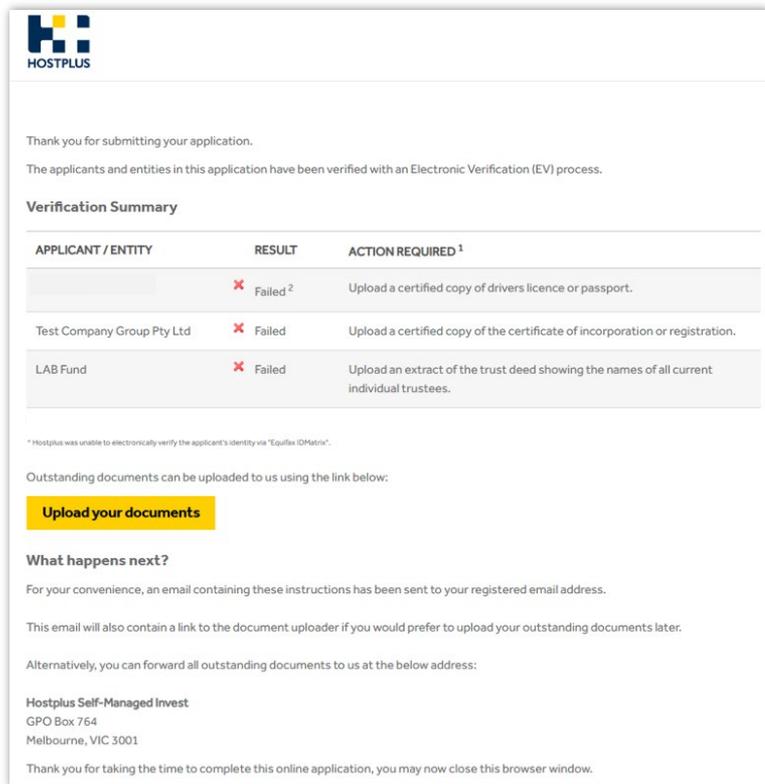
To enable us to verify your identity, we may disclose personal information such as your name, date of birth, and address to a credit reporting agency (CRA) to obtain an assessment of whether that personal information matches information held by the CRA or accessed by the CRA (including as your agent) from its third party data sources to which your personal information may also be disclosed. The CRA may provide Hostplus, and may retain for its own use, a report on that assessment and to do so the CRA and third party data sources may use personal information about you and other individuals in their files. Alternative means of verifying your identity are available on request. If we cannot verify your identity using information held by a CRA we will provide you with a notice to this effect and give you the opportunity to contact the CRA to update your information held by them or verify your identity using an alternative method acceptable to Hostplus.

I accept the terms and conditions above.

I/We confirm that I/we am/are authorised to provide the personal details presented and I/we consent to my/our information being checked with the document issuer or official record holder for the purpose of confirming my/our identity.

[Back](#) [Save and continue later](#) [Submit](#)

- i The primary applicant will be provided with this screen after submitting the application.



Thank you for submitting your application.

The applicants and entities in this application have been verified with an Electronic Verification (EV) process.

Verification Summary

APPLICANT / ENTITY	RESULT	ACTION REQUIRED ¹
	✗ Failed ²	Upload a certified copy of drivers licence or passport.
Test Company Group Pty Ltd	✗ Failed	Upload a certified copy of the certificate of incorporation or registration.
LAB Fund	✗ Failed	Upload an extract of the trust deed showing the names of all current individual trustees.

¹ Hostplus was unable to electronically verify the applicant's identity via "Equifax iDMatrix".

Outstanding documents can be uploaded to us using the link below:

[Upload your documents](#)

What happens next?

For your convenience, an email containing these instructions has been sent to your registered email address.

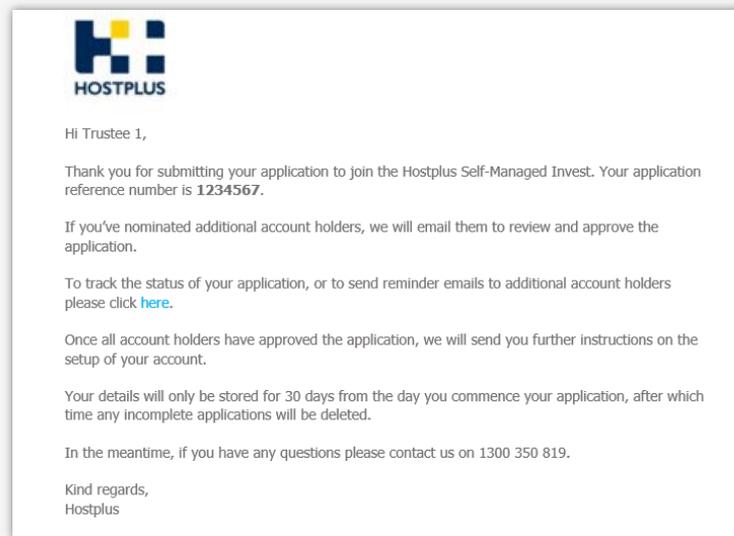
This email will also contain a link to the document uploader if you would prefer to upload your outstanding documents later.

Alternatively, you can forward all outstanding documents to us at the below address:

Hostplus Self-Managed Invest
GPO Box 764
Melbourne, VIC 3001

Thank you for taking the time to complete this online application, you may now close this browser window.

- i A confirmation email is sent to the primary applicant with instructions, similar to the original email they receive.



Hi Trustee 1,

Thank you for submitting your application to join the Hostplus Self-Managed Invest. Your application reference number is **1234567**.

If you've nominated additional account holders, we will email them to review and approve the application.

To track the status of your application, or to send reminder emails to additional account holders please click [here](#).

Once all account holders have approved the application, we will send you further instructions on the setup of your account.

Your details will only be stored for 30 days from the day you commence your application, after which time any incomplete applications will be deleted.

In the meantime, if you have any questions please contact us on 1300 350 819.

Kind regards,
Hostplus

i Example of PIN email that additional applicant(s) receive



Hi Trustee 2,

Your financial adviser has sent an application on your behalf.

This has been reviewed and approved by Trustee 1.

Before we process the application further, we'll need you to review and approve the application using this [link](#).

You will require the following four-digit PIN **5678** to complete the approval.

Before you approve, it's important you read the [Financial Services Guide](#), [Product Disclosure Statement](#), [Privacy Policy](#) and [Data Handling Statement](#).

If the details are incorrect, please decline the application and contact Trustee 1.

Your details will only be stored for 30 days from the day you commence your application, after which time any incomplete applications will be deleted.

In the meantime, if you have any questions please contact us on 1300 350 819. Your application reference number is **1234567**.

We look forward to welcoming you to the Hostplus Self-Managed Invest.

Kind regards,
Hostplus

- i** All secondary applicants will need to follow the same process as the primary applicant.
- i** Secondary applicants only have the ability to review the application details. If any details are incorrect, they will need to decline the application to have the details edited.
- i** Upon completion, secondary applicants will see the following completion screen.



Thank you for submitting your application.

Your reference number is 1234567

What happens next?

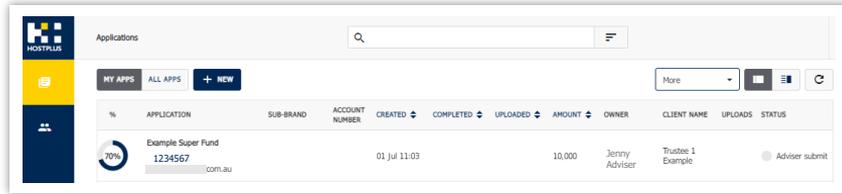
Once all trustees/directors have approved the application and details are confirmed, the principal applicant will receive an email with payment instructions.

Questions?

In the meantime, if you have any questions please contact us on **1300 350 819**

17. Advisers can track the status of applications by logging into their application manager.

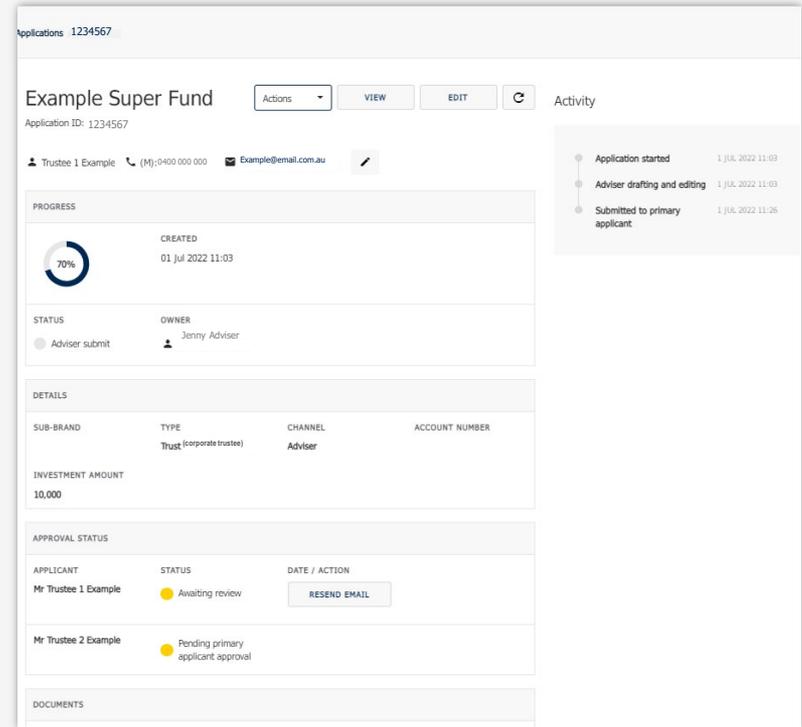
Dashboard view



The screenshot shows the Hostplus Applications dashboard. At the top left is the Hostplus logo. Below it, there are tabs for 'MY APPS', 'ALL APPS', and a '+ NEW' button. A search bar is located to the right of the tabs. Below the search bar is a table with columns: '%', 'APPLICATION', 'SUB-BRAND', 'ACCOUNT NUMBER', 'CREATED', 'COMPLETED', 'UPLOADED', 'AMOUNT', 'OWNER', 'CLIENT NAME', 'UPLOADS', and 'STATUS'. One application is listed: 'Example Super Fund' with ID '1234567', account number 'com.au', created on '01 Jul 11:03', amount '10,000', owner 'Jenny Adviser', client name 'Trustee 1 Example', and status 'Adviser submit'. A progress indicator shows 70% completion.

%	APPLICATION	SUB-BRAND	ACCOUNT NUMBER	CREATED	COMPLETED	UPLOADED	AMOUNT	OWNER	CLIENT NAME	UPLOADS	STATUS
70%	Example Super Fund 1234567 com.au			01 Jul 11:03			10,000	Jenny Adviser	Trustee 1 Example		Adviser submit

 Detailed information when clicking on the application from the dashboard.



The screenshot shows the detailed view of the application 'Example Super Fund' (ID: 1234567). At the top, there are buttons for 'Actions', 'VIEW', 'EDIT', and a refresh icon. Below this, the application ID is shown, followed by the trustee information: 'Trustee 1 Example' with phone '(M):0400 000 000' and email 'Example@email.com.au'. The 'PROGRESS' section shows a 70% completion circle and the 'CREATED' date '01 Jul 2022 11:03'. The 'STATUS' section shows 'Adviser submit' and the 'OWNER' 'Jenny Adviser'. The 'DETAILS' section includes a table for 'SUB-BRAND', 'TYPE' (Trust (corporate trustee)), 'CHANNEL' (Adviser), and 'ACCOUNT NUMBER'. Below this is the 'INVESTMENT AMOUNT' of '10,000'. The 'APPROVAL STATUS' section shows two trustees: 'Mr Trustee 1 Example' with status 'Awaiting review' and a 'RESEND EMAIL' button, and 'Mr Trustee 2 Example' with status 'Pending primary applicant approval'. An 'Activity' sidebar on the right shows a timeline: 'Application started' (1 Jul, 2022 11:03), 'Adviser drafting and editing' (1 Jul, 2022 11:03), and 'Submitted to primary applicant' (1 Jul, 2022 11:26).

Applications 1234567

Example Super Fund

Application ID: 1234567

Trustee 1 Example (M):0400 000 000 Example@email.com.au

PROGRESS

70% CREATED 01 Jul 2022 11:03

STATUS Adviser submit **OWNER** Jenny Adviser

DETAILS

SUB-BRAND	TYPE	CHANNEL	ACCOUNT NUMBER
	Trust (corporate trustee)	Adviser	

INVESTMENT AMOUNT 10,000

APPROVAL STATUS

APPLICANT	STATUS	DATE / ACTION
Mr Trustee 1 Example	Awaiting review	RESEND EMAIL
Mr Trustee 2 Example	Pending primary applicant approval	

DOCUMENTS

Activity

- Application started 1 Jul, 2022 11:03
- Adviser drafting and editing 1 Jul, 2022 11:03
- Submitted to primary applicant 1 Jul, 2022 11:26

- i Example of email sent to primary applicant with next steps, once all applicants have completed their reviews.



Trustee 1

You're almost there. To finalise your application, you'll need to review the results of the Electronic Verification below.

APPLICANT / ENTITY	RESULT	ACTION REQUIRED ¹
Trustee 1 Example	Successful	No further identification required.
Trustee 2 Example	Successful	No further identification required.
Example Pty Ltd	Successful	No further identification required.
Example Super Fund	Successful	No further identification required.

¹ View [certification requirements](#) online.

Payment Instructions

Once your identification requirements have been met, please use the following details to make your initial investment into your Hostplus Self-Managed Invest account.

Your initial investment amount due: \$10,000

Using the following payment details below please transfer your initial investment amount.

Make your payment with BPAY®



Billers Code: 266684
Customer Reference Number: 98 46781804

Please refer to the [Additional Information Brochure](#) for alternative payment options.

In the meantime, if you have any questions contact us on 1300 350 819.

Kind regards,
Hostplus

® Registered to BPAY Pty Ltd ABN 69 079 137 518

This information contains general advice only and does not take into account your personal objectives, financial situation or needs. You should consider if this information is appropriate for you in light of your circumstances before acting on it. Please read the Hostplus Self-Managed Invest (SMI) Product Disclosure Statement (PDS), available at www.hostplus.com.au/smi before making a decision about Hostplus SMI.

Please don't reply to this email, if you have any questions, please call us on 1300 350 819.

Hostplus Self-Managed Invest (SMI) is issued by Host-Plus Pty Limited ABN 79 008 634 704, AFSL 244392 as trustee for the Hostplus Pooled Superannuation Trust (PST) ABN 13 140 019 340.

- i Example of email sent to primary applicant with next steps, once all applicants have completed their reviews.



Dear Jenny Adviser,

An online application submitted by you has now been reviewed by the investors and further action is required.

The details of the application are as follows:

Application status

Application status: Electronic Verification (EV) successful

Application details

Application ID: 1234567
Started: 3/29/2022 8:00 AM
Completed: 3/29/2022 8:34 AM

Primary applicant details

Name: Trustee 1 Example
Contact number: (M): 0400 000 000
Email address: Example@email.com.au

Investment Option(s) selected

Accumulation – Australian Shares – Indexed

Electronic Verification (EV) status

Trustee 1 Example This individual passed the EV process
Trustee 2 Example This individual passed the EV process

Next Steps

Make your payment with BPAY®



Billers Code: 266684
Customer Reference Number: 98 46781804
Investment Amount: \$10,000

Please refer to the [Additional Information Brochure](#) for alternative payment options.

In the meantime, if you have any questions contact us on 1300 350 819.

Kind regards,
Hostplus

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Please don't reply to this email, if you have any questions, please call us on 1300 350 819.

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Investor portal and transacting

When a user logs in, they have 3 options:

1

**View
Portfolio**

2

**Transaction
History**

3

**Place
transaction**

Place transaction



1. To place a trade, click the 'Transactions' tab in the left pane, then click the 'Place transaction' tab in the top right corner of the page.

HOSTPLUS

Dashboard
Holdings
Transactions
Reports
Documents
Notifications

Transactions

Upload transactions Place transaction Export to Excel

Investor: All Investors Fund: Accumulation - Balanced Series: All Series

Date from: 26/10/2025 Date to: Select a date... Transaction type: Select transaction type... [Reset filters](#)

Investor	Fund	Share series	Date	Type	Units	Price	Currency	Value	Status
	Accumulation - Balanced	Accumulation - Balanced	03/11/2025	Redemption			AUD		Confirmed
	Accumulation - Balanced	Accumulation - Balanced	03/11/2025	Redemption			AUD		Confirmed
	Accumulation - Balanced	Accumulation - Balanced	03/11/2025	Redemption			AUD		Confirmed

Results per page 10 < 1 >

2. First, select an Investor from the drop-down list to proceed with the transaction.

HOSTPLUS

- Dashboard
- Holdings
- Transactions
- Reports
- Documents
- Notifications

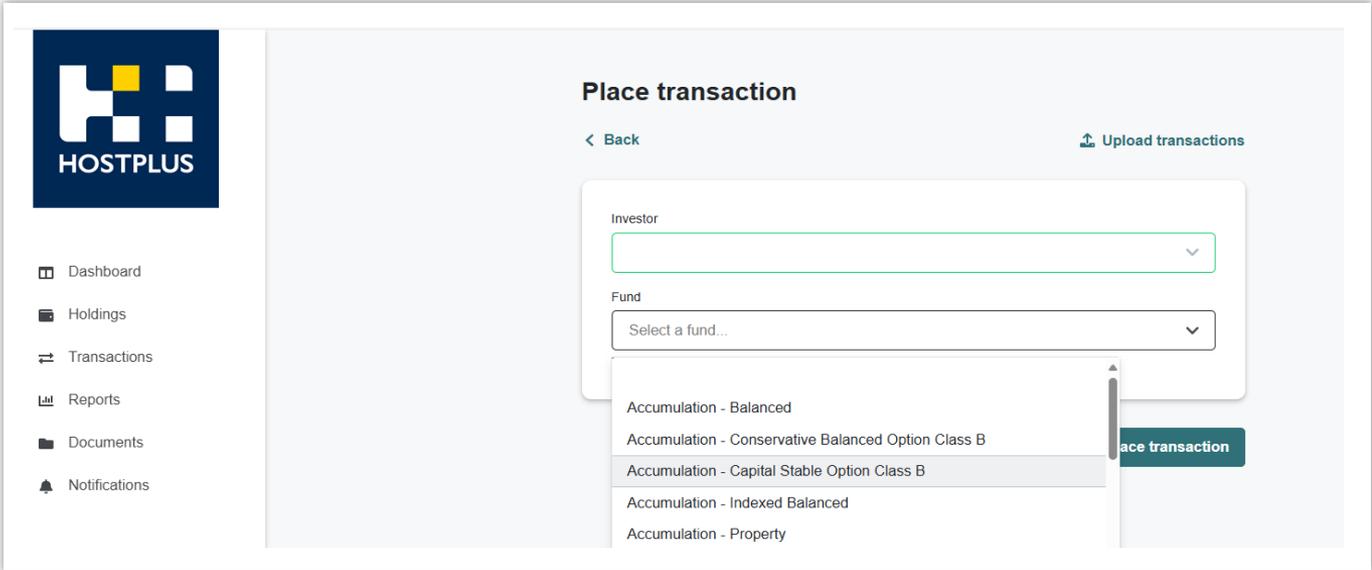
Place transaction

[← Back](#) [Upload transactions](#)

Investor

Select an investor...

3. Once **Investor** has been selected, the drop-down arrow will be enabled in the **Fund** field and a list of available investment fund options will appear.



4. The user selects an option from the drop-down list and a new prompt appears – **Transaction type**

The screenshot shows the 'Place transaction' interface. On the left is a navigation menu with 'HOSTPLUS' logo and items: Dashboard, Holdings, Transactions, Reports, Documents, and Notifications. The main area has a title 'Place transaction' and a '< Back' link. Below the title are four dropdown menus: 'Investor', 'Fund' (set to 'Accumulation - Balanced'), 'Transaction type' (set to 'Select transaction type...'), and 'Application'. The 'Application' dropdown is open, listing 'Full Redemption', 'Full Switch', 'Redemption', and 'Switch'. At the bottom right are 'Cancel' and 'Place transaction' buttons.

i There are five options:

1. **Application** – apply for units in an option
2. **Full Redemption** – full sale of all held units in an option
3. **Full Switch** – full redemption from an option and reinvest funds into another option
4. **Redemption** – redeem a specified number of units or \$ value
5. **Switch** – switch from one option to another nominating \$ or units

Application - apply for units in an option

i Enter \$ amount to apply for units

Once the application is placed, the investor will receive an email with funding instructions.

The screenshot shows the 'Place transaction' interface with the 'Application' transaction type selected. The form includes: 'Investor' dropdown; 'Fund' dropdown (set to 'Accumulation - Balanced'); 'Transaction type' dropdown (set to 'Application'); 'Trade date' dropdown (set to '25/11/2025'); 'Share class/series' dropdown (set to 'Accumulation - Balanced'); and 'Amount (AUD)' field (set to 'AUD 10,000.00') with an 'Amount' button. At the bottom are 'Cancel' and 'Place transaction' buttons.

Full redemption - full sale of all held units in an option

Place transaction

< Back Upload transactions

Investor
GWILLIAN PTY LTD - ATF Gwillian Superannuation Fund

Fund
Accumulation - Balanced

Transaction type
Full Redemption

Trade date
27/11/2025

Share class/series
Accumulation - Balanced

Share holding: 16,978.0682 NAV Value: AUD 30,952.72

Cancel **Place transaction**

- i** Full redemption will prefill the units and current NAV value for the investor. The NAV is based on today's value and is not what the investor will receive. The actual redemption value received will depend on the timing of your request. If your redemption request is submitted before 2pm AEST/AEDT on a business day, that day's unit price will apply. If the request is received after 2pm on a business day, or at any time on a non-business day, the following business day's unit price will be used.

Redemption - redeem a specified number of units or \$ value

Place transaction

< Back Upload transactions

Investor

Fund
Accumulation - Balanced

Transaction type
Redemption

Trade date
27/11/2025

Share class/series
Accumulation - Balanced

Share holding NAV Value
AUD:

Amount (AUD)
AUD 10,000.00 Amount Shares

Cancel **Place transaction**

- i** For redemption, the system will prefill the units and current NAV value for the investor. The user may nominate to redeem units or \$ amount by selecting from the drop down. The default (shown) is the amount option.
- i** For a \$ amount redemption the investor will receive the \$ amount requested.

Full Switch - full redemption from an option and reinvest funds into another option

The screenshot shows the 'Place transaction' form with the following fields and values:

- Investor: [Empty dropdown]
- Fund: Accumulation - Balanced
- Transaction type: Full Switch
- Trade date: 27/11/2025
- Share class/series: Accumulation - Balanced
- Share holding: [Empty]
- NAV Value: [Empty]
- AUD: [Empty]
- Switch to fund: Accumulation - Capital Stable Option Class B
- Switch to share class/series: Accumulation - Capital Stable Option Class B

Buttons: Cancel, Place transaction

- i** Full Switch works like a full redemption and reinvestment of the proceeds into a new fund. Note that the user is not prompted for amount or units.

Switch - switch from one option to another nominating \$ or units

The screenshot shows the 'Place transaction' form with the following fields and values:

- Investor: [Empty dropdown]
- Fund: Accumulation - Balanced
- Transaction type: Switch
- Trade date: 27/11/2025
- Share class/series: Accumulation - Balanced
- Share holding: [Empty]
- NAV Value: [Empty]
- AUD: [Empty]
- Switch to fund: Accumulation - Conservative Balanced Option Class B
- Switch to share class/series: Accumulation - Conservative Balanced Option Class B
- Amount (AUD): AUD 10,000.00
- Buttons: Amount, Shares

Buttons: Cancel, Place transaction

- i** For a switch the user selects a **"From"** fund. The system shows the available units and NAV for the investor. The user then nominates the **"To"** fund.
- i** As for a redemption the user may nominate units or amount for the basis of the switch as the transaction is actually a redemption from the **"From"** fund and an application into the **"To"** fund.
- i** The redemption comments (above) apply.

5. Once the user is satisfied with their request, they click on the **Place Transaction** button

Place transaction

< Back Upload transactions

Investor

Fund
Pension - Balanced

Transaction type
Application

Trade date
27/11/2025

Share class/series
Pension - Balanced

Amount (AUD)
AUD 10,000.00 Amount

Cancel Place transaction

Your transaction summary

< Back

Before we place your transaction, we've summarised the details you've given us, please check these are correct to ensure they meet your needs.

Check your details

Investor

Fund
Pension - Balanced

Transaction type
Application

Trade date
27/11/2025

Share class/series
Pension - Balanced

Amount (AUD)
10,000

In relation to your Additional Investment request, please ensure that you have considered your needs, objectives, and circumstances and / or received financial product advice from a licensed financial adviser. Please refer to the relevant Product Disclosure Statement and Target Market Determination at <https://www.hostplus.com.au/tdo> for more information. Your request may be subject to further checks by our administrator, which may include ongoing customer due diligence to ensure compliance with our AML/CTF Program. Your request will not be final until confirmed in writing by the administrator.

The transaction request has been recorded. Your reference is 7316882. An email confirmation will be sent shortly.

i After clicking on the **Place Transaction** button, a textbox will pop up in the portal showing the reference number, and shortly an email confirmation sent to registered address

Warnings

- 1 For the purpose of this example, a second trade (same as the first trade) has been placed for the investor. The system has issued a warning that this may be a duplicate trade, but you are able to proceed by clicking on the details tab, then clicking Confirm Transaction.

The screenshot displays the 'Your transaction summary' page in the Hostplus system. On the left is a navigation menu with options: Dashboard, Holdings, Transactions, Reports, Documents, and Notifications. The main content area is titled 'Your transaction summary' and includes a '< Back' link. Below this is a summary card with the following details:

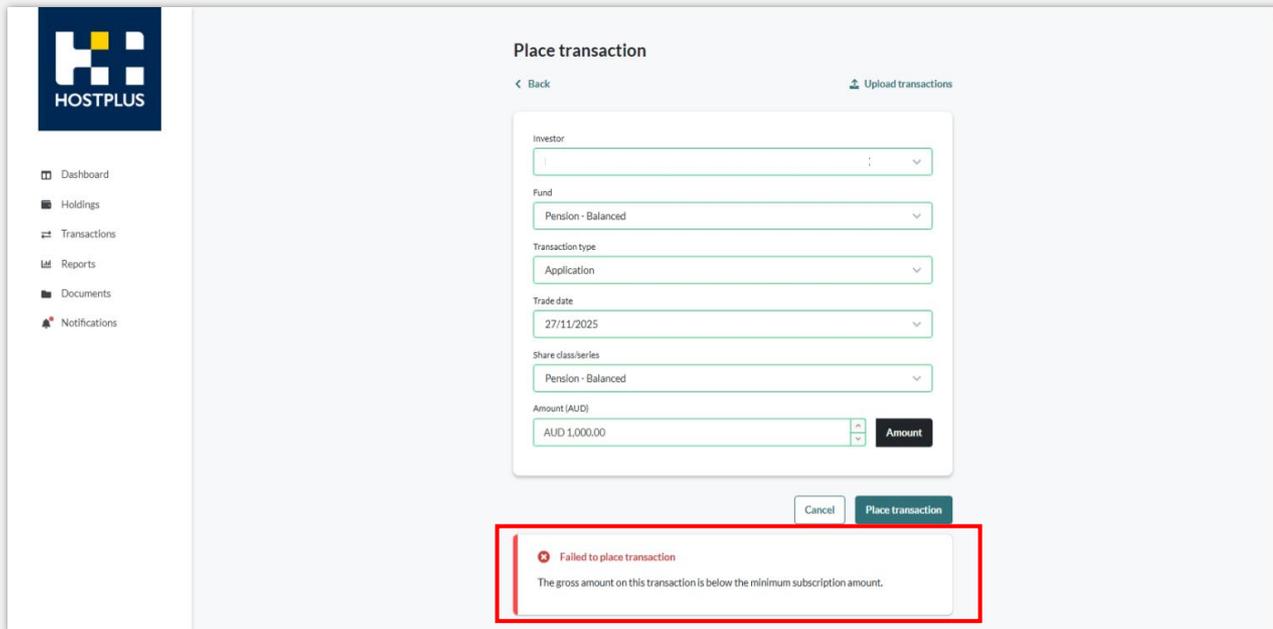
- Investor: [Redacted]
- Fund: Pension - Balanced
- Transaction type: Application
- Trade date: 27/11/2025
- Share class/series: Pension - Balanced
- Amount (AUC): 10,000

Below the summary card is a warning message: 'In relation to your Additional Investment request, please ensure that you have considered your needs, objectives, and circumstances and / or received financial product advice from a licensed financial adviser. Please refer to the relevant Product Disclosure Statement and Target Market Determination at <https://www.hostplus.com.au/tdo> for more information. Your request may be subject to further checks by our administrator, which may include ongoing customer due diligence to ensure compliance with our AML/CTF Program. Your request will not be final until confirmed in writing by the administrator.'

At the bottom of the warning section, a red box highlights a message: 'Possible duplicate transaction .'. At the very bottom of the page are two buttons: 'Cancel' and 'Confirm transaction'.

Errors

- ❗ If a user receives an error message, they will be unable to proceed with the trade. In this instance, the trade amount falls below the minimum trade size limit set for Hostplus.



The screenshot displays the 'Place transaction' interface in the Hostplus system. On the left is a navigation menu with the Hostplus logo and links for Dashboard, Holdings, Transactions, Reports, Documents, and Notifications. The main content area is titled 'Place transaction' and includes a 'Back' link and an 'Upload transactions' button. The form contains several dropdown menus: 'Investor' (set to '1'), 'Fund' (set to 'Pension - Balanced'), 'Transaction type' (set to 'Application'), 'Trade date' (set to '27/11/2025'), and 'Share class/series' (set to 'Pension - Balanced'). Below these is an 'Amount (AUD)' field with a value of 'AUD 1,000.00' and an 'Amount' button. At the bottom of the form are 'Cancel' and 'Place transaction' buttons. A red-bordered box highlights an error message at the bottom of the page: 'Failed to place transaction' followed by 'The gross amount on this transaction is below the minimum subscription amount.'

- ❗ To exit, the user clicks on the **Cancel** button.

Cancelling Transactions

i If you click cancel, the system will take you back to the Transaction screen

HOSTPLUS

- Dashboard
- Holdings
- Transactions
- Reports
- Documents
- Notifications

Place transaction

[< Back](#) [Upload transactions](#)

Investor

Select an investor...

[Cancel](#) [Place transaction](#)

