

IDPS – Cash withdrawal request

Instructions

Use this form to request a cash withdrawal from your IDPS account on North Online to a nominated bank account.

Please read the **Information sheet** to find out more about each section and the implications of this request.

Please print in CAPITAL LETTERS and place a cross ☒ in any applicable boxes.

1. Your details

Client name

Account number

2. Withdrawal amount

Please specify the withdrawal type/amount. **Note:** A full withdrawal will close your account.

☐ Partial withdrawal \$ ☐ Full withdrawal. *Proceed to section 4.*

3. Sell instructions (Partial withdrawals only)

Your withdrawal will be processed using the available cash in the cash account. If there's insufficient cash, we'll sell investments using the automatic sell instructions applicable to your account. If you wish to specify specific investment options to be sold down to pay for your partial withdrawal, please complete the table below.

Note: If the automatic sell instructions or specified investments won't pay for the partial withdrawal, we'll need to contact you for further instructions, and this may delay your request.

Investment name or APIR/ASX code	Sell amount	Full sell
	\$	☐
	\$	☐
	\$	☐
	\$	☐
	\$	☐
Total	\$	

4. Payment to nominated bank account

Bank account name

BSB number

Account number

Proof of identity

You'll need to provide documentation with this withdrawal request to prove you're the person to whom the account belongs to. Please provide a certified copy of one or more identifying documents to allow us to verify your identity. You can provide either:

- A certified copy of your primary photographic identification document, or
- Certified copies of both:
 - A primary non-photographic identification document, and
 - A secondary identification document.

See the Proof of identity section within the **Information sheet** for more information.

5. Authorities and signature

- I/We declare I/we have read this form and the information I/we completed is true and correct.
- I'm/We're aware of the implications this withdrawal has on the value of my/our Guarantee (if applicable).
- I'm/We're aware that any insurance policy linked to this MyNorth account will be cancelled (full withdrawal only).
- I/We ask that NMMT Limited action this request.
- I'm/We're aware that the actual withdrawal amount received may differ from the requested amount due to market movement and any outstanding liabilities such as fees.
- I/We consent to my/our identification documents being used to verify my/our identity online through an electronic service.

Investor name

Investor 2 name (if applicable)

Investor signature

Investor 2 signature (if applicable)

Date

 (DD/MM/YYYY)

Date

 (DD/MM/YYYY)

Checklist

- ☐ Completed all applicable sections and place a cross ☒ in any applicable boxes.
- ☐ Certified identification has been provided with this request.
- ☐ The form is signed by the client(s) or their authorised signatory.
- ☐ The form is no longer editable as a PDF. Please refer to the **Information sheet** for instructions.

Where to send this form

Send us the completed form through one of these ways:

Contact us

mail	North Service Centre GPO Box 2915 MELBOURNE VIC 3001	Any questions? 1800 667 841
web	Log on via northonline.com.au and upload the form using the Upload forms page via Activities.	
email	north@amp.com.au with the subject: Withdrawal request – [Account number]	

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Information sheet

Payment to nominated bank account

If you're supplying new banking details, they'll be added to your client profile. A maximum of four bank accounts can be stored on your profile.

Proof of identity

Your identification needs to be verified before we can approve your request. We may decide to delay or refuse any request or transaction, including suspending a withdrawal application, if we're concerned that there may be a breach of our legal obligations.

Your identification documents may be verified by us through an electronic service. This may include:

- checking your identity against personal information held by a credit bureau, and
- checking your identification information with the issuer or official record holder of the identification you provide.

The following certified primary photographic identification documents can be provided:

- current Australian State or Territory Drivers licence
- Australian passport that is current or has expired within the preceding two years
- card issued under a State or Territory law for the purpose of proving a person's age
- foreign government issued passport, drivers licence or similar international travel document, or national identity card issued by a foreign government.

Documents written in a language other than English must be accompanied by an English translation prepared by an accredited translator.

The documents must be certified by an authorised individual. People who can certify documents include:

- Justice of the Peace
- Pharmacist
- Police officer
- an agent of the Australian Postal Corporation
- Financial adviser

A full list of identification documents and people authorised to certify documents is available at northonline.com.au/client/support/identification-and-verification.

Other information

Withdrawal timeframes

If your withdrawal amount can be fulfilled by the available cash in your account or is up to 80% of your account value, you'll generally receive your funds within three to five business days of receipt of your request.

If your withdrawal is for over 80% of your account value and we need to sell investments to fulfil the request, we will need to wait for all applicable investments to be sold before completing the request. For equities, settlement of trades occurs two business days after the day a trade takes place. For managed funds, managed portfolios and term deposits, please refer to the relevant fund PDS for more information on redemption timeframes.

Fast payment

If your withdrawal is for over 80% of your account value, you can request to receive part of the withdrawal to be paid before all applicable investments have been sold.

- You'll receive 80% of your account balance within five business days of your request being received (including all requirements) by the North Service Centre.
- The remainder of the funds will be released after all applicable investments have been sold and the proceeds have been converted to cash.

When we process a fast payment, your cash account balance may fall below zero while we wait for your investments to be sold. If this occurs, interest will be charged on this amount.

Please let us know if you require this facility.

Telegraphic transfer

It's a fast electronic transfer of funds made directly to a nominated bank account and is an alternative to an EFT payment. Payments may be received faster than via EFT, but this is not guaranteed. This must be used for any payments made to an overseas bank account. A \$9 charge applies per telegraphic transfer payment.

Please let us know if you require this facility.

Insurance

If you have any insurance deducted from the account you want to close, your withdrawal may cause this insurance to be cancelled. Please contact your relevant insurance provider to check if you're eligible to continue your insurance after your account is closed.

If you have Group Insurance with us, you may be eligible for a group insurance continuation option. Please let us know if you wish to apply for this option.

Additional information

Before completing this form, you may ask us for all the information about your benefits (including transfer/exit fees, insurance cover types and amounts and the available investment options) so that you can understand the implications of withdrawing your benefits.

We suggest that you seek professional advice to help you understand the implications of any withdrawal from your account before submitting a request.

Your withdrawal request may have tax deducted if you haven't provided your TFN to us.

We'll also refuse your withdrawal request if the editable fields can still be modified when sent to us as a digital file. To ensure these fields cannot be edited, we recommend the following after filling out all the relevant fields:

Manual signature: Print the form, sign and scan the entire form back to a PDF.

Digital signature: Print the form to PDF to generate a new file without editable fields before uploading to your approved digital signature provider.

Privacy - use and disclosure

The privacy of your personal information is important to us. We collect and hold personal information about you so we can provide you with financial products and services and assist you with your ongoing financial needs. If we do not collect this information, we may not be able to provide you with these products and services. We may also use your personal information for other purposes, such as enhancing our customer service and product options, and to inform you of opportunities which may be beneficial to you via direct marketing. Please contact us if you don't want to receive this information.

We only share your personal information with other entities in the AMP Group and with third-party service providers that we need to deal with for the purposes listed above. Some third-party service providers may be located or host data outside Australia. Our privacy policy available at northonline.com.au/privacy details the countries where our service providers are located or where data may be hosted.

Our privacy policy contains information on how you can request access to or correction of your personal information, or how to complain if you believe we have breached Australian privacy laws.

Should you want further information on how we handle your personal information, contact us at north@amp.com.au or call 1800 667 841.

Please keep this information sheet for your records - do not return it with your completed form(s).