The simple way to get the details of your investments online

Macquarie Wrap

Smart portfolio solutions made simple

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Introducing ClientView

ClientView is a simple and accessible way to get details about your investments online. It's when you need a snapshot of your total investment portfolio that you realise its value.

ClientView allows you to see the reports and product information your adviser can see regarding your investment portfolio, via the internet, any time of the day or night.

View a report on my investments

ClientView allows you to view the details of your investment, superannuation or pension accounts by generating the report of your choice online.

Some of the reports you may view include:

- **Portfolio Snapshot**
  For a complete overview of your portfolio, the Portfolio Snapshot report combines the Asset Allocation and Portfolio Valuation reports.
- **Portfolio Valuation**
  This is a comprehensive breakdown of your account showing all your investment holdings across various investment types.
- **Asset Allocation**
  This shows how your portfolio is spread across various asset classes, in a table or as a chart.
- **Investment Transactions**
  This is your activity report on every investment holding in your portfolio account.
- **Available Cash & Pending Transactions**
  You can use this report to check the status of your recent investment transactions and the current balance of your cash account.

www.macquarie.com.au/clientview

- **Income and Expenses**
  For a breakdown list of all the income and expenses by category incurred on the portfolio.
- **Dividend/Distribution Transactions**
  This is a list of all your dividends and distributions received for the period you run your report.
- **Fee Statement**
  This is a summary of all the fees your account has paid.
- **Cash Transactions**
  For a complete record of all your cash transactions since the inception of your account.

To find out which reports are available for each account, please refer to the 'Where do I find…" section of this Help Card.

View product information

To help you and your adviser make better investment decisions, you also have online access to some general information regarding your investments.

Wholesale Fund Information

This gives you an outline of the investment objectives and historical performances of each of the funds. You can also view the latest unit prices of the funds you are interested in.

Share Prices

You can view the latest market information for those stocks held by you* or other accounts in your account group. For any stocks listed on the ASX you can also:

- use Quick Quote to obtain historical quotes
- chart recent price movements
- check market indices
- obtain market depth information.

transact@macquarie

You can view your Macquarie CMT account details and transactions plus pay bills and transfer funds, if applicable.

*Not applicable for a Macquarie Accumulator account.

Frequently asked questions

How do I register?

Please complete the ClientView question on your initial application or use the ClientView application form, then simply return it to us. Once you are registered, Macquarie will send you a letter with your Macquarie Access Code (MAC) and password.

If you use another Macquarie online service, you may already have a MAC. You will, however, need to complete a ClientView registration form to notify us of your Macquarie details. Your existing MAC and password can be used for ClientView once you are registered.

How do I log in?

You can log in to ClientView via a link from your adviser's website or via **www.macquarie.com.au/clientview**

1. Enter your Macquarie Access Code (8 digit number)
2. Enter your password (6 to 8 digit letter/number combination). Passwords are case sensitive
3. Welcome to ClientView. Use the menus to navigate your way through the site

What happens when I use the browser 'back' button?

If you use the back button from your internet browser, you may be automatically taken out of ClientView. To return to ClientView, click on your browser refresh button.

If you want to return to the previous screen in ClientView, you should always use the left side bar menu or click on 'cancel'.

How do I view a report?

Once you have logged in to ClientView

- Select 'View a report on my investments' from the home page
- Select the 'account type' you wish to view
- Select the 'account' and the 'report' you wish to generate from the drop down list
- Click on 'continue'
- Select the date of the report you would like and any options on the report, if applicable
- Click on 'generate'

The report will appear in a pop-up window on your screen.

Will I receive hard copies of my quarterly reports?

Once you are registered for ClientView, you can electronically access reporting information on an ongoing basis. Your adviser can also provide hard copies of these reports on request.

As such, Macquarie will not send you hard copies of your reports unless you notify us otherwise. You will still receive a hard copy annual report for your investment account and hard copy reporting twice yearly for your super and pension account.

What if I am part of an account group?

If you have linked your account to other accounts held by your spouse or family members, you can view online the consolidated worth of your whole account group, as well as the individual reports of each member of the group.

Why can't I run a report showing today's date?

To allow time for transactions to be completed fully, there is a one-day delay between when your adviser transacts on your behalf and when we report on the trade online in the site.

Handy tip: Use the 'last update date' shown on the site, when choosing a date for your report. This will ensure all your report information is up-to-date.

When do transactions appear on the Dividend/Distribution transaction report*?

This report shows details of each dividend/distribution received during the reporting period. There are two versions of this report available; one uses the payment date to determine the data displayed (for accrual accounting purposes); and, the other uses the receipt date or actual day the dividend/distribution was received (for cash accounting purposes).

*Not applicable for a Macquarie Accumulator account.

Frequently asked questions continued

How secure is ClientView?

To access ClientView you must have a Macquarie Access Code and password.

Once you are connected to our systems, you will be using 128bit SSL encryption technology which works to 'scramble' information while it is being transferred between us and you (provided the browser you use is Internet Explorer 5 or Netscape Navigator version 4 or better).

When do I get timed out of the session?

Macquarie online will automatically log you out of ClientView if there has been no keyboard activity for 20 minutes. This is a security feature associated with all Macquarie online services.

Why is it important to log out?

It is important to log out after you have finished using ClientView to keep your portfolio investment information secure from others who may use the computer after you.

Lost your MAC or forgotten your password?

Just ask Macquarie on 1800 806 310 and our Investor Services staff will be only too pleased to assist you.

Have a question about your investments or don't understand a report?

Please contact your adviser directly. The contact details of your adviser are available online at the bottom of the screen once you have logged on to ClientView.

Need help?

For further information regarding ClientView and how to register, please contact your adviser.

Where do I find...?

Reports

Investment account (includes DIY Super Fund investments)

- Portfolio Snapshot
- Portfolio Valuation
- Asset Allocation
- Investment Transactions
- Available Cash and Pending Transactions
- Income and Expenses
- Dividend/Distribution Details
- Fee Statement
- Cash Transactions

Superannuation account

- Individual and ETP Details
- Portfolio Snapshot
- Portfolio Valuation
- Asset Allocation
- Investment Transactions
- Dividend/Distribution Details – Accrual basis
- Fee Statement
- Cash Transactions

Pension account

- Pension Details
- Portfolio Snapshot
- Portfolio Valuation
- Asset Allocation
- Dividend/Distribution Details – Accrual basis
- Investment Transactions
- Cash Transactions
- Advice to Centrelink/Veterans' Affairs

Account group

- Portfolio Valuation
- Asset Allocation

Resources

- View wholesale fund information
- View share prices/market information
- Updates to product information
- Investment limits (Super and Pension Manager only)

transact@macquarie

For Investment Manager accounts, you can access transact@macquarie to help manage your Macquarie Cash Management Trust.

For more information on your investment portfolio please contact your financial adviser

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