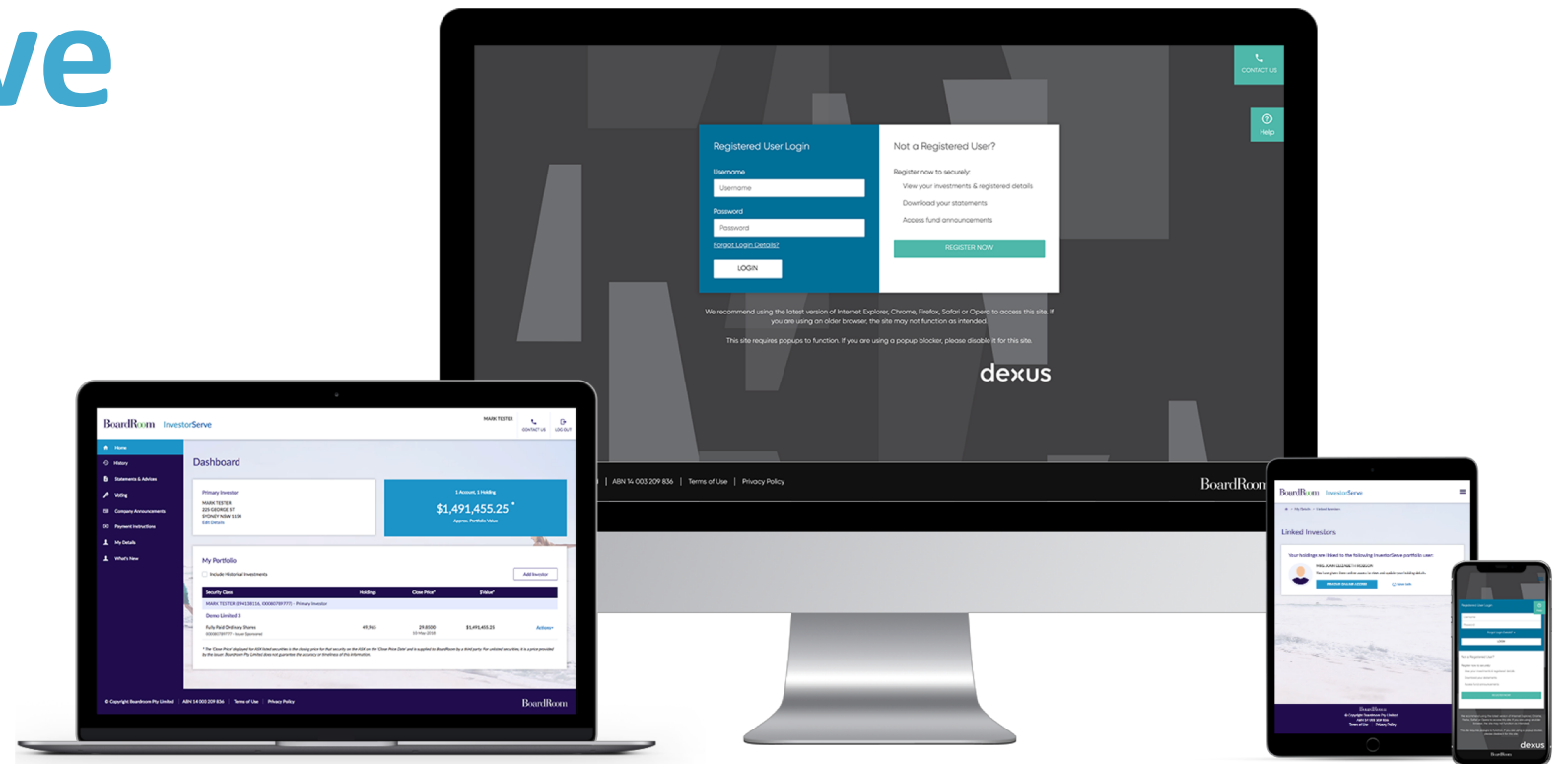


# BoardRoom InvestorServe

## User Guide



[www.investorserve.com.au](http://www.investorserve.com.au)



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InvestorServe is BoardRoom's online investor portal that provides fast, 24/7 access to view your investments and link holdings.

## Key features include:

-  Dashboard
-  View your personal information
-  Access online statements and advices
-  View information about your holdings
-  What's new in InvestorServe

# Register for an InvestorServe Account



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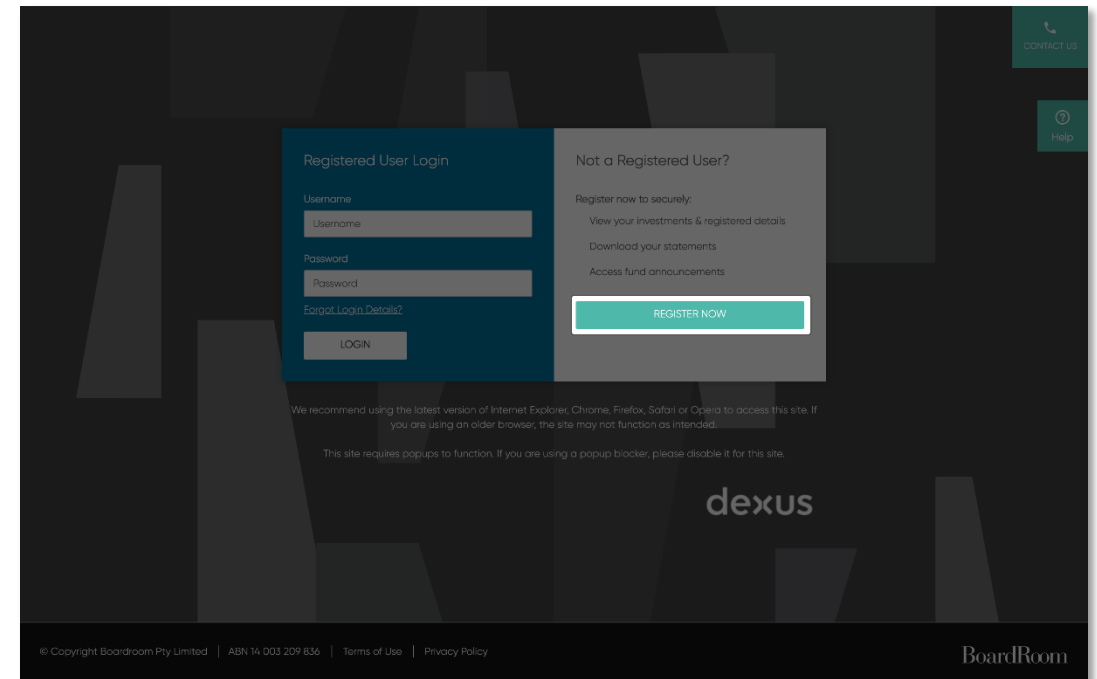
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If you are not a registered user with InvestorServe please follow the below steps:

1. Visit [www.investorserve.com.au/dexus](http://www.investorserve.com.au/dexus) and select **“Register Now”**.
2. Complete the details including your holding type and reference number (Unitholder Number), as provided in your last holding, distribution or tax statement.
3. Select **“Register”** to set up your account.



# Dashboard



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Here you can view your current holding balance, the value of your investment, contact information and consolidate investments into a single portfolio.

The screenshot shows the BoardRoom InvestorServe dashboard for user MARK TESTER. The dashboard includes a navigation menu on the left with options like Home, History, Statements & Advices, Company Announcements, Payment Instructions, My Details, and Communication Options. The main content area displays the user's primary investor details (MARK TESTER, 225 GEORGE STREET, SYDNEY NSW 2000) and a large blue box showing a portfolio value of \$416,208.45. Below this, there is a 'My Portfolio' section with a table of holdings.

Security Class	Holdings	Close Price*	\$Value*	
MARK TESTER (E94138116, I00080789777) - Primary Investor				
Demo Limited 3				
Fully Paid Ordinary Shares 000080789777 - Issuer Sponsored	49,965	8.3300 03-May-2016	\$416,208.45	<a href="#">Actions</a>

\* The 'Close Price' displayed for ASX listed securities is the closing price for that security on the ASX on the 'Close Price Date' and is supplied to BoardRoom by a third party. For unlisted securities, it is a price provided by the issuer. Boardroom Pty Limited does not guarantee the accuracy or timeliness of this information.



The History menu enables you to view:

## Holdings Balance

**Results**

PLEASE NOTE: The balances shown below may not be a complete record of your current holding as there may be transactions which are not yet registered.

Demo Limited 3  
Fully Paid Ordinary Shares  
000080789777 - Issuer Sponsored

**Balance Details**

Holding Balance Date  
25-Mar-2019

No of Securities	49,965
------------------	--------

\*All times are displayed in Sydney time.

## Transactions

**Results**

PLEASE NOTE: The balances shown below may not be a complete record of your current holding as there may be transactions which are not yet registered. [Download this report](#)

Transaction	Total Securities
Closing Balance	49,965
22-Sep-2017 Distribution Plan Allotment	49,965
27-May-2016 Adjustment	35
08-Mar-2016 ESP Conversion	50

Displaying all transactions since 01/07/2012.  
No prior transactions exist.

## Payments

**Results**

PLEASE NOTE: The balances shown below may not be a complete record of your current holding as there may be transactions which are not yet registered. [Download this report](#)

Payment Type	Net Payment
25-May-2017 Dividend	\$0.35
11-Nov-2016 Dividend	\$3.50
22-Aug-2016 Dividend	\$350.00
22-Aug-2016 Dividend	\$350.00
25-Nov-2017 UnitTrust	\$5,113.70

All results can be viewed online, printed or downloaded as a PDF or Excel report.

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# Statements & Advices



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Select the relevant Issuer to view your Statements & Advices.

Click “**View**” to print and download.

If you are unable to locate a past statement or advice, visit “**Payments**” under the History tab and make your selection to view your payment. If you require a historical statement that is unavailable, please contact BoardRoom on 1300 737 760 (within Australia) or +61 2 9290 9600 (outside Australia) or email [dexus.funds@boardroomlimited.com.au](mailto:dexus.funds@boardroomlimited.com.au).

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**Statements & Advices**

Include Historical Investments

Issuer: Demo Limited 3

Description	Security Class	Date Sent	Email Address	Email Elected?	
Employee Plan - Welcome Packs by Offer	All Securities	29-Sep-2017	uat@boardroomlimited.com.au	N	<a href="#">View</a>
2016 Employee Share Scheme Tax Statement	2016 Employee Share Scheme Tax Statement	9-May-2017	demo@boardroomlimited.com.au	N	<a href="#">View</a>
2015 Employee Plan Tax Statement - Share Purchase Plan	2015 Employee Plan Tax Statement - Share Purchase Plan	25-Aug-2015	demo1@boardroomlimited.com.au	N	<a href="#">View</a>

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# Company Announcements



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You can view and download Company Announcements, including:

- Annual Report;
- Half Yearly or Quarterly Review; and
- Investor Updates.

Select from the list or click **“View”**.

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### Company Announcements

Select Issuer  
Healthcare Wholesale Property Fund

Company Announcements		
Fund Documents	13/05/2019	<a href="#">View</a>
Miscellaneous	13/05/2019	<a href="#">View</a>
Quarterly Reports	13/05/2019	<a href="#">View</a>
Announcements	13/05/2019	<a href="#">View</a>
Statements	13/05/2019	<a href="#">View</a>
Legal & Governance	13/05/2019	<a href="#">View</a>

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# Payment Instructions



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This menu enables you to view:

- Banking information; and
- Reinvestment plan elections (if available).

## 1. Banking Information

The banking information screen will display any existing banking instructions recorded for each Issuer.

To add, update or delete, contact [dexus.funds@boardroomlimited.com.au](mailto:dexus.funds@boardroomlimited.com.au).

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### Banking Information

The banking details that you have recorded for each issuer will be used for all future electronic payments from that issuer.

Include Historical Investments

<input type="checkbox"/> Issuer	Currencies Available	Domicile	Payment Currency	Account Details	Account Name
<input type="checkbox"/> Demo Limited 3	Multiple	AUSTRALIA	AUD	Bank Code: 001-000 Account Number: 0009000	MARK

Please contact us to update

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## 2. Reinvestments

This menu enables you view your reinvestment elections for a distribution payment.

All active elections will be visible on screen.

To add, update or delete, contact [dexus.funds@boardroomlimited.com.au](mailto:dexus.funds@boardroomlimited.com.au).

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### Reinvestments & Donation Plans

Reinvestment & Dividend Donation Plans are available for the following issuers

Reinvestment plans allow you to reinvest some or all of your dividend payments to acquire new holdings. Some issuers also offer donation plans, allowing you to donate some or all of your dividend payments to one or more charities supported by the issuer. Participation in reinvestment and/or donation plans is optional. The participation details set here will apply to all future payments until you change them.

Plan Type	Plan Name	Participation
	Dexus Wholesale Property Fund	
	Dexus Wholesale Property Fund 0011076491 - Unit Trust	
Reinvestment Plan:	Reinvestment Plan	Full <span>Action ▾</span>

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# My Details



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## 1. Linked Investors

This menu enables you to view and manage the administration of multiple holdings with a single login.

### Add

Select either “**Registration**” or “**InvestorServe Details**” to identify the investor to be added to the portfolio.

Once an investor receives and approves a request, the investor's holdings will be added to your InvestorServe portfolio. You can remove the investor from your InvestorServe portfolio at any time.

### Remove

Click the “**Remove**” button next to the investor's name in your portfolio.

Complete the investor's details below and send them an InvestorServe portfolio authorisation request.

Once they approve the request, the investor's holdings will be added to your InvestorServe portfolio. You can remove the investor from your InvestorServe portfolio at any time.

Please select one of the following options to identify the investor:

Registration Details  InvestorServe Details

To help us identify the investor, please enter their registrations details.

All the investments held under the investor will be included in this request.

Issuer Enter name or code	Holding Type Please Select
Reference Number Enter SRN/HIN/Unitholder Number	Name Enter all or part of registered name
Postcode (if Australian Holding Address)	Country (if outside Australia) Please Select

I have read and accept the [terms and conditions](#).

VERIFY CANCEL

Complete the investor's details below and send them an InvestorServe portfolio authorisation request.

Once they approve the request, the investor's holdings will be added to your InvestorServe portfolio. You can remove the investor from your InvestorServe portfolio at any time.

Please select one of the following options to identify the investor:

Registration Details  InvestorServe Details

To help us identify the investor, please enter their InvestorServe details.

InvestorServe Username	Name Enter all or part of registered name
Postcode (if Australian Holding Address)	Country (if outside Australia) Please Select

I have read and accept the [terms and conditions](#).

VERIFY CANCEL



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## 2. Contact Details

View your personal details, including email addresses and phone numbers.

Investor Name		
MARK TESTER		
Issuers Demo Limited 3	Registered Address 225 GEORGE STREET SYDNEY NSW 2000	Email Address demo@boardroomlimited.com.au Mobile Phone +61-401234567
<hr/>		
<i>Please contact us to update</i>		

## 3. Tax File Number

View your Tax File Number status.

The Australian Tax File Number details that you have recorded for each issuer will be used for all future payments from that issuer.
<b>Dexus Wholesale Property Fund</b>
<b>Tax File Number Status</b> Quoted

To add, update or delete, contact [dexus.funds@boardroomlimited.com.au](mailto:dexus.funds@boardroomlimited.com.au).



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## 4. FATCA – CRS Information

Australia is one of many countries that has passed laws and entered into international agreements for the Automatic Exchange of Information (AEOI) to assist in ensuring the correct amount of tax is paid.

To add, update or delete, contact [dexus.funds@boardroomlimited.com.au](mailto:dexus.funds@boardroomlimited.com.au).

Australia is one of many countries that has passed laws and entered into international agreements for the Automatic Exchange of Information (AEOI) to assist in making sure everyone pays the right amount of tax.

As a result, we are required to identify foreign tax residents and report their details and relevant financial account information to the Australian Tax Office (ATO). The ATO will then exchange this information with other countries who have passed similar laws.

There are two AEOI laws that may affect you: the Foreign Account Tax Compliance Act (FATCA) and Common Reporting Standards (CRS).

[What is FATCA?](#)

[What is CRS?](#)

Please provide your FATCA-CRS status for your investment in the following issuers

Include Historical Investments

Message

The current holding(s) you have are not subject to any of the FATCA/CRS reporting regimes.

Prior to 1 July 2017, we were only required to report your FATCA status to the United States government. To view historical information relating to your FATCA status, please [click here](#).



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## 5. Change Your Username

Simply enter your current username, new username and password to update your details online.

Current Username

New Username (6 to 32 characters long) [?](#)

Current Password

## 6. Change Your Password

To update your current password, enter your current password, new password and confirm.

Current Password

New Password (8 to 32 characters long) [?](#)

Confirm New Password

# Communication Options



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View your communication preferences in a category, or for specific communication types.

To add, update or delete, contact [dexus.funds@boardroomlimited.com.au](mailto:dexus.funds@boardroomlimited.com.au).

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### Communication Options

#### Default Communication Preferences

Category	Preference
<b>Reports</b> Includes annual, quarterly and financial reports.	None
<b>Notices</b> Notice of Meeting documents, including proxy/voting forms for Annual General Meetings, General Meetings or Unitholder Meetings.	Post
<b>Statements</b> Includes holding statements, distribution or dividend statements, and annual tax statements.	Post
<b>Announcements</b> Marketing and general company announcements.	None

#### Individual Communication Preferences

Issuer	Category	Communication	Preference
Dexus Wholesale Property Fund	Reports	Reports	Email
	Notices	Notices	Email
	Announcements	Announcements	Email
	Statements	Statements	Email

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### **What is my reference number and how do I obtain it?**

For Unitholders, your reference number can be found on holding, distribution or tax statements.

### **I can't find my statement and need the reference number. What do I do?**

Please contact BoardRoom on 1300 737 760 (within Australia) or call +61 2 9290 9600 (outside Australia).

### **I forgot my login details.**

Visit [www.investorserve.com.au](http://www.investorserve.com.au), click “**Forgot Login Details**” and follow the prompts on screen.

### **Can I view my holdings without creating an account?**

No. Please contact [dexus.funds@boardroomlimited.com.au](mailto:dexus.funds@boardroomlimited.com.au) if you would like further information for your holding.

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## InvestorServe

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