

27 March 2020

Dear Investor,

### **Application and Redemption Process Update**

The impact of Coronavirus (**COVID-19**) on global business has been profound. It has meant all businesses have needed to adapt the way they provide their services. At the One Investment Group we are changing the way Investors can provide applications and redemptions requests during this COVID-19 period.

### **Changed procedures**

The majority of our application and redemption procedures remain unchanged and you should refer to the information set out in the relevant form as to our requirements. One process we are changing is we are now accepting scanned and faxed Application Forms and Redemption /Withdrawal Requests where they meet the following requirements:

#### **Applications:**

- All sections of the attached Investor Application Form are complete and legible
- The Application Form is signed where required
- The certified KYC documents required by the Application Form are provided and in legible form (including the certification itself)
- The Application Moneys are paid in full to the specified applications account
- The duly completed Application Form (together with any certified KYC documents) are sent to the email or fax provided below.

#### **Redemption / Withdrawal Requests:**

- All sections of the Redemption / Withdrawal Request are complete and legible
- The Redemption / Withdrawal Request is signed where required
- The duly completed Redemption / Withdrawal Request is sent to the email or fax provided below
- If the Request is scanned and emailed or faxed, the details held in the registry provider's records must match exactly:
  - the Investors' signature on the Request;
  - the email address from which the Request is sent; and
  - the bank account nominated in the Request to receive the redemption / withdrawal proceeds.
- If the information in the Redemption / Withdrawal Request is different from the details held by the registry provider, the Request may be rejected and you will be required to lodge by post the required forms to change those details together with an original Redemption / Withdrawal Request.

#### **Email and Fax details**

**Email:**Info@oneregistryservices.com.au

**Or**

**Fax:**+61 2 8580 5700



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### **Protecting you from fraudulent activity**

If you have changed your bank account from the account nominated in your application form, it is advisable to provide us your updated information (using our usual procedure) now or in any event in advance of submitting a redemption request.

We will never agree to pay the proceeds of Redemption / Withdrawal to a bank account not in the name of the investment holder.

Our registry provider may call you to confirm the validity of your Request.

### **Additional Information**

While our registry team are happy to help they cannot

- Provide any financial product advice; or
- Advise you on how to complete the Tax Section of the Application Form.

You can find further information on your FATCA status and/or your CRS status, [here](#) and the relevant guidance materials issued by IRS (for FATCA), OECD (for CRS) and the ATO websites.

Please contact your usual advisers (financial, tax or legal) if you have any questions.

In the meantime, if you have any questions in regard to completing the relevant form, please email us at [info@oneregistryservices.com.au](mailto:info@oneregistryservices.com.au).