



<xx> October 2025

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<Account number>

Important information: an update on the planned move to BT Panorama in 2026

Dear <Salutation>

Earlier this year we let you know about our plans to move your <Product Description> to the BT Panorama platform in early 2026. As we get closer to the move, we want to make sure you feel informed and supported every step of the way.

BT Panorama brings together enhanced features, strong security, and a wide range of investment options, all designed to create a more seamless and intuitive experience for you. In this update, we'll walk you through what's changing, what you can expect, and how to get ready for the move.

Information you need to know

To help make your transition to BT Panorama seamless, please read this section, which includes reminders and changes you may need to act on.

Please be aware we will never ask you for your Investor *Online* password, PIN or login information. To find tips to protect yourself and avoid scams and viruses visit westpac.com.au/security.

Actions you may need to take	
Update your details	If you have recently updated your details, you don't need to do anything. If not, you have important account information that is missing, incorrect or needs to be reviewed before the move to BT Panorama. Please check and update your details as soon as possible. <Variable text> Mobile number: Mobile phone number is either missing, appears to be incorrect and needs review, or is being used on another investor's account. Please update or verify the number. <Variable text> Email address: Email address is missing, appears to be incorrect and needs review, or is being used on another investor's account. Please update or verify the address. <Variable text> Residential address (mandatory): Residential address is missing or incorrect (it can't be a PO Box and required for all account holders including trustees).

	• <Variable text> Date of birth (mandatory): Date of birth is missing (required for all account holders including trustees). • <Variable text> Bank account: BSB is invalid. • <Variable text> ABN (mandatory): Australian business number is missing. • <Variable text> ACN (mandatory): Australian company number is missing. IMPORTANT If mandatory details, such as residential address, date of birth (for all account holders and trustees), ABN and or ACN aren't updated before the move, outgoing payments (except fee deductions) on BT Panorama may be delayed or suspended until the information is provided. We've let your adviser know they need to check your information is up to date but if you want to update your contact details please complete the 'Update member/investor personal details' paper form enclosed or visit the migration hub - bt.com.au/movingyouraccount for information on how to do this online.
Provide consent to transfer the balance of your cash account Variable - Advised – clients who haven't already provided cash consent	If you have already provided your consent, you don't need to do anything. If not, we need to get your consent before 28 February 2026. On Asgard, your cash account is your eCASH or CASH Connect account (Cash Account). Your Cash Account is held directly by you and is issued by St.George Bank (a division of Westpac). BT Panorama Investments has a different integrated cash account called the BT Cash Management Account (BT CMA) issued by Westpac Banking Corporation (Westpac), and it will be held by BT Portfolio Services Ltd on your behalf in your new BT Panorama Investments account. Because your Cash Account is held directly by you, we'll need to get your consent before 28 February 2026 to transfer your cash balance in your Cash Account to BT Panorama Investments. If we don't receive your consent by 28 February 2026, an investment drawdown will be triggered following the move to ensure the BT CMA meets the minimum cash balance for BT Panorama Investments (which is \$2000), and depending on your account status: • Verified ID and valid nominated bank account: Your cash balance will be transferred to your nominated bank account and your eCASH or CASH Connect account will be closed. • Unverified ID or invalid or missing nominated bank account: Your eCASH or CASH Connect account will be closed and your cash balance will be held by St.George Bank in a non-interest-bearing account for up to 7 years from the last client-initiated transaction on the account. If the cash balance is not claimed within the 7 years, the cash will be treated as unclaimed money and may be transferred to Australian Securities and Investments Commission (ASIC). To reclaim your cash balance after the account is closed, please contact us at cashaccount@asgard.com.au.

	You can check your identification status via investoronline.info, click <i>Account » Account details</i>. If your identity is not verified or your nominated bank account is invalid or missing, please ensure to complete the relevant 'identity verification' or the 'nominate your bank account' form available from Resources on the migration hub – bt.com.au/movingyouraccount. While the cash structures of Asgard and BT Panorama differ, the way that the BT CMA will operate to facilitate transactions in your BT Panorama Investments account will be similar to how your Cash Account currently operates with your eWRAP Investment account. However, some features of your Cash Account are not available through the BT CMA such as branch access, cheque books and debit cards. <In addition, there will be no bonus interest of 0.30% paid on accounts opened before 7 April 2015>. For more information, please read the BT CMA Terms & Conditions and BT Panorama Investments Investor Guide available from the migration hub - bt.com.au/movingyouraccount. How to provide consent You can provide cash consent by either: • Completing the 'Consent to transfer cash balance to BT Panorama' paper form enclosed and send it back to us, OR • Logging into investoronline.info, click <i>Account » Manage my account » Consent to transfer cash balance to BT Panorama</i>. Complete the eForm and submit it. You may want to speak to your adviser to understand how these changes impact you.
Update your communication preference to digital Variable – only clients who have not elected to receive electronic communications. Variable – paper form enclosed for those clients who have missing data	If you have already updated your communication preference, you don't need to do anything. If you'd prefer to receive your notifications online, we recommend updating your communication preference to electronic communication on <i>Investor Online</i>. To do this: • Login to investoronline.info, click <i>Account » Manage my account » Change account details >> Investor Correspondence</i>. Complete the eForm and submit. • Alternatively, you can complete the 'Update member/investor personal details' paper form enclosed or available from Resources > Forms on the migration hub – bt.com.au/movingyouraccount.
Retain your Holder Identification Number (HIN) Variable – only clients who have an inactive HIN	If you have a share trading account, you were assigned a unique Holder Identification Number (HIN) before you could trade. We've noticed that your HIN hasn't been used for trading or holding listed securities in the past 18 months. As a result, it's now considered inactive. To ensure your data is accurate and up to date before the move to BT Panorama, your HIN will be closed at the end of November 2025 unless we hear from you by 17 November 2025.

	If you would like to retain and transfer your HIN to BT Panorama, the easiest way is to email us at asgardshares@asgard.com.au with the following details: • email subject line: <i>Please retain my HIN</i> • account name • account number This helps us process your request quickly and efficiently. If you, or your adviser choose to invest in listed securities later on, BT Panorama offers a range of holding options to support this.
Reset your PIN for Investor Online	If you have forgotten your PIN, go to investoronline.info and click the 'Forgotten PIN' link. To use this facility, you will need to answer a few verification questions and ensure that we already hold your current email address on our system. If not, you may need to call us to verify your account.

These details can also be found on the migration hub - bt.com.au/movingyouraccount.

More about the BT Panorama platform

In our last update, we introduced BT Panorama's enhanced features, security, and investment options. Now, we'd like to explain how they come together to create a seamless experience.

A digital way to manage your wealth

BT Panorama is built on advanced technology, and has more ways for you to view and manage your account, either on our award-winning mobile app or via the client portal including:

- View your portfolio and track your account securely at any time, whether you're at home or on the go.
- Stay informed with current information on markets, your investments and portfolio performance.
- If you have an adviser, you can provide instant approval for transactions using our secure online tools.

Getting started is easy, if you need support when you first log in, there's a quick tour to help you get familiar with the platform and its features.

Support that's always available

Whether you're making changes to your investments or just checking in, help is always available:

- Talk directly to a member of our Australian-based customer support team
- Get instant answers with BT Blue, our 24/7 AI-powered chat assistant
- Access step-by-step instructions on the platform to help with key transactions and requests.

Fees and costs

- Moving to BT Panorama means your administration fees will change to BT Panorama Investments Full or Compact member pricing, and you may experience an increase in fees.
- We've included a 'Administration Fee Comparison: **<Fee flyer name>**' flyer that shows examples of the annual administration fees charged for your Asgard product and the destination BT Panorama product, across a range of balances.
- When reviewing your options, it's important to look at all aspects of BT Panorama, not just the fees. Things like features, benefits, risks, and the investment options available. These differences matter when deciding what's right for you.

- To see which menu (Full or Compact) your account will be moved to and learn more about BT Panorama fees, refer to the comparison flyer or visit the migration hub - bt.com.au/movingyouraccount.

If you would like to find out more about BT Panorama, take a look at the BT Panorama Investments Investor Guide on bt.com.au/personal/help/pds.

Making the choice that's right for you

In early 2026, we'll share more details about the move. This will include the planned date, what to expect, more about BT Panorama's features, functionality, fees and costs and the updated terms and conditions to help you understand what the change means for you. This will also include additional information about changes to BT Panorama that came into effect on 1 October 2025, including the introduction of a new Focus investment menu.

If you're unsure, your adviser can take you through your options and help you decide what's best for you.

In the meantime, visit **our migration hub** - bt.com.au/movingyouraccount to learn more about BT Panorama's benefits, updates, step-by-step guides and answers to frequently asked questions.

We're here to help

If you have any questions, please speak with your financial adviser, visit the migration hub - bt.com.au/movingyouraccount or contact us at asgard.com.au/contact or phone 1800 998 185 from Monday to Friday, 8.30am to 7.00pm Sydney time (or 8pm AEDT). To help us verify your identity quickly and securely, please have your account details ready when you call.

We look forward to welcoming you to BT Panorama in 2026.

Yours sincerely,

Annabelle Kline

Chief Product Officer

Important information

Information current as at <x October 2025>.

We will never send you a communication asking for your passwords. Find tips to protect yourself and avoid scams and viruses at westpac.com.au/security.

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For the Target Market Determination for these products refer to bt.com.au/tmd.

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