
BT Panorama

How to create a
digital consent
request for an
advice fee



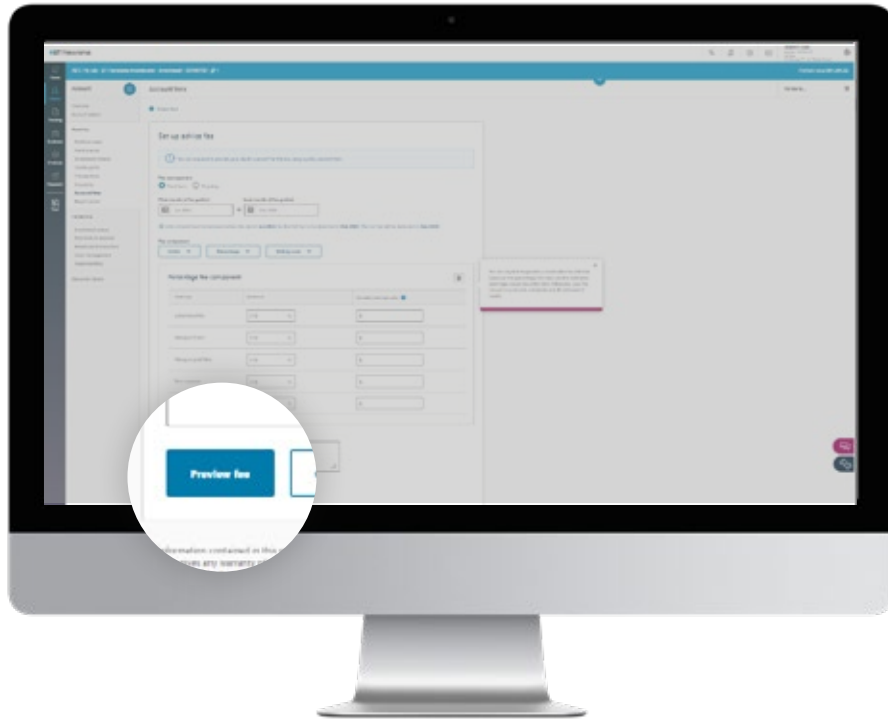
Digital consent is a BT Panorama feature that lets you request a client's consent to undertake a specific action on their account, as well as include a Record of Advice (ROA) or advice documentation. Your client will receive a consent request by email or SMS, and can provide a response by signing into BT Panorama on their desktop or BT Panorama mobile app.

Through BT Panorama, you can request a client's consent to add a bank account, biller or linked account, place an investment order or rebalance an adviser portfolio, submit a corporate action election or charge an advice fee. This document outlines how to use digital consent to request a client's approval for an advice fee (including a Managed Portfolio advice fee), and include advice documentation or an automatically generated Record of Advice.

Please note: you are required to provide client consent for an advice fee (one-off, fixed term, or ongoing advice fee) before it is charged. Required account approvers are listed under the **Open an account** topic in BT Panorama Help and Support. Approval can be sought digitally by using Panorama's built-in digital consent process or by uploading the client's signed form to BT Panorama.

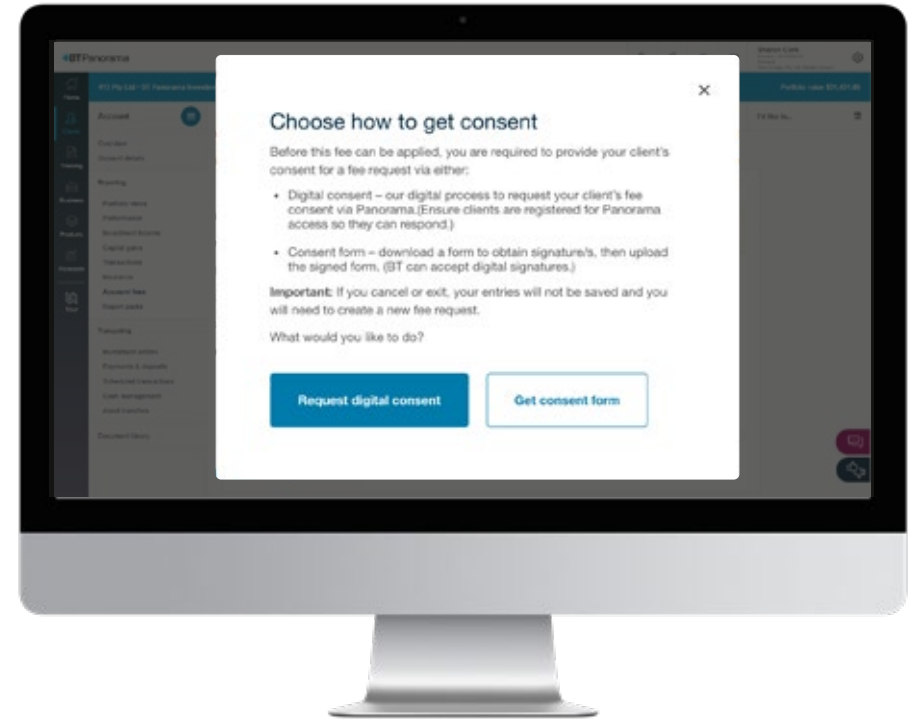
1

Go to the **Advice fees** page under **Clients > Fees**. Enter the details for the one-off, fixed term, or ongoing advice fee. Select **Preview fee**, review the details and select **Continue**.



2

Choose how to get consent - either digitally or through a downloadable consent form.



3

Option 1: Request digital consent

Select **Request digital consent** and complete the details for your consent request. Select your client's name, whether you would like them to receive this consent request via email or SMS, and an expiry date, and click continue. You can also choose to be notified via email when a client responds. Then select **Continue**.

Get consent

Request must be approved by

Select all

[blurred name]

[blurred name]

How do you want to notify your approver/s about this consent request?

Email SMS

Choose an expiry date for this consent request

29 Jul 2021

Your client must respond by 11:59pm (Sydney time) on the selected expiry date.

Send an automatic reminder if no response is received and less than 24 hours is available to consent.

Notify via email when a response has been received or the consent expires.

This action will automatically submit as soon as consent is received.

Continue Cancel

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The 'Consent request summary' page displays the information you have entered. You can now review the details to ensure you have accurately included everything you need in your consent request.

You can attach any supporting documents to your consent request.

You must confirm you have read the **Adviser/licensee declaration** by ticking the box and selecting the link.

To complete your consent request and send it to your approver(s), select **Send now**. A confirmation message will display, with a link to the **Consent management** page, where you can view the status of the consent.

REQUEST SIGNATURE
132.9 KB

Consent request details

Approvers	Dennis Beecham, Dennis Beecham, Dennis Beecham, Jane Beecham, Jane Beecham, Jane Beecham
Client notification	Email and SMS
Expiry date	05 Jul 2021
Automatic reminder	Yes
Adviser notification	Yes

I confirm I have read and understood the [Adviser/licensee declaration](#).

When you select [blurred], your request will be sent with any supporting documents. Once consent is received, the fee will be applied to this account.

Send now

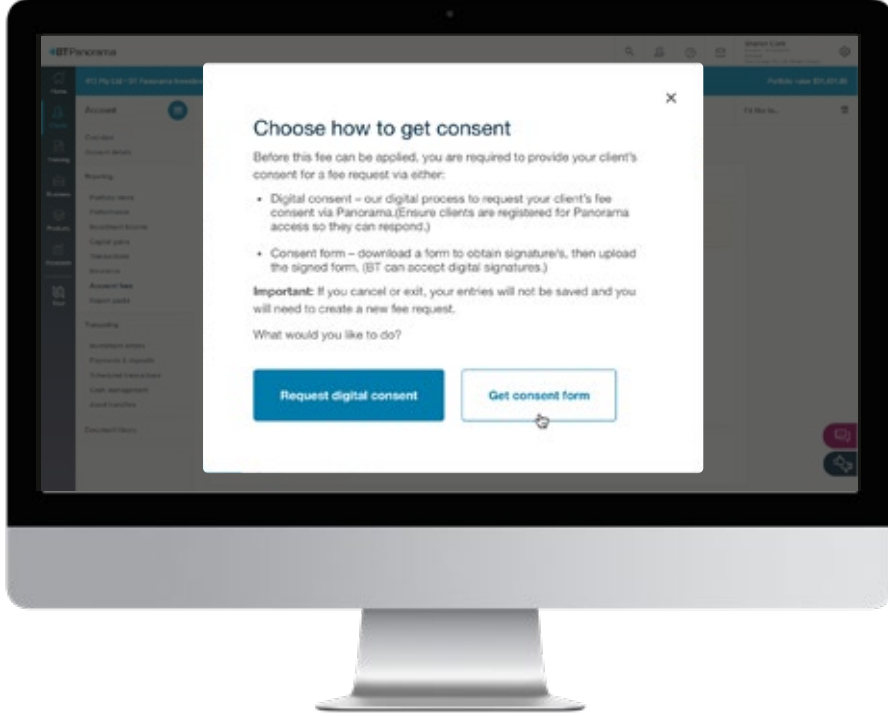
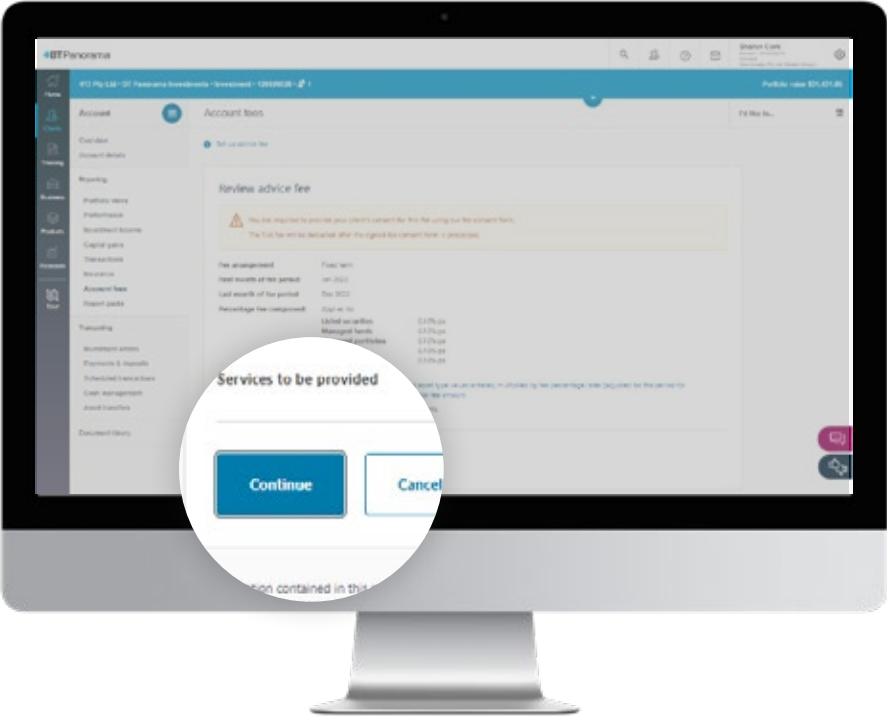
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Option 2: Get fee consent form

To provide your client's consent using our client consent form, from the **Review advice fee** page for the one-off, fixed term, or ongoing advice fee, select **Continue**.

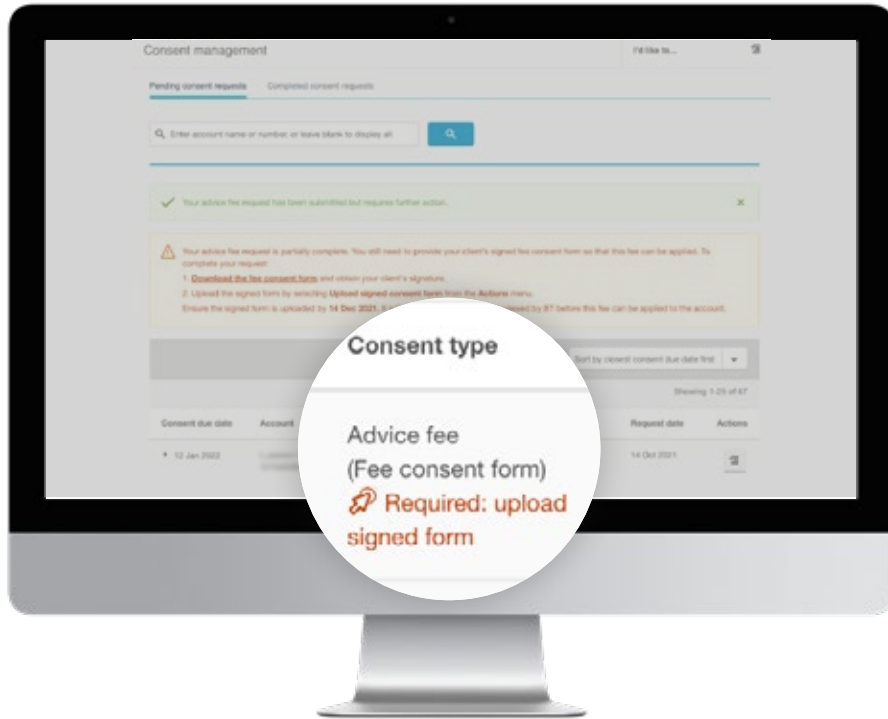
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Choose **Get consent form**.



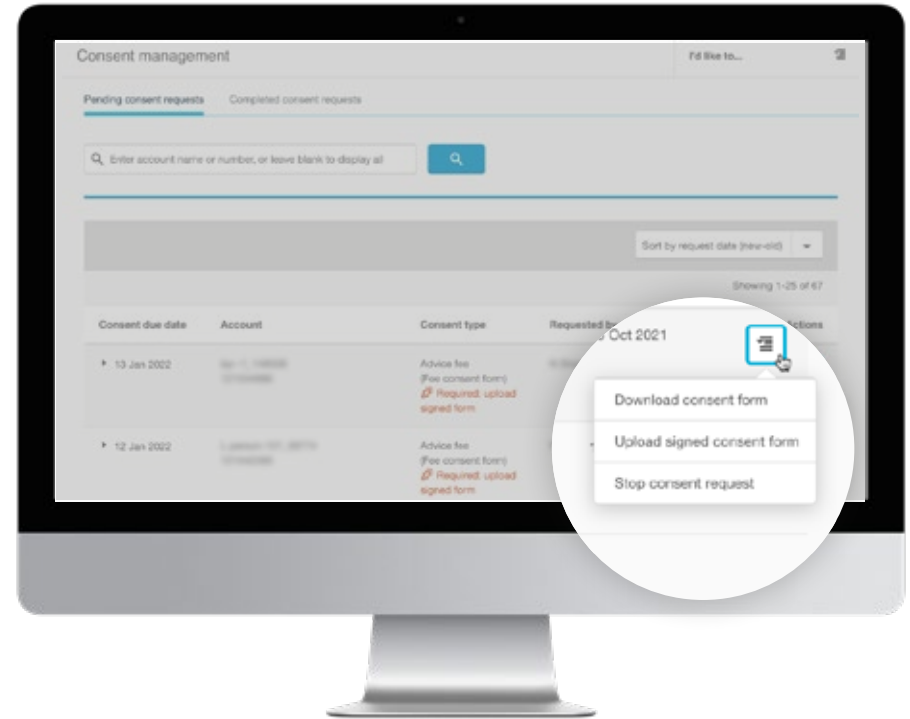
7

You will be taken to the **Tracking > Consent management** page with the 'Pending consent requests' section displayed, confirming that the advice fee request has been submitted but requires further action. This indicates the request is partially complete and you need to download the form, then upload the signed form when it is ready. The corresponding fee consent status displays as 'Required: upload signed form'.



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Download the consent form by selecting the **Download the fee consent form** link or going to the **Actions** menu and selecting **Download consent form**. The form will be displayed and pre-populated with all the information you have entered.

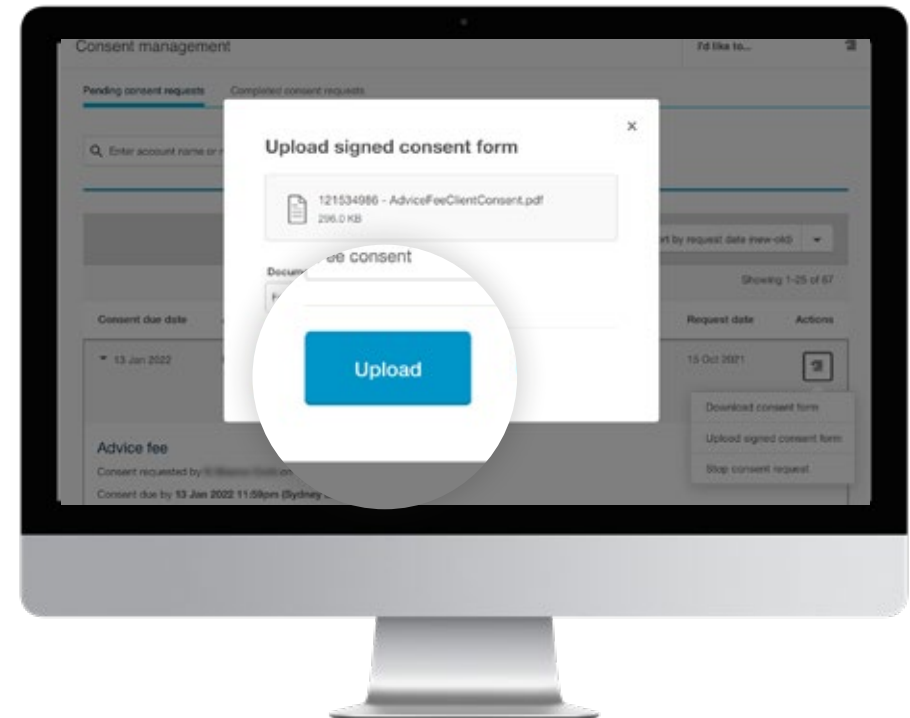
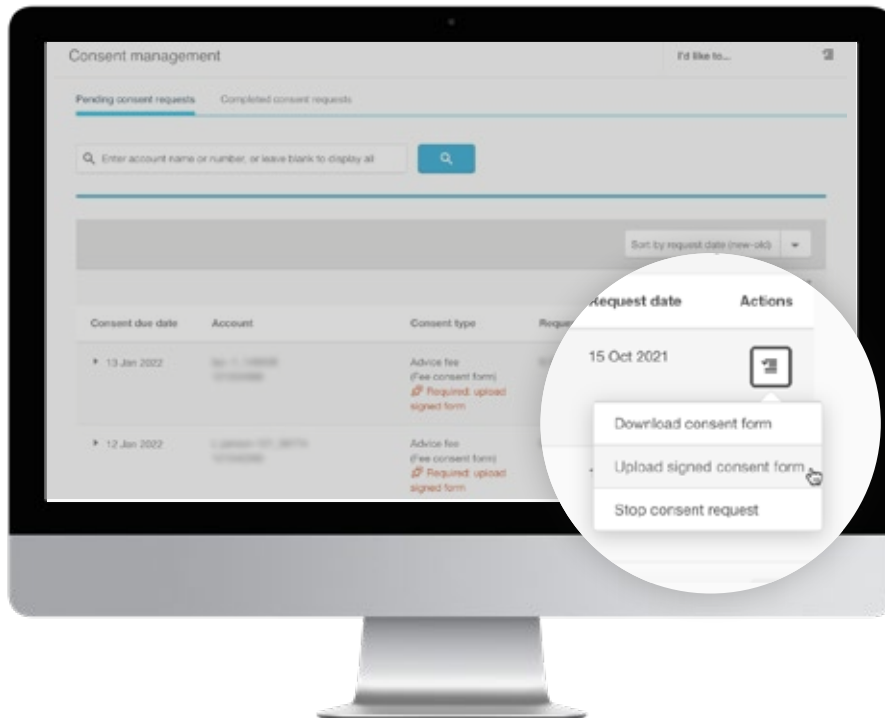


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Obtain the required client signature(s). When you have the signed client consent form ready to upload, go back to **Tracking > Consent management > Pending consent requests** section.

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Go to the **Actions** menu and select **Upload signed consent form**. (Ensure the file name does not include single ['] or double ["] quotation marks.)



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Ensure the signed form is uploaded:

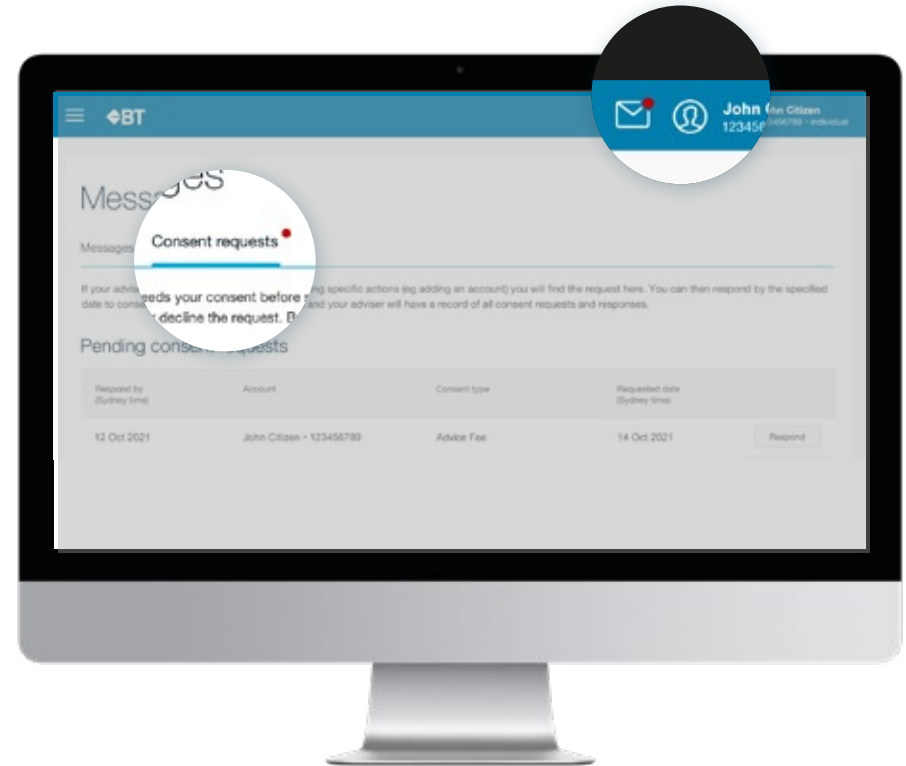
- Within 60 days of the consent request date if the fee was set up or amended.
- Within 120 days of the anniversary day if the fee was renewed.
- At least 30 days before the 'Next anniversary day' or by 30 June 2022 (whichever comes first), if the fee was transitioned from an ongoing fee arrangement in force before 6 June 2021.

Once the signed form has been successfully uploaded, the fee status will change to 'In progress: BT review'. BT will then review and check the signed form before the relevant advice fee may be applied to the client's account.

After the signed form has been processed by BT, the pending consent request will move to the **Completed consent requests** section.

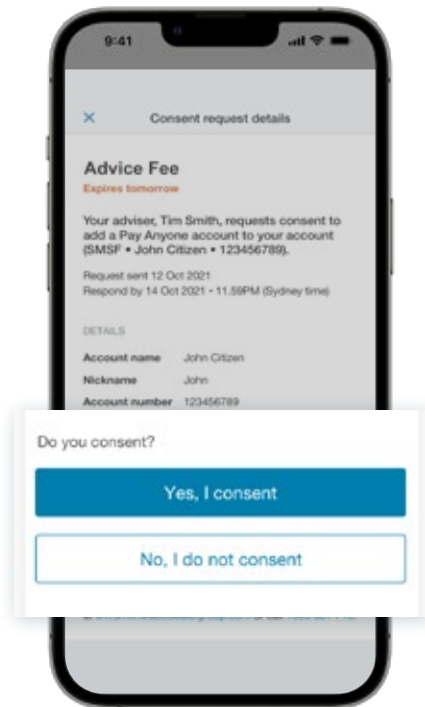
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If you opted to **Request digital consent**, your client will receive an alert in their Message Centre to indicate that action is required. They will select the alert to display the consent request. Your client will also receive an email or SMS notification (depending on which option you chose in Step 3).



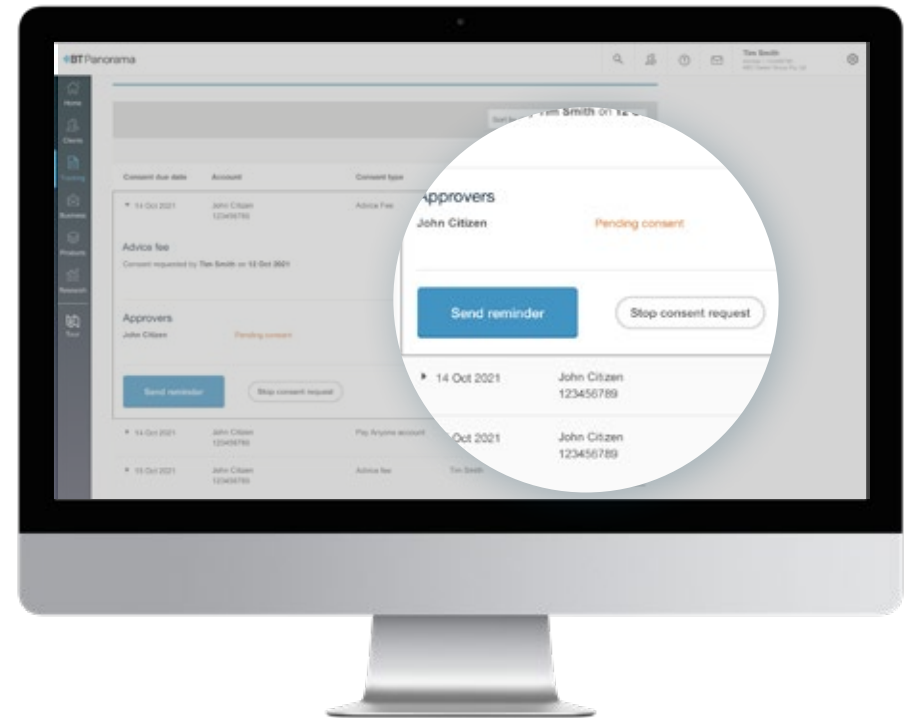
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Your client will review the consent request details. They will select the checkbox authorising you to proceed and then select **Yes, I consent**.



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Your consent request will show as completed once the client has approved the request. Your consent request will show as declined if the client has declined the request. To check the status of the consent request go to **Tracking > Consent management > Pending consent requests**.



Examples and images are for illustrative purposes only.

For more information

bt.com.au/professional

1300 784 207



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