

How to access Investor Online

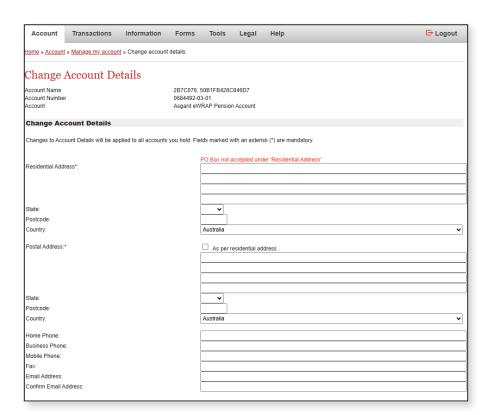
- 1. Go to https://www.investoronline.info
- 2. Enter the first seven digits of your account number and your four digit PIN, then click logon.

Note: If you've forgotten your PIN, simply click the 'Forgotten PIN' link on Investor *Online* login page. We'll need to have your email address on file to reset your password online so you may need to call us to update these details first on 1800 998 185, Monday to Friday 9am to 7pm AEST.

Residential address, Mobile phone number and Email address

- 1. Log in to https://www.investoronline.info
- 2. Navigate to the top menu and click 'Account'
- 3. Enter your updated information into the relevant field
- 4. Go to the bottom of the page and click 'Submit'

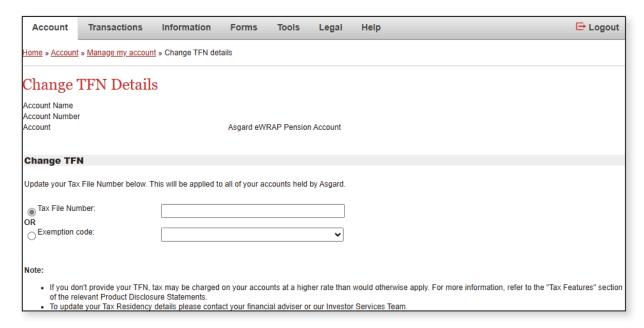
If you are unable to log in to Investor *Online*, complete the <u>Update investor/member personal details</u> form, alternatively, you can access the form from Getting ready> Resources> Forms on <u>bt.com.au/movingyouraccount</u>. Refer to the form for instructions on submitting your request.



Tax file number (TFN) for Super and Pension accounts

- 1. Log in to https://www.investoronline.info
- 2. Navigate to the top menu and hover over 'Account'
- 3. On the drop down menu, hover over 'Manage my account' and then click 'Change TFN details'
- 4. Enter the updated TFN into the 'Tax File Number' field
- 5. Alternatively you can select 'Exemption code' if this applies to you and using the drop down options, select the code that applies to you
- 6. Go to the bottom of the page and click 'Submit'

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Date of birth, Australian Company Number (ACN) and Australian Business Number (ABN)

- 1. Complete the <u>Update investor/member personal details</u> form, alternatively, you can access the form from Getting ready> Resources> Forms on bt.com.au/movingyouraccount.
- 2. Refer to the form for instructions on submitting your request

Bank account number

- 1. Complete the Nominated Bank Account form, alternatively, you can access the form from Getting ready> Resources> Forms on bt.com.au/movingyouraccount
- 2. Refer to the form for instructions on submitting your request

For more information

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Disclaimer

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