Altrinsic Global Equities Trust Investor FAQs
9 April 2019

Summary of changes

- A new online investor portal, Investor Online, will be launched on 23 April 2019 for the Altrinsic Global Equities Trust (Trust). Investors should receive information to register for Investor Online after 23 April 2019.

- Our custodian and registry services provider for the Trust, National Australia Bank Limited (NAB) has appointed OneVue Fund Services Pty Ltd (OneVue) as its independent contractor to provide unit registry services from 15 April 2019.

- From 15 April 2019, OneVue will process any account updates, including any transactions you wish to make. This is only a change of administrative services and doesn't affect the management of your investment.

- The new Product Disclosure Statement (PDS), Product Guide, and administration forms for the Trust will be issued on 15 April 2019 and will be available on **nabam.com.au/aget**

Investor Online

1. How do I access Investor Online?

Investor Online can be accessed at **nabam.com.au/altrinsic** using all major browsers (Internet Explorer, Edge, Chrome, Firefox and Safari). To register for the first time, you will need your individual email address, existing account number and registration code. If you haven't received your registration code by 1 May 2019, please contact Client Services on 1300 738 355 or email **info@nabam.com.au**

2. I am not sure what my account number is. What should I do?

Please contact our Client Services team on 1300 738 355 Monday to Friday, between 8:30am and 5:30pm (AEST) or email **info@nabam.com.au.** For security purposes, we will need to verify your identity before we can provide information on your account.

3. My account is jointly owned. Can we both have access to Investor Online?

Yes. The additional account owner will receive a separate communication with their own unique registration code, which will allow them to set up their own access. A different email address will need to be used as their username.

4. Can I use a different email address to register for Investor Online than the email address I have registered with you for other communications?

Yes. You can use a separate email account but you must have access to it to complete the process.

5. My access to Investor Online is not working. What should I do?

Please contact our Client Services team on 1300 738 355 or email **info@nabam.com.au** for assistance.

6. My new registration code to access Investor Online has expired. How can I get a new code?

Your new registration code will be active for 90 days. After that time has elapsed you will need to call our Client Services team on 1300 738 355 Monday to Friday, between 8:30am and 5:30pm (AEST) or email **info@nabam.com.au** for assistance.

7. Can I make changes to my account details via Investor Online?

Personal details such as your address or contact details can be updated via Investor Online. If you wish to make changes to your bank account details on file, please complete the Change of Details Form available at **nabam.com.au/aget** or from our Client Services team on 1300 738 355 and email or post the completed form to Registry Services.

8. Is my information on Investor Online secure?

Investor Online is provided by Registry Services and is subject to specific terms and conditions, as disclosed on the portal sites. Collection and use of personal information is in accordance with NAB's Privacy Policy. Further information can be obtained by contacting our Client Services team on 1300 738 355 between Monday to Friday, between 8:30am and 5:30pm (AEST) or email **info@nabam.com.au**

New PDS and administrative changes

9. What does the change in registry services provider mean for me?

From 15 April 2019, if you would like to update any account details or transact on your investment, you will need to send instructions to Registry Services at:

New postal address for Registry Services	National Australia Bank Limited C/- OneVue Fund Services Pty Ltd GPO Box 804 Melbourne VIC 3001 Australia
New email address	altrinsic_transactions@unitregistry.com.au
New bank account details for direct deposits	Bank: National Australia Bank Limited BSB: 083 043 Account Number: 91 257 2466 Bank BIC: NATAAU3303X (for New Zealand investors only) Account Name: NNL ANF ACP Altrinsic Application Account Reference: [Investor's name(s)]

The new administration forms will be available at **nabam.com.au/aget** from 15 April 2019.

You can continue to contact our Client Services team on 1300 738 355 or email **info@nabam.com.au** with any questions related to your account.

10. Are there any other changes I need to know about?

From 15 April 2019, the following changes will be made to the way you transact on your investment.

Please note these changes do not apply to investments in the Trust that are made via the ASX mFund Settlement Service (mFund).

a) You will no longer receive withdrawal proceeds and income distributions by cheque

Withdrawal and distribution payments will no longer be paid by cheque. If you have previously received payments via cheque, please contact our Client Services team to nominate a different payment method. Alternatively, you can complete the Change of Details Form available at **nabam.com.au/aget**

If you wish to amend your nominated bank account on file to receive your withdrawal proceeds, please submit your Change of Details Form along with the Withdrawal Form by email or post to Registry Services at the new address outlined in Q9. These forms are available at **nabam.com.au/aget.** It is important to note that your bank account for income distributions will also be updated.

b) You can now send account updates and transaction instructions via email to Registry Services

If you would like to transact on your account or update your account details, you can send your valid instructions to Registry Services by email to **altrinsic_transactions@unitregistry.com.au** **Please note instructions by fax will no longer be accepted.**

There are no changes to the transaction cut-off time of 3:00pm (AEST) of any business day for submitting a transaction request. Requests received after 3:00pm (AEST) will normally receive the next business day's unit price.

c) You can generate your statements at any time via Investor Online

From 23 April 2019, you will be able to access your key investment information, such as account balances and transaction history, at any time via Investor Online.

Please note that Investor Online is not available if you invest in the Trust through the mFund.

For further information on how to access Investor Online for the first time as well as key information on how to operate your online access, please refer to 'Investor Online' below.

11. If this is my first investment into the Altrinsic Global Equities Trust, do I need to submit an original Initial Application Form to Registry Services?

Yes. If this is your first investment into the Trust, you will need to complete and post the original Initial Application Form along with the relevant identification documentation to Registry Services to open your account.

If you are an existing investor in the Trust, you can complete the Additional Investment Form if you wish to make an additional investment. This form can be sent to Registry Services via post or email.

12. Who can I contact if I have any questions on these changes?

Please contact our Client Services team on 1300 738 355 between Monday to Friday, between 8:30am and 5:30pm (AEST) or email **info@nabam.com.au**

Important information