

Client data exchange

Reference guide

December 2019



Contents

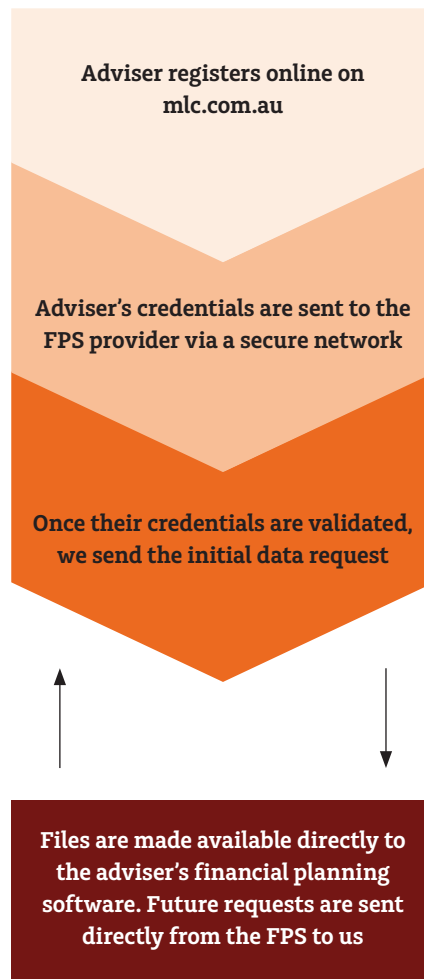
What you'll find in this guide

How the Client Data Exchange service works	3
Setting up your account	4
Requesting data through the service	5
Submitting an online application using the service	6
Updating your client data exchange account	7
Help	8

How the Client Data Exchange service works

Our Client Data Exchange service (the Service) uses a common industry data exchange standard that allows the transmission of your clients data between us and Financial Planning Software (FPS) providers. The standard is called the External Platform Interface (EPI).

At a high level, the Service works as follow:



The benefits

Our Client Data Exchange service can help you maximise your client relationships and efficiency in the following ways:

- Save time by reducing manual data entry and increasing data accuracy by having your clients' data automatically transmitted from MLC to your FPS daily
- Access historical information from inception to build a complete picture of your clients' accounts
- Tailor your client data requests to your needs
- Avoid double handling of applications by automatically populating our MLC MasterKey Online Application form with client data from your FPS
- Only one username and password for each MLC AdviserOnline account you have is needed to access the Service even if you use more than one FPS.

Compatibility

The Service is compatible with the following FPS providers:

- COIN/Temenos
- XPLAN
- AdviserLogic

To check that your FPS is compatible with the Service, please contact us on **133 652** between 8 am and 7 pm AEST/AEDT, Monday to Friday.

Setting up your account

You can register for a Client Data Exchange account by following these steps:

1. Login to MLC AdviserOnline at **mlc.com.au**
2. Click on **My Business** followed by **Client Data Exchange**
3. Choose and enter a new password
4. Select your financial planning software
5. Read and agree to terms and conditions
6. And then click **Register**
7. Registration will be confirmed and once your Client Data Exchange account is updated in your financial planning software, we will request your client information from inception be loaded into your connected software. This may take up to 3-5 working dates after which your client information will be transmitted each night.
8. Speak to your financial planning software provider if you need assistance on how to enter the new password details into your financial planning software.

Don't have access to MLC AdviserOnline?

Please contact us on **133 652**.

Forgot your MLC AdviserOnline password?'

You can reset it online by visiting **mlc.com.au/login** and clicking **Forgot your password?**

The screenshot shows the MLC AdviserOnline interface for the Client Data Exchange registration process. At the top, there is a navigation bar with 'Home', 'Reports', 'Products', 'Technical', 'Resources', 'My Business', and 'My license'. The main heading is 'CLIENT DATA EXCHANGE'. Below this, the page is titled 'Your Client Data Exchange account' and explains the service's purpose: streamlining the transfer of client data between business and MLC. It lists benefits such as reducing manual data entry, providing historical client information, and submitting online applications. There are two links to a 'Client Data Exchange Guide (PDF, 323KB)'. The registration form consists of three main sections: 1. 'User name' with a text box and a note that a system-generated name will be provided. 2. 'Password' with a text box and a note to register a password for use with financial planning software. 3. 'Financial Planning Software' with three radio button options: 'AdviserLogic', 'COIN Office', and 'XPLAN'. Below these sections is a checkbox for agreeing to the 'Terms and Conditions' and a prominent orange 'Register' button. At the bottom of the form area, there is a note about contacting software providers for assistance. A 'Tools & quick links' section at the bottom of the page lists 'My News', 'Age pension calculator', 'Performance & pricing', and 'MLC revenue calendar' with brief descriptions. The footer contains 'Media centre', 'Advice disclaimer', 'Privacy policy', 'Security', and 'Last login: 23 Dec 2019 12:45 pm'. Small text at the very bottom identifies the parent company as National Australia Bank Limited.

Requesting data through the service

The service lets you request a comprehensive range of client information that can be loaded into your Financial Planning Software.

Once you've registered for the Client Data Exchange service, and have entered your credentials into your FPS, your clients information from account inception will be requested on your behalf and loaded into your FPS. Please allow 3 to 5 business days for this to be completed. Following this, client data that you request from your FPS will be sent by us each night.

Examples of common client data points available*

Client personal details

Customer details such as name, date of birth address and contact details.

Account information

Product type, commencement date, account balance, investment options and strategy, draw down strategy, fees, benefits and premiums where applicable for an individual or multiple clients.

Account and policy transactions

Historical transactions for an individual or multiple clients based on your selected date or date range.

Additional information that is not included in the client data feed may be requested by contacting us.

* Please check with your FPS provider to confirm what client information is available.

Submitting an online application using the service

The Service lets you submit online applications for your clients through your FPS, removing the need to re-enter the data in MLC AdviserOnline.

You can submit online applications for the following products:

- MLC MasterKey Super Fundamentals
- MLC MasterKey Pension Fundamentals
- MLC MasterKey Investment Service Fundamentals
- MLC MasterKey Pension

To submit an online application through your FPS*:

- Commence an online application through your FPS*
- The mlc.com.au login page will then appear. Please enter your MLC AdviserOnline username and password, so that we can verify your login credentials between your FPS and us.
- The online application tool will appear for you to complete and submit an application to us.

* Please check with your FPS provider to confirm whether online applications are available.

Updating your client data exchange account

You can update your Client Data Exchange password, FPS provider, or close your account at any time, by following these steps:

Updating your password

To update your password:

- Log into the Client Data Exchange service (see page 4)
- Click **Edit** within the Password section and enter a new password.
- Click on **Update** to receive on-screen confirmation that your password has been updated.
- You will need to update your new password in your FPS, for the service to continue. Please check with your FPS provider for more detail.

Updating your Financial Planning Service provider

To update your FPS provider:

1. Login into the Client Data Exchange service (see page 4)
2. Click **Edit** within the Financial Planning Software' section.
3. Select your financial planning software.
4. Read and agree to the terms and conditions
5. And then click **Update**

Closing your account

To close your account, please contact us on **133 652**.

Need help?

For more information and assistance, please visit our FAQs, or call us on **133 652** between 8 am and 7 pm (AEST/AEDT) Monday to Friday.





**For more information
call us on 133 652**

Postal address

PO Box 200
North Sydney
NSW 2059

Registered office

Ground Floor, MLC Building
105-153 Miller Street
North Sydney NSW 2060

mlc.com.au