FOR ADVISER USE ONLY

Client data exchange

Reference guide

September 2022

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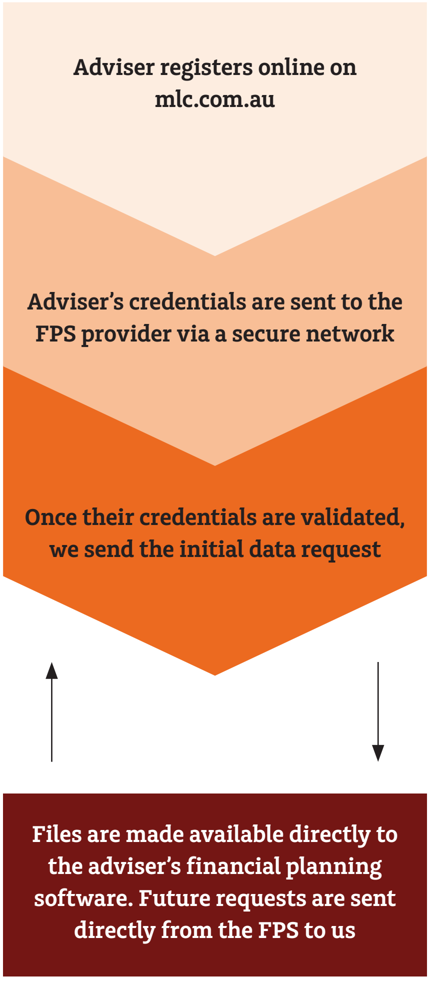
What you'll find in this guide

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:

Login to MLC AdviserOnline at **mlc.com.au**

Click on **My Business** followed by **Client Data Exchange**

Choose and enter a new password

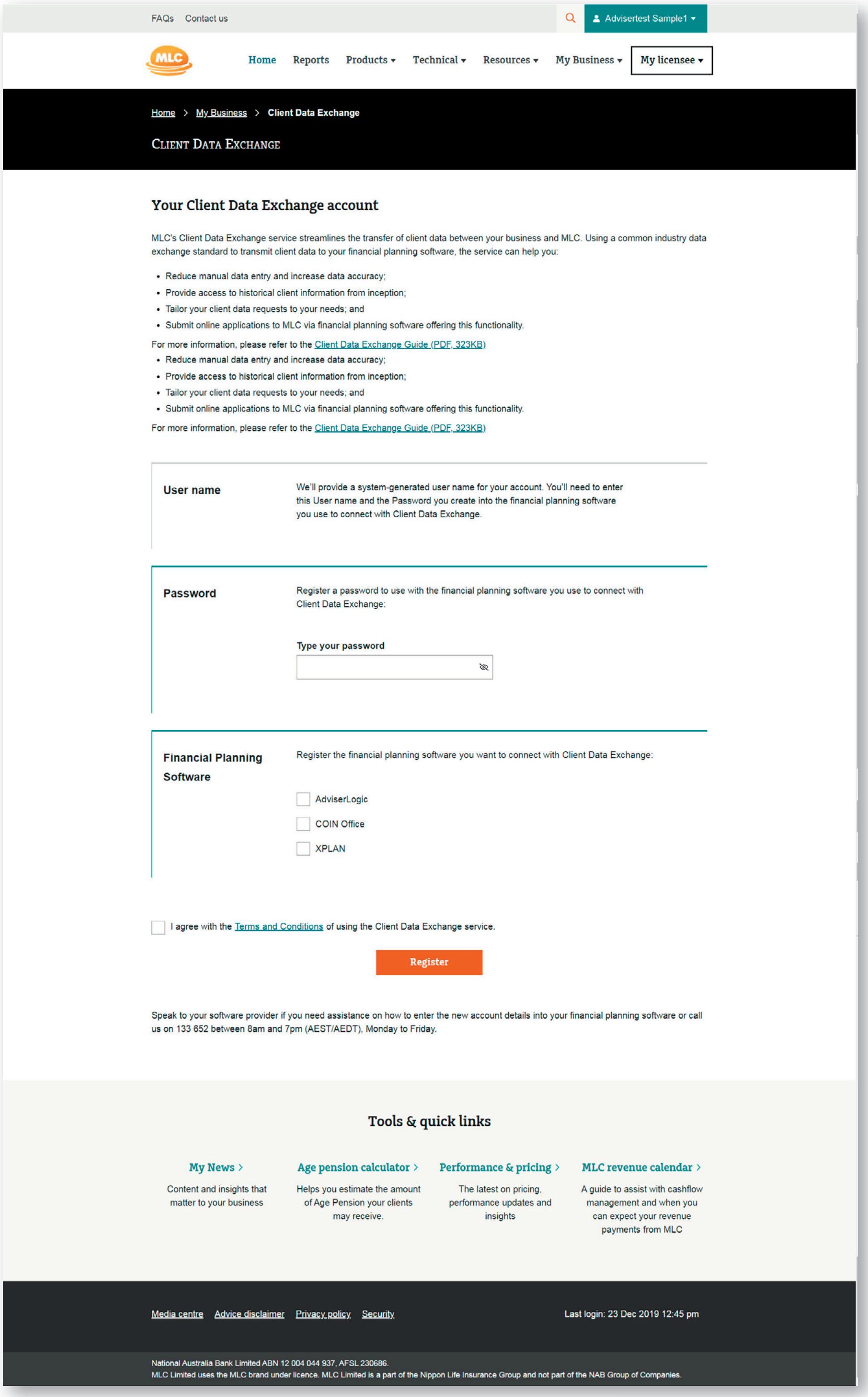
Select your financial planning software

Read and agree to terms and conditions

And then click **Register**

Registration will be confirmed and once your Client Data Exchange account is updated in your financial planning software, well 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.

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?**

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.

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:

Login into the Client Data Exchange service (see page 4)

Click **Edit** within the Financial Planning Software' section.

Select your financial planning software.

Read and agree to the terms and conditions

And then click **Update**

Closing your account

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

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

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