Sharesies

INVESTOR DIRECTED PORTFOLIO SERVICE

(IDPS) Guide

Sharesies Australia Limited (Sharesies)
ABN 94 648 811 830
Australian Financial Services Licence No. 529893
Effective 12th August 2026

Contents

1. ABOUT THIS IDPS GUIDE 4

What is this document? 4
What happens when this Guide changes? 4
Who is this Guide for? 4
Get reading: this Guide is supported by additional information 5
We don't guarantee the performance of your Investments on the Platform 5
We do not provide personal advice: General advice warning 5
No adviser or agent? 6
Need to contact us? 6

2. OVERVIEW OF THE SHARESIES PLATFORM 7

Who operates the Platform? 7
Who helps us? 7
Key benefits of investing with Sharesies 9
Held for your benefit 10
Differences between using Sharesies and investing directly 11
What is fractional share trading? 12
There are some limits to our Platform 13
Getting started: Opening a Sharesies Account 13

3. RISKS 15

Using our Platform involves risk 16
We make information available to you 19

4. USING OUR PLATFORM 20

The ins and outs of your Wallet 20
Investments available via the Platform 24
You tell us which Investments you'd like to buy 24
We do our best to complete your Order (in accordance with our agreement with you) 25
You might choose to sell your Investment 25
Trading in Listed Securities 25
Trading in Unlisted Investments 30
Auto-invest Orders 30
Cancelling your Order 31
Processing Trades 33
Settlement 34
Things can change with your Investments 34

5. FEES AND OTHER COSTS 35

General Fees and Costs Information 35
Fees and Costs summary 36
Additional explanation of Fees and Costs 41
Investor activity related Fees and Costs 41
Pricing Plans 42
Changes in Fees and Costs 43
Calculation of Transaction Fees 44

6. TAX INFORMATION AND OTHER REPORTING 45

Tax information 45
Reporting 45

7. CONTACT US AND RESOLVING ISSUES 47

Raising a concern with us 47
How we communicate with you 47
When and how we make changes 48

8. GOODBYE: CLOSING YOUR ACCOUNT 49

Closing your Account 49
What happens when your Account is closed? 50

9. DICTIONARY 51

1. About this IDPS Guide

This Investor Directed Portfolio Service (**IDPS**) Guide effective Monday 11 August 2025 (this **Guide**) is issued by Sharesies Australia Limited (ACN 648 811 830; ABN 94 648 811 830; Australian Financial Service Licence **(AFSL**) number 529893) (**Sharesies**) as Operator and Custodian of the Sharesies Platform (the **Platform**), which is an IDPS.

References to "**we**", "**our**" and "**us**" all mean Sharesies and its associated entities, unless otherwise stated. References to our **Website** means www.sharesies.com.au and its linked subsites.

What is this document?

This Guide is important because it will help you decide whether the Platform will meet your needs.

This Guide explains the Platform, including its features and how it works, the benefits, key risks and other consequences of using the Platform to invest. It provides key information to help you understand the services we offer and decide whether they're right for you.

This Guide does not constitute an offer to anyone outside of the Australian jurisdiction or to anyone to whom it would be unlawful to make an offer.

This Guide and any supporting documents are available for download from our website. Otherwise, we will send you a paper copy on your request at no charge.

Words and terms that are in bold or capitalised have a special meaning. Where the meaning is not explained at the time of its first use, please use the

Dictionary in section 9. Non-defined terms have their ordinary definition. References to dollar amounts within this Guide are in Australian dollars (AUD), unless otherwise stated.

What happens when this Guide changes?

The information in this Guide, including references to Laws, is current as at the date of issue. The information may change from time to time. Where this occurs, we will publish non-adverse changes to the Disclosures section of our Website, www.sharesies.com.au/disclosures. Otherwise, we will issue a supplementary or a revised Guide.

You should check our Website regularly to ensure that you are reading the latest information available to you and whether there are any changes to this Guide that may impact your decision to sign up to the Platform. See section 7 for more information on when and how we make changes.

Who is this Guide for?

If you open an Account with us, this Guide will form part of the agreement between **you** and **Sharesies**:

YOU	SHARESIES
The person using our Platform. *Because you can use Sharesies to build an investment portfolio, we also call you an Investor.*	*Sharesies Australia Ltd (ACN 648 811 830; AFSL 529893) and its associated entities.*

By opening an Account with us, you agree to the terms of this Guide and other supporting information (outlined below). If we agree to open an Account for you, you cannot assign or share with anyone else any of the rights or obligations under our agreement with you.

This includes giving access to your Account on the Platform to someone else.

Get reading: this Guide is supported by additional information

Prior to applying for an Account, it's important you understand what we offer and what we don't offer, along with the rights and obligations you will have if you sign up to the Platform and we accept your application.

Below are the resources you should carefully read as they will form part of your agreement with us. These resources are available on our Website, unless otherwise noted:

- this Guide
- our Financial Services Guide (**FSG**)
- our Privacy Statement and Privacy Policy
- any additional terms and conditions for Sharesies that may apply from time to time (**Terms**)
- our Investment Menu on the Platform, which lists the available investment options through Sharesies. This may be updated from time to time, without notice, to reflect the changes to investments we offer
- our online sign up process, which is available on the Website and via the Platform's mobile application (**the App**) as you progress through the sign up process
- the Sharesies Investor Directed Portfolio Service Deed Poll. This document is available from us free of charge on request

We may have certain features on the Platform that have specific terms and conditions attached to their use. We will always let you know if this is the case and provide you with access to these terms and conditions before you accept and start using that feature.

We have a Target Market Determination (**TMD**) that has been issued by us and considers the design of this IDPS, including its key attributes and describes the class of consumers that comprises the target market for this IDPS. A copy of this TMD is available on our website.

Various Product Disclosure Statements (**PDSs**) or other disclosure documents may apply to the various investment options listed on our Platform, such as exchange traded funds **(ETFs**). These documents are available directly from the Investment Provider of the financial product and we are not responsible for the accuracy of their contents, nor will we provide you with the documents, unless we are required by Law.

Some financial products require a TMD by Australian Law. This includes various investment offerings, such as ETFs. These TMDs can be obtained directly from the Investment Provider of that financial product, such as a fund manager. Sharesies is not responsible for the production of such TMDs.

Sharesies, as operator of the IDPS, has in place a policy to monitor and manage, actual and potential, conflicts of interest. The Sharesies Conflicts of Interest Policy outlines the measures Sharesies will take to identify, document and manage any conflicts of interest, (including where Sharesies 'tops up' the difference on a sell or buy order, when the aggregate of all client orders is inadequate.).

We don't guarantee the performance of your Investments on the Platform

Sharesies, as Operator and Custodian of the Platform, nor its directors, officers or employees guarantee the performance or repayment of your capital for your investments.

Investments held on our Platform are subject to investment risk, including the loss of income and capital invested.

We do not provide personal advice: General advice warning

Investing involves risk. You are not guaranteed to make money and you might lose the money you started with. Information in this Guide is general advice only and does not take into consideration your objectives, financial situation and needs. It is important to read the relevant disclosure documents (where applicable) for our Platform and each

Investment option you are considering and, before deciding whether to use or keep using our Platform, you should consider whether this information is appropriate for you in light of your objectives, financial situation and needs. You should consider seeking advice from a financial adviser before deciding whether to invest, or keep investing, via the Platform or buying, holding or selling any particular Investment.

As part of our service we may also give you Market Information, as explained further in section 3.

In each case, the information provided is not a recommendation or opinion about any particular financial product and does not take into account your objectives, financial situation and needs.

No adviser or agent?

Whilst you may consider getting any professional advice and other help you feel you need, it is not a requirement that you have a financial adviser or appoint an agent in order to join or use our Platform.

We are required by Law to have a policy dealing with the consequences for an Investor who has not appointed anyone to give them financial advice about Sharesies or to give us instructions on the Investor's behalf. This policy is available from us free of charge on request.

Your rights to keep using the Platform and to tell us to arrange Investment buys on your behalf will be the same regardless of whether you have engaged someone to give you financial advice or engage with us on your behalf.

Need to contact us?

You can contact us via the following:

Website

https://www.sharesies.com.au

Email

help@sharesies.com.au

Postal Address

PO Box Q1410
Queen Victoria Building
NSW 1230

Platform

Click the help icon in our Platform to chat to one of our team members online

Complaints

See under 'Contacting us and resolving issues' in section 7

2. Overview of the Sharesies Platform

Our Platform gives investors the opportunity to invest in shares of companies and ETFs across various Exchanges from as little as one cent. Designed with the idea that investing should be accessible for all, our Platform was created to give investors the same opportunities whether they had $5 or $5 million.

Using our Platform is different from making a direct investment

Your ability to buy, hold and sell Investments through our Platform, and the rights and obligations you have when you do, are different from what they would be if you were investing directly. It is important you understand those differences before deciding to join us. We explain some key differences further in this section.

Who operates the Platform?

Sharesies Australia Limited (ACN 648 811 830, ABN 94 648 811 830, AFS Licence 529893) is the operator and custodian of the Platform, but we can't do it alone.

We can appoint any person or business to advise on or perform any of our functions or responsibilities under our agreement with you where this is permitted by Law. To the extent permitted by Law, we may transfer any of our rights and obligations outlined in this Guide or its supporting documents in whole or in part to anyone who meets the appropriate requirements.

Any member of the Sharesies Group is entitled to enforce these Terms.

Sharesies is not an authorised deposit-taking institution (**ADI**) for the purposes of the Banking Act 1959 (Cth).

Who helps us?

We work with other parties to deliver our Platform and related services to you.

These parties include a New Zealand company named Sharesies Limited which, together with its associated entities in New Zealand, provides operational, technology and custodial support (including the technology comprising the Platform) to provide you with our Services.

We also use a mix of third parties and internal Sharesies companies that have been appointed to act as sub-custodians (or sub-sub-custodians) to maintain custody of the investments held through the Platform.

Below are details of key parties supporting us to deliver the Platform and our services to you. Unless required by Law or there is materially adverse impact to you, we may change the parties we use (or they may change their subsequent outsourced providers) without notice to you.

Service Providers	Details
SHARESIES AU NOMINEE	**Sharesies Australia Nominee Pty Limited** (ACN 650 402 314) (**Sharesies AU Nominee**) is a sub-custodian of ours and is: • One of our appointed sub-custodians • The registered owner of any ASX-listed Shares that you tell us to hold in your Portfolio • A wholly-owned subsidiary of ours and member of the Sharesies Group
SHARESIES NZ	**Sharesies Limited** (NZBN 9429045952838) a company registered in New Zealand. Sharesies NZ supports us with our operational and custodial services. • They are an NZX market participant and broker-dealer for NZ-listed Shares. • They are one of our appointed sub-custodians for any NZX or US-listed shares you tell us to hold in your Portfolio. • They may engage further sub-custodians, including **Sharesies Nominee Limited** (NZBN 9429046108982), the registered owner of any NZX-listed Shares or NZ Unlisted Investments you tell us to hold in your Portfolio and DriveWealth LLC, a company organised in Delaware and headquartered in Jersey City, NJ, USA to act as a further sub-custodian for holding any US-listed Shares you instruct us to hold. **DriveWealth LLC** is the broker-dealer and the registered owner of any US-listed Shares you tell us to hold in your Portfolio. **DriveWealth** may also facilitate execution of overnight (24/5) Orders for supported US-listed Shares by routing those Orders across one or more overnight trading venues (alternative trading systems).
CMC MARKETS STOCKBROKING LIMITED (CMC)	**CMC Markets Stockbroking Limited** (ABN 69 091 002 851; AFSL 246381) (**CMC**) as the broker-dealer for ASX-listed Shares. Contracts for engaging CMC may be through us, Sharesies Australia Limited; Sharesies NZ; or Sharesies AU Nominee.

In this Guide, we may refer to 'we' or 'us', which may include services that third parties are providing on our behalf.

Key benefits of investing with Sharesies

Investing with Sharesies and using our Platform comes with some noteworthy benefits. Here are just a few:

OUR BRAND IS GLOBAL.

We were founded in New Zealand in 2017 and give our investors access to shares markets in Australia, New Zealand and the United States of America.

OUR PLATFORM IS EASY TO NAVIGATE.

We offer an interactive Platform that provides online mobile access to invest in various listed companies and ETFs. Regular interaction and engagement with customers helps to educate them on the world of investing.

WE MAKE INVESTING ACCESSIBLE.

Invest in available companies and ETFs on the Platform with as little as $0.01.

WE DO OUR BEST TO BE PAPERLESS.

We provide a fully electronic service, except where you ask us for a paper copy of a document that we are required by law to make available in that format. In section 7, under 'How we communicate with you' we explain how we will communicate with you if you become an Investor.

WE PROVIDE THE OPPORTUNITY TO INVEST FRACTIONALLY.

We offer fractional Share trading which enables you to purchase the equivalent of a portion of a Share that we make available via the Platform. To learn more about fractional trading and how we provide this to Investors, see 'What is fractional share trading?' below in this section and review the associated key risks in section 3. Exclusions apply.

WE OFFER A VARIETY OF FEATURES TO INVESTORS.

We offer investing features to our customers that enables them flexibility to invest. This includes auto-invest functionality, simplified dividend investment, round-up functionality to top up your wallet, extended trading hours for some Exchanges, and stop-loss and trigger order functionality, amongst other features.

WE ARE A CERTIFIED B CORPORATION.

We are a subsidiary of Sharesies Group Limited (NZ) who, to maintain B Corporation certification, must meet standards on social and environmental performance, accountability and transparency.

OUR PRICING OPTIONS SUIT VARIOUS INVESTING NEEDS.

We charge fees for transactions, but won't charge you a fee to maintain your Account.
We also have pricing plans that offer various inclusions to suit customers. See section 5 of this Guide for more information on fees and charges.

TRANSFERS ON AND OFF OUR PLATFORM.

Investors have the ability to transfer certain shares and shareholding types on and off the Platform.

Held for your benefit

What we mean when we talk about ‘money’ in this IDPS Guide

When we refer to money in this IDPS Guide, we mean cash that you have deposited into your Wallet.

When money is put into your Wallet (in a currency we permit on the Platform), you are buying an interest in the IDPS. This means your funds are treated as an investment directly with us, not just money we are holding for you in a regular sense. Because of this, certain strict "client money" rules under Australian financial law don't apply. But your money is always kept safe and separate from our company funds, ready for you to use for your Investments on the Platform as directed. This setup ensures your funds are protected and always available for your use. Please understand that:

- This may include money you’ve added to your Wallet or income received from an Investment you made
- Your money excludes any fees, costs, charges or other amounts you have paid or owe to us under the terms of your agreement with us. See section 5 of this Guide for information about amounts you might be charged for using us.

We hold, you benefit

- You own the beneficial interest in the money in your Wallet (provided you don’t owe any amounts to us) and the Investments in your Account.
- The legal title to your money and Investments is held in trust for you by us or third parties supporting us.
- Where a sub-custodian holds your Investment, they are the legal owner of that Investment that is held on your behalf on terms we have agreed with that sub-custodian. You are the ultimate beneficial owner of the Investment. Your money and Investments are held separately from the holder’s own property, except where the Law permits or requires otherwise.
- Under a trust, you beneficially own the money and Investments that are held by us or the respective names of those third parties supporting us. We instruct supporting third parties to act on the instructions you give us in relation to your money and Investments, and otherwise as per our agreement with you.

Your Investments and money will be pooled with the Investments of other Investors

- Your money and Investments will be pooled with those of other Investors and held in ‘pooled accounts’, also referred to as an omnibus account, together with assets beneficially owned by other Investors.
- Your Investments and money typically aren’t individually identifiable in third-party registries (such as bank accounts or company share registers). This is because your money and Investments are held in our name, or the name of a third party supporting us, as applicable, for the benefit of you. However, we maintain a register of the money and Investments that you hold with us.

Differences between using Sharesies and investing directly

It is important that you understand that an Investor who holds an Investment through Sharesies will have different rights from someone who acquired and holds that Investment directly. The following table explains some of the main ways in which the investor's rights differ depending on whether they invested indirectly through Sharesies or directly:

ASPECT	INVESTING THROUGH SHARESIES PLATFORM	INVESTING DIRECTLY
ASSET OWNERSHIP	As explained above, an Investor who uses Sharesies does not acquire and hold Investments or cash directly. The Investor is the beneficial owner of those assets but not the legal owner. The legal rights (and responsibilities) associated with owning each asset are not held by the Investor but instead by us for the benefit of the investor.	An investor who acquires an investment directly becomes the legal owner and holder of that investment, and enjoys the rights (and has the responsibilities) associated with owning it. This includes being listed as the owner with the relevant share registry.
COOLING-OFF RIGHTS	Cooling-off rights do not apply to your Investments acquired through our Platform. This means that any request for a refund otherwise available to direct retail investors will be treated as a normal withdrawal request, may reflect market movements and may incur financial product Investment Provider fees. If you have any unfilled orders, you can cancel these orders prior to them being filled.	Cooling-off rights may apply to Investments purchased directly, depending on the Investment and associated purchase contract.
VOTING RIGHTS	We have a voting policy in place that governs in what circumstances we offer voting rights to you (the Voting Policy). We do not typically offer voting rights to you on our Platform, unless required by Law or otherwise outlined within our Voting Policy. A copy of our Voting Policy is available free of charge by contacting us. When we need instructions from you, we will send you a notice requiring action.	You are typically able to exercise your voting rights for your investments.
RIGHTS TO WITHDRAW	You can withdraw from your investments by selling all or any part of your holdings. There is no minimum amount that you must apply to sell down your holdings. To withdraw from your Wallet, you must withdraw at least $0.01. For amounts of less than $0.01 in your Wallet, you will be unable to withdraw this amount. If we lose contact with you, we may donate amounts under $10 to a registered Australian charity. See section 8 for more details about what happens when we lose contact with you.	You are typically only able to sell whole shares and you may be subjected to minimum amounts before selling.
TRADE DELAYS	There may be delays in the timing of transactions you tell us to make on your behalf, when compared to if you held those Investments directly. This is because we may rely on third parties in completing transactions.	There may be less or no delay in transacting, when compared to if you invested through our Platform.
DELAYS IN ACCESSING INVESTMENT PROCEEDS	There may be a delay in your ability to access any income earned on your Investment. Proceeds from a sale of an Investment typically are available in your Wallet within 2 business days. This is usual industry practice. Where you make a withdrawal request, we typically allow 3 business days to process your request (although we rely on third parties and therefore, this may be extended).	There may be less or no delay in the availability of any Investment income, compared to if you invested via our Platform.

What is fractional share trading?

Enabling you to invest in the whole or portion of the Share

We offer fractional Share trading which enables you to purchase the equivalent of a portion of a Share that we make available via the Platform (and therefore represented as an interest in the IDPS). We can offer this functionality by having us hold your shares on trust, meaning that you don't need to meet the minimum trading value that an Exchange requires or buy in whole share values.

Three examples to show fractional share trading in practice (at a high level, without consideration to possible fees) are provided below:

> ***1.*** *Company A has shares listed on an exchange for $100 per share. The exchange does not have a minimum trade value requirement.*
>
> *An Investor has $10 to invest. They invest through our Platform. They will have 10% of a share (represented as an interest in the IDPS) held by us on trust for their benefit. We will hold the remaining 90%. This 90% may be held for other investors in trust.*

> ***2.*** *Company A has shares listed on Exchange for $100 per share. The exchange requires trades at a minimum $500.*
>
> *An Investor only has $100 to invest. They invest through our Platform. They will own one share (represented as an interest in the IDPS) held in trust with us. Although they own a whole share, they do not need to meet the minimum trading value requirement for that exchange as we have completed the necessary steps, such as buying additional shares, to meet this requirement.*

> ***3.*** *Company A has shares listed on an exchange for $100 per share. The exchange requires trades at a minimum of $500.*
>
> *An Investor has $575 to invest. They invest through our Platform. They will own 5.75 shares (represented as an interest in the IDPS) held in trust with us. We will hold the remaining quarter of a share. This quarter may be held for other investors in trust.*

Fractional Share trading comes with its own risks and limitations. Please carefully read this section, as well as the information regarding risks about fractional investing in section 3.

Buying or selling a fraction of a Share

If your Order involves a fraction of a Share we may buy, hold or sell a whole Share and allocate the relevant fractional part of the Share or money to you (represented as an interest in the IDPS). We or others may own the remaining fraction of a Share. This means we can act as principal to make such trades and buy or sell (in part) for ourselves, including trading with you and ourselves to facilitate Orders.

Specific features, terms and conditions apply to your fractional Share trading

We might not offer fractional investing for all Investments. For example, investments on certain securities exchanges may be unavailable for fractionalising.

There may be practical, legal and technical limitations that mean we may not offer you the same rights or options in relation to a fraction of a Share as for a whole Share. If we make something available to owners of whole Shares (such as asking for input on voting in corporate actions) we can't guarantee we'll also make that available to an Investor who holds a fraction of that Share. If we do make it available, there may be extra limits or conditions that apply to fractional holdings. Investment Providers may also limit the rights we are then able to offer to Investors who own a fraction of a Share. For more information, read our Voting Policy, available on request free of charge.

.

It is also important to note that:

- Fractional holdings generally cannot be transferred off the Platform. If they are available, we will let you know at the time of requesting the transfer.
- Any order of a fraction of a Share will be rounded. Depending on the type of Investment, this rounding will be to the nearest 1-8 decimal places. We round up for numbers ending in 5 to 9, and down where the number ends 1 to 4. We will display rounding up to 8 decimal places in your Portfolio.
- Due to rounding, the fractional Share may not show in your Portfolio, because after rounding to the applicable decimal place it may be zero. However, the fractional share exists on our backend. If you were to purchase more of the Investment and the holding once rounded to the applicable decimal place becomes greater than zero, the Investment would start to show in your Portfolio.
- You may have $0.00 added to your Wallet in relation to a sell Order for a fractional share if the proceeds of the sell Order minus fees and taxes are less than $0.01.

There are some limits to our Platform

Our Platform does some amazing things, connecting you with a range of Investment opportunities, however it doesn't do everything.

For example, unless otherwise made available, at the date of this Guide:

- We don't manage your portfolio or the investments on our Platform.
- We don't buy, sell or hold Investments directly under your own shareholder identifier. Your Investment is bought, sold and held for your benefit by us under the relevant shareholder identifier and name. Your Investment is held in a trust.
- We have restrictions on participating in corporate actions. See section 4 for details.
- Trading is not instant and most pricing information is delayed.
- We don't provide personal advice to you.
- You generally cannot transfer foreign currency into and out of your Wallet. You generally can only top up in Australian Dollars and must exchange any foreign currency to Australian Dollars (and pay any associated fees) before you can withdraw it from our Platform.

There may be other limitations on our Platform. If you are looking for a specific feature or function, you can contact us to confirm our product's capability.

For more information on risks associated with using our Platform, please see section 3 of this guide.

Getting started: Opening up a Sharesies Account

You need the internet.

To open your Account, you can complete the signup process via our Website or through our mobile App.

Sharesies is fully digital (to the extent permitted by Law), so to be able to use the Platform, including accessing and controlling your portfolio, you will need ongoing access to an internet-enabled device that is private and secure, as well as a secure and stable internet connection.

You need to meet our Eligibility Criteria

Sharesies believes that investing should be accessible for everyone, whether you have $5 or $5 million, but you will need to meet some criteria before you can open an Account with us. We call this the Eligibility Criteria. To open an Account and use our Platform you must:

- be aged 18 or older and live in Australia.
- be an individual 'natural person' - Sharesies does not currently allow Accounts to be held by joint account holders, companies, trustees of trusts or other legal persons
- hold an account with an Australian bank or other authorised deposit-taking institution
- have a residential address in Australia

- provide the information we reasonably request
- agree to our terms and conditions as outlined in this Guide and other relevant terms, including any terms we state on appropriate conduct and behaviour
- confirm if you're a tax resident in any other country and provide the relevant tax number(s) and withholding tax rate (as applicable)

Even if you meet the above Eligibility Criteria, we don't have to open an Account for you. Where we choose not to open an Account for you, we do not need to provide you with reasons for our decision.

By applying to open an Account with Sharesies, you are representing to us that you satisfy the Eligibility Criteria and will continue to meet this criteria whilst holding the Account. If you no longer meet the Eligibility Criteria, you must tell us promptly. We may choose to close or suspend access to your Account and/or our Platform in this instance.

We can in our sole discretion choose to change or waive any of the above criteria, or impose different or additional requirements for opening or maintaining Accounts, from time to time. Doing this at one time or for one person does not commit us to continue to do so for others.

You need to be who you say you are

To use our Platform, we need to verify your identity to help us meet Laws that protect you and our community.

To open and maintain an Account with us, you must provide us with the information we request. Providing this information, you are promising and representing to us that it is true and complete. If you don't provide the information we've requested, or it is false, then we may close your Account.

You need to tell us if something changes

If the information that you've previously provided to us stops being accurate or complete at any time, you must promptly update your information with us. You can do this either by accessing your personal details sections online via your Sharesies account, or by contacting us.

Sharesies is for personal investing purposes

You must only use our Platform for your own personal investment activity. You are not permitted to use it for the purpose of administering or managing any trust or business purpose without our prior approval. We may, at our discretion, permit this in writing and where we do, this use may be subject to additional terms.

We communicate with you

You may receive communications from us or on our behalf, relating to Sharesies generally or specific Investments in your Portfolio. Information about what, when, and how we communicate with you is in section 7 of this Guide.

3. Risks

All investment activity involves risk. Over time, the value of Investments may rise and fall depending on various factors. Returns are not guaranteed and the past performance of investments or currencies is not a predictor of its future outcome.

Before you open a Sharesies Account or add money to your Wallet, it is important you understand and accept the risks associated with investing and assess how those risks may impact your investing goals and align to your circumstances and risk appetite. Sharesies is not responsible for the losses you may suffer because of your Portfolio or the currency in your Wallet going down.

To help you understand the risks associated with using Sharesies, this section details:

- The specific risks associated with using our Platform and services.
- The general risks you may see when investing.

There may be some other risks that are associated with investing, such as risks that are unique to your situation or specific to a particular investment.

If you need more help understanding whether those risks are suitable, you should also get personal advice tailored to your objectives, financial situation and needs.

Certain investment choices are supported by additional disclosure documents provided by the Investment Provider. It is important to familiarise yourself with these documents and the risks disclosed within them before making an investment decision.

General underlying investment risks

Counterparty risk

If a party in a transaction fails to meet their contractual obligations, your Investment may be impacted.

Where a company that you've invested in or are exposed to has entered into a transaction and the counterparty to the transaction does not perform its side of the deal, the performance of your Investment may be impacted.

Credit risk

When borrowers fail to meet their credit obligations, your Investment may be impacted.

Where an Investment you have invested in has exposure to borrowers and those borrowers fail to meet their credit obligations, this can impact the performance of that Investment.

Diversification or concentration risk

Not diversifying may cause your Portfolio's value to fluctuate significantly.

Where your Portfolio has limited exposure across investments or classes of investment, you may risk your Portfolio dropping in value if a particular investment or class of investments is negatively impacted by a market movement.

Foreign exchange or currency risk

When you exchange a foreign currency, or invest in offshore markets or foreign currencies, you are exposed to fluctuations in the Australian dollar's value.

Where parts of your Investment are listed in a foreign currency and you need to exchange from a local currency (or vice versa) or you have invested in an offshore market, you are exposed to the risk of exchange rates being unfavourable for your circumstances. The value of the Australian Dollar may increase or decrease and this will expose your Investment to fluctuations.

Investment option risk

The Investment you chose could perform less well than you hoped.

This risk is generally related to the Investment. An Investment you chose could fall in value, resulting in a permanent loss of capital, because something happening to or within the company or fund that issued that Investment to you.

There are many ways that this risk may eventuate.

Some include through the wrongdoing or error of individuals whose actions affect the financial performance of your Investment, or through someone leaving the organisation you've invested in.

Doing your due diligence on an investment, such as reviewing company reports or disclosure documents, is important to understand the risks specific to that investment.

Liquidity risk

Something may happen that impacts your ability to quickly withdraw from your Investment.

There may be times where an investment can't be sold in a reasonable time period or you can't withdraw from an investment as quickly as you'd like (or at all). This may be because of a company entering into insolvency, administration or receivership, or market fluctuations that reduce the buyers on the market looking for a particular investment, making your Investment harder to sell.

Market risk

Movements in the market can make investment values rise and fall.

When the market moves, your Investment or Portfolio may be impacted. Market risk impacts investments differently, and can impact an entire class, sector, jurisdiction, asset, investment manager or investing style.

This may mean the investment loses all its value or makes it less liquid. This movement could be caused by changes or events that affect an entire market or class of investments, such as a change in political, legal or economic conditions (such as inflation or interest rate fluctuations), government settings and regulations including tax and interest rates, social or environmental impacts (such as public health crises, military action, natural disasters and climate change) and trends, and changes in technology, both in Australia and abroad.

Regulatory risk

Taxes and other regulations can impact your returns.

Local and overseas tax and legal requirements may affect the return on your Investments. Any change to regulation or tax conditions could harm Investment performance. As foreign Laws and market rules may differ from local Laws, it is important to familiarise yourself with the Laws associated with the investment you are making. If you are unsure how your investments may be impacted by certain Laws or tax requirements, we recommend that you seek independent advice relevant to your particular objectives, financial situation and needs.

Trading risk

You may not be able to trade Investments or currencies at the time or the price you want.

For some investments, you will need to wait for a corresponding buyer or seller before your transaction is processed. At times, there may be few or no people willing or able to trade with you at or near the price you've set, or at all. This is more likely during Extended Trading Hours, including the overnight session, when there are fewer buyers and sellers trading.

Buying and selling investments may also be impacted by specific rules, Investment Provider requirements, or exchange operating times. In addition, the responsible entity of a managed fund might suspend withdrawals (i.e. stop letting us withdraw the money invested on your behalf in that fund), or there might be a suspension or cessation of trading in an Investment listed on an securities Exchange. These periods where investors can't trade can be unexpected, uncertain and substantial.

Using our Platform involves risk

Separate to the risks mentioned above, there are some specific risks that come with investing with our Platform that may impact your Portfolio returns. Below is an outline of these specific risks.

Fractional investing comes with risk

Due to the way in which we accept your instructions to place an Order, you may end up with a fractional Investment. To help facilitate your Order involving fractional Shares, we may purchase or sell, or

connect the Order with a corresponding purchase or sale across other investors, for the remaining fraction of the Share to complete your Order. There is a risk that we may be unable to do this from time to time, which would mean that you are unable to buy or sell the particular fractional holding of an Investment at that time. See section 4 for more information on the types of Orders we accept.

Fractional investing may also mean that you're not able to participate in some actions (for example, exercising some corporate actions). See section 4 for more information on corporate actions and voting rights.

We rely on others to support Us

As we've mentioned in section 2 of this IDPS Guide, we rely on third parties to bring our Services to you. There is a risk that an event or state of affairs could impact one or more of our third parties and we may be unable to deliver the Services to you, or you may not be able to use the Platform or transact how you'd like, which may cause a negative impact to your Portfolio. We implement various actions to manage this risk, including how we select, monitor and communicate with our third parties, but we cannot remove the risk completely.

Although we enter into agreements with our third parties so that they understand the role they play, there is a risk that they, and any third parties who support them, could fail to perform their role, or provide services, on the agreed terms. This could, for example, impact your ability to access the Platform or your money, exchange currency, or sell the Investments held on your behalf.

The money in your Wallet and Investments in your Portfolio

You are the beneficial owner of the money in your Wallet and the Investments in your Portfolio because these are held in trust for you by us. When you place money in your Wallet, you acquire an interest in the Platform and this allows you to acquire Investments.

Other than as you agree under the terms of your agreement with us (for example, your agreement to pay the applicable fees to use our Services), we aren't allowed to use the money in your Wallet or the Investments held for you.

How does insolvency of us impact you?

As the money is held by us for you, should we or a third party become insolvent, the money in your Wallet or the Investments held in your Portfolio cannot be used to pay the debts of us or third parties, nor can our creditors have access to the money in your Wallet or the Investments held in your Portfolio.

If we become insolvent or materially default on our obligations (or other parties involved in your Order or Trade do), then we (or others) may cancel your Orders or Trades that haven't settled and also suspend any further trading. And if a third party that holds money or Investments for you becomes insolvent or materially defaults on material obligations, we will use reasonable endeavours to enforce our rights against them under applicable contracts and Laws.

Sometimes our Platform might not function as planned

We work hard to provide a great platform, but it won't always work perfectly. We are a paperless, technology-based service, so we are exposed to '**systems risk**', which is the risk that any part of our IT hardware or software or telecommunications systems, including the internet, may be subject to failure or interruption and may not perform as expected as a result. Potential causes of systems issues include capacity constraints (including where Investors' demand for trading is abnormally high, such as in volatile market conditions), unauthorised access, or viruses or other types of third-party interference.

We require the smooth and orderly running of technology to be able to provide our Services to you and make our Platform available. Because of this, if a systems risk materialises and something happens to our technology or telecommunications systems, we may not be able to allow you to access or transact on the Platform how or when you would like to, including your ability to see your Portfolio and place trade Orders and have them processed.

We cannot and do not guarantee that our Platform will be 100% error-free, up-to-date, secure or uninterrupted. To the extent permitted by Law, we provide our Platform and services on an 'as is' basis, without any warranty of any kind. We also exclude implied warranties, to the extent we legally can. That means you use our Platform at your own risk.

There may be times where we suspend your access to our Platform

We may temporarily suspend your access to or use of all or part of our Platform if we have to or if we think it's reasonably necessary to do so. For example, we may suspend your access

- for technical or regulatory issues (including when required by Law or a regulator)
- during emergencies or periods of exceptional trading activity
- if we decide it is sensible in order to protect Investors or Sharesies
- to ensure other services are available to you or other Investors
- because Supplier systems are not working properly, or
- to maintain or upgrade our systems.

This could include, for example, temporarily suspending access to information or trading or only allowing sell Orders or only allowing buy Orders, and a suspension could apply for all Investments or specific Investments.

Our App will need to be updated

Like most mobile apps, we may ask you to install updates and upgrades from time to time. Sometimes our updates are to enhance or change the in-app experience, other times it may be to deploy a security update or for another reason. Where we make an update available, you must follow the action we have requested from you to continue to use our Platform. If you don't do this, we may need or choose to restrict access to your Account or limit your use of our Services, or close your Account

Unauthorised access to your Account may hurt your balance

We implement initiatives to attempt to protect your Account from unauthorised access, but if someone who isn't authorised gains access, your Portfolio may be impacted. This access could be through fraud or you giving access to someone else. You should update your password regularly and not share your details with anyone else. Where you expect your Account may be compromised, please contact us immediately.

Our offering may change

We might decide or be compelled to discontinue or change what we provide, including functionality on our Platform. Sharesies may be replaced as Operator of the Platform in future, or there may be changes to who supports us or the roles they perform. Section 7 of this Guide explains when and how Investors are told about changes.

Operational hiccups or errors may occur

There is a risk that an instruction you give us might not be processed or executed in line with our agreement with you due to issues, errors or failures caused by us or a third party. Where we have made a mistake, we will endeavor to put you back in the position you would have been in, had we not made the mistake.

Delisted or otherwise not available to hold through our Platform

Your Investment might be delisted or otherwise become unavailable to hold through our Platform. If this happens to an Investment in your Portfolio, we will usually let you know in advance so you can decide when to sell (or, if possible, transfer). However, if you still hold an Investment in your Portfolio at a time when it is or will soon be no longer eligible to be held through our Platform, we may decide to sell those for you and add the resulting money (less fees and taxes) to your Wallet.

This might happen, for example, if your Investment is delisting or transferring from being listed on an securities Exchange we offer, to an exchange we do not offer, or if we make a commercial decision to no longer allow your Investment to be held on our Platform.

.

We make information available to you

There is certain information that we make available, and other information that we don't.

We don't give personal financial, tax or legal advice.

Any information we provide to you is general in nature and does not take into account your objectives, financial situation and needs. If you are unsure about a risk, an investment, tax or legal implications, or need help to make a decision regarding your circumstances, including your Portfolio, you may wish to speak with a professional financial adviser, tax adviser, accountant or lawyer to discuss your situation before you act.

We may supply general investment information, called Market Information.

We may display, curate and create general investment information or tools such as definitions for investing terminology, pricing information, market news, data, returns, performance information, tools for calculations, and other investor information (including product disclosure statements) through our Platform and Website. We call this information Market Information.

- We own Market Information or have a licence to use it from Suppliers.
- Market Information is not personal advice for you. It is general in nature.
- Market Information is made available only for your consideration, to help you make your own decisions. You must not share it, copy it, or reproduce it.
- Some Market Information may be subject to extra terms you must agree to before we let you access it.
- Any returns or information displayed may be estimates, and calculated based on the most recent Share price or exchange rate.
- Access to ongoing, continuous or timely Market Information is not guaranteed, and we may decide to stop supplying Market Information without notice or reason to you.

We are not responsible for outcomes of your Investments or the value of your Portfolio, including if you rely on Market Information.

You should not rely solely on the Market Information we have provided to make financial decisions. We make no promises, guarantees or warranties in relation to Market Information, including its accuracy, completeness or timeliness. We don't accept responsibility for changes in the value of your Investments related to the unavailability, delay, inaccuracy, error, or incompleteness of any Market Information or information that is based on Market Information.

We operate an IDPS and do not provide portfolio management services.

We don't provide any discretionary investment management services for your Investments. We act on your instructions or in accordance with your agreement with us.

4. Using our Platform

The ins and outs of your Wallet

Your Wallet is the section of our Platform where you can see how much available money you have to either buy an investment or withdraw from our Platform. There are several key actions that involve your Wallet:

Topping up

You will need to have money in your Wallet to place an Order.

Changing Currency

If you want to buy an investment in its local currency, you can exchange the money in your Wallet to that currency.

Investing

You can use the money in your Wallet to place Orders.

Selling

When you sell an investment on our Platform, the proceeds from the sale will be put in your Wallet.

Withdrawing

Subject to our agreed terms, you can withdraw the money in your Wallet to your nominated bank account.

Topping up your Wallet

You can deposit into your Wallet using your preferred payment method of those listed on the Platform. We may apply certain restrictions on payment methods, for example, the types of accounts you may top up from.

The minimum deposit is $0.01 AUD, but this may not be available through all payment methods (there is a minimum of $10 top up through credit cards). You can add to your Wallet in your local currency only. This means you can only add to your Wallet in Australian Dollars, but may be able to exchange the currency once on the Platform (for a fee).

You must have sufficient funds in your Wallet to complete a transaction to buy an investment, cover any pending transactions and pay any other fees, costs or other amounts you owe under the terms of your agreement with us. We can delay acting on your Order until you have sufficient funds in your Wallet. We will not be responsible for any loss in value or potential gain due to a delay for this reason.

When you sell an Investment, the funds received from the sale will be placed into your Wallet.

The balance in your Wallet may be positive, negative or zero. If it is a negative balance and you top up your Wallet or sell an Investment, we will apply this amount against your negative balance. If you have a positive balance in one currency and a negative balance in another, we may choose at our discretion to apply the positive balance against your negative balance. If we do this, you will be responsible for the currency exchange fees incurred in this transaction.

To help protect you, us and our community, we have the following restrictions in place to help combat financial crime.

- If you top up, do not Trade and want to withdraw your money, you may be restricted to withdrawing your money to the debit or credit card or bank account that you topped up with.
- We may set limits on the amount you can top up by debit or credit card in a given period.
- We may require you to top up from (or withdraw to) a local bank account held in your own name, as a one-off or ongoing requirement.

What if Sharesies can't tell which Account money should go to?

- If you have provided the wrong reference details when you added money to your Wallet, we might not be able to identify which Account the money should go into, so you should contact us as soon as possible if you realise this has happened.
- If we can't identify which Account money should go into, we may hold that money while we wait to hear from you and try to find out where the money should go. If we do not hear from you or otherwise cannot find out where the money should go, after some time, we may return the money to the source. We keep any interest earned on this money while we hold it.

What if money is added to my Account by mistake or unintentionally?

- You agree that if we incorrectly add money into your Wallet or Investments in your Account, or you otherwise have a windfall in your Account due to our error, we can take that money or those Investments out again at any time.
- If you have withdrawn or invested that money or traded those Investments, on our request you must pay us money equivalent to the value of money incorrectly added into your Wallet or Investments in your Account.

Changing currency

Changing or exchanging one currency for another currency, such as Australian Dollars (AUD) for US Dollars (USD) is called Foreign Exchange, Forex or FX.

We make FX services available to you through our Platform. We do this by separately transacting with third parties. The currencies that you may exchange from AUD into, are listed on our Platform. This may change from time to time, and we may choose to remove the ability to exchange currencies without notice to you.

If you want to buy, hold or sell an Investment issued in another country, you'll first need to use those FX services to perform FX transactions on money in your Wallet.

Generally, if you:

- wish to make a global Investment, you'll need to exchange your local currency for the relevant foreign currency first (and pay the associated fee).
- sell a global Investment, you'll receive foreign currency in your Wallet.
- earn income on a global Investment, you'll receive foreign currency in your Wallet.

Where you have foreign currency in your Wallet, if you want to withdraw this off the Platform you will first need to exchange that money back into Australian Dollars, and pay the associated fee (see section 5).

Digital Assets

When you place an Order for Digital Assets through the Crypto Service, you instruct Sharesies Australia at the same time to transfer the corresponding amount of money in your Wallet to Sharesies Australia Crypto Pty Ltd to fund your Order. .

- When you exchange money into USD to buy Digital Assets (if you don't have USD already in your Wallet), or from USD into AUD when selling Digital Assets (unless you wish to hold the proceeds of sale as USD in your Wallet), you're also charged Sharesies' standard currency exchange fee. We take our currency exchange fee out before the amount is exchanged.
- All Orders for Digital Assets are in USD. If you don't have enough (or any) USD in your Wallet, you agree to instruct Sharesies Australia to:
    - automatically convert any other available currency in your Wallet to USD when you place a buy Order for a Digital Asset (any available USD will be used first) and withdraw the money from your Wallet.
        - When you sell a Digital Asset, you'll receive the proceeds of sale as USD in your Wallet (less any applicable fees).

Things to know about our FX services

- We charge you FX Fees for FX Orders: please see section 5 'Fees and other costs'.
- You cannot cancel or change your FX Order once you submit it.
- The exchange rate displayed at the time you are submitting your FX Order may differ slightly from the rate actually applied to your transaction, within a margin we have set. The applicable rate is not confirmed until you receive confirmation of your FX Order. If the exchange rate has moved materially, you may receive an error screen and need to re-submit your FX Order.
- You can only withdraw money from the Platform in your local currency. If you want to withdraw money that is in a foreign currency, you must first exchange it on the Platform to your local currency and our FX Fees will apply.
- We don't guarantee we will accept your FX Order. If we do not accept it, any Trade you instructed that depends on that FX Order, will not proceed.
- We may cancel an FX Order or any associated Order or Trade at our discretion. It might make sense for us to cancel where we discover errors or something unexpected happens with the third parties we use to provide FX.
- We may change the currencies available for exchange. If we do this, and you hold money in your Wallet in a currency that will no longer be available on the Platform, we will complete the exchange for you back to AUD.
- You agree to only place FX Orders for the purpose of making an Order for Investments or withdrawing money from your Wallet.

Withdrawing from your Wallet

You can withdraw money from your Wallet by logging into your Account and following the steps on the withdrawal page.

- You may withdraw into a nominated bank account. We may restrict the type of bank account we can deposit to. This is generally done for the purpose of protecting you and us. For example, we may require your nominated account to be a local bank account held in your own name.
- We may ask you for further information and may restrict withdrawals while we wait on further information from you.
- If your Wallet contains less than $0.01 then you will not be able to withdraw that amount.
- If your Wallet contains non-transacted gift or promotional code values that you have not directly deposited from a bank account you own into your Wallet, we may restrict you from withdrawing these funds. We may cancel any unused promotional code values in your Wallet, new or existing, after 12 months since their addition to your Wallet.
- When transferring money into and out of our Platform you must do this only with the intention of buying and selling Investments through our Platform (or withdrawing money you have used for that purpose). We are entitled to close an Account where we reasonably form the view that the investor has a different intention.
- You can instruct us to withdraw money, in USD (less any applicable fees or charges) from your Wallet and transfer it to Sharesies Australia Crypto Pty Ltd. You agree that we are not acting as trustee of those funds once they have been withdrawn from your Wallet. You have no entitlement to, or interest in, the funds once they have left your Wallet, except as provided under the Crypto Terms.
- Deducting amounts from your Wallet balance from time to time (in line with your agreement with us) is generally how we will charge you the fees and costs associated with your use of the Platform. See section 5 of this Guide for more information.
- It is possible for your Wallet to show a negative balance. For example, this can happen when you owe an amount of money to Sharesies and we reflect that amount via a negative balance in your Wallet, if the previous balance was insufficient to enable us to recover the amount owed. An example of when this might occur is where a fee or tax associated with a trade and which you must pay was not deducted

at the time of the trade for some reason - we can deduct the amount from your Wallet later which could result in a negative Wallet balance, depending on the amount owed and the previous balance. If we deduct third-party plan fees or subscription fees that you have previously agreed to pay, this may also make your Wallet balance go negative, or make an existing negative balance bigger.

- For so long as you have a negative Wallet balance, you cannot place a buy Order that would send your Wallet balance further into negative unless we allow otherwise, and we may further restrict your ability to use our Services at our discretion until enough money has been added to your Wallet to return the relevant Wallet balance to zero or a positive balance.
- If you owe us money, we'll send you a notice to pay us.
- If your Wallet has a negative balance and you top up or receive money into your Wallet, this will set off against your negative balance.
- If you still owe us money after we give you reasonable notice to make payment, we may:
    - direct those who support us to pay us using the money in your Wallet (including converting currency to local currency first at our applicable FX rate and fees)
    - direct those who support us to sell (or otherwise deal with) Investments in your Portfolio and pay us with money from this sale
    - set off money you owe us against money we owe you
    - cancel or suspend your access to our Platform and/or any of your Orders without any responsibility to you
    - register a security interest / lien over your Investments
    - take legal action against you to recover any debt and any costs and expenses we incur in recovering the debt.
- Your Wallet balance may include the money you are expected to earn from a sell Order (net of applicable fees, costs and charges) before that sell Order has settled. Where we allow this, we might impose restrictions such as not allowing you to withdraw or invest some or all of that money until the Order has settled.
- Your right to withdraw from an Investment you have made via the Platform may be different from the rights you would have if you invested directly in the relevant Investment. For more information, please read the information on rights to withdraw in the section titled 'Differences between using Sharesies and investing directly' in section 2 of this Guide.

Rounding

We apply rounding-off to the decimal places associated with amounts or values in your Wallet or your Portfolio. We also apply rounding to the decimal places associated with amounts (inputs and results) involved in fee calculations. Sometimes we round upwards and sometimes downwards, depending on the context. This means that the application of rounding could result in an upward or downward change in the relevant amount or value, depending on context. The number of decimal places that we round to will also depend on the context.

Investment income goes into your Wallet

If your Investment earns money (such as if you sell it or it pays a dividend or distribution) we will deduct any applicable fees, costs and taxes and add the balance to your Wallet. See section 5 'Fees and other costs' and section 6 'Tax information' and other reporting for more information on how these may apply to amounts otherwise payable on your Investments.

If your Investment earns money in a currency we don't offer to you on our Platform, those earnings will be converted to a currency we do offer and our standard FX Fees will apply.

There may be a delay between your Investment earning you money and that money being available in your Wallet. Delays happen for reasons including our processing times and those of the relevant Exchange, Investment Provider or bank. The length of this delay can vary across Investments and Exchanges.

If the functionality is available for you to provide us with a standing instruction to reinvest dividends for an Investment, you might not have the most

current disclosure documents, including PDS, for that Investment at the time that we act on your instruction and acquire the additional holdings. It is important that you routinely review the disclosure documents of Investments that you have standing instructions associated with, and amend or cancel those instructions as you see fit.

In some cases you may receive no money in your Wallet in relation to a completed sell Order if the proceeds of that sell Order minus applicable fees, costs and taxes is a very low amount. Please see section 5 or details.

If your consent is required to receive money or income you agree we can provide that consent for you.

What if my investment gives me extra shares (not money)?

If your Investment delivers additional Shares in an Investment we offer on our Platform, those Shares will be added to your Portfolio.

If your Investment delivers additional Shares or other items of value that we do not hold on our Platform, we'll typically try to get that item to you but we may not reasonably be able to do so given technical or other constraints (including restraints imposed by Laws or due to our own commercial decisions).

Investing with Sharesies

In simple terms, to invest on our Platform you:

1. Take a look at the available investments listed on our Platform.
2. You make a selection and tell us which investments to buy.
3. We do our best to complete your Order.
4. When the time comes, you sell your Investment.

Investments available via the Platform

We have multiple investments available on our Platform.

- Generally, we make all listed-companies and ETFs accessible where they are listed securities on securities exchanges that we've made available through our Platform, providing those securities are in accordance with our Investment Menu Policy.
  This is an internal policy, but more information can be shared about our selection process by contacting us. A list of the available securities on our Platform is provided in our mobile App and on our Website.

- We may make changes to our Investment Menu. Where this creates a material adverse impact, we will let you know. See section 7 on how we communicate changes.

- Disclosure documents for investments on our Platform are available directly from the security's Investment Provider. This may include a company's annual report, a product disclosure statement (**PDS**), prospectus, target market determination or other form of disclosure material. For listed securities, this information is generally publicly available, in addition to its formal offer document. For unlisted investments, the disclosure material is usually available directly from the Investment Provider.

- We may offer you the ability to participate in alternative forms of investment through the Platform. We act as neither Investment Provider nor offeror in regards to these investments.

You tell us which Investments you'd like to buy

Once you've found an investment (or investments) that you'd like to buy, you can tell us to arrange to buy the investment by placing an 'Order' via our Platform. This type of Order is classified as a 'buy Order'. For reference, if you place an order to sell an investment that you hold via our Platform, we call this a 'sell Order'.

When you place a buy Order, there are a few things to keep in mind:

- you need enough money in your Wallet to cover the Investment and the fees and costs for that transaction.
- It is your responsibility to review the relevant disclosure material for that particular Investment.
- It is your choice as to whether the investment is right for you. We do not give personal advice or make recommendations about certain investments.
- Investments are purchased in the currency applicable to the jurisdiction where the Investment is based/listed or otherwise offered. See "Changing currency" section above to review the details on changing to the relevant currency.

We do our best to complete your Order (in accordance with our agreement with you)

When you place an Order we work with others to carry out your Order, providing it is in accordance with our agreement with you.

- You agree that we can:
  - complete a buy or sell Order or FX Order with ourselves or with others
  - act for you as both a buyer and seller
  - act for the other side in a Trade you told us to make
  - be the buyer or seller for our own account in any Trade
  - accumulate or bundle Orders
  - delay acting on your Orders for any reason, including to allow for 'crossings' (as defined in the ASX Rules or NZX Rules, as applicable)
  - pool your money and Investments with those of other Investors in accordance with our Investor Monies & Investments Holding Policy
  - set, change or remove limits that apply to Orders, including FX Orders. We can do this generally or for particular Investments or Investors. For example, we can:
    - limit the dollar value, number of Shares, frequency, or type of Orders you can make
    - limit your Orders or Trades by number or value - for example by imposing a daily investing limit.

You might choose to sell your Investment

When the time comes, you might decide to sell an Investment.

- To sell an Investment, you will need to hold the investment in your Portfolio.
- You can give us the instruction to sell an Investment by submitting an Order. We do not make recommendations with regard to selling investments.

Trading in Listed Securities

Listed Shares are Shares that are listed on a securities Exchange.

How do Listed Share Orders work?

The particular method and parties involved in trying to make your Listed Share Order a successful Trade will depend on the type of Investment and the securities Exchange on which it is listed.

Generally, there are 2 types of Orders you can place: a **Market Order** or a **Limit Order.**

> *For some Investments or securities Exchanges, we may only provide you with the option to place a limit Order in whole Shares, and may not provide the option to place a limit Order in dollars or a limit Order with fractions of a Share.*

> *The differences are set out below. Please read this together with section 5 'Fees and other costs' which explains how much you must pay to make each type of Order, and when and how those amounts are paid.*

	‘market Order’ **“Sell/Buy Shares for me at the going market rate”**	‘limit Order’ **“Sell/Buy Shares for me at the price I’ve set or better”**	
Buy Order	Enter the dollar amount you want to spend on this investment.	***in dollars*** Enter the ***highest*** price you want to **pay** per Share and the amount of money you’re willing to spend on this investment.	***in Shares*** Enter the ***highest*** price you want to **pay** per Share and the number of Shares you’re willing to buy.
What we do	We try to buy as many Shares (including fractions of a Share if applicable) as we can for your benefit with this amount after taking into account fees and costs.	We try to buy as many Shares (including fractions of a Share if applicable) as we can, up to the total amount of money you entered, at or below the price you entered.	We try to buy as many Shares (including fractions of a Share if applicable) as we can, up to the total number of Shares you entered, at or below the price you entered.
Examples	I want to buy $500 of shares in XYZ Limited *You pay: $500 including fees and costs*	I want to spend $500 on shares in XYZ Limited at max $5 per share *You pay: Up to $500 including fees and costs*	I want to buy 100 shares in XYZ Limited at max $5 per share *You pay: Up to $500 **plus** fees and costs*
Sell Order	Enter the dollar ***amount*** that represents the approximate gross proceeds (i.e sale proceeds before fees and costs) you hope to get for the Shares you want to **sell**.	Enter ***lowest*** price you’re willing to accept per Share and the **number** of Shares you’re willing to **sell**.	
What we do	We try to sell as many Shares as we can for your benefit (including fractions of a Share, if applicable) after taking into account fees and costs, up to the amount you entered.	We try to sell as many Shares as we can (up to the total number you entered) at or above the price you entered.	
Examples	I want to **sell** $1000 of shares in ABC Limited You receive: $1000 minus fees and costs	I want to **sell** 500 shares in ABC Limited for **at least** $2 per share You receive: At least $1000 minus fees and costs	

Stop-Loss and Trigger Buy Functionality

We also have available stop-loss and trigger buy order functionality for some securities, depending on the securities Exchange. If an investor sets a trigger price on a security that has access to the stop-loss and trigger order functionality and the price for that security reaches the trigger price during normal trading hours of that securities Exchange, a stop-loss or trigger buy order becomes a market order and is placed in a queue to be filled.

From this point, typical market order processes apply, which are discussed above.

How your Listed Share Order becomes a Trade

By instructing us to place an Order to buy or sell Listed Shares, you authorise us to arrange for that Order to be placed:

- on the securities Exchange, or
- with our supporting third parties (including their third parties), or
- where your Share Order is below a specific threshold, we may transact with you ourselves in accordance with our Best Price Policy.

Sometimes your Order on the Exchange may process almost immediately and become a Trade, but it can take longer for several reasons. For example, you might have placed your Order outside of the Trading Day, or your Order may be waiting on a corresponding trade counterparty in the market, or the securities Exchange may have suspended trading, or third- party systems or our systems may be unavailable or experiencing delays.

Prices for Listed Investments often change

The price of a Listed Investment shown in the Platform when a Trade completes is often different from the price that was displayed when you placed your Order. This could be for various reasons.

- The prices shown in the Platform are delayed and the process for an Order to become a Trade takes time. During that time the price of the Listed Investment can change a little or a lot. You acknowledge that the price we show on the Platform when you place an Order may not be the final price you pay.
- If you have placed a limit Order the price is fixed (we wait until the price of the Investments match your limit Order (or parts of your Order) and it only Trades to the extent that it does match).
- If you have placed a market buy or market sell Order for a Listed Investment, the price you buy or sell at will be the price at the time the Order (or relevant parts of your Order) becomes a Trade on the securities Exchange.

What happens after we get your Order?

We send your Order to be processed, as follows:

Time we receive Order	Order sent:
During the Trading Day	As soon as we reasonably can.
Outside the Trading Day	At the start of the next Trading Day.
Exchange or technical issues Exchange down or one or more Investments have suspended trading or we are having issues – such as technical interruptions	As soon as we reasonably can after trading resumes or technical issues are resolved. If trading is suspended, we may re-ject your Order, hold your Order until we decide to place it on the market or reject it, or place it on the market to queue for when trading resumes.

Exchange pre-open, pre-close, halts or other auction phases	Orders may or may not be put onto an Exchange during pre-open or pre-close market sessions, halts or other auction phases. Typical (though not guaranteed) processes for Exchanges are as follows: → **NZX:** We hold Orders until ordinary trading resumes and then place them → **ASX:** We place Orders to market that queue until ordinary trading resumes → **US:** We hold Orders until ordinary trading resumes and then place them We may offer extended trading hours for some exchanges. This allows for Orders to be filled before or after regular market hours. Where extended trading hours are available, we will provide more information on the Platform, in App and on our Website.

By placing your Order, you are taken to acknowledge and agree the following:

→ We might not have direct contact with the actual buyer or seller on the other side of the Trade.

→ Each securities Exchange has different rules and processes that you, we, and third parties will need to comply with.
If you need further information, we recommend you research the relevant securities Exchange first.

→ The processing date or time for your Trade will depend on our requirements and the requirements of third parties.

We add money to your Wallet once the Trade has settled, and sometimes sooner

For **Listed Investments**, for a completed sell Order we add the sale proceeds, less fees and certain taxes, to your Wallet.

- We may do this shortly after the Trade has completed. However, we may wait until the securities Exchange or relevant parties have settled the Trade and we have received the money.
    - **Settlement** is when a Trade is fully confirmed and completed

→ Typically a securities Exchange operates on a "T+2" basis, meaning that a Trade is settled 2 trading days after the Order traded on the Exchange.

→ If we decide in our discretion to show the money representing the expected Trade proceeds in your Wallet and update your Portfolio before the Trade settles, we might put some limits on what you can do with that money, such as restricting withdrawals, until the Trade has settled.

Exchanges you can trade on through Sharesies

An Account with us lets you trade Shares listed on the following exchanges:

- The NZX
- Australian Exchanges: ASX
- US Exchanges: NASDAQ, NYSE, and CBOE

More information about each securities Exchange is set out below.

We may change, without notice to you, the securities Exchanges available on the Platform, including adding or removing securities Exchanges.

Where we have removed a securities Exchange from our Platform and you hold Investments listed on that securities Exchange, we may give you an option to transfer the shares to another platform or security registry (where available) or sell the investments.

Specifics of trading on the Australian Exchanges

→ If you place an Order for ASX-listed Shares, this gets passed to our broker-dealer who trades, clears and settles on our behalf.

- In some circumstances, you may be able to transfer ASX-listed Shares that you own outside of our Platform to your Portfolio and vice versa. Where this functionality is available, the information for this function is available on our Website, in the App or by contacting us, including terms and conditions that apply to such a transfer.

Specifics of trading on the NZX

- Sharesies NZ is authorised by NZX as a Trading and Advising Participant, Clearing and Settlement Participant, and Depository Participant (as those terms are defined in the NZX Rules). There are different NZX Rules that will apply to Trades of NZX-listed securities through the Platform.

- When you buy and sell NZX-listed Shares through us, we use Sharesies NZ to clear and settle the Trade under the NZX Rules. They may also use a third-party clearing participant.

- Under the NZX Rules, you agree that Sharesies NZ acts on your behalf as a buyer (or seller). This is called a novation. You give Sharesies NZ full and exclusive rights, power, and authority as your agent under the NZX Rules (including to bind you to the C&S Rules), and you authorise us to direct Sharesies NZ to direct money or Shares held for you (as you instruct us to under the terms of our agreement with you)

- CHO, an entity which is owned by the NZX operator, stands in the middle of Trades for NZX-listed Shares. This means that Sharesies NZ who holds NZX-listed Shares for Investors don't have any direct contact with the actual buyer or seller on the other side of the trade.

- Sharesies NZ deals with CHO.

- Because of this, you don't have any rights against or obligations to CHO to clear and settle the Trade but Sharesies NZ does. When you buy and sell NZX-listed Shares through Sharesies, the Trade may be settled using the depository operated by CDO and its Depository Nominee, both of which are owned by NZX.

- When the depositary is used, CDO and the Depository Nominee will treat Sharesies NZ Nominee (or, if applicable, its sub-custodian) as if it is the sole beneficial owner of money or Shares they are holding. Except as ordered by a court or required under their own Depository Rules, CDO and the Depository Nominee don't have to recognise your interest in that money or those Shares.

- This means you don't have a direct right or potential claim against CDO, only potentially through us. You agree that you will not assert any right or interest against CDO, the Depository Nominee or any person acting on their behalf. CDO and the Depository Nominee must, however, hold that money or those Shares on trust for us (indirectly via Sharesies NZ Nominee or its sub-custodian). This protects the money and Shares against a claim by CDO or any other market participant. Sharesies NZ Nominee holds its interest in the money or Shares on trust for you as the ultimate beneficial owner.

- CHO, CDO, the Depository Nominee, New Zealand Clearing and Depository Corporation Limited and NZX's liability to you is limited or excluded by the C&S Rules and the Depository Rules.

Specifics of trading on the US Exchanges

- If you place an Order for US-listed Shares, this gets passed to a US-based broker-dealer who trades, clears, settles and provides sub-custody of these assets

- We may contract with you ourselves if your Trade is below a threshold (which we set from time to time and which is subject to change) rather than passing the Trade to our US-based broker-dealer. Where you place an Order to be processed during an overnight trading session, that Order may be executed on one or more overnight trading venues (which are alternative trading systems, or ATSs) that our US-based broker-dealer connects to, rather than on the primary US securities Exchange. Orders placed during an overnight session (after 8:00pm ET) are treated as next-day trades for settlement purposes, and are not final until the relevant trades have been validated, matched and reported to the clearing firms, which occurs after 8:00am ET.

Transferring Shares

In some circumstances, you may be able to transfer Shares that you own outside of our Platform to your

Portfolio and vice versa. Where this functionality is available, the information for this function is available on our Website, in the App or by contacting us.

There may be additional terms that you will need to agree to when requesting a transfer. These will be available for your review in-app and will also be provided at the time you make your request.

Trading in Unlisted Investments

How do Unlisted Investment Orders work?

Unlisted Investments are Investments that are not listed on a securities Exchange.

- Our Platform may include Unlisted Investments. If Unlisted Investments are available to you, you will see them in your Account.
- If you place an Order to buy an Unlisted Investment, we'll try to buy as many Shares (including a fraction of a Share) as we can for the dollar value of your Order at the time your Order is completed.
- If you place an Order to sell an Unlisted Investment, we'll try to sell the number of Shares (including a fraction of a Share) you enter to sell.

How your Unlisted Investment Order becomes a Trade

- An Unlisted Investment Trade happens if and when your Order to buy or sell Shares is completed by the Investment Provider. This depends on the terms and conditions of that Unlisted Investment and can take some time.
- Typically, when you place an Order for an Unlisted Investment, it joins a group.
    - The group is sent to the relevant Investment Provider once each Trading Day
    - If your order is placed on a non-Trading Day or after the group has been sent for the day, it joins the group for sending on the next Trading Day. The daily cut-off time may vary.
    - Your Order may be delayed for reasons outside our control - for example, the Investment Provider's systems may be unavailable.
- Different Unlisted Investments have different processing times to complete a Trade. Please read the disclosure documents issued by the relevant Unlisted Investment Provider to understand what these timeframes will or might be.
- The price for your Order is not confirmed until the Investment Provider completes your Trade. The actual price is set by the Investment Provider at the time they complete your Order
- We'll add to your Wallet the money you receive for a completed sell Order (less fees and certain taxes) as soon as we reasonably can once the Trade is settled by the Investment Provider.

Prices for Unlisted Investments can change

- Where an Unlisted Investment is available on our Platform, the price of an Unlisted Investment shown in the Platform when a Trade completes (being the price at which your Trade occurred) is often different from the price that was shown when you placed your Order.
- Prices we show in the Platform are delayed and the process for an Unlisted Investment Order to become a Trade takes time. During that time, the price may change. This is a risk you take on.

Auto-invest Orders

Our Platform allows you to place Auto-Invest Orders for certain Investments.

An **Auto-Invest Order** is a standing instruction you give to us to regularly repeat a buy Order for a particular investment. This also includes our Auto-Invest dividend functionality, which triggers a buy Order for an Investment you hold for the value of the dividend, including the relevant fees. The Auto-Invest dividend functionality is not a dividend reinvestment plan issued by the security's Investment Provider.

The investments which are eligible for an Auto-Invest Order are listed on our Platform. We may change the available investments for Auto-Invest or the terms of its use, including adding or discontinuing an available investment, at any time at our discretion.

If setting up an Auto-Invest Order is available to you, you will see this option in the Platform and you may make an Auto-invest Order via the Platform. Auto-Invest may not be available for all Investments or customers.

As we rely on the instructions you have provided us for the Auto-Invest functionality until you instruct us to act otherwise, we may acquire the relevant Investments on your behalf without you having a current PDS or disclosure document for that financial product or security.

Like all investments available on our Platform, the disclosure documents, including PDSs, TMDs and annual reports, for the investments you have instructed us to acquire on your behalf are available directly to you from the company you are seeking to acquire an investment from. This includes fund managers and companies.

You acknowledge that we will continue to follow your Auto-Invest Order instructions and make acquisitions until you advise us otherwise or the Auto-Invest Order is terminated by you or us.

How Auto-Invest Orders operate

- We bundle Auto-invest Orders together and place these once daily.
- Each part of your Auto-Invest Order is treated as a separate Order and any associated fees and costs will apply separately to each of those parts. For example, If you place an Auto-Invest Order that involves buying 4 separate Shares, fees and costs may apply to each of the 4 buy transactions. See section 5 'Fees and other costs' for more information.
- To process an Auto-Invest Order, you will need to complete the instruction form on our Platform. This will tell us which shares you have selected from the available investments for Auto-Invest Orders, how much you want to invest and how frequently to process your Order.
- You must have enough money in your Wallet to meet the total cost of the transaction each time the Auto-Invest Order repeats. If you don't, it won't go through. This requires you to ensure your Wallet is topped up.
- If your Auto-Invest Order fails because you don't have enough money in your Wallet or for other reasons, your Auto-Invest Order stays in place and we'll typically retry that Order on the following relevant Trading Day and then in line with your Auto-Invest schedule.
- You may stop future Auto-Invest Orders at any time from within your Account (but may not be able to cancel an Order that is already processing).
- If an Investment in your Auto-Invest Order becomes unavailable to buy through our Platform the Order to buy that Investment will be removed from your Auto-Invest Order, the remaining buy Orders in your Auto-Invest Order (if any) would continue unless you instruct us to stop these, or they are also no longer available. You must follow the Auto-Invest instructions to continue to have your Auto-Invest Order fulfilled.

Dividend Reinvestment Plans

- Where an Investment Provider of a security makes a Dividend Reinvestment Plan (DRP), we may make this available on our Platform. If you hold an investment and it has a DRP that we have made available through our Platform, we will list this in-app.
- It is your responsibility to ensure that you obtain the relevant disclosures from the security Investment Provider for the DRP, including regularly checking for and reviewing updated disclosure documents as they become available. Sharesies will not provide you with disclosure documents for DRPs. As it is your responsibility to ensure you have the most recent disclosure documents, you acknowledge that we may follow your instructions without you having the latest PDS or disclosure document for that security.
- You acknowledge that we will continue to follow your instructions for a DRP until you advise us otherwise or the DRP is otherwise terminated.

Cancelling your Order

Sometimes you can cancel an Order you have given us. Where this is possible, you can do this from within your Account on our Platform.

You can't cancel any part of an Order that has become a Trade.

We cannot and do not guarantee that you can cancel an Order before it has become a Trade.

We might cancel or delay your Order or Trade

In some circumstances, we may refuse to action or cancel all or part of your Order, FX Order or Trade and we don't have to give you reasons for doing so.

It might make sense for us to refuse to act on your instructions or cancel an Order or Trade if we think any of the following apply:

- it is likely to breach our Terms, or the Law
- cancellation is required or may be permitted under Exchange Rules
- the Exchange recommends or requires a particular action, such as cancellation
- it contains, or is based on, an obvious error
- it could cause or contribute to market stability or system integrity concerns
- a third-party broker-dealer, clearer, custodian or sub-custodian has or will restrict an Investment
- we know or suspect there has been a security breach
- it is a limit Order set at a price we or our third parties consider to be too far outside the prevailing market price
- any other circumstance that would be considered reasonable to cancel an Order or refuse to act on your instructions

Limit Orders expire (and are cancelled) when they aren't filled

- If you place a buy or sell limit Order for a Share, this may wait on-market for up to 30 trading days (US and NZX-listed investments) or 30 calendar days (ASX-listed investments) for the limit price you specified to be reached
- If that limit price isn't met within the timeframe outlined, the unfulfilled portion of the limit Order is automatically cancelled.

Cancellation fees and other consequences of cancellation

- For a buy limit Order that is cancelled because it expired before it was filled, the money is returned to your Sharesies Wallet.
- When an Order is cancelled, we look to make the money available in your Sharesies Wallet as soon as we can. If it's cancelled when the market is closed, the money should appear back in your Sharesies Wallet when the market next reopens. You'll receive the money back into your Sharesies Wallet in the currency required to place the order, minus exchange fees. For example, if you place an Order to purchase a security on a US Exchange, and you do not have enough USD to fulfil the Order, we will exchange the required amount in your Sharesies Wallet to USD. If the Order is then cancelled, you will receive that money back in your wallet in USD, less any exchange fees.
- For a sell limit Order that is cancelled because it expired before it was filled, the investment stays in your Portfolio.
- If you notice errors, you need to let us know ASAP and in any event within two days by contacting us via the chat function that is in-app or on our Website. You must take all reasonable steps to reduce the chance of you or anyone else suffering Loss.
- You agree to pay us for any Loss we or our related parties or those supporting us incur due to errors in your instructions. You also agree that we will be entitled to recover and reflect any such Loss via a deduction from your Wallet, including where this results in your Wallet having a negative balance. You agree we can convert and deduct any money held in foreign currency in your Wallet (including charging any associated fees and costs) for the purpose of recovering the Loss.

Processing Trades

We confirm your Trades using a trade confirmation notification called a **Contract Note.**

It is your responsibility to promptly check Trade details are correct

Check your Contract Notes promptly to make sure they are correct. If you believe the Trade is incorrect in any way, you need to let us know ASAP by contacting us via the chat function that is in-app or on our Website, and within two days.

We send you confirmation when your Trade is complete

- You agree this is a paperless service.
- You agree that we make information about your Account, trading, Investments, and tax available to you exclusively through our Platform or email at our discretion and we do not send you paper statements.
- You agree we can send you Contract Notes electronically through our Platform or email at our discretion.
- We send you a Contract Note when the Trade is complete.
- If an Order is partially completed on a Trading Day, then you will receive a Contract Note for only that part of the Order that has completed. If other parts of your Order are completed later, you'll get a separate Contract Note for each completed part on following Trading Days.
- We may show an Investment in your Portfolio before the buy Trade has settled or we may wait until settlement has happened.
- If we do show the Investment before settlement, we can impose restrictions, such as not allowing trading of that Investment until settlement has happened.

Auto-invest order processing times

Auto-invest Orders go out after 12 PM on the day they're scheduled to occur. If your Auto-invest is due to occur on a weekend day, it will be placed after 12 PM the next Trading Day. The money for your Order is taken from your Sharesies Wallet in Australian dollars (AUD).

What happens if you don't give us what we need to settle a Trade

If we're unable to deliver Investments for a Trade by the necessary time because you do something you shouldn't do, or don't do something you need to do, then we may cancel the Trade (if possible), buy back, sell, or take possession of the relevant Investments involved or register a financing statement on the Personal Property Securities Register over the Investments in the Trade, and you must immediately pay any direct or indirect Loss we incur as a result.

Extended Trading Hours

Extended Trading Hours refers to trading sessions outside an exchange's normal market hours. Depending on the exchange, this may include pre-market and post-market sessions and, where available, an overnight session that together allow near-continuous trading across a 24-hour period on trading days (for example, 24/5 trading on supported US securities, from 8:00pm ET Sunday to 8:00pm ET Friday). Not all Exchanges offer Extended Trading Hours and we may not make Extended Trading Hours available to all securities listed on the platform.

If the Extended Trading Hours functionality is switched on, you will need to specify if you are not seeking the Order to be processed during the Extended Trading Hours. If it is not enabled, Orders will be processed during normal trading hours.

Orders placed during Extended Trading Hours may also fill during normal trading hours. There may be time limits for an Order to be filled when the Order is made during Extended Trading Hours, including cancelling the Order after that session or at the end of a post-market extended trading hours session. If this is the case, and an Order isn't filled, the Order will be cancelled. Overnight trading generally has lower liquidity than normal market hours, so prices can be more volatile and your Order may not fill at the price you expect, or at all. In the overnight session only whole Share limit Orders are available to fill, and some securities aren't available. An unfilled overnight Order may carry into later sessions but is cancelled before the next overnight session.

Settlement

'**Settlement**' is when ownership is transferred and we receive the Investments or money to hold for you.

- We're not responsible for Loss caused by any delay in settling a Trade resulting from circumstances beyond our control or the failure of any other person or party (including you) to perform all the necessary steps to complete your Trade on the settlement date.
- We arrange Trades for you solely as your agent and we may act also as principal to a Trade.
- We may update your Portfolio to reflect your completed Order shortly after the Trade has completed but before settlement. However, we may need to wait until the Exchange or Investment Provider has settled the Trade.
- You'll receive the benefits of holding an Investment from when we receive confirmation that your Order has been completed. At that point, the Investment will form part of the valuation of your Portfolio.

Things can change with your Investments

Investments can be impacted via a variety of different factors. For example, they can:

- go up or down in value
- be restructured (such as with a spin-off, split, consolidation or company merger)
- give rights to vote
- give other rights (such as rights to options or warrants)
- be delisted.

Restructures

If your Investment is restructured, the number and value of your Shares may change (such as with mergers, splits and consolidations) or they may be replaced by Shares in a different Investment (such as with mergers) or with money and Shares.

Corporate Actions (including capital raising and voting rights)

If your Investment raises capital or provides the right to vote or other rights, we may or may not make participation available to you. If we do make participation available, it may be subject to additional terms and limitations that may be imposed by the Investment Provider and/or us.

We have a Voting Policy in place that governs in what circumstances we offer voting rights to you. We do not typically offer voting rights to you on our Platform, unless required by Law or otherwise outlined within our Voting Policy. A copy of our Voting Policy is available free of charge by contacting us.

When we need instructions from you, we will send you a notice requiring your action.

5. Fees and other costs

DID YOU KNOW?

Small differences in both investment performance and fees and costs can have a substantial impact on your long-term returns.

For example, total annual fees and costs of 2% of your account balance rather than 1% could reduce your final return by up to 20% over a 30-year period (for example, reduce it from $100,000 to $80,000).

You should consider whether features such as superior investment performance or the provision of better member services justify higher fees and costs.

You may be able to negotiate to pay lower fees. Ask the fund or your financial adviser.

TO FIND OUT MORE

If you would like to find out more, or see the impact of the fees based on your own circumstances, the **Australian Securities and Investments Commission** (**ASIC**) Moneysmart website (www.moneysmart.gov.au) has a fee calculator to help you check out different fee options.

General Fees and Costs Information

This section shows fees and other costs that you may be charged. These fees and costs may be deducted from your money (including money held outside of the Platform), from the returns on your investment or from the Investments offered through us.

You should read all the information about fees and costs because it is important to understand their impact on your investment.

Transaction Fees are 1.9% per Order up to an applicable fee cap (depending on the Exchange). These Fees and caps are explained below.

- We also offer pricing plans that offer coverage of Order Transaction Fees for specified amounts of Order values depending on the plan.
- While the Transaction Fee doesn't change, coverage on the plans may mean you pay a reduced Fee depending on the value of Orders you place during the period. This may also mean that if you do not use all the coverage available to you during that period, you may have paid more than you would have if you had paid the Transaction Fee on a pay-as-you-go model. We do not provide refunds on plan fees or rollover unused coverage amounts.

These models are explained in more detail below.

The fees and costs, set out in this Guide, charged by the Platform relate only to gaining access to the accessible Investments through the Platform and do not include fees and costs that relate to investing in the underlying Investment (e.g. ETF management fees).

The relevant fees and other costs for particular Investment options that you may select are set out in the relevant disclosure document for that Investment, which is available from the Investment Provider if applicable. For more information, please see 'Additional explanation of Fees and Costs', below

Taxes are addressed in another part of this document: see section 6.

Fees and Costs summary

SHARESIES PLATFORM		
TYPE OF FEE OR COST	**AMOUNT**	**HOW AND WHEN PAID**
Ongoing annual fees and costs		
Management fees & costs The fees and costs for managing your investment. *The fees and costs charged by the platform relate only to gaining access to the accessible Investments through the platform and do not include the fees and costs that relate to investing in accessible Investments.*	Administration Fee - Nil Retained interest - where Sharesies or an associated entity has received money from you or on your behalf through a deposit into the Wallet, the entity holding that money may be paid interest by the Authorised Deposit-taking Institution or other financial institution where that money is kept. Sharesies or an associated entity will retain all interest received. The interest received can be changed from time to time, and can be found at www.sharesies.com.au/pricing The retained interest on the pooled asset account in Australia for the 12 months to 30 June 2025 was approximately 3.98%.	Not applicable The retained interest is calculated daily in relation to the pooled assets from your Wallet. It is payable monthly in arrears by the Authorised Deposit-taking Institution or other financial institution where that money is kept.
Performance Fee *Amounts deducted from your investment in relation to the performance of the product*	Nil	Not applicable
Transaction costs *The costs incurred in your Account when buying or selling assets*	1.9% of the Order value amount, up to a maximum fee of: • $6 AUD per Order to acquire ASX-listed shares; • $25 NZD per Order to acquire NZX-listed shares; • $5 USD per Order to acquire US-listed shares.	This is recovered via a deduction from your Wallet balance or plan coverage when you buy or sell shares in companies or ETFs via our Platform. For Market and Limit Buy Orders in dollars, the fee is calculated and deducted as part of the overall Order value. For a Limit Buy Order in shares, the fee calculated on the Order Value and paid is in addition to the Order value. For Market and Limit Sell Orders, the fee is calculated on the sale amount and deducted from the proceeds of sale.
Investor activity related fees and costs (fees for services or when your money moves in or out of the Platform)[2]		

Establishment Fee *The fee to open your*	Nil	Not applicable
Contribution Fee *The fee on each amount contributed to your Investment*	**$0** when topping up your Wallet by bank transfer. **2%** (**capped at $2**) of top up value when topping up your Wallet via the linked bank account method. **Credit and debit card** Up to a maximum of 2.65% of the top-up value plus up to a maximum of $0.18 as a fixed fee component when topping up your Wallet with a debit or credit card, including mobile wallet apps such as Apple Pay. There is a minimum top up of $10 and a maximum top up of $1,000 for credit and debit cards.	The fee is calculated at the time of top up and added to the top up value. The fee you will pay is shown before you confirm your top up amount via the App. The fee you pay is no more than the value of the fees we are charged by the payment gateway provider. These fees are used to cover this expense.
Buy-sell spread *An amount deducted from your investment representing costs incurred in transactions by the scheme*	Nil	Not applicable
Withdrawal fee *The fee on each amount you take out of your investment*	Nil	When you withdraw funds from your Wallet to your bank account, we do not charge a withdrawal fee
Exit fee *The fee to close your*	Nil	Not applicable
Switching fee *The fee for changing investment options*	Nil	Not applicable
Fees for transferring investments from another provider into your Portfolio (transfer in)	There is no charge for ASX-listed, US-listed or NZX-listed Investment transfers onto our Platform.	When transferring shares from another broker, the other broker might charge a fee.

Fees for transferring investments from your Portfolio to another provider (transfer out)	For ASX-listed investments - $50 per investment you transfer within a request For NZX-listed investments - $15 per investment you transfer within a request For US-listed Investments, the following fees apply to transfers out of Sharesies: • $100 USD per transfer request to a partner of DriveWealth, LLC. You can include any number of instruments within this transfer request. • $50 USD per investment you transfer to a Depositary Trust Company (DTC) participant broker. This fee is paid for each investment you request on a single request. • $100 USD per investment you transfer to a Direct System Registry (DRS). Only one instrument may be included on a transfer request. This fee is payable each request you make.	This Fee is charged and taken from your Wallet when you place your transfer request, regardless of whether the transfer is successful. When transferring shares to another broker, the other broker might also charge a fee in addition to the fees we've mentioned to the left.
Fees for transferring investments from your Sharesies Account to another person's Sharesies Account	In some circumstances, you are able to transfer your shares held in your Sharesies Account to another Sharesies Investor's Sharesies Account. A minimum fee of $50 is payable per transfer request, which includes up to 25 Investments being transferred. For every additional Investment included in that request, $2 per Investment applies.	This Fee is charged and taken from your Wallet when your transfer request is processed by Investor Care. If your request is not accepted, no Fee will be charged.

[1] The actual amount may vary (be less or more) depending on the interest earned on the omnibus accounts held with applicable Australian banks (or other Authorised Deposit-taking Institutions) and the amount of interest payable to you in respect of your cash account.

[2] Other Investor activity-related fees or costs may apply - for example, in connection with using and operating your Account, making changes to your Portfolio or closing your Account. For more information on these fees and costs, see the 'Additional Explanation of Fees and Costs' section below. The Fees and Costs charged by Sharesies relate to the Platform and to access Investments only, and do not include the fees and costs that relate to investing in Investments. Additional fees and costs will be charged by the Investment Provider of each Investment you decide to invest in.

.

Example of annual fees and costs

Example - Sharesies Platform		Balance of $50,000 with a contribution of $5,000 during the year
Contribution Fees	$0 - $154.69	For every additional **$5,000 AUD** you put in, you will be charged between **$0-$154.69** depending on how you top up your Wallet. • **$0** if you top up your Wallet via a bank transfer. • **$0 - $100** if you top up your Wallet via linked bank transfer (depending on the number of deposits and value of each transfer). This includes top ups made after hitting a round-up goal, where you have enabled this feature. • **$61.28 - $154.69** if you top up your Wallet via a debit or credit card. You can use a mix of top up methods, which will impact your Fees.
Plus Management fees and costs	Nil	**And**, for every $50,000 you have on our Platform you will be charged or have deducted from your investment **$0** each year, assuming that this amount is already fully invested.
Plus Performance fees	Nil	**And,** you will be charged or have deducted from your investment **$0** in performance each year.
Plus Transaction costs	1.9% of the Order Value, up to a maximum fee of: • $6 AUD per Order for Orders to ASX-listed shares; • $25 NZD per Order for Orders to acquire NZX-listed shares; • $5 USD per Order for Orders to acquire US-listed shares.	**And**, you will be charged or have deducted from your investment between **$6 - $93.23** in transaction costs each year.[3] **Calculated as follows:** • Where the Order is processed as one transaction to the Order Value of $5,000 (which will apply the fee cap of $6 AUD). $5,000 - **$6** = $4,994 invested. Total investment is $4,994, plus $6 in transaction fees. • Where the Order is processed as multiple transactions, with no single transaction being more than $321 (meaning no fee cap applicable for any transaction). $5000/(1+1.9%) = $4,906.77 invested. Total investment is $4,906.77, plus **$93.23**.

Equals		If you had an investment of $50,000 at the beginning of the year and you put in an additional $5,000 during that year, if you only invested in ASX-listed securities you would be charged fees and costs in the range of: **$67.18 to $247.92 AUD**[4] What it costs you will depend on the top up method that you've chosen and the number of transactions you make. It will also depend on whether you make an investment in non-Australian exchanges[5]. Subscription plans and other offerings may also impact the cost of the product.

[3] Depending on the number of transactions placed, value of those transactions and the exchange the assets are listed on. Fees could range from $25 NZD to $93.23 NZD for NZX-listed shares and $5 USD to $93.23 USD for securities listed on the United States Exchanges, where non-Australian listed securities are purchased. Transacting on non-Australian exchanges will incur a foreign exchange fee.

[4] Additional fees may apply. See the *Additional explanation of fees and costs section* of other fees and costs which may apply.

[5] Orders that are placed on non-Australian exchanges will incur a foreign exchange fee. See the Additional explanation of fees and costs section for more details.

Cost of product for 1 year

The cost of the product gives a summary calculation about how ongoing annual fees and costs can affect your investment over a 1-year period for all investment options. It is calculated in the manner shown in the Example of annual fees and costs.

The cost of the product assumes a balance of $50,000 at the beginning of the year with a contribution of $5,000 during the year. (Additional fees such as an establishment fee or an exit fee may apply: refer to the Fees and costs summary for the relevant option.)

You should use this figure to help compare this product with other products offered by investor directed portfolio services.

INVESTMENT OPTION	COST OF PRODUCT
Listed securities on our Platform	• **$6** when contributing through a bank transfer and making **one transaction** worth $5,000. • **up to $106** when contributing through a recurring bank transfer and making **one transaction** worth $5,000. • **up to $331** when contributing through a debit or credit card top up and making one transaction worth $5,000. • **up to $93.23** when contributing through a bank transfer and making multiple transactions to the combined value of $5,000. • **Up to $193.23** when contributing through a recurring bank transfer and making multiple transactions to the value of $5,000. • **Up to $418.23** when contributing through a debit or credit card top up and making multiple transactions to the value of $5,000.

Additional explanation of Fees and Costs

The total fees and charges that you will need to pay will include the costs of using the Platform as well as the cost of any Investments you choose. This means it is important that you understand the fees and costs of any Investment you are considering selecting, as these will apply in addition to the fees and costs that Sharesies charges, together with transaction and Account costs incurred on your behalf (if any). The fees and costs of an Investment we offer via the Platform are generally set out in the disclosure document for that Investment.

We can provide you copies of those disclosure documents free of charge - just ask us.

Management Fees and Costs Retained interest fee

Where Sharesies or an associated entity has received money from you or on your behalf, the entity holding that money may be paid interest by the bank or other financial institution where that money is kept.

We will be entitled to keep any interest earned on the money held on your behalf. When you open an Account with us, you are agreeing to the payment of this fee and acknowledging that you will not be paid any interest on money in your Wallet or otherwise held for you.

Transaction costs

When investing your money in line with your instructions and our agreement with you, we may incur transaction costs such as brokerage, settlement costs and clearing costs. These transaction costs are an additional cost to the Investor. Generally, they are incurred when a change is made to the Investments held on your behalf following an instruction given by you. Sharesies may use some of those amounts to pay those supporting us or third party service providers for the relevant service (e.g. brokerage).

The transaction costs shown in the Fees and Costs summary above are shown net of any amount recovered by the buy-sell spread (if any) charged by us.

Investor activity related Fees and Costs

You may be charged other fees based on activity in your Wallet, as set out below.

Foreign Exchange (FX) fee

We charge an FX fee each time we exchange money in your Wallet on your behalf when you told us to or we decided to do so. This can be a standalone event or part of a trade.

The FX fee is 0.6% of the amount that needs exchanging or you specify to exchange.

The FX fee is deducted before the foreign exchange occurs, out of the amount you specify for exchange. The balance of your specified amount is then exchanged and the proceeds are made available in your Wallet or used for your requested transaction, as applicable. For example, if you tell us to use $1,000 in your Wallet to buy Shares listed on a US Exchange, we deduct an FX Fee of $6 and we use $994 AUD at the exchanged US rate to place your buy Order.

Orphaned Account

If we receive money associated with your Investments after your Account is closed, we will follow applicable unclaimed money legislation and make reasonable attempts to contact you. Where permitted by Law, we may deduct a reasonable amount to cover our attempts to contact you and, if we are unable to contact you, we may choose to donate unclaimed monies remaining to a charity of our choice where the value of the investment is $10 or under.

Depositary fee

If you instruct us to invest in an American depositary receipt (ADR) on your behalf, you may be charged depositary fees. These are charged by the depositary bank that issued the ADR and passed through to you by us. The fees relate to management of the ADR by the bank that issued it, and are based on how many ADRs you hold. Generally, the fee is less than $0.10 USD per ADR annually.

The ADR decides, from the options below, how and when depositary fees are charged:

- If the ADR pays dividends, the fee will be deducted from any dividends on the ex-dividend date before they are added into your Walle.
- Otherwise, the fee will be deducted from your Wallet balance after the ADR charges us the fee.
- Or it could be a mix of both — part of the depositary fee deducted from your dividends and the rest deducted from your Walle.

Account closure fees and costs

If we decide to close or suspend your Account for any of the reasons we explain under 'Closing your Account' in section 8, you must pay us any costs or expenses incurred in connection with closing or suspending your Account that we decide at our discretion to pass through to you.

Low balance fee

If your Wallet contains less than $0.01 then you will not be able to withdraw that amount. And if your Account is closed while your Wallet has this balance, we deduct from your Wallet and keep the amount of the Wallet balance.

Rounding fee

As explained in section 4 of this IDPS Guide, we may apply rounding-off to decimal places in the numbers (inputs and results) involved in fee or cost calculations. In some cases, the application rounding might result in you being charged a fee or cost that is higher (by a very small amount - between $0.001 - $0.009 than the amount that would be determined by the relevant calculation formula if no rounding were applied.

Tax

Unless we say otherwise, all fees in this section of the IDPS Guide are inclusive of GST, and net of any reduced input tax credits.

Please refer to section 6 for information about the potential application of tax Laws to your Account and your Portfolio.

Pricing Plans

We offer optional plans to investors, which include coverage of certain fees explained above. An investor **does not** need to subscribe to a plan to use our Platform.

Investors who subscribe to a plan can benefit from offsetting certain transaction and contribution costs detailed in the fees and costs table above. Plans include coverage of linked bank transfer fees.

The optional plans investors can access are:

$5 PLAN	$10 PLAN	$20 PLAN
Cost is $5 per month or $54 annually	Cost is $10 per month or $108 annually	Cost is $20 per month or $216 annually
$500 AUD of orders with transaction fees covered per month	$1,000 AUD of orders with transaction fees covered per month	$3,000 AUD of orders with transaction fees covered per month
$1,000 AUD of auto-invest orders with transaction fees covered per month	$3,000 AUD of auto-invest orders with transaction fees covered per month	$8,000 AUD of auto-invest orders with transaction fees covered per month

Fee caps still apply to plans. This may mean that when you place a single Order above the coverage included in your plan, you will be charged the maximum capped fee instead of using your coverage amount. You should always review the final fee on the applicable review screen before placing your Order.

Other fees may still apply despite subscribing to a plan, this includes Foreign Currency Exchange fees and debit and credit card top up fees.

The features and benefits of a plan may change from time to time without notice to you unless you are subscribed to a plan. Plan inclusions are listed on our Website and in-app.

You can change or cancel your plan at any time. Downgrading or cancelling your plan takes effect at the end of your current payment period. Upgrading your plan takes effect immediately, but you'll need to pay the difference in plan fees. We will not provide you a refund of plan fees.

Changes in Fees and Costs

All fees can change without the consent of Investors, including the introduction of new fees. We will provide you with at least 30 days notice before introducing or increasing fees. Updates for fee changes will be provided to you on our Website and by notification to our investors in writing, via email and in-app message, depending on the nature of the change, unless otherwise required to notify you via physical mail.

Fees and costs, such as investment management fees and costs, of underlying investments may vary at the discretion of that fund manager. The fees and costs will be disclosed in the product's offer documents. We will not provide you with notice of variations to an investment's management cost, this is your responsibility to understand what fees might be charged by the investment's provider.

Calculation of Management Fees and Costs

ORDER TYPE (See section 4 for details)	HOW WE CALCULATE AND RECOVER THE TRANSACTION FEE	EXAMPLE
Market Order placed in dollars	We calculate the Transaction Fee as well as (and based on) the amount available to invest (for buy orders) or receive (for sells) net of the Transaction Fee. We deduct the Transaction Fee from the total Order Amount you entered.	If you place a buy order of $100, Sharesies deducts a $1.86 fee, and the amount invested on your behalf is $98.14. ($98.14 + $1.86 = $100) (1.9% x $98.14 = $1.86)
Limit Order placed in dollars	We calculate the Transaction Fee as well as (and based on) the amount available to invest (for buy orders) or receive (for sells) net of the Transaction Fee. We deduct the Transaction Fee from the total Order Amount you entered.	If you place a buy order of $100, Sharesies deducts a $1.86 fee and the amount invested on your behalf (for buy Orders) or added to your Wallet (for sell Orders) is $98.14. ($98.14 + $1.86 = $100) (1.9% x $98.14 = $1.86)
Limit Buy Order, placed in whole or fractional Shares	When you place a limit buy Order in Shares, the displayed Transaction Fee is an estimate. Once your Order is filled and the price per Share is known, the Transaction Fee is calculated based on the amount actually invested. We charge you this Transaction Fee **in addition to** the amount you selected to invest. In other words, the total amount you will be charged is the amount you told us to invest **plus** the Transaction Fee.	If you set: • $5 as the highest price per Share to pay, and • 10 as the number of whole Shares, the maximum amount to be invested for you will be $50. Based on the amount actually invested we calculate a $0.95 Transaction Fee (1.9% × $50 = $0.95), so the total amount you are charged for this Order is $50.95.
Limit Sell Order, placed in whole or fractional Shares	Once the sale price per Share has been confirmed, we calculate the Transaction Fee such that the amount you receive (the net amount) plus your Transaction Fee equals your Order Amount. In other words, the amount you receive in your Wallet is your Order Amount minus the Transaction Fee.	If you set: • $5 as the lowest price per share at which to sell, and • 10 as the number of whole shares to sell, your Order Amount will be at least $50. We calculate the Transaction Fee and the net amount components of the Order Amount, as follows: If the sale occurs at $5 per Share, we deduct a $0.93 transaction fee and you'll receive $49.75 in your Wallet (1.9% x $49.07 = $0.93) and ($49.07 + $0.93 = $50).

6. Tax information and other reporting

Tax information

You'll need to pay tax on your Investments

You're ultimately responsible for your tax obligations.

Taxes and Investments

We don't provide you with any tax advice and you are responsible for understanding and meeting your tax obligations.

- By opening an Account and holding Investments through Sharesies, you are agreeing we are entitled to deduct withholding tax from income that your Investments earn and pay that to the relevant tax authority.
- If we withhold more tax or less tax than required, you may need to pay additional tax to the relevant tax authority, or you may be entitled to a tax refund.
- If we need to recover additional tax from you, including where we have withheld insufficient tax, you agree that the shortfall is money you owe us and which we may recover from your Wallet.
- In addition to any tax we have withheld and paid for you, you may have other tax obligations relating to Investments you buy, sell and own through our Platform. It is your responsibility to ensure you understand these potential tax obligations before you invest, and to meet them as and when they arise. You agree we will be entitled to meet them on your behalf and recover those amounts from you, at our discretion.
- We provide a yearly tax statement (see details below) and easy access to data on your Investments, which may help you to assess your tax obligations and complete your tax return.
- If you are unsure about your tax obligations you should seek advice from a tax adviser.

Tax Statements

An annual tax statement will be available online via our Platform after 1 July each year for the prior 12 month period up until 30 June each year. We will notify you when your tax statement is ready. Your tax statement will include details of your investments and applicable capital gains and franking credit information, as well as other tax matters.

Where applicable, your tax statement may not be ready until we have received information from third parties concerning your holdings, this includes tax information for ETFs that you may hold.

Providing your Tax File Number to Sharesies

You do not have to provide us with your tax file number (TFN) and declining to do so is not an offence. If you fail to provide us with your correct TFN or notify us that you are eligible for an exemption for providing a TFN, we may not be able to provide all our Services to you.

Reporting

In addition to your annual tax statements, we also provide you with an Annual Statement, as well as electronic access for your Account details.

Annual Statement

We provide you with an annual summary of all transactions during the financial year by the 30 September each year that contains details of:

- your deposits and withdrawals over the period
- the fees or costs deducted from your Account
- the details of your Account value, current investment holdings and historic performance results for each of your investment options

An annual audit report will also be provided with your annual statement.

Electronic Access

You agree that by choosing to use our Platform, we won't provide you with quarterly reports. Instead, you will be given continuous electronic access to the following information:

- all transactions on your investments held on our Platform
- details of deposits and withdrawals
- fees or costs deducted from your Account
- details of your current Account value, current investment holdings and historic performance results for each of your investments

You will be responsible for using electronic access to obtain the information you need on your transactions and holdings instead of being provided with quarterly reports.

7. Contact us and resolving issues

Raising a concern with us

How to lodge a complaint about us or what we offer

We do not want anything to go wrong but if you have a complaint about the operation of our Platform, please let us know straight away so we can try to fix it. We will review the issue carefully and provide a final response within 30 calendar days.

How you can contact us

You can contact us via the following:

WEBSITE	*https://www.sharesies.com.au*
EMAIL	*help@sharesies.com.au*
POSTAL ADDRESS	*PO Box Q1410* *Queen Victoria Building* *NSW 1230*
PLATFORM	*Click the help icon in our App or on our Website to message one of our team members online*
COMPLAINT TOLL-FREE NUMBER	*1800 959 366 (free call)*

Escalating your complaint

We will respond to your complaint within 30 calendar days. If you aren't happy with our proposed resolution, you can escalate your complaint by contacting the Australian Financial Complaints Authority (**AFCA**). AFCA provides external fair and independent financial services complaint resolution services that Investors can access free of charge.

Sharesies is an AFCA member: Member # 93321.

- www.afca.org.au/make-a-complaint/complain
- info@afca.org.au
- 1800 931 678 (free call)
- GPO Box 3, Melbourne VIC 3001

Complaints about Investments in your Portfolio

If you have a complaint about an Investment in your Portfolio, you will be able to use the same dispute resolution procedures that the relevant financial product Investment Provider makes available to people who invest directly in that financial product.

If you have a complaint in relation to a financial product (other than a security) that you invested in through us, we will take reasonable steps to help you and the relevant financial product Investment Provider resolve your complaint. However, we have no control and no responsibility for how they might handle the complaint.

Complaints about financial advice you received

If you have a complaint about financial advice you received that was not given by us or on our behalf, you will need to lodge a complaint with the financial adviser who gave you that advice, or with the Australian financial services licensee under whose licence the financial adviser was acting.

Unfortunately, we cannot assist with complaints about financial advice or advisers, and we are not responsible for the advice they give you or for how they handle any complaint you lodge. The Financial Services Guide issued by your financial adviser or by the Australian financial services licensee they represent should include details of the appropriate complaints procedure for issues of this kind.

How we communicate with you

Communicating with you about your Portfolio

For an Investment held on the Platform on your behalf, you are entitled to elect to receive copies of the communications, a direct holder of that Investment would be entitled to receive or elect to receive. You can make such a request in relation to a particular communication, or a standing request in relation to a class of communications.

To make a request of this kind, please contact us via our Website or via the in-app chat function. Where you have made such a request, we must provide the information as soon as practicable after the information is received or otherwise becomes available to be provided to you.

Communicating with you

We notify you electronically

We send you notices electronically directly via email (including attachment to email), text message to the mobile telephone number you provided during the sign up process, or direct message in our Platform and accessible within your Account. By opening an Account, you are taken to agree that we can communicate with you in one or more of these ways, as chosen by us.

We will not send physical mail to you or provide physical print-outs for you unless we are required to do so by Law.

When and how we make changes

We like to keep things up to date. We also need to move with the times, to make sure we can continue to offer a quality Platform to all our Investors. This means we might do things like:

- make changes to the Platform to help it perform better
- change those supporting us
- change the fees and costs payable by an Investor because our costs have increased or for other reasons, or
- propose changes to our agreement with you to reflect an updated approach to managing our business.

Where the change is not materially adverse

If the information in this Guide is no longer current and the updated information is not materially adverse from the point of view of a reasonable Investor, then we can let Investors know about the change by posting a notification in the Disclosures section of our website, www.sharesies.com.au/disclosures.

Within that section of our website you can also access details of any changes of this kind that we have made previously. We can also provide Investors and others with updated information of this kind on request. The updated information is available free of charge by contacting our Investor Care team.

Examples of updates we would tell you about via a notice on our website:

Making an additional securities Exchange available for you to trade on through our Platform

Enhancements in our Platform's technology that improve the services you use

Other changes

If we need or want to make a change to any aspect of what we offer and the change is or could be materially adverse from the point of view of a reasonable Investor, then we would give you updated documentation with information explaining what is changing and when, at least 30 days before the change takes effect. We can provide notices of this kind either via your Account on the Platform or via email to the address you provided at sign up, or else in any other way permitted by Law, at our discretion.

Examples of updates we would let you know about at least 30 days in advance:

Increasing a fee we charge for using our services

Introducing a new fee

Discontinuing a Platform feature that you are using

- If you continue to access our Platform after the effective date of any change that we have notified in accordance with our agreement with you, you will be taken to have agreed to that change.
- If you don't want to accept a proposed change that we have told Investors about, you would need to stop using our Platform and close your Account before the change takes effect.

8. Goodbye: Closing your Account

Closing your Account

You can ask to close your Account any time

You can ask to close your Account at any time by giving us notice through our Platform.

- If you have upcoming Investment income due, such as a dividend, you may not be able to close your Account until this is paid to your Wallet.
- If you have an Investment that is subject to a trading halt or other restriction, you may not be able to close your Account until this Investment can be sold.

We can close or suspend your Account immediately in some circumstances

Without affecting our other rights or remedies, we can close or suspend your Account with immediate effect by giving you written notice, if:

- you fail to pay amounts due 7 days after being notified in writing to make payment, or a longer period as required by Law
- you breach any of our Terms that can't be remedied, or if such a breach can be remedied, you do not remedy that breach within 7 days of being notified in writing to do so, or a longer period as required by Law
- you're declared bankrupt or become subject to any liquidation or similar process, or are otherwise unable to pay your debts as they fall due
- you breach our code of conduct, lie to us, or deceive us
- we have reasonable grounds for believing you have committed or are about to commit a crime
- we have reasonable grounds for believing your Account security has been compromised or there was or is likely to be unauthorised, fraudulent, or illegal use of your Account (such as money laundering or financial crime)
- we're required to close your Account or our Platform by a regulatory authority or as a matter of Law or on request of a Supplier
- you don't give us the information we request, or you don't meet or cease to meet our criteria to open and hold an Account.

If we close or suspend your Account because of any of the reasons above, you must pay us any costs and expenses associated with closing or suspending your Account.

We are not responsible for loss of any kind that you suffer if we suspend or close your Account in accordance with our agreement with you.

We can close your Account on 30 days' notice

We hope to support your Investing journey for the long term however we need the flexibility to close your Account if we choose to.

We can close your Account by giving 30 days' prior written notice for any reason. We do not have to provide you with our reasons.

What if we can't get in touch with you?

We will endeavour to contact you if we believe we have lost touch. If we hold money or assets for you and are no longer able to get in touch, we will follow the relevant unclaimed money legislation within Australia.

We will hold money and securities for at least 6 years after we believe we have lost contact with you, or another timeframe as prescribed by Law.

For unclaimed monies, after 6 years, we will transfer monies held on your behalf to the relevant state or federal government body. Where permitted, we will transfer unclaimed money in the amount of $10 or less to a registered Australian-based charity. Where we have transferred to charity, you will no longer be entitled to receive the value of that money from us.

For unclaimed securities, after 6 years, we may decide to transfer the securities to ASIC or another entity, as required by Law. In some cases, if permitted by Law, we may choose to sell your securities and transfer the proceeds in accordance with the relevant unclaimed monies legislation.

We may hold unclaimed monies or securities for a shorter time period than 6 years where we are permitted by Law.

What happens when your Account is closed?

Whether you or we close your Account, the following may apply, and by instructing us to close your Account, you will be taken to be authorising us to do these things including providing instructions to others and including the relevant Investment Providers as needed to do these things.

We may cancel or complete Orders and exchange currency

If your Account is closed or in the process of closure, we may cancel or complete any incomplete Orders (at our discretion).

If you have not already sold your Investments, we may sell your Investments at the market rate applicable at the time we sell during the account closure process. If we sell your Investments, the money from the sales (less our fees and certain taxes) will be transferred to your Wallet. You will be responsible for tax consequences that may result from the sale.

f you hold foreign currency in your Wallet we may transfer those currencies into your local currency at the FX rate and FX Fees applying to FX Orders at the time.

We may make transfers

After selling remaining Investments and converting foreign currency, we may transfer any money in your Wallet (less fees, certain taxes and any other amount you owe us) to your bank account.

At your request, we may (but don't have to) agree to transfer some or all of your Investments outside of the Platform to your personal shareholder number. Fractional shareholdings may not be available to transfer off our Platform.

What if you have other Accounts or try to open a new Account?

We may suspend or close any future Accounts that you create, or decline your application to open further Accounts.

What if money arrives after your Account closes?

When your Account closes, we make reasonable efforts to arrange for you to be paid any money associated with your Investments that arrives after your Account is closed.

What happens to your personal info after your Account closes?

See our Privacy Statement for what happens to your personal information after your Account is closed.

If you owe us money, you must pay us

You agree to pay us any money you owe us. If we agree to close your Account while you owe us money, or if we choose not to enforce a debt against you, this doesn't mean that we forfeit our legal rights.

You also agree to pay us any fees we incur as a result of any action we have had to take in closing your Account, such as selling your investments, canceling an Order or exchanging currency.

9. Dictionary

THE WORD:	MEANS:
$	Australian Dollars (AUD), unless expressly stated otherwise.
Account	your customer account with us that permits you to use our Platform. Includes your Wallet and Portfolio.
ASX	the Australian Securities Exchange.
ASX Rules	the rules and regulations, including related procedures and guidance, published by ASX Limited from time to time.
C&S Rules	the Clearing and Settlement Rules, including related procedures and guidance, published by NZX Limited from time to time.
CDO	New Zealand Depository Limited, the operator of the NZX depository.
Chi-X	the Chi-X Australia stock Exchange.
CHO	New Zealand Clearing Limited, a New Zealand-based company that operates the NZX clearing house.
CMC	CMC Markets Stockbroking Limited (ABN 69 091 002 851; AFSL 246381)
Contract Note	the Trade confirmation notification we send to you that has the final details of your Trade.
Depository Rules	the Depository Operating Rules, including related procedures and guidance, published by NZX Limited from time to time.
Depository Nominee	New Zealand Depository Nominee Limited, and any other person appointed as nominee by CDO from time to time in accordance with the NZX Rules.
ETFS	exchange-traded funds
Exchange	regulated marketplaces accessible through our Platform where financial products are bought and sold. See section 4 for the list of securities Exchanges on which we may make Investments available.
Exchange Rules	The rules that apply to each securities Exchange on which a Trade happens or Order placed on your behalf.
FX Order	an instruction to us to buy or sell a currency (and includes a part of an FX Order).
IDPS	Investor Directed Portfolio Service. The Sharesies Platform is an IDPS.
IDPS Guide	this Guide which provides information about the Sharesies Platform.

Intellectual Property Rights	any and all vested, contingent, and future intellectual property rights, including but not limited to copyrights, patents, trademarks, service marks, design rights (whether registered or not), moral rights, know-how, trade secrets, inventions, set-up, and any applications for the protection or registration of these rights anywhere in the world.
Investment	a Listed or Unlisted financial product, which includes securities, that we make available to be bought, held or sold on your behalf through our Platform. Listed Investment and Unlisted Investment have the corresponding meaning.
Investment Provider	the issuer or offeror of an Investment.
Investor	the person using our Platform to invest.
Law	any applicable Australia, New Zealand or US law and/or regulation and any relevant Exchange Rules.
Listed	Indicates that a Share is listed on an Exchange.
Loss	Cancellation fee, levy or other cost or expense.
Market Information	General investment information or tools such as definitions for investing terminology, pricing information, market news, data, returns, performance information, tools for calculations, and other investor information (including product disclosure statements) through our Platform and Website
NZ	New Zealand.
NZX Participant Rules	the NZX Participant Rules, including related procedures and guidance, published by NZX Limited from time to time.
NZX Rules	the NZX Participant Rules, C&S Rules, and Depository Rules.
Order	an instruction to us to arrange to buy or sell an Investment (and includes a part of an Order) including an FX Order.
PDS or Product Disclosure Statement	in relation to an Investment: the product disclosure statement (or equivalent regulated disclosure document) for that Investment, including any replacement or supplementary document.
Portfolio	at any given time, the various Investments associated with your Account and held on your behalf by us.
Platform	the total service we provide to you under the terms of your agreement with us, including your access to and use of the Sharesies Website, Market Information, operation of your Account, and any incidental and add-on services we provide to you.
Prescribed Person	a person who: • has a relationship with Sharesies of a kind defined in the NZX Participant Rules; or • is a Prescribed Person within the meaning of the ASIC Market Integrity Rules (Securities Markets) 2017 as amended from time to time
Share	a share or unit (as applicable) in an Investment.
Sharesies AU Nominee	Sharesies Australia Nominee Pty Limited (ACN 650 402 314)

Sharesies Gift	a gift voucher purchasable through Sharesies enabling the recipient to be able to top up their Sharesies Wallet for the value specified on the voucher.
Sharesies Group	Sharesies Group Limited and any of its subsidiaries including Sharesies Australia Limited and Sharesies Australia Nominee Pty Limited.
Sharesies NZ	Sharesies Limited (NZBN 9429045952838)
Supplier	a third party whose Investment, Market Information or other data or services are included or relied on to support our Platform.
Terms	any terms and conditions that govern the operation of our Platform , including the terms contained in this Guide, or any of the features we offer. Any terms and conditions are to be read in conjunction with this Guide.
Trade	where an Order or FX Order (as applicable) is filled.
Trading Day	For an Exchange: within the normal trading hours for that Exchange, on a day when that Exchange is open for trading.
Unlisted	refers to any Investment that is not listed on a securities Exchange.
US	United States of America.
Wallet	the cash balance (which can be a positive or negative balance) for each currency held in your Account.
Website	https://sharesies.com.au or any other website operated and maintained by us to provide the Platform and includes any software or web application we make available to you and may not include instances when it is clear you are agreeing to third party terms or services

Sharesies

Contact us

help@sharesies.com.au

https://www.sharesies.com.au

PO Box Q1410
Queen Victoria Building
NSW 1230