



Rework Reason	Hints and Tips	Online	Manual	Individual /Joint	Company	Trust/SMSF (Individual Trustees)	Trust/SMSF (Corporate Trustees)
ID not provided	<p>All applications require the AML/KYC information for the applicant/s, trustee/s and/or beneficial owners to be provided. The application forms provide the required documents which need to be completed to satisfy the AML/KYC requirements.</p> <p>Options: Provide FSC (IFSA) form (attached to application), certified ID or an existing CBA Account Number.</p>	✓	✓	✓	✓	✓	✓
Incorrect name provided	<p>The name provided on the application form must match the identification documents for the account owners/trust deed or ASIC registration for a company.</p> <p>Note: If a driver's licence only has the initial of a middle name, we will open the account without the middle name, as we are unable to identify the full name.</p>	✓	✓	✓	✓	✓	✓
"Industry Category & Job Type" information missing	<p>It is mandatory to provide the job category and job type for individuals and directors and the industry category and industry type for companies, trusts and SMSFs.</p> <p>This information is required to satisfy AML requirements.</p> <p>When completing the application online it is mandatory to enter this information to submit the application. Not all industry/job category and types are available, therefore please select the most relevant options.</p> <p>Hint: When applying for an SMSF online – the Industry category is pre-filled for the superfund.</p> <p>Hint: A complete list can be found on our website under Administration → Trading → Job and Industry Classifications List</p>		✓	✓	✓	✓	✓
Settlement account name mismatch/ Joint settlement account provided for individual Trading account	<p>The nominated settlement bank account must be in the name of the CommSec Adviser Services Trading account (exception for individual account application with the settlement bank account held in joint names).</p> <p>To add an existing joint bank account to an individual Trading account application, ensure the second bank account holder signs in the appropriate section of the declaration and provides certified ID to verify signature.</p> <p>As we are crediting and debiting the bank account, we require both signatories of the bank account to authorise.</p>	✓	✓	✓	✓	✓	✓
Declaration not signed	<p>All applications require both the adviser and the applicant/s to sign and date the declaration.</p> <p>Clients can sign, scan and email documents back to their adviser to be uploaded via e-Submit.</p> <p>The signature on the application must match the signature on the identification documentation provided.</p> <p>Note: We do not accept electronic signatures.</p>	✓	✓	✓	✓	✓	✓



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<p>No contact details</p>	<p>Providing a contact number and email address for the applicant/s is mandatory.</p> <p>For a Trading account it is required to allow the applicant/s to receive electronic contract notes. If no email is provided, the client will be charged \$3.50 per contract note via post.</p> <p>For an Accelerator Cash account it is required to register the client for Netbank access.</p> <p>It is compulsory to provide the contact details for individuals and directors.</p>		✓	✓	✓	✓	✓
<p>Super Fund ABN not provided</p>	<p>The ABN for an SMSF application must be provided.</p> <p>By providing the ABN for SMSFs, we will verify the trust via a Super Fund look up, avoiding the need to provide a certified copy of the trust deed or further AML documents with the application.</p>	✓	✓			✓	✓
<p>Beneficial owner/ controller details mismatch with ASIC</p>	<p>We require information for all beneficial owners. If there are no beneficial owners, we require information for the controllers (any individual who is responsible for the strategic or financial decisions of the company).</p> <p>Information required: Full name, DOB, address, email and certified ID/FSC (IFSA) form.</p> <p>Ensure beneficial owners/controllers have been appropriately updated on the ASIC register.</p> <p>If you are unsure on who the beneficial owners of the Company or Corporate Trustee are, you can complete an ASIC search to confirm these details. www.asic.gov.au</p> <p>Note: Ensure the spelling of the beneficial owner/s match the ASIC search.</p>	✓	✓		✓		✓
<p>Power of Attorney (POA) signs application</p>	<p>Where a POA signs on behalf of the applicant/s, a copy of the full POA document must be provided. This document must be valid and certified on all pages. The certifier must be independent and cannot be the POA or witness.</p> <p>We also require certified ID or completed FSC (IFSA) form for the attorney, along with full name, DOB, contact details and address printed on the application, in addition to job category and email address of the attorney.</p> <p>The POA needs to print their own name on the declaration section, ensuring they're signing on behalf of the client i.e. Jane Smith POA for John Smith.</p>	✓	✓	✓	✓	✓	✓
<p>Trust deed not provided</p>	<p>A trust deed is only required if the adviser does not complete the FSC section of the application for the trust or supply a separate FSC (IFSA) form (located via form section of our website).</p> <p>If providing the trust deed, it must be appropriately certified.</p> <p>We require the pages containing the trust name, trustee(s), settlor details, beneficiary details and signature pages.</p>	✓	✓			✓	✓



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Handwritten information on application is unclear	<p>When writing on the application form, please ensure that the information provided is clear and legible.</p> <p>This may cause incorrect information to be inputted or delay the process of opening the account.</p> <p>This is avoided by using the online application, as all information will be inputted electronically.</p>		✓	✓		✓	✓
Identification documentation has expired	<p>The identification details provided must be valid at the time we receive the application.</p> <p>If the Identification has expired, please provide another form of Primary Photographic ID (1) or Non-Photographic Secondary ID (2).</p> <p>A list of acceptable ID can be located in the forms section on our website.</p>	✓	✓	✓		✓	✓
Incorrect Date of Birth (DOB)	<p>The applicant/s DOB must match the identification documents provided.</p> <p>We can verify the clients DOB via ASIC, identification provided or existing account profiles held by us.</p> <p>If the client has an existing CBA client profile, the details must match this profile to be accepted.</p> <p>Please also ensure that when providing certified identification, the copy of the ID is clear and the image has all key information, i.e. Issuer, document number, expiry date, signature etc.</p>	✓	✓	✓		✓	✓
Company address not provided	<p>It is mandatory to provide the registered address for a company.</p> <p>When completing the application online it is mandatory to enter this information to submit the application, however this can be missed when completing the paper based application.</p>		✓				✓

Contact and Support

Trading: Call 1800 252 351 (Option 1) or email advisertrading@cba.com.au

Cash: Call 1800 252 351 (Option 2) or email advisercashteam@cba.com.au

Investment Lending: Call 1800 252 351 (Option 3) or email investmentlending@cba.com.au

Portfolio Service: Call 1800 252 351 or email portfolioservice@colonialfirststate.com.au