



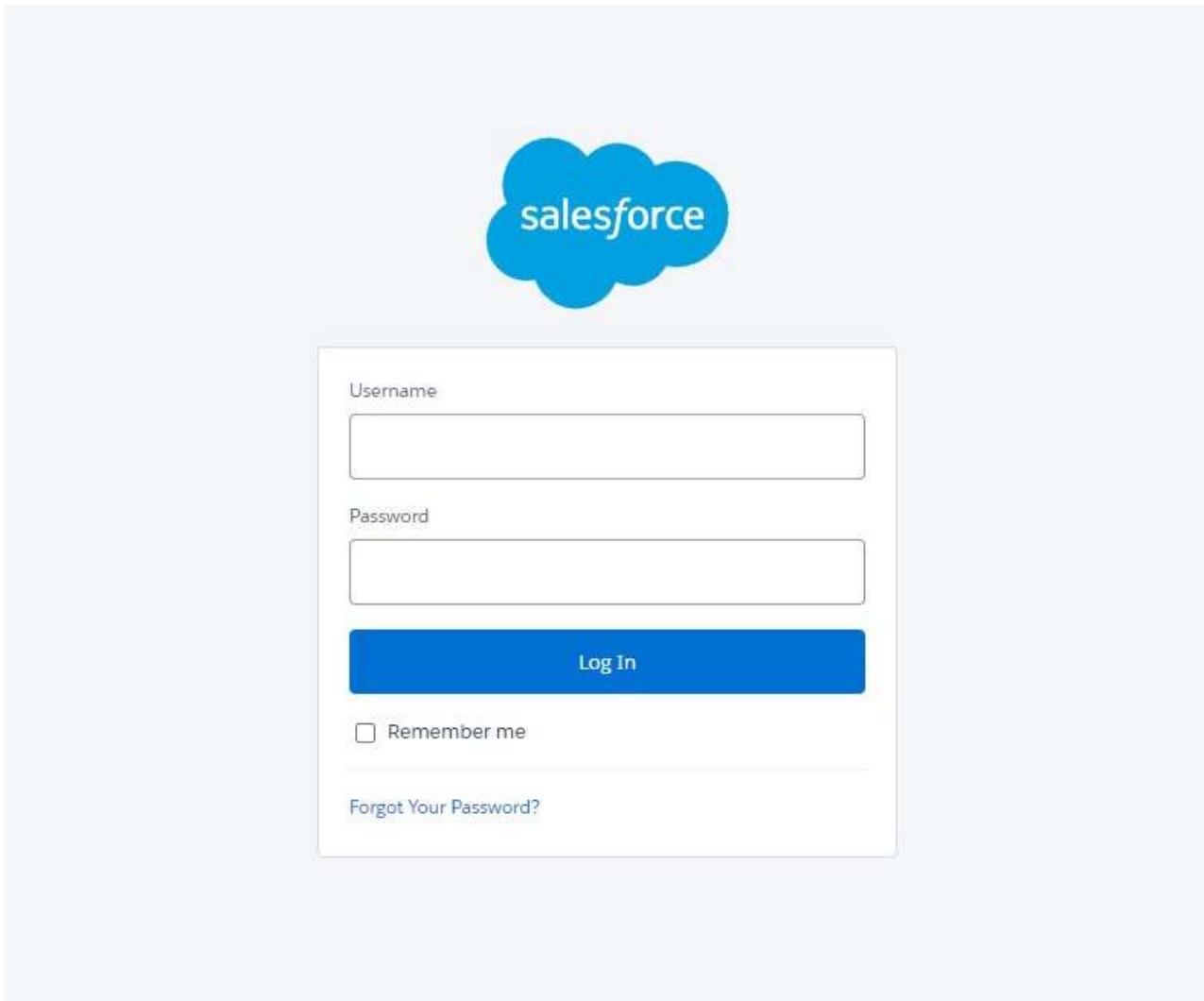
6 November 2024

SALESFORCE USER GUIDE

Subject How to access and review your Valuation Notice on the Salesforce platform

1 Access Salesforce

Using the link you received from noreply@salesforce.com, follow the prompts to set up a new password to log in to your Salesforce account. Once you have set up your account, Salesforce can be accessed from this link (<https://www.salesforce.com/au>), and the login will look like the below:





2 Salesforce 'homepage' & viewing your Valuation Notice

Click on "Home" in the top-left corner to view the Salesforce homepage and your Valuation Notice.



Hello [REDACTED]

Valuation Notice at 13th December 2023

This is your total claims valuation including cash balances, excluding any withdrawals post 13th December 2023, and any liabilities to be offset.

Total Valuation Notice USD [REDACTED]

Total Brite Assets USD [REDACTED]

Total Asset Valuation
USD [REDACTED]

Total Cash Balance
USD [REDACTED]

Pension Valuation
USD [REDACTED]

Pension Cash Balance
USD [REDACTED]

Direct Investment Valuation
USD [REDACTED]

Direct Investment Cash Balance
USD [REDACTED]

Total Liabilities - (USD \$ [REDACTED])

Surrender Rebate Repayable
(USD \$ [REDACTED])



3 Details of the Valuation Notice

Click on "Financial Insights" in the top-left corner to view details of (i) financial accounts, (ii) all securities holdings, (iii) all transactions, (iv) withdrawals paid after 13 December 2023 (where relevant), and (vi) loan accounts (where relevant).

Hello [REDACTED]

Valuation Notice at 13th December 2023

This is your total claims valuation including cash balances, excluding any withdrawals post 13th December 2023, and any liabilities to be offset.

Total Valuation Notice USD [REDACTED]

Total Brite Assets USD [REDACTED]

You will be directed to the following page:



4 Obtaining documents

Click the icon next to your name in the top-right corner to open a dropdown menu, then select 'Account Records'. This will direct you to a page where you can view the details of your dividend adjustment (where relevant).

The screenshot shows a user interface with a top navigation bar. On the left, there are links for 'Home' and 'Financial Insights'. In the top-right corner, there is a user profile icon with a red arrow pointing to it, indicating where to click to open a dropdown menu. The dropdown menu itself is circled in red and contains four options: 'Profile', 'Account Records' (which is highlighted in blue), 'Settings', and 'Log Out'.

Hello [REDACTED]

Valuation Notice at 13th December 2023

This is your total claims valuation including cash balances, excluding any withdrawals post 13th December 2023, and any liabilities to be offset.

Total Valuation Notice USD [REDACTED]

Total Brite Assets USD [REDACTED]

You will be directed to the following page:

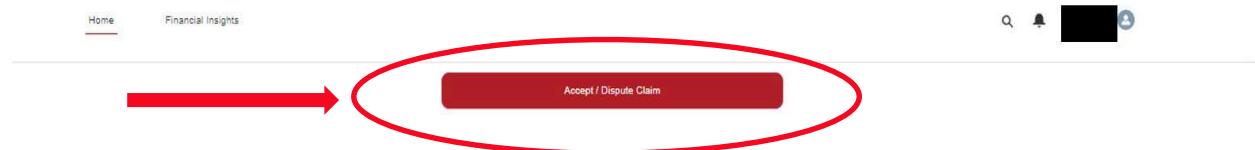
The screenshot shows the 'Account Records' page. At the top, there is a header 'Account Records' and a sub-header 'This is where you'll find any official files related to your account.' Below this, there is a table with two rows of files. Each row contains a file icon, the file name ('Dividend Adjustments'), a preview thumbnail, the date ('Oct 31, 2024'), the file size ('124kB'), and the file type ('.xlsx'). To the right of the table is a 'View All' button. At the bottom right of the page is a 'View All' button.

File	Dividend Adjustments	Oct 31, 2024	124kB	.xlsx
File	Dividend Adjustments	Oct 31, 2024	25kB	.xlsx



5 Accept/Dispute Valuation Notice

After reviewing all your records, click on the red 'Accept / Dispute Claim' box to either accept or dispute the Valuation Notice (i.e. the details on the homepage).



Hello [REDACTED]

Valuation Notice at 13th December 2023

This is your total claims valuation including cash balances, excluding any withdrawals post 13th December 2023, and any liabilities to be offset.

Total Valuation Notice USD [REDACTED]

Total Brite Assets USD [REDACTED]

You will be directed to the following page:

Accept / Dispute Claim

Please provide your response.

✓ -None--

Accept

Dispute

Submit Response

6 Terms and conditions

You will be asked to accept certain terms and conditions, which will finalise the process in Salesforce.

7 Next steps

Please rememeber, there are still additional steps to complete after this has been done, being:

- **If you accept the Valuation Notice**, signing the PDF document which is sent to your email via DocuSign; or
- **If you dispute the Valuation Notice**, emailing the details of your dispute to BriteAdvisorsValuation@mcgrathnicol.com.