



Please send this completed form and supporting documents to:

AMP KiwiSaver Scheme

Freepost 170, PO Box 55

Shortland Street, Auckland 1140

Fax to 0800 509 955 or

Email kiwisaver@amp.co.nz

Please call us on 0800 267 5494 if you have any queries.

AMP KiwiSaver Scheme

Request to add Telephone Transaction Service

The latest copy of the AMP KiwiSaver Scheme Product Disclosure Statement (PDS) is available on www.amp.co.nz.

(a) Member details

Member number

Title

Mr Mrs Ms Miss Dr Other

Date of birth

First name(s)

Surname

Daytime phone number

Email

(b) Telephone Transaction Service (TTS) terms and conditions

You can request various transactions over the telephone using the Telephone Transaction Service (TTS). For your protection, a number of special conditions, set out below and in the AMP KiwiSaver Scheme PDS, apply. All Telephone Transactions are governed by the appropriate Trust Deed and the AMP KiwiSaver Scheme PDS.

The following transactions are available through the TTS:

- Alter, suspend or reinstate direct debits; - Change of personal details (address or phone number); - Enquire as to the balance of your accounts; - Switch your existing investments between Funds; and - Change future contributions to a different investment Fund.

Special conditions of AMP telephone transactions:

- Telephone transactions can carry a risk of misunderstanding or argument about what was, and was not, authorised by a client. If you gave us instructions over the phone, we may record them. Any record we make is conclusive proof of your instructions.
- AMP is not bound to accept instructions unless it has verified your identity through matching your name, client number, secret question or bank account number (or other unique identifier).

AMP may not take verification as conclusive proof of your identity, but is not liable for refusing to accept any instruction, or for good faith acceptance of any instruction believed on reasonable grounds to have been appropriately authorised (whether or not it was so authorised).

By using the Telephone Transaction Service, you:

- Release, discharge and agree to indemnify AMP Wealth Management New Zealand Limited, and The New Zealand Guardian Trust Company Limited from and against all actions, claims and liabilities arising from or in relation to telephone instructions; and
- Agree that should you, or any other person claiming to be you, act fraudulently, AMP and its subsidiaries are not liable for following those instructions.

(c) Signature of member or parent/guardian

I wish to have access to the Telephone Transaction Service provided by AMP. In doing so, I agree to the terms and conditions of that service as listed above.

Signature of member (if aged 16 and over)

Dated

If the member is under the age of 18, the member's parent or guardian must confirm the following statement and sign below:

I/We confirm that I am the parent/legal guardian of the member named in Section 1 and have read and accepted the above 'Terms and conditions' in Section 2 on behalf of the member. I/We acknowledge I/we shall be entitled to instruct AMP in relation to the minor's AMP KiwiSaver Scheme investment including providing instructions via the TTS, if applicable, until the minor turns 18, at which time such right shall transfer to the minor, and the minor shall have full capacity to instruct over the investment and my/our right shall cease

Signature of parent or guardian

Dated

Signature of parent or guardian

Dated

(d) Telephone Transaction Service: Secret question

If you have chosen to use the Telephone Transaction Service, please provide a secret question and answer that only you know to help identify you.

Secret question

Secret answer