



UPDATE TO INVESTORS – 12 May 2020

HALIFAX INVESTMENT SERVICES PTY LTD (IN LIQUIDATION) (HALIFAX AU)

HALIFAX NEW ZEALAND LIMITED (IN LIQUIDATION) (HALIFAX NZ)

Dear Investor,

[Important email to IB Investors with Open Positions \(including Investors with cash balances in a currency other than their base currency\)](#)

As previously advised, we have been informed by IB that it will remove trading access to the TWS platform for any clients of a non-disclosed introducing broker (such as Halifax AU and Halifax NZ) which have not provided certain identification information. IB does not currently hold any individual identification information for Halifax AU and Halifax NZ Investors.

We expect that this change will take effect from after **Friday, 22 May 2020**.

We are writing this email to you because you are an IB Investor with open positions (which also includes cash balances in a currency other than your base currency) in your client account, and as such **this change will affect you**.

IB information requirements

IB has informed us that it will not permit an Investor to close their own positions unless and until the following information of the Investor is provided to IB:

- a. First and last name
- b. Date of birth
- c. ID number of a government issued ID (e.g. driver's license number or passport number)
- d. Type of government issued ID (e.g. the ID document type corresponding to the ID number provided above).

To the extent that an account is held in a trust, company, partnership or superannuation account, this information is only required for the Master User of that account. To the extent that an account is held jointly, this information is required for each account holder.

Contractual relationship and privacy of information

IB has informed us that by requesting the provision of this information, it is not its intention to amend or alter any aspect of the contractual relationship between IB and Halifax AU or Halifax NZ, nor to create any new contractual relationship between IB and the non-disclosed clients of Halifax AU and Halifax NZ. IB will continue to act only on instructions from Halifax and its liquidators and not on any instruction that may be received from the non-disclosed Halifax clients, except IB will take orders to close a position submitted online by Investors.

IB has further informed us that the information is only being requested for general record-keeping purposes and that IB will not contact investors directly or share investor information with any third party.

Although they have obtained this assurance from IB, neither Halifax nor the liquidators are in a position to ensure that IB will not contact investors directly or share investor information with third parties. As such, neither Halifax nor the liquidators make any representations, warranties or assurances that IB will or will not use any information that it is provided in a particular manner.



Halifax provision of information

Halifax is implementing a process to provide the required Investor information to IB. However, as Halifax verifies the identify of its clients through a third party verification provider, often ID numbers are not held on file (even though you may have previously provided this information to Halifax).

We therefore require Investors to complete the attached form and return it, together with a copy of your relevant government identification document, to helpdesk@halifaxonline.com.au. The completed form and required information must be returned **prior to 5.00pm AEST on Tuesday, 19 May 2020**.

If this information is not provided by an Investor, IB has advised that it intends remove the ability for that Investor to close positions after Friday, 22 May 2020. IB has, however, confirmed that access will be reactivated following any subsequent provision of the required information, but that reactivation will take at least one business day to process and positions will not be able to be closed until after reactivation has taken place.

What do I need to do?

Please complete the attached form and return it, together with a copy of your relevant government identification document, to the Halifax Helpdesk team at helpdesk@halifaxonline.com.au **by no later than 5.00PM AEST on Tuesday, 19 May 2020** to enable the information to be provided to IB.

If we receive correctly completed forms and the requested supporting documents by 5.00pm AEST on 19 May 2020, we will ensure that the information will be provided to IB prior to the deadline of Friday, 22 May 2020. If forms are incorrectly completed, or received after 5.00PM AEST on 19 May 2020, we do not guarantee that the information will be provided to IB prior to the deadline.

What if I don't want to provide this information?

Investors are under no obligation to provide this information and can elect not to do so. If the necessary information of a client/Investor is not received by 19 May 2020, then we expect that after 22 May 2020 IB will remove trading access to the TWS platform for that client/Investor. This means that the client/Investor will be able to log on and view their account with IB, but will not be able to close their positions. As stated above, access will be reactivated after any subsequent provision of that information.

What about Investors with no open positions?

Given that access to the TWS platform is only required to close positions, in order to manage the volume of information required we are only processing this information for those Investors with open positions.

If Investors with no open positions provide us with completed forms, we will in due course provide that information to IB but we do not guarantee it will be prior to Friday, 22 May 2020. However, the removal of trading access will not impact those Investors with no open positions as they will still be able to log on and view their account.

Further queries

Please direct any queries in relation to this process to helpdesk@halifaxonline.com.au.

All other queries in relation to the status of the liquidation and Court process should continue to be directed to au-fmhalifax@kpmg.com.au.



This form should be read in conjunction with the Update to Investors dated 12 May 2020 which is available on the preceding pages of this document as well as at the following link:

<https://www.ferrierhodgson.com/au/creditors/halifax-investment-services-pty-ltd>

Please complete and return this form (together with a copy of the relevant identification information) to helpdesk@halifaxonline.com.au prior to 5pm on 19 May 2020.

Investor details			
Trading Account N ^o :		Salutation:	
First Name:		Middle Name:	
Last Name:		Date of Birth:	
Country of birth:		Citizenship:	
Government Issued ID type: <i>e.g. passport, driver's license, national ID</i>		Government Issued ID N ^o :	
Country from which government issued ID is issued:			

For Joint accounts, please list the details for each individual (please use multiple forms if there are more than two individuals):

Investor details			
Salutation:		First Name:	
Middle Name:		Last Name:	
Date of Birth:		Country of birth:	
Citizenship:		Government Issued ID N ^o :	
Government Issued ID type: <i>e.g. passport, driver's license, national ID</i>		Country from which government issued ID is issued:	

If your account is held under the name of a trust, partnership, company or SMSF, you are only required to provide identification details for the master user. Should you have any queries in relation to this form, please contact helpdesk@halifaxonline.com.au. Please tick the box below to confirm that a copy of the identification document referred to above will be provided by with a completed copy of this form.

Investor signature

Investor name and account number