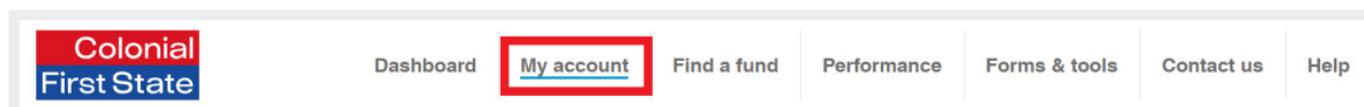


How to upload a document via FirstNet

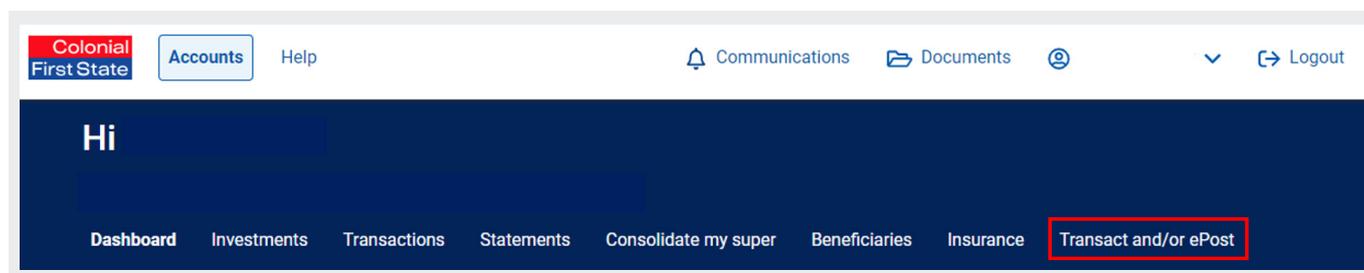
Step 1

There are two different displays you may see when logging in to your account:

- 1 If you see the below options, click on the 'My account' tab found at the top of the page.

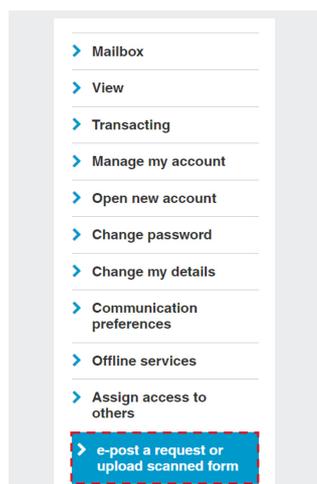


- 2 If you see the below options, click the 'Transact and/or ePost' tab found at the top of the page.



Step 2

On the left hand column select the drop down option 'e-post a request or upload scanned form':



Step 3

Type a request or add comments in the 'Request details' box below:

- 1 To upload a scanned document, click 'Choose file'.
- 2 Locate the document in your computer files and double click the document or select 'Open'.
- 3 Once the document name appears in 'Attachments' select 'Add'.

Secure request

Request details:

Attachments:

Choose file No file chosen Add

(PDF, JPG, JPEG, PNG, BMP)

(Total size of files cannot exceed 20Mb.
Individual file sizes cannot exceed 12Mb)

Step 4

You can request to receive a confirmation email once the document has been successfully uploaded. You can either use the default email address, or replace it with a preferred email address.

Please enter your email address if you would like to receive a confirmation email for this request.

Email address: g*****@live.com.au

Step 5

Check the box below if you agree with the terms and conditions:

I certify that submitted documents are copies of original documents, or original PDF files completed with details of my request. I understand that Colonial First State has the right to refuse this request.

By submitting this request, you understand that Colonial First State has the right to refuse it if we question the authenticity of the document submitted. We may also request the original document to be posted to us in these scenarios.

Cancel Send

Click 'Send' to submit the scanned document.

Once the document has been submitted you will be provided with a reference number, for example 's2123456789'.

We will receive your request within one business day. Once we start processing your request, we'll be in touch if there's anything outstanding.