

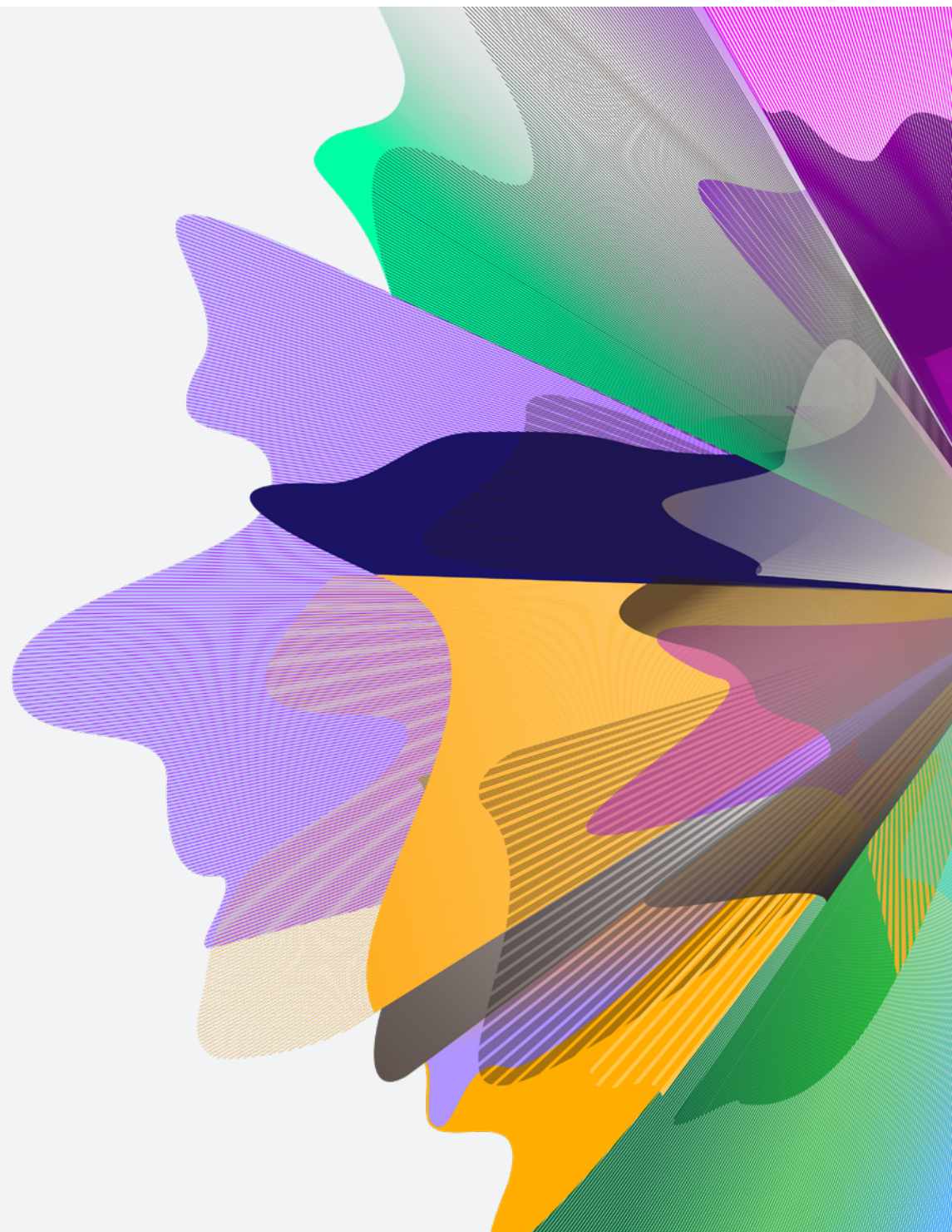


EXPAND

AI New Business Application User Guide

March 2026

FOR ADVISER USE ONLY



What is it?

Powered by AI, MLC Expand's new automation feature intelligently creates a new client account directly from data captured in Xplan – significantly improving efficiency, eliminating manual duplication, and reducing the risk of errors. It's smarter, faster and designed to give you and your support staff more time to focus on your clients.

Simply upload an Xplan template to the MLC Expand online system and our AI technology will take care of the rest, automatically scanning the document in one seamless, quick step. Once the information has been pre-populated, you will need to go to the online forms section to complete any remaining information required to finalise the set-up of the account prior to the client signing either the PDF or via DocuSign.

Supported applications

- New business applications (not for existing clients)
- Super
- Pension
- Individual investment accounts.

What client information is pre-populated by the new feature?

- Name, address, email and phone number
- Date of birth and gender
- Deposit information i.e. rollover and personal contributions
- Investment instructions / Deposit instructions.

What additional information can be manually input into the template for population in the application?

- Account preferences including Income or Cash Account percentages
- Beneficiary details
- Automatic re-weights including frequency and commencement dates
- Fee details.

Please note, to reduce manual input and errors, we suggest that the above information be filled out once the application has been generated utilising a number of systems drop downs fields and prompts.

How does it work?

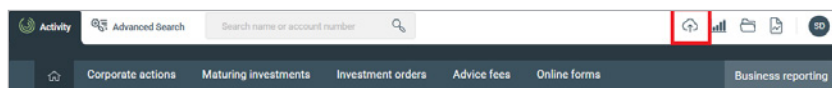
You can either drag and drop the Xplan template onto the screen, or select the 'browse files' icon to search and upload (only Word documents or PDFs are supported). The system will scan the document and pre-populate the fields in draft application.

Where to find the Xplan document?

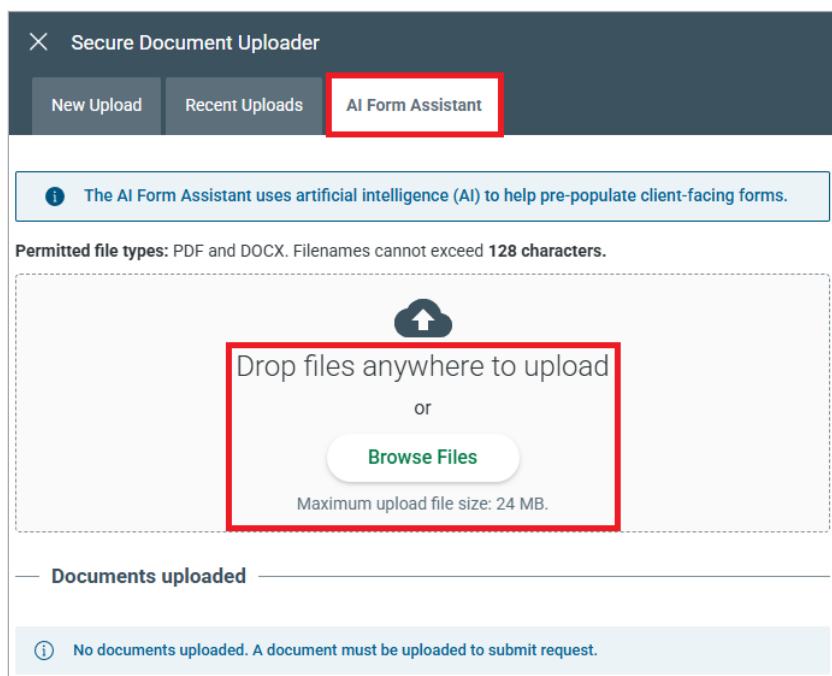
- Navigate to the WealthSolver module
- Ensure your proposal that you want to generate the form is in a state of 'Recommend & Acquire'
- Select 'Actions', 'Quick merge' and then the appropriate report name
- You will be notified by the bell in the top navigation bar when it has been completed and ready for download
- Then 'Download' report and save the file.

Steps to uploading a New Form

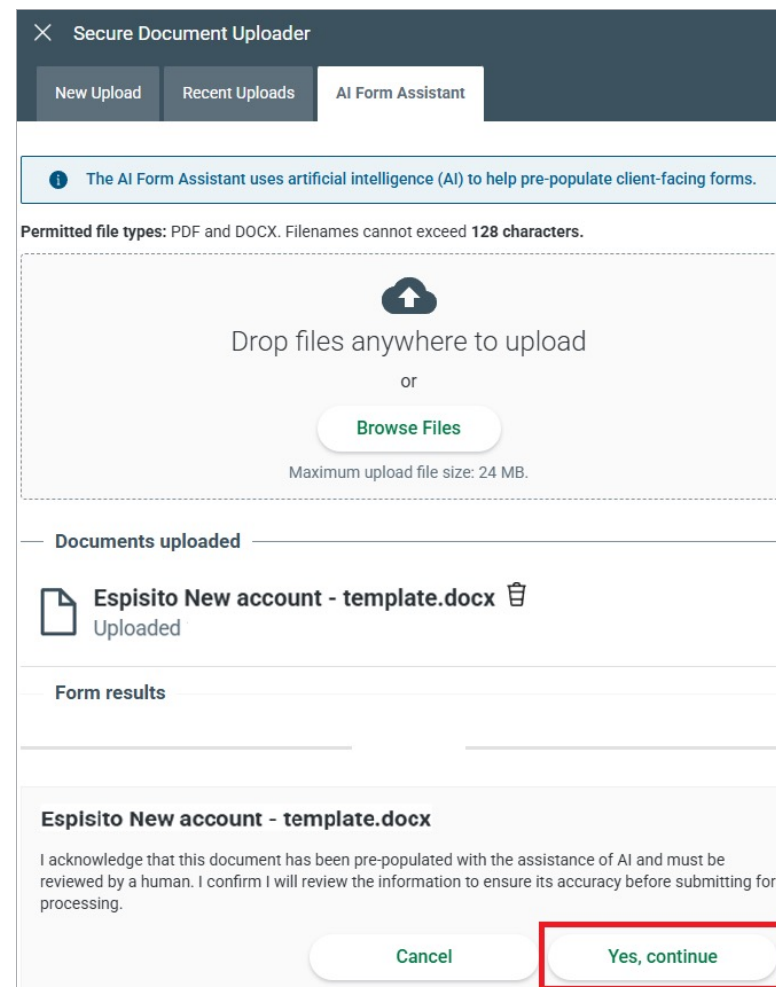
1 Navigate to the document uploader section as per the below.



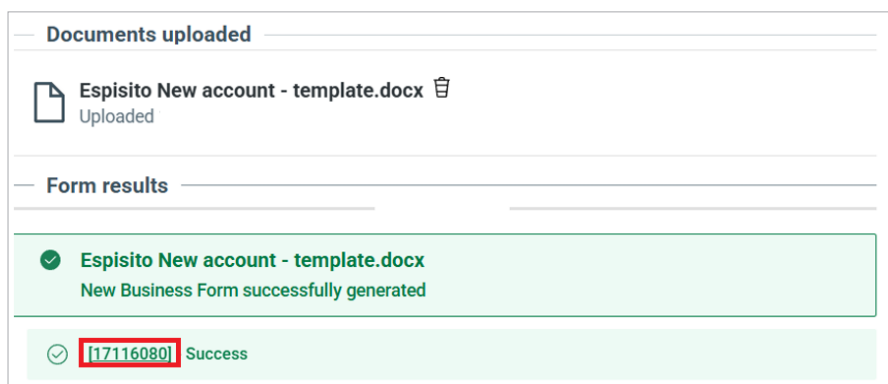
2 Select 'AI Form Assistant'. Drag and drop or browse for the file you would like to upload.



3 A successful upload will appear after a short period, and you will need to complete the AI acknowledgements before the upload is finalised.



- 4 The successful upload will appear in green, and you can navigate to the Online Forms Section via the draft account number that is hyperlinked. You can also navigate to the draft application via the activity section of the portal.



Once in the draft application, the remaining outstanding information can be populated. A partially completed PDF application can also be generated for you to complete with the client.

Please note, all sections of the electronic application must be completed before submission. The information contained within the electronic application must mirror the paper application that is signed by the client and uploaded.

Your client will need to sign off on the application which can be done via the existing methods including:

- Manually signing and uploading the New Application form,
- Electronically signing and uploading the New Application form along with the certificate of completion, or
- Utilising Embedded DocuSign.

What information is required?

- Xplan template
- Once it has been populated by a user, any user that has access to the adviser's clients can view the application under the online form section as a draft.

When will the upload not work?

- If the file size is too big – over 24MB
- If the file is not a .doc or PDF.

How is your client's privacy protected?

MLC Expand's newly released AI features for CSA and New Business utilise foundational models enabled through Amazon Web Services (AWS). These data models are hosted within Insignia Financial's private AWS cloud platform which is restricted to Australian servers. The files uploaded are not stored beyond the time to process (i.e. the extraction of information from the document uploaded to create the draft Advice Fees / New Business form), the extracted information is only used to create the draft forms, and no information is used to train or further enhance the underlying models.

Tips and tricks

- Data can be manually entered into the Xplan template before being uploaded into our online system.
- If you are choosing MPS investments, they will show as individual assets and will need to be deleted and manually entered.
- For Deposit instructions that include direct shares or term deposits these will be allocated to cash.
- Within WealthSolver it will look for the residential address and where there is more than one, it will include the preferred residential address. If there is no preferred residential, it will pick the first address in the system.

The types of errors that may occur on uploading

- 'No applicant details found in document' – If the AI failed to extract out anything in the applicant details section.
- 'No account details found in document' – If the AI failed to extract out anything in the account details section.
- 'No product name found in document' – If the AI failed to find a product name in the account details section.
- 'Unsupported client type' – If the form is for an unsupported client type (I currently only support individuals – I've done no work on other client types).
- 'Cannot find product called '{productName}'' – If I couldn't match up the extracted product name to a product in our system.
- 'Could not find '{adviserName}' attached to this user' – If the username that uploaded the form doesn't have an adviser whose name matches what was extracted from the document.

Contact us

Postal address

MLC Expand
GPO Box 264
Melbourne VIC 3001

Telephone

1800 517 124

Email

clientfirst@myexpand.com.au
advisoryrelationships@insigniafinancial.com.au

Website

myexpand.com.au

FOR ADVISER USE ONLY

This document is for financial adviser use only and is not to be distributed to clients. This document has been prepared by IOOF Investment Management Limited (IIML) ABN 53 006 695 021, AFSL 230524 as Trustee of the IOOF Portfolio Service Superannuation Fund ABN 70 815 369 818 and Navigator Australia Limited (NAL) ABN 45 006 302 987, AFSL 236466 as the Service Operator of the Investor Directed Portfolio Service. IIML and NAL are part of Insignia Financial, consisting of Insignia Financial Ltd ABN 49 100 103 722 and its related bodies corporate. No member of Insignia Financial will be responsible or liable for any reliance placed on the information provided in this document. The information in this document has been given in good faith and has been prepared based on information believed to be accurate and reliable at the time of publication.