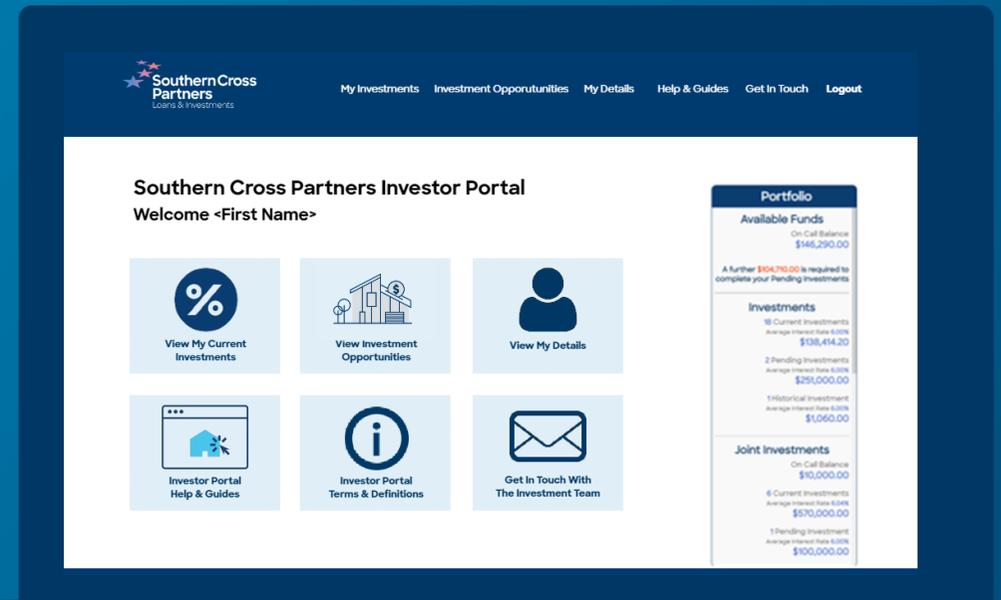




Investor portal 'how to' guide



How to get a repaying loan repaid into your bank account



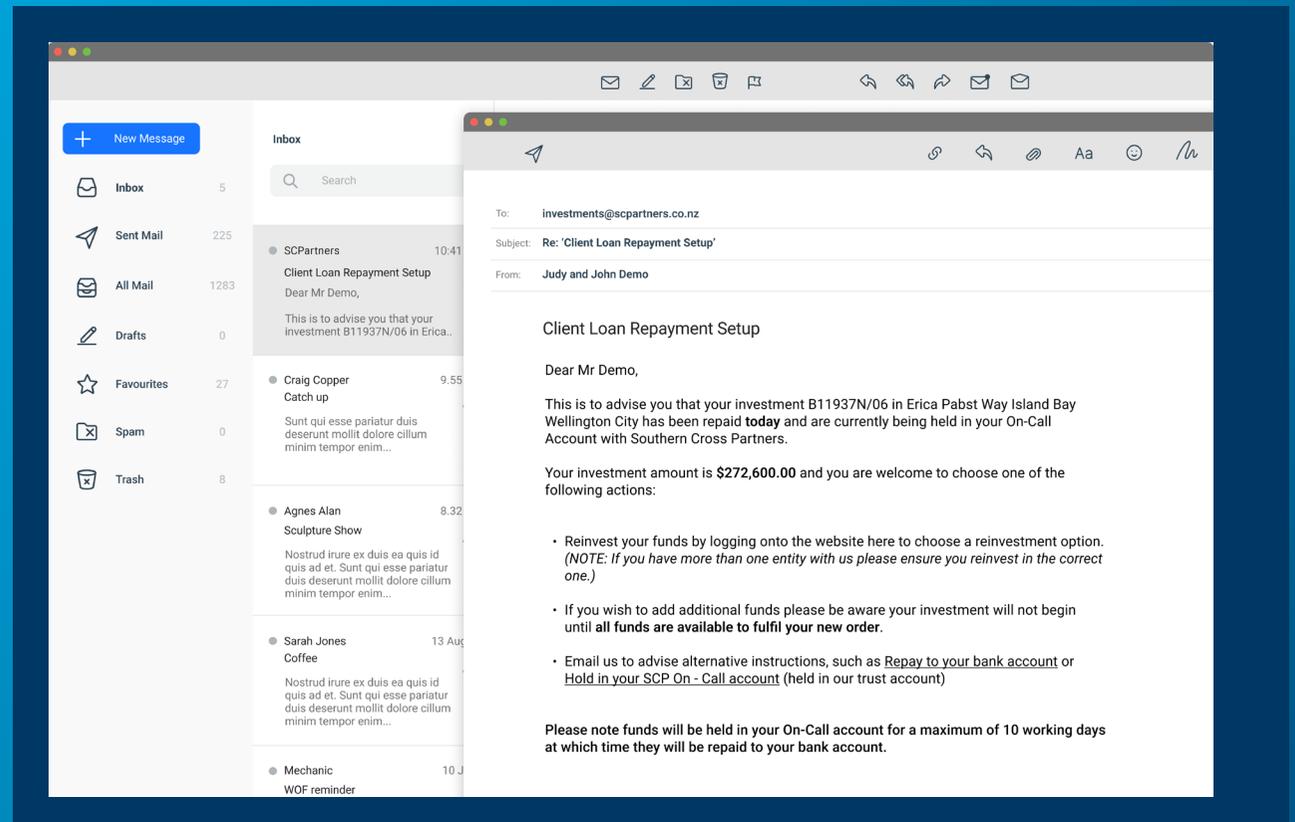
1

There are multiple options to choose from when we advise that an investment you've made is being repaid.

You will receive an email from Southern Cross Partners to your email inbox.

This is not communication in our investor portal, but through the **email address** you signed up to SCP with.

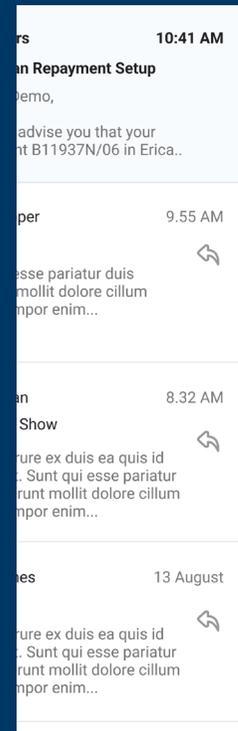
Navigate to your email inbox and find the email you've received from Southern Cross Partners.



2

In this loan repayment email you will have three options:

1. **Reinvest your funds**
by logging into the investor portal and choosing an investment opportunity
2. **Add additional funds**
3. **Advise alternative instructions**
such as repay to your bank account



Client Loan Repayment Setup

Dear Mr Demo,

This is to advise you that your investment B11937N/06 in Erica Pabst Way Island Bay Wellington City has been repaid **today** and are currently being held in your On-Call Account with Southern Cross Partners.

Your investment amount is **\$272,600.00** and you are welcome to choose one of the following actions:

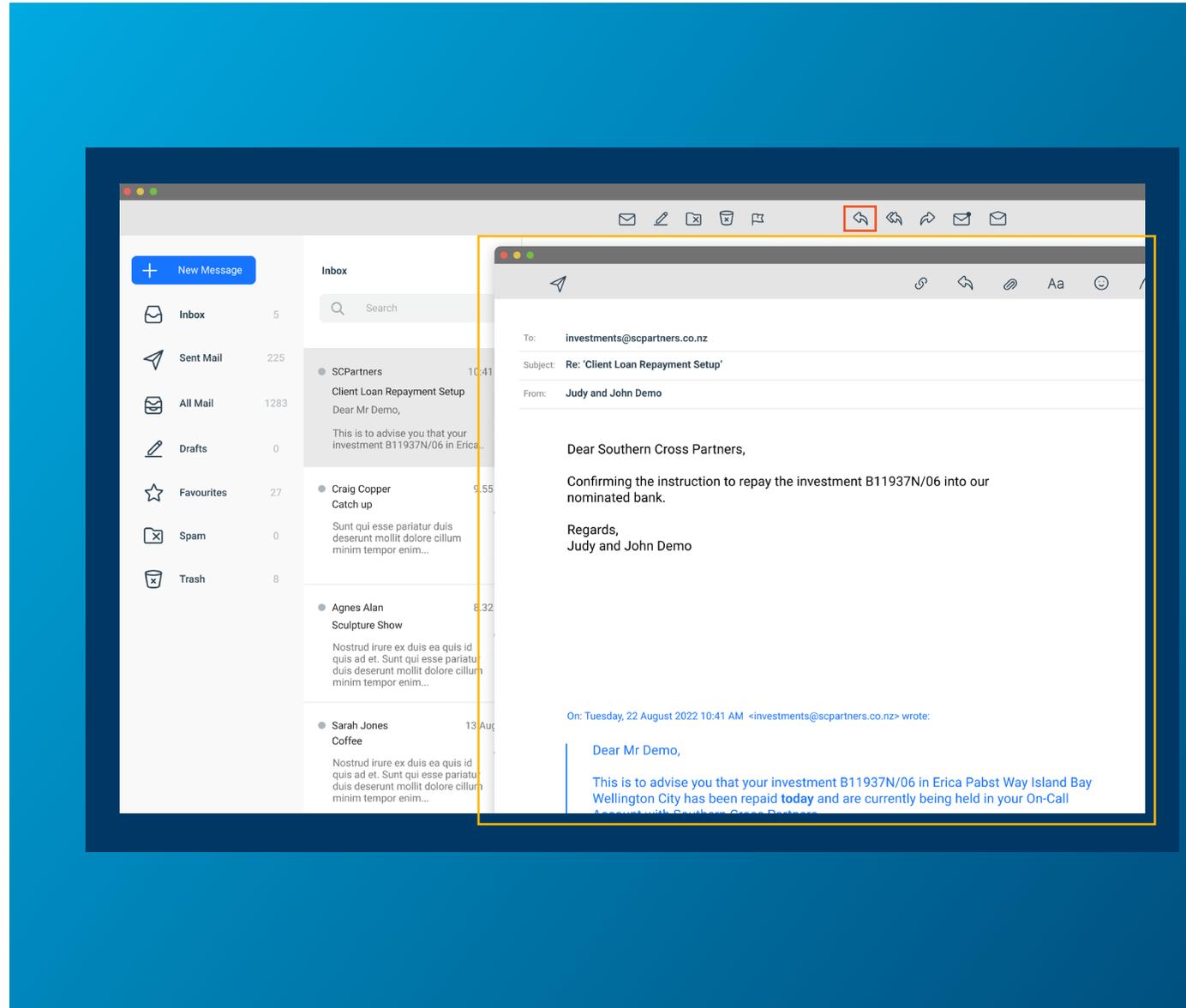
- Reinvest your funds by logging onto the website here to choose a reinvestment option. *(NOTE: If you have more than one entity with us please ensure you reinvest in the correct one.)*
- If you wish to add additional funds please be aware your investment will not begin until **all funds are available to fulfil your new order**.
- Email us to advise alternative instructions, such as [Repay to your bank account](#) or [Hold in your SCP On - Call account](#) (held in our trust account)

Please note funds will be held in your On-Call account for a maximum of 10 working days at which time they will be repaid to your bank account.

3

To select the final option, **Repay to bank account**, reply to the email with your request.

Your investment will be repaid to your bank once funds are received from the repaying loan.



Can I talk to a real person?

If you have any questions, comments, or feedback, you can call us or send us an email.

0800 00 58 43

investments@scpartners.co.nz

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