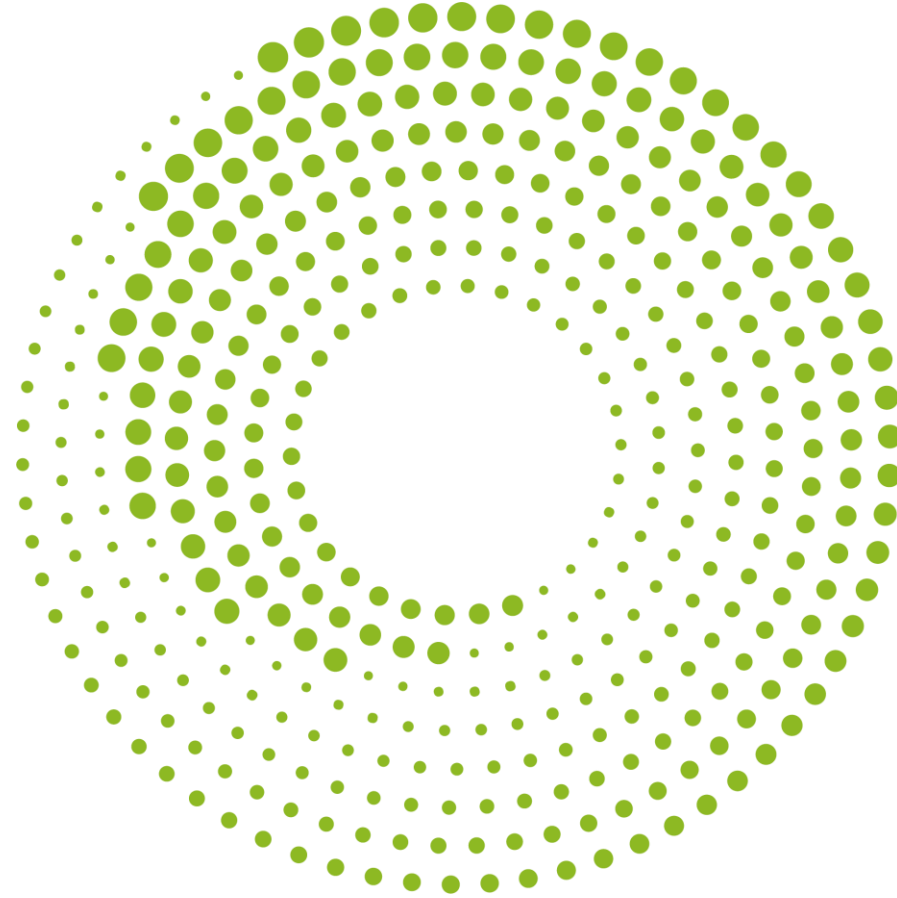




Registration & Navigation Guide

DMF Refund Portal | Lifestyle Communities

Contents

Navigating this document

This guide has been prepared to assist you to navigate through the DMF Refund Portal (**Portal**) and register an account to submit your claim.

For ease of use, the sections outlined to the right of this pane have been linked to the relevant page. To access, simply click on the section.

For questions specific to your eligibility and other matters, please consult the [Frequently Asked Questions](#) tab on the Portal.

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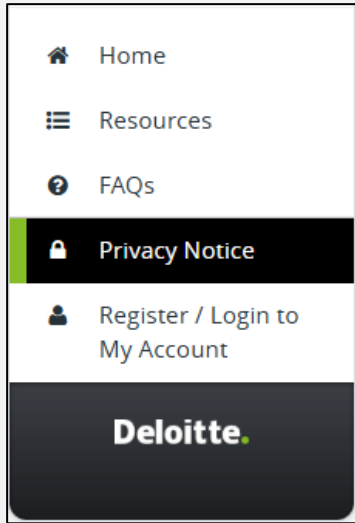
1 | Register an account

You are required to register an account and provide information to receive your account balance distribution.

Register your account as follows:

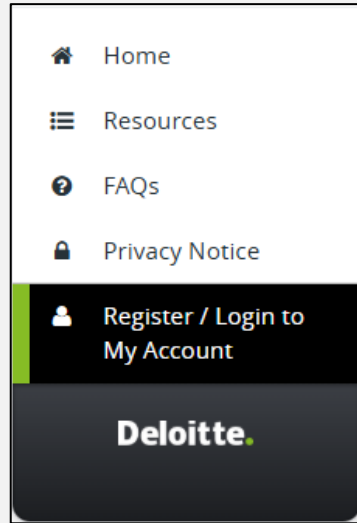
1 Read the Privacy Notice

- Navigate to Creditor Claims Portal using the link: <https://aurestructuring.deloitte-halo.com/service/website/LifestyleRefund>
- Click on the **“Privacy Notice”** tab and read the information to understand how information you provide will be used.



2 Access the Registration Tab

- Click on the **“Register / Login to My Account”** tab



3 Enter your email address and accept the privacy statement

- Enter an email address to register with your account and to receive notifications.

A screenshot of the Registration form. It includes a title 'Registration', a description 'The ClaimsView Platform is being used by D program.', a link 'Please contact the Deloitte team at lifestyle', an 'E-mail' field, and a checkbox for 'By continuing, you agree that you have read and accept the terms of our Privacy Policy'. A green 'Register' button is at the bottom.

- Check the box to confirm you agree with the information on the **“Privacy Notice”** tab and then click **“Register”**.

4 Verify your email with a One Time Password (OTP)

- You will be prompted to enter an OTP which will be sent to the email address you have used to register.
- Enter your OTP on the registration page and click **“Verify Account”**.
- Don't forget to check your SPAM filter and junk folder if you haven't received the email.

A screenshot of the Registration form. It includes a title 'Registration', a description 'Enter the one time password sent to your email address', a field for 'Enter the one time password you've received', and a green 'Verify Account' button.

5 Fill in your profile & set your password

- You will be prompted to enter your first name, surname and a mobile number which we will use should we need to contact you.
- You will also be required to set a 'strong' password of your choosing (the on-screen criteria will turn green once satisfied).
- After you've entered your details, select **“Sign Up”** at the bottom of the form.

A screenshot of the Registration form. It includes fields for First Name, Surname, Phone, E-mail, Password, and Confirm Password. There are also checkboxes for 'Min 10 Characters', 'Lowercase', 'Uppercase', 'Letters & Numbers', and 'Special Characters'. A green 'Sign Up' button is at the bottom.

All images are indicative, actual Portal screens may look slightly different

2 | Claim Overview

You are required to complete the following sections within the “Register / Login to My Account” tab and provide information to register your claim.

Please read the information in the expanded “Overview” section before you continue with your registration. You will also be required to answer a question in this section.

1 Former Resident details	Confirm your Former Resident information.
2 Verifying your identity	Complete this section to verify your identity. This can be done by visiting GreenID and following the on-screen prompts. Providing your proof of identity (photo ID) will assist Deloitte in verifying you as the authorised person.
3 Submission	Confirm in this section that you have completed all the above sections and that the information you submitted is complete and accurate.

Screenshot of the Portal once you have logged in

You are currently logged in as

View Profile

Logout

Dashboard > AO530781C

Overview

Resident Questionnaire

Submit Questionnaire

☐ I declare that the information I have provided is true and correct to the best of my knowledge and belief.

Submit

2.1 | Confirming the Former Resident details

You will need to complete the “Resident Questionnaire” section within the “Register / Login to My Account” tab to confirm your registration.

- Click on “Resident Questionnaire” within in the “Register / Login to My Account” tab to expand that section.
- Input the required information in the expanded “Resident Questionnaire” section.
- Ensure you are continuing to click the “Save Changes” buttons throughout the questionnaire to ensure your progress is saved.

Screenshot of the “Resident Questionnaire” section within the “Register / Login to My Account” tab

Resident Questionnaire

The following questionnaire will be used to collect your contact information and match your details against your refund entitlement.

Is there a single or joint name on the Residential Site Agreement (RSA)?*

Select option

Former Resident's First Name*

"First Name Per The Signed RSA"

Former Resident's Middle Name

"Middle Name Per The Signed RSA"

Former Resident's Last Name*

"Last Name Per The Signed RSA"

Residence details, as it relates to the DMF claim

Which community does this claim relate to?*

Select option

What is the lot number of the address this claim relates to?*

"Lot 9"

What is the address of the Lifestyle Communities property this claim relates to?*

"12 Example Street, Melbourne VIC 3000"

2.2 | Verifying your Identity Via GreenID

You will need to complete the GreenID verification as an authorised recipient to receive a refund.

GreenID is a secure third-party identity verification platform and will request you provide either Australian or New Zealand identification documents to be used in verifying your identity.

Please refer to the [‘GreenID Verification Guide’](#) on the “Resources” tab for further assistance with this section.

Verify your identity via the GreenID Portal

You will need to complete this section to verify your identity as an authorised recipient eligible to receive a refund.

GreenID is a secured third-party identity verification platform and will request you provide either Australian or New Zealand identification documents to be used in verifying your identity.

Please click on the following link and follow the onscreen prompts to complete the photo identification check.

Verify your identity using the GreenID link: <https://verify.gbgid.me/684fb5b1a15d76d9bb3d52b6f31a1126/hosted-landing-page>

Please refer to the ‘GreenID Verification Guide’ on the “Resources” tab for further assistance with this section.

GreenID confirmation*

Select option

Save Changes

2.3 | Providing a Statutory Declaration

If you are an authorised Power of Attorney or Executor of a Deceased Estate, you will be required to sign a statutory declaration confirming your authority to lodge a refund claim on behalf of the relevant Former Resident(s).

- If you are acting as an authorised Power of Attorney or Executor of a Deceased Estate, the relevant declaration section will appear.
- Click the document link to open and download the statutory declaration. **Read the declaration carefully and complete all required fields.**
- The statutory declaration can be completed and signed **electronically, or printed, signed and scanned.**
- Once completed, upload the statutory declaration and click “Save Changes” to save the document to your claim.
- The Deloitte Team will review the statutory declaration as part of the claim review process. If the declaration is incomplete or has been completed incorrectly, the Deloitte Team will contact you.

Screenshot of the “Executor Declaration/Power of Attorney Declaration” section within the “Register / Login to My Account” tab

Executor Declaration

You will be required to sign a Statutory Declaration verifying that you are the entitled executor of the estate and authorised to manage the distribution of the refund.

Please note the refund payment can only be paid into the name of the estate or the executor's estate-capacity bank account.

Please refer to the following Statutory Declaration document: [Estate Executor Statutory Declaration Document.pdf](#)

You will be required to complete above document and upload a signed copy as an attachment below:

Signed Estate Executor Statutory Declaration* ⓘ

[Upload Attachment](#)

No Attachments

[Save Changes](#)

Power of Attorney Declaration

You will be required to sign a Statutory Declaration verifying that you are the authorised Power of Attorney and eligible to lodge a refund claim on their behalf.

Please note the refund payment can only be paid into a bank account in the name of the principal.

Please refer to the following Statutory Declaration document: [PoA Statutory Declaration Document.pdf](#)

Both yourself and the Former Resident recorded on the RSA will be required to sign the above document and upload the signed copy as an attachment below:

Signed PoA Statutory Declaration* ⓘ

[Upload Attachment](#)

No Attachments

[Save Changes](#)

2.4 | Form Declaration & Submission

In order to submit your claim, you must tick the declaration box identified in the right screenshot.

To submit your claim, you must tick the declaration box shown in the screenshot on the right.

The Deloitte Team will then review your submitted claim.

If your claim is approved, you will receive an email containing a link to the Portal. You will need to **log back into the Portal, provide your bank details and sign a Deed of Settlement.**

Once your bank details have been provided and the Deed of Settlement has been signed, Lifestyle Communities will aim to process your refund within 21 days.

If you need to update any information after submitting your claim, please contact us using the message function in the Portal or by email at lifestylecommunities1@deloitte.com.au.

*Screenshot of the “Submission” section within the
“Register / Login to My Account” tab*

Submit Questionnaire

Please check that the information that you have entered above is complete and accurate.

Click the “Submit” button to submit the information you have entered for it to be sent to the Deloitte team.

You will receive a notification via email that your information has been submitted.

You will not be able to edit your information once you have clicked “Submit”.

If you wish to update any information after submitting, you will need to notify us via the message function or by email at lifestylecommunities1@deloitte.com.au.

After submitting your questionnaire Deloitte’s team will undertake a adjudication process verifying your identify, and your refund eligibility.

If your application is successful then you will be sent a Deed of Settlement document identifying your refund entitlement and requesting you provide bank details for payment.

You will be notified via email, when you will need to login to provide payment information.

Should there exist any discrepancies with your application, Deloitte may reach out for further information.

☐ I declare that the information I have provided is true and correct to the best of my knowledge and belief.

Submit

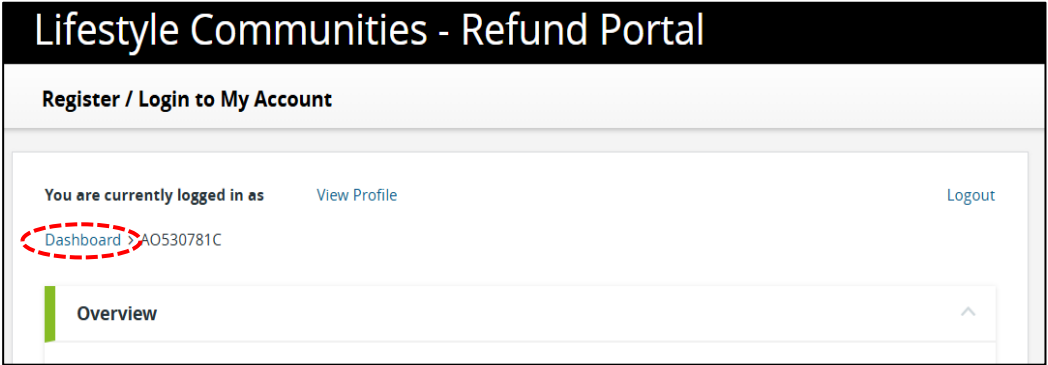
3 | Sending a Message to the Deloitte Team

Should you need further assistance, you can message the Deloitte Team using the ‘Message function’ in the portal.

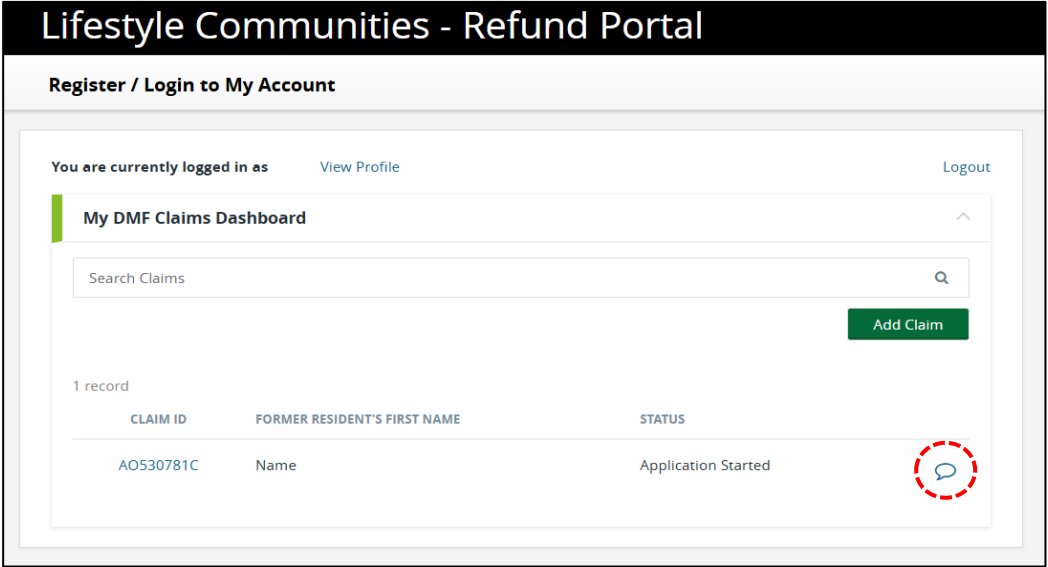
- The “**Message**” function on the Portal can be accessed after you have logged in by clicking the “**Message**” function icon located on the far right of your claim (**Step 2**). If you are currently logged into the questionnaire, you will need to go to the top of the page and click “**Dashboard**” (**Step 1**).
- **To send a query:** Enter a brief message detailing your query in the ‘Send message’ box that will appear on screen. There is also the ability to upload any relevant attachments and submit them with your query by clicking the “**Upload Attachment**” button. Once you have entered your message and uploaded any attachments, make sure to click the “**Send**” button. You will receive an automated notification to your registered email address that your message has been successfully submitted. You will also be able to see the message history on the “**Message**” function screen.
- **To view a response:** You will receive an automated notification to your registered email address when a reply is available for you to view. To view the reply, log into the portal and select the “**Message**” function hyperlink.
- You can also send us a message at lifestylecommunities1@deloitte.com.au.

Screenshot of the “Message Function” within the Portal

Step 1



Step 2



4 | General Troubleshooting

Troubleshooting Guide

We have set out troubleshooting solutions to some of the common difficulties Former Residents may experience.

- ❑ When you log into the Refund Portal, make sure you:
 - ❖ Are navigating to the correct site
 - ❖ Use a desktop or tablet device where possible
 - ❖ Are not using a saved link (e.g. from your favourites list)
 - ❖ Have cleared your browsing history, cookies and cache
 - ❖ Use 'in private' browsing.
- ❑ If you are still experiencing difficulties, please contact the dedicated support team using the message function, available on the dashboard page, once you have logged in ([see page 8](#)).

Are you accessing the correct site?

The refund portal is just one of many sites hosted by Deloitte on its HALO platform. The URL for the refund portal is: <https://aurestructuring.deloitte-halo.com/service/website/LifestyleRefund?Pg=1>

To log in, select the **“Register/Login to My Account”** tab on the left-hand side. The default view will allow you to Register or Sign In.

Are you using a compatible web browser?

The refund portal is best viewed through a browser on a desktop, laptop or tablet device. We do not recommend using a smartphone to access the site as there are some known functionality limitations meaning you may experience difficulties in navigating and viewing information.

Have you cleared your browsing history, cookies and cache?

If you are still experiencing issues when using a compatible browser, sometimes we find that clearing your cache, including browsing history and cookies, resolves your access issues. You can clear these by navigating to internet options>browsing history (or equivalent) in your browser. Alternatively, using your browser in 'in private' or 'incognito' mode may resolve the issue.

About the personal information collection notice

As part of using the refund portal, we collect personal information, including your email, name, contact phone number and banking details.

As this is personal information, we require your consent to collect this information. Details of what we will collect and how we will use this information are set out in the Privacy Notice. By clicking the check box on the

bottom of the page when registering, you are consenting to us collecting this information.

How can I reset my password?

If you have previously registered your email account, but have since forgotten the password you set (or receive an error message that your password is invalid), you can reset it by clicking 'Sign In' on the **“Registration/Login to My Account”** tab.

Once on Sign In screen, click on the 'Forgot Password' button. You will be prompted to enter the email address you used for your registration. This will generate a One Time Password (OTP) which is sent to your email address. Enter the OTP when prompted and follow the on screen instructions to reset your password.

Changing your email address

If you want to change the account that you use to log in, after signing in, click on the 'View Profile' link at the top of the screen (next to your name). Click on the 'change email' link next to the email field and follow the on screen prompts to change the email address. To verify the change, you will be prompted to enter a OTP, which will have been sent your initial registered email account.

What to do if you didn't receive your OTP

Your OTP may take up to 30 minutes to arrive and will be sent to the email address you used to register. We have found that sometimes the email domain host may block these messages, or mark them as junk email. If you didn't receive your OTP, navigate to the re-enter your email address to generate a new OTP.

What to do if your OTP isn't working

Your OTP should be entered on screen in the field that appears after you register your email address and

consent to the personal information collection notice. If you get an 'Invalid OTP' error message, there may be a typographical error in the code you entered, or you are using an OTP that has expired.

If, after retyping the code again, you are still getting the error message, re-enter your email address to generate a new OTP.

How will I know if I have sent or received a reply to my enquiry message?

If you have sent a message to the Deloitte Team using the 'message' function ([see page 8](#)), you will receive an automated notification to your registered email address confirming your message. Similarly, you will receive an automated email notification when you have received a response. You will need to log-in to the portal and open the messages screen to view the response.

What if I haven't received any email notifications?

Some service providers employ filters that automatically block email communication from the portal. These may include providers such as Gmail, Yahoo!, Outlook.com and AOL. To ensure you are receiving all important email notifications, please add lifestylecommunities1@deloitte.com.au or any email address ending with @deloitte.com.au to your address book, safe senders list, or equivalent.



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