Need help with this webpage?

This is a guideline on how to use the form on this webpage.
The IOOF data feed support page is to be used for any data feed related enquiries, issues, questions, registrations etc.

Name
Enter the name of the person submitting the request. This will be the Contact Person's name.
Example Joe Bloggs

Contact Phone Number
Enter the phone number for the contact person of this request, this is very rarely used and only in case when it is urgent.
Example 03 9999 9999

Email Address
Enter the email address to which you would like to receive correspondence on about this request you have submitted.
Please ensure it's spelt correctly, else we won't be able to reply to you if we would require further information.
Example Joe.Bloggs@test.com.au

Re-enter Email Address
Please re-enter the email address to which you would like to receive email correspondence on about this request that you submitted.
Please check the spelling is correct.
Example Joe.Bloggs@test.com.au

Adviser Group / Dealership Name/Company Name
The name of the company, adviser group or a dealership name that the adviser is part of.

Adviser Name
Name of the adviser this issue is primarily relating to.

Adviser Number
A valid Adviser Number as supplied by Platform provider.
If you are registering for multiple advisers, either provide the details in the field 'Details of the Issue' or save them to a file and add as an attachment to the form.

Financial Planning Software/ Vendor
Financial Planning Software that is used at your office.
Example: Xplan, Visiplan, COIN, etc

Summary of the Issue
A brief summary of the issue you are reporting.
Ex: '*Data not coming through to our Software', 'Account is Out of balance',*
'Register adviser for AET feed – Joe Bloggs 2222'

Details of the Issue
Information about the issue or request being reported that would help us to investigate or handle the request efficiently.

Web Username
Your online service user name that you are registered with the Platform provider.
Ex: Portfolio Online (POL) username, AET MyPortfolio Login ID etc.

Attachment
Attach any screen shots, warnings; error reports that you can send to us to investigate the issue. Please ZIP if you have multiple files to send into one.

Mandatory Fields
A field with an Asterix (*) denotes that it is a Mandatory field, and the support requested cannot be submitted until all Mandatory fields are filled in with values that are allowed.