

SERVICE UPDATE FAQ's

MAIN CONEXIM E-MAIL CONTACTS

To assist us in answering your queries in a timely manner please use the relevant group e-mail addresses outlined below;

- Account Opening, Cash Movements, Withdrawals: clientservices@conexim.ie
- Dealing and Reporting: dealers@conexim.ie
- Asset Transfers: transfers@conexim.ie
- ARF Processing: arf@conexim.ie
- Advisor Fee Processing: accounts@conexim.ie
- Compliance: compliance@conexim.ie
- Corporate Actions: corp.actions@conexim.ie
- General Queries: contact@conexim.ie

Please note that all dealing instructions must be directed to dealers@conexim.ie. This email is routed to multiple dealers, ensuring that your query is dealt with as efficiently as possible.

WILL YOU ACCEPT DIGITAL SIGNATURES ON APPLICATION FORMS?

We have made all of our application forms fillable PDFs, which means they can be completed in a browser or a PDF reader, or your client can print and scan as normal.

These fillable PDFs can be submitted to us by the following methods:

- a) With the whole document printed, filled out by hand and scanned.
- b) With the PDF completed electronically and just the signature page printed and scanned.
- c) With the PDF completed electronically and signed via your preferred digital signature solution.

[An updated library of Fillable PDF forms is available here.](#)

HOW DO I SEND SCANNED DOCUMENTS/APPLICATION FORMS?

Completed application forms and ancillary documents should be sent to the relevant Trustee or QFM in the case of 3rd party pension accounts, or directly to Conexim at clientservices@conexim.ie for all other account types.

If you are looking to open an account type that is not listed on our website or are having difficulty with the above forms, please feel free to contact your primary relationship in Conexim, or e-mail contact@conexim.ie

WILL YOU ACCEPT AML DOCUMENTATION VERIFIED BY ID-PAL?

Yes, we accept ID-PAL documentation, provided the documents meet our [AML requirements](#).

Please note that we require all client identification documentation, including those provided through ID-PAL to be certified by the Advisor. You achieve this using a digital plugin (eg. Adobe Professional), or using your firms physical stamp.

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