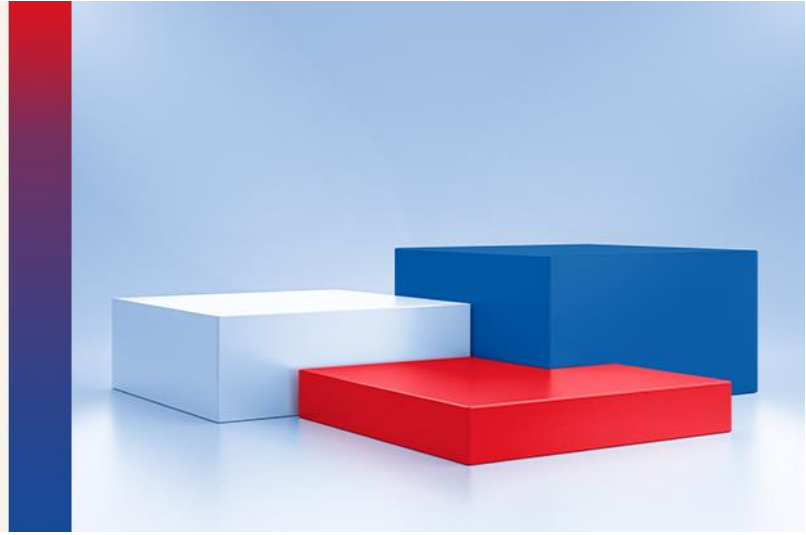


Troubleshooting FirstTech app



How to make Commonwealth Bank of Australia (and Colonial First State) a trusted developer on your smartphone

Android

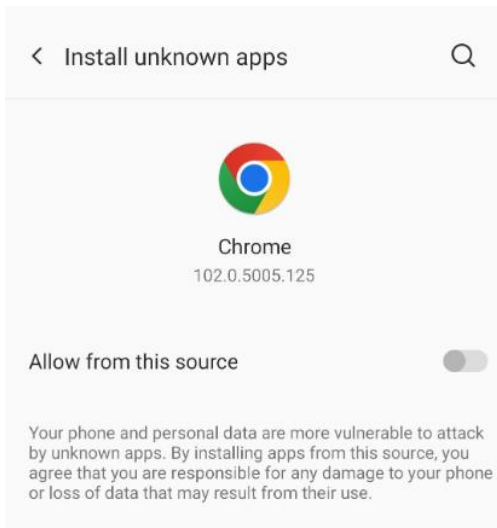
While trying to install the app, you may see the following message:



For your security, your phone is not allowed to install unknown apps from this source.

[CANCEL](#) [SETTINGS](#)

To make Commonwealth Bank of Australia (and Colonial First State) a trusted developer, tap "Settings" on the alert. You'll be redirected to the following page. Toggle "Allow from this source" to ON.

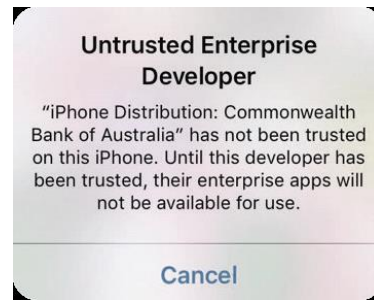


You will then receive an alert asking to install the FirstTech App. Select 'INSTALL'.

Important note: To keep you device secure, once the FirstTech app is installed, toggle OFF the "Allow from this source" setting from the previous step.

iOS

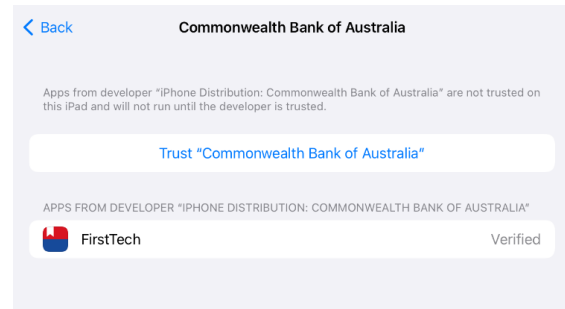
Some iOS devices will give you the following error message:



To make Commonwealth Bank of Australia (and Colonial First State) a trusted developer, follow the following steps:

Settings > General > VPN & Device Management > Select Commonwealth Bank of Australia > Tap 'Trust'

Please note: 'VPN & Device Management' may also be named 'Device Management' or 'Profiles & Device Management' depending on which iOS version you are using.



How to contact us

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The information contained in this guide is based on the understanding Avanteos Investments Limited ABN 20 096 259 979, AFSL 245531 (AIL) and Colonial First State Investments Limited ABN 98 002 348 352, AFSL 232468 (CFSIL) has of the relevant Australian laws as at 1 July 2022. As these laws are subject to change you should refer to our website at www.cfs.com.au or talk to a professional adviser for the most up-to-date information. The information is for adviser use only and is not a substitute for investors seeking advice. While all care has been taken in the preparation of this document (using sources believed to be reliable and accurate), no person, including AIL, nor CFSIL, accepts responsibility for any loss suffered by any person arising from reliance on this information. This update is not financial product advice and does not take into account any individual's objectives, financial situation or needs. Any examples are for illustrative purposes only and actual risks and benefits will vary depending on each investor's individual circumstances. You should form your own opinion and take your own legal, taxation and financial advice on the application of the information to your business and your clients. Taxation considerations are general and based on present taxation laws and may be subject to change. You should seek independent, professional tax advice before making any decision based on this information. AIL and CFSIL are also not a registered tax (financial) adviser under the Tax Agent Services Act 2009 and you should seek tax advice from a registered tax agent or a registered tax (financial) adviser if you intend to rely on this information to satisfy the liabilities or obligations or claim entitlements that arise, or could arise, under a taxation law.

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