

# W-8BEN Support Guide

Your step-by-step guide to  
completing the W-8BEN form

# What is W-8BEN?

The W-8BEN is a United States (U.S.) Department of the Treasury Internal Revenue Service (IRS) requirement that allows you, as a foreign investor, to claim concessional tax treaty benefits (including a reduced rate of withholding tax).

The W-8BEN form is meant for foreign individuals or sole proprietors.

If we do not have a valid W-8BEN on file, any payments (such as dividends and sale proceeds) credited to your account may be subject to a withholding tax of 30% to cover the U.S. Department of the Treasury IRS withholding tax liabilities.

Once signed, the W-8BEN form is valid until the last day of the third calendar year following the signature date. For example, if you were to complete a form in 2025, it will expire on the 31 December 2028.

However, if there has been a change in circumstances, such as a name change, in that instance we will require a new form submission.

For detailed instructions on completing the W-8BEN, visit the IRS website. Australian tax residents should also review IRS Notice 2018-20.

This guide aims to help you meet your obligations for U.S. tax withholding and reporting. However, please ensure you fully understand your responsibilities before completing the form.

You will complete your W-8BEN digitally, eliminating the need to print or email the form. We will receive it digitally upon your submission, and certification may take up to 3 days.

If there are any issues with the form, you will receive an email from us informing you of any updates needed. The information in this guide is general and not intended as advice.

For tax advice regarding the W8 form, contact the IRS or your Tax Adviser. AUSIEX cannot provide advice on your obligations or the U.S. tax implications of your investments.

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## Accessing Portal & Verification details

Follow the steps in the email under, “What you need to do”, by copying and pasting the URL provided in your browser.

Click on “Proceed”. Your details will then be validated against your profile. Once the details are confirmed, you will proceed to the next step.

Username

Password

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Complete your W-BEN and W-8BEN-E Form

Securely verify your identity to access and complete your W-8BEN and/or W-8BEN-E Form online.

To access the secure portal we will need to verify your identity. Enter the details listed below.

Account detail

Your International Markets ID is displayed on the email you received. It refers to the account that the W-8BEN and/or W-8BEN-E Form is related to.

International Markets ID

11111111

Personal details

Please complete your details below detail to ensure we can verify you.

First name

John

Surname

Smith

Mobile number

0400 000 000

Date of birth

01/01/1901

☒

Profile verification successful

Authentication Code

Select 'Send Code' and enter this number in the Verification code field. When entered, select Verify Code & Proceed. If the code is correct, you will be directed to a secure portal to complete your W-8BEN and/or W-8BEN-Form.

We will send a 9-digit authentication code by SMS to <04\*\*\*\*0000>

Verification code

Send code

Code expires within 30 minutes.

Verify Code & Proceed >

## Step 2

### Authentication

Select “Send Code” next to Verification code. A verification code will be supplied to your mobile number via a SMS.

The verification code is valid for 30 minutes. If you do not verify the codes, it can be resent after the initial code is requested.

Enter the verification code and click “Verify Code & Proceed”.

You will then be signed in automatically to complete the W-8BEN form.

#### W-8BEN Steps

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## Complete your W-BEN and W-8BEN-E Form

Securely verify your identity to access and complete your W-8BEN and/or W-8BEN-E Form online.

To access the secure portal we will need to verify your identity. Enter the details listed below.

### Account detail

Your International Markets ID is displayed on the email you received. It refers to the account that the W-8BEN and/or W-8BEN-E Form is related to.

**International Markets ID**

### Personal details

Please complete your details below detail to ensure we can verify you.

|                                   |                                    |                                           |                                         |
|-----------------------------------|------------------------------------|-------------------------------------------|-----------------------------------------|
| <b>First name</b>                 | <b>Surname</b>                     | <b>Mobile number</b>                      | <b>Date of birth</b>                    |
| <input type="text" value="John"/> | <input type="text" value="Smith"/> | <input type="text" value="0400 000 000"/> | <input type="text" value="01/01/1901"/> |

☒ **Profile verification successful**

### Authentication Code

Select 'Send Code' and enter this number in the Verification code field. When entered, select Verify Code & Proceed. If the code is correct, you will be directed to a secure portal to complete your W-8BEN and/or W-8BEN-E Form.

We will send a 9-digit authentication code by SMS to <04\*\*\*\*0000>

**Verification code**

Code expires within 30 minutes.

**Didn't get the code?**  
Double check the mobile number is correct or [resend the code](#).

# Step 3

## Select Account Type

Please select the appropriate account type that relates to the W-8 form you are completing.

Your circumstances and information inform the type of W8 form that applies to you. AUSIEX can only facilitate the transactions of clients that are eligible to provide a W-8BEN.

Prior to returning a W-8BEN form, please review the IRS instructions for Individuals or for Entities and/ or seek independent advice to determine the type of form that is most appropriate for your circumstances.

If you select the box within the “Effectively Connected Income” section, you will be completing a W-8ECI form which is not eligible for the AUSIEX International Markets service.

For more information on the W-8BEN see the IRS website.

For Individual and Joint accounts, select “Individual”.

### W-8BEN Steps

Is the account holder an individual or a non-individual/entity? ⓘ

- ☒ Individual  
☐ Non-Individual/Entity

Is the account holder a citizen or resident of the United States?

- ☐ Yes  
☒ No

#### Effectively Connected Income

If all of the conditions are met, then the account holder should click here to complete a Form W-8ECI.

- The account holder is not a citizen or a resident of the United States
- The income earned will be “effectively connected” with a US trade or business
- The account holder has a trade or business located in the US
- The account holder will be filing a US tax return (Form 1120F or 1040NR) with the Internal Revenue Service at the end of each year
- The account holder has obtained a US taxpayer identification number (TIN) with which to submit these returns

☐ If all the conditions are met, check here to complete a Form W-8ECI

Back

Continue

# Step 4

## Name

Please ensure your name, including any middle names are correctly pre-populated. The name provided must match your existing AUSIEX Share Trading Account.

If you are the individual completing the form, select “Yes”.

### W-8BEN Steps

Legal Name of Individual

First Name

Middle Name

Last Name

JOHN

JANE

SMITH

Is the person listed above the person completing this form?

Yes

No

# Step 5

## Country of Citizenship

Next, please enter your Country or Region of Citizenship.

Country/Region of Citizenship

Country/Region of Citizenship

Australia

# Step 6

## Residential Address

Your residential address should be pre-populated with information from your existing AUSIEX Share Trading Account. If your address is incorrect you will need to update your address by completing the Change of Personal Contact details form via the AUSIEX website.

Please be aware that you cannot use a P.O. box or an in-care-of address as your residential address. This section requires a physical residential address. If you enter a P.O. box or in-care-of address, your W-8BEN form may be rejected, and you will need to complete a new W-8BEN form.

If your country of tax residency is different to your residential address, please contact our International Markets desk to discuss on **1800 252 351** or email us at [international@ausiex.com.au](mailto:international@ausiex.com.au) between Monday – Friday, 8:30am – 5:30pm.

### W-8BEN Steps

Residence Address ⓘ

Street Address - Do not use a P.O. Box or In-care-of-address

1 EXAMPLE STREET

Address Line 2

City

SYDNEY

Postal Code

2000

Country/Region

Australia

State/Province/Territory

NSW

Is the address provided a P.O. box or 'in-care-of' address? ⓘ

No

P.O. Box

In-Care-Of

Both



# Step 7

## Mailing Address

Your address should be pre-populated with information from your existing AUSIEX Share Trading Account. If your mailing address differs from your residential address, you can enter the details in the screen below.

If your mailing address is the same as your residential address, you can leave this page blank and click through to the next screen.

### W-8BEN Steps

#### Mailing Address (if different from the Residence Address)

Street Address

Address Line 2

City

Postal Code

Country/Region

State/Province/Territory

# Step 8

## U.S. Taxpayer Identification Number

If you are an Australian Tax Resident, please **do not** enter your Australian Tax File Number (TFN). If appropriate, enter a U.S. Taxpayer Identification Number (TIN). If you do have a U.S. TIN, you are ineligible for an International Markets account.

### W-8BEN Steps

#### U.S. Taxpayer Identification Number (U.S. TIN) ⓘ

U.S. TIN

U.S. TIN Type

|                           |                            |
|---------------------------|----------------------------|
| <input type="radio"/> SSN | <input type="radio"/> ITIN |
|---------------------------|----------------------------|

☒ The account holder does not have a U.S. TIN.

# Step 9

## Tax Residence

You will need to provide details about your tax residency and foreign TIN. Please choose your country of tax residence. A TIN is 'Not Legally Required' for Australian residents.

For non-Australian tax residents please enter your foreign TIN.

### W-8BEN Steps

#### Tax Residence

Country/Region of Tax Residence

Tax ID Number

☒ The account holder does NOT have a TIN for this country and/or is not legally required to provide a TIN.

# Step 10

## Birth Details

Next, you will need to provide details about your place of birth and date of birth. Your date of birth will be pre-populated with information from your existing AUSIEX Share Trading Account. If your date of birth is incorrect, please contact our International Markets desk to discuss on **1800 252 351** or email us at [international@ausiex.com.au](mailto:international@ausiex.com.au) between Monday – Friday, 8:30am – 5:30pm.

Please choose your country or region of birth from the drop-down list.

### W-8BEN Steps

#### Place of Birth

Country/Region of Birth

Australia

Date of Birth

01/01/1901

# Step 11

## Treaty Benefits

In this section, you will need to specify your eligibility for tax treaty benefits. Your treaty country should match your country of tax residency.

If you choose not to claim tax treaty benefits, a higher withholding rate may be applied to amounts payable to you, which must be forwarded to the IRS. For more information about your eligibility for treaty benefits, please consult your tax adviser.

Please note that there is an existing tax treaty between Australia and the U.S.

### W-8BEN Steps

#### Treaty Benefits ⓘ

Is the account holder claiming a reduced rate of withholding under a tax treaty between the U.S. and another country?

|     |    |
|-----|----|
| Yes | No |
|-----|----|

#### Treaty Country/Region

Australia

- ☒ I certify that the account holder is a resident of this country within the meaning of the income tax treaty between the U.S. and that country.
- ☐ The account holder is making a special rate claim under a specific article and paragraph of the tax treaty.

# Step 12

## Acceptance & Signature

In the final step, you will proceed to the E-Sign Acceptance page. Here, you have the option to preview your completed W8 form in PDF. Please ensure to carefully review the form to confirm all the information you entered is accurate and complete. If you identify any errors, you can go back to make the necessary changes.

Once you are satisfied that everything is correct, read the information provided. Make the appropriate selections and enter your name in the 'Electronic Signature' boxes. Your name must match the name on your AUSIEX Share Trading Account.

Finally, select 'Complete' to submit your W-8BEN form.

### W-8BEN Steps

#### Instructions

You are required to provide a W-8BEN to document your tax status for U.S. tax purposes. A copy of the W-8BEN instructions can be downloaded [here](#). If you believe this is the incorrect tax form, click "Back" to select a different tax form.

Please provide the information requested below to submit an electronic copy of your tax form. If you have any questions about the electronic form submission process, please contact the requester of this form. If you have any questions about how to answer the questions below, please consult your tax adviser.

#### E-SIGN Acceptance

☒ I agree to sign the document(s) electronically under the [terms of the E-Sign Act](#) and certify I have capacity to sign for the account holder.

#### Sign Form W-8BEN([Preview Form](#))

☒ Under penalties of perjury, I declare that I have examined the information on this form and to the best of my knowledge and belief it is true, correct, and complete. I further certify under penalties of perjury that:

- I am the individual that is the beneficial owner (or am authorized to sign for the individual that is the beneficial owner) of all the income or proceeds to which this form relates or am using this form to document myself for chapter 4 purposes;
  - The person named on line 1 of this form is not a U.S. person;
  - This form relates to:
    - (a) income not effectively connected with the conduct of a trade or business in the United States;
    - (b) income effectively connected with the conduct of a trade or business in the United States but is not subject to tax under an applicable income tax treaty;
    - (c) the partner's share of a partnership's effectively connected taxable income; or
    - (d) the partner's amount realized from the transfer of a partnership interest subject to withholding under section 1446(f);
  - The person named on line 1 of this form is a resident of the treaty country listed on line 9 of the form (if any) within the meaning of the income tax treaty between the United States and that country; and
  - For broker transactions or barter exchanges, the beneficial owner is an exempt foreign person as defined in the instructions.
- Furthermore, I authorize this form to be provided to any withholding agent that has control, receipt, or custody of the income of which I am the beneficial owner or any withholding agent that can disburse or make payments of the income of which I am the beneficial owner.

I agree that I will submit a new form within 30 days if any certification made on this form becomes incorrect.

#### Electronic Signature

Given Name of Signer

JOHN

Family Name of Signer

SMITH

[Back](#)

[Complete](#)



## Need help?

If you have questions, please contact your adviser.

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